



CUPERTINO

# Reopening Toolkit for Businesses COVID-19 Guidelines

How to Prepare for  
Safe Operations to Resume

City of Cupertino | 10300 Torre Avenue  
Cupertino, CA 95014

[www.cupertino.org/covid19businessinfo](http://www.cupertino.org/covid19businessinfo)



# City of Cupertino Suggested COVID-19 Reopening Toolkit for the Business Community

To meet the requirements of the public health measures issued by the Governor of California and to prepare for measures to be issued by Santa Clara County, the steps outlined in this document are suggestions to prepare your restaurant/food facility to resume safe onsite dining of customers. **Please note the County's regulations and protocol shall supersede any guidance provided in this document.**

The City of Cupertino is supporting local restaurants by encouraging outdoor dining and expanded dining areas. The City is expediting a special temporary outdoor dining permitting process and waiving fees to allow businesses to safely transition as quickly as possible to coincide with Santa Clara County's revised Order effective June 5, 2020.

A proposed no cost special temporary permit for outdoor dining will be allowed by City urgency ordinance. For updates on the County's order and corresponding City permitting, please visit [www.cupertino.org/covid19businessinfo](http://www.cupertino.org/covid19businessinfo)

The Department of Alcohol Beverage Control (ABC) is offering temporary relief measures to allow the on-site consumption of alcoholic beverages in these expanded dining areas under the [COVID-19 Temporary Catering Authorization Application](#). To be eligible for this temporary authorization the business must already be a licensee and bona fide meals must be served.

For more information, please visit [www.abc.ca.gov/abc-218-cv19-instructions/](http://www.abc.ca.gov/abc-218-cv19-instructions/)

## SECTIONS:

1. Worksite Specific Plan
2. Employee Training for All Sectors
3. Employee Health and Safety for All Sectors
4. Restaurant Guidelines
5. Retail Guidelines
6. Office Workspace Guidelines

## 1. WORKSITE SPECIFIC PLAN FOR ALL SECTORS

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

## 2. EMPLOYEE TRAINING FOR ALL SECTORS: IMPORTANT INFORMATION FOR ALL EMPLOYEES

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.

- Employees should wash or sanitize hands before and after using or adjusting face coverings.
- Avoid touching eyes, nose, and mouth.
- Face coverings should be washed after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.

### 3. EMPLOYEE HEALTH AND SAFETY FOR ALL SECTORS: INDIVIDUAL CONTROL MEASURES AND SCREENING

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed 5 prior to the worker leaving the home for their shift and follows CDC guidelines, as described in the Topics for Employee Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including face coverings and gloves where necessary. Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly recommended when employees are not required to wear respirators for other hazards and are in the vicinity of others. Workers should have face coverings available and wear them when at work, in offices, or in a vehicle for work-related travel with others. Face coverings must not be shared.
- Non-employees entering the facility should be restricted to only those classified as essential by management and they must complete a temperature and/or symptom screening before entering. Contractors, vendors, and all others entering the facility are strongly recommended to wear face coverings.

## 4. RESTAURANT GUIDELINES

### **EMPLOYEE HEALTH: Implement Measures to Ensure Food Handlers Do Not Work if Ill and Are Protected from Becoming Ill in the Workplace**

- Notify employees not to come to work if sick.
- Conduct thermal or temperature scans of employees daily, especially upon arrival to the business.
- Conduct a health screening of each employee prior to the beginning of each shift that asks:
  - Are you ill or experiencing symptoms consistent with COVID-19 within in the past 7 days?
  - Does a household/family member have or had a fever or other COVID-19 symptoms in the past 7 days?
  - Have you had close contact with someone who is known to have COVID-19 in the past 14 days?
- Employees with COVID-19 like symptoms should not be allowed to work and encouraged to contact their medical provider.
- Face coverings must be worn by all employees that interact with the public and when unable to social distance with other employees.
- Clean and disinfect employee restrooms and breakrooms frequently.
- Consider posting the anticipated cleaning schedule.
- Employees must frequently wash their hands with soap and warm water for at least 20 seconds.
- Provide a copy of the COVID-19 Restaurant Operating Protocol to each employee and ensure they understand and will implement the protocols, including signing acknowledgement.
- Ensure all employees read and understand the most recent [Santa Clara County Health Order](#) (available in [Chinese](#) or [Spanish](#)).
- Notify employees not to share food, beverages, and food-ware.
- Remind employees to avoid handshakes and similar greetings.

### **SOCIAL DISTANCING: Implement Measures to Ensure Social Distancing is Adhered to. Restaurant Tables Should Be Six Feet Apart or if Un-movable, a Barrier or Partition Must Separate Tables to Protect the Public.**

- Adhere to the State mandatory requirement to space all tables six feet apart or if un-movable, install a barrier or partition to separate tables.
- Implement measures to ensure social distancing is adhered to while customers are waiting to be seated, during ordering and pick-up of food.
- Suggest customers wait outside to be called into the restaurant.
- Encourage dining by reservation to manage capacity. Use a line queue system with an ability to text or call guests when their table is ready, to avoid “waiting” in groups.
- Consider using a restaurant greeter to manage the entry/exit door to ensure the safety, health and welfare of guests and employees.

- Place tape or install markings on the floor at least six feet apart in any area where members of the public may form a line.
- Consider limiting the number of patrons at a single table to a household unit or patrons who have asked to be seated together. People in the same party seated at the same table do not have to be six feet apart. All members of the party must be present before seating and the host must bring the entire party to the table at one time.
- Ensure tables are spaced six feet away from all food preparation areas, including beverage and server stations.
- Consider installing physical barriers, such as sneeze guards and partitions at cash registers, or other food pickup areas where maintaining physical distance of six feet is difficult.
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.
- Rotate or stagger shifts to limit the number of employees in the workplace at the same time.

**EDUCATION FOR THE DINING PUBLIC: Implement Measures to Ensure the Public is Educated on Dining Out Safely.**

- Post signs to remind customers to maintain social distancing of six feet, to wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19 (see attached sample).
- Face coverings should be worn by customers when not seated at their table.
- Post [County's COVID-19 Social Distancing Protocol](#) at public entrance of your facility to be visible to customers (see attached May 18, 2020 version).
- Additional signs and posters to educate your customers and the public can be accessed [here](#).

**MEASURES TO INCREASE SANITIZATION AND DISINFECTION: Implement Measures to Protect the Public Through the Avoidance of Multiple Touch Points or Frequent Disinfection of Multiple Touch Points and Sanitization of Food Contact Surfaces.**

- Remove food items that can be touched by multiple customers or be shared between tables such as condiment bottles, salt and pepper shakers, or breadbaskets.
- Per the California guidelines discontinue self-service buffets and salad bars.
- Per the California guidelines close self-service machines, such as soda and frozen yogurt machines.
- Non-food items that may be used by multiple customers, such as menus, should be disinfected between each use if possible, or modified to be a single use item, such as a disposable paper menu.
- Ensure that all utensils and food-ware are properly washed, rinsed and sanitized. Verify the required contact time (the time the utensils must be submerged in the sanitizer) for the sanitizer to be effective occurs. If this cannot be reasonably accommodated, only single-service utensils or food-ware should be used.
- Frequently disinfect high contact touch points, such as phones, door handles, and credit card terminals using a disinfectant that is effective against Coronavirus.

- Disinfect and clean restrooms frequently.
- Designate a team member each shift to oversee the implementation of additional sanitization and disinfection procedures.
- Per the California guidelines discontinue tableside food preparation and presentation of foods, such as food selection carts and table side guacamole.
- Per the California guidelines do not provide community containers of after-meal mints, candies, snacks, or toothpicks for customers to help themselves. Provide individually with check or only upon request.
- Per the California guidelines discontinue shared entertainment items such as board games, arcade games, and vending machines. It is recommended to block access to game and entertainment areas where customers may share items such as pool tables or darts.
- Eliminate person-to-person contact for deliveries whenever possible. Designate drop-off locations to receive deliveries away from high traffic areas. Maintain a physical distance of at least six feet from delivery drivers.
- Avoid using food and beverage containers or utensils brought in by customers.
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees, children, or customers.
- If possible prop open or automate entrance doors to minimize customer contact with doorknobs or handles.
- Eliminate person-to-person contact for delivery of goods whenever possible, such as setting items on a designated table in a sealed bag, labeled with the order number or customer name.
- Leftover food should be packaged by the customer for takeout.

**RECOMMENDATIONS: Consider Implementing These Additional Recommended Safety Measures.**

- Provide a hand sanitizer dispenser/station or disinfection wipes (at least 60% alcohol) for customers.
- Use equipment that has touch free motion detectors, such as hands-free soap and towel dispensers.
- Use a payment system that does not require person-to-person contact.
- Encourage reservations or advise customers to call in advance to confirm seating availability. Consider a reservation system that allows customers to queue six feet apart or wait in cars and enter only when a phone call, text, or other method of notification indicates that a table is ready for seating.
- Limit the number of employees who serve individual parties. Consider assigning the same employee to each party for entire dining experience while ensuring mandatory employee meal and rest breaks.
- Expand outdoor seating where possible.
- Consider the use of disposable gloves to supplement handwashing when:
  - Conducting employee health screenings.
  - When handling items contaminated by body fluids.
  - When touching items used by customers (dirty cups, plates, napkins, etc.).
  - When handling trash bags.

# Be Our Guest for SAFE DINING

## WHAT YOU CAN EXPECT FROM US



**Healthy  
Team Members**  
daily temperature  
checks



**Clean  
Restaurants**  
tables disinfected  
after each visit



**Social  
Distancing**  
reconfigured  
layouts



**Protective  
Equipment**  
masks on every  
team member



**Frequent  
Handwashing**  
hand sanitizer  
is available

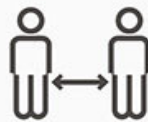
## WHAT WE ASK OF YOU



**Stay Home if You  
Have Symptoms**  
of fever, coughing,  
or shortness  
of breath



**Do Not  
Congregate**  
in the lobby  
or bar



**Give Fellow  
Guests  
Their Space**  
at least six feet



**Wear a  
Face Covering**  
when not at your  
table



**Utilize  
Mobile Pay**  
when possible

# Welcome Back!



**CITY OF  
CUPERTINO**

For more information or updates on Santa Clara County's Health Order,  
please visit [www.sccgov.org/covid19](http://www.sccgov.org/covid19)



## 5. RETAIL GUIDELINES

### **CLEANING AND DISINFECTING PROTOCOLS:**

- Perform thorough cleaning in high traffic areas, such as break rooms, lunch areas and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces, including shopping carts, baskets, conveyor belts, registers (including self-checkout), scanners, register telephones, hand-held devices, counters, door handles, shelving, ATM PIN pads, customer assistance call buttons, handwashing facilities, etc.
- Clean and sanitize shared equipment, including but not limited to, pallet jacks, ladders, supply carts, time clocks, payment portals, and styluses between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.
- Equip customer entrances and exits, checkout stations, customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- Ensure that restrooms stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- Provide resources to promote employees' personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizers, disinfectants, and disposable towels.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions.
- Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking. Stagger stocking so that associates are in different aisles.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Install hands-free devices, if possible, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems.
- Encourage the use of debit or credit cards by customers, for example, through signage, encourage customers to clean their reusable bags frequently through in-store signage, and require customers who bring reusable bags to bag their own purchases.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.

### **PHYSICAL DISTANCING GUIDELINES:**

- Retailers should create clearly marked curbside or outside pickup points that maintain physical distance with visual cues or other measures, and have purchased goods available there or available through home delivery.

- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or employees should stand).
- Take measures at checkout stations to minimize exposure between cashiers and customers, such as Plexiglas barriers. Employees should also wear face coverings and customers are strongly recommended to wear face coverings as well. Some jurisdictions already require face coverings outside the home. Display signage at entrances, checkout lanes, and registers to remind customers of physical distancing at every opportunity.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Adjust in-person meetings, if they are necessary, to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines.
- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation to limit transmission of the virus.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- Dedicate shopping hours for vulnerable populations, including seniors and those medically vulnerable, preferably at a time following a complete cleaning.
- Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pick-up.
- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- Adjust maximum occupancy rules based on the size of the facility to limit the number of people in a store at one time, using no more than 50% maximum occupancy.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues.
- Encourage employees to practice physical distancing during pickup and delivery by talking with the customer through a passenger window, loading items directly into the customer's trunk without contact, or leaving items at their door.
- Make some locations pickup- or delivery-only to minimize employee/customer contact, where possible.
- Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.
- Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing face coverings and PPE.

**ADDITIONAL CONSIDERATIONS:  
DRIVE-IN RETAIL, INCLUDING DRIVE-IN MOVIE THEATERS**

- For drive-in operations, such as movie theaters or restaurants, vehicles must be spaced at least six feet apart and no gatherings outside of vehicles should take place. Parking spaces for viewing at drive-in theaters must be limited to either every other spot or reconfigured to ensure adequate distancing between vehicles.
- Each vehicle may only be occupied by members of the same household who have already been in close contact with each other. If not utilizing restroom facilities or picking up concessions, patrons must remain in their vehicles. Patrons cannot sit outside of their vehicles (e.g., to view a drive-in movie near their vehicle).
- There must be regular cleaning and sanitizing of on-site restrooms for drive-in retail facilities and drive-in movie theaters.
- Cashless and touchless transactions systems are preferred wherever possible. If available, orders, reservations and payments for the drive-in business should be made in advance online or over the phone.
- Drive-in movie theater concessions should be ordered online or over the phone, if possible, and be available for curbside pick-up. Walk-up concession services should be available for pick-up of pre-ordered items. Patrons should wear face coverings when picking up pre-ordered items from the concessionaire. If pre-ordering items is not possible, ensure that customers maintain proper physical distancing when waiting to order food items.
- Drive-in movie theaters should suspend double-feature offerings to limit the amount of time patrons spend on-site and avoid the need for intermissions.
- Any playgrounds, outdoor eating areas, picnic tables, or other amenities at drive-in movie theaters should be closed.

## 6. OFFICE WORKSPACE GUIDELINES

### **CLEANING AND DISINFECTING PROTOCOLS:**

- Perform thorough cleaning on high traffic areas such as break rooms and lunch areas, and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces including doorknobs, toilets, and handwashing facilities.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Adjust or modify hours to provide adequate time for regular thorough cleaning and disinfection of office spaces.
- Avoid sharing phones, other work supplies, or office equipment wherever possible. Never share PPE.
- Where such items must be shared, disinfect between shifts or uses, whichever is more frequent, including the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared work stations, etc., with a cleaner appropriate for the surface.
- Ensure that restrooms stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing cleaning chemicals, employers should use product approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.

### **PHYSICAL DISTANCING GUIDELINES:**

- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees should stand).
- Utilize telework options and modified work schedules.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory or managing administrative needs through telework).
- Redesign office spaces, cubicles, etc. and decrease the capacity for conference and meeting to ensure workspaces allow for six feet between employees.
- Close or restrict common areas, using barriers, or increasing physical distance between tables/chairs where personnel are likely to congregate and interact, such as kitchenettes and break rooms, and discourage employees from congregating in high traffic areas such as restrooms, hallways, and stairwells.
- Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.
- Designate separate routes for entry and exit into office spaces to help maintain social distancing and lessen the instances of people closely passing each other.

- Limit the number of individuals riding in an elevator and ensure the use of face coverings. Post signage regarding these policies.
- Utilize work practices, when feasible and necessary, to limit the number of employees at the office at one time. This may include scheduling (e.g. staggering start/end times), establishing alternating days for onsite reporting, returning to the office workspace in phases, or continued use of telework when feasible.
- Stagger employee breaks, within compliance with wage and hour regulations, to maintain physical distancing protocols.
- Discontinue nonessential travel and encourage distance meetings via phone and internet.
- Require employees to avoid handshakes and similar greetings that break physical distance.
- Dedicate staff to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas.
- Install production transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person production hand-offs.