

# Novel Coronavirus (COVID-19)

## Safer at Home Order Frequently Asked Questions for Businesses

The Los Angeles County Department of Public Health (Public Health) continues to call on all businesses to help Los Angeles County slow the spread of the disease caused by the novel (new) coronavirus (COVID-19). Without a vaccine or treatment, aggressive steps and additional physical (social) distancing measures are needed to protect both the public and the healthcare system.

The County's "Safer at Home" Health Officer Order (Order) was amended on May 8, 2020. The County's Order continues to be aligned with the Governor of California's [March 19, 2020](#) and [May 4, 2020](#) Orders, which require Californians to stay at home unless performing essential activities. The Governor's Order allows counties, like ours, to retain more restrictions in their Health Officer Orders than in the statewide Order, where, as in Los Angeles County, the effects of COVID-19 on the community require such additional restrictions.

The County's "Safer at Home" Order and additional guidance documents, including a general FAQ about the Order, and information about what the Order means for individuals, can be found on the Los Angeles County Department of Public Health's COVID-19 webpage: <http://publichealth.lacounty.gov/media/Coronavirus/>.

### FREQUENTLY ASKED QUESTIONS

Below, Public Health addresses common questions regarding how the "Safer at Home" Order impacts businesses. These FAQs only address the County of Los Angeles Order, not the Governor's Order or any Orders issued by Cities in Los Angeles County. Please seek Legal Counsel if needed.

#### DESCRIPTION OF THE ORDER

##### 1. What is the "Safer at Home" Order?

The "[Safer at Home](#)" Order (Order) is a legal order issued by the Los Angeles County Health Officer to help slow the spread of Novel Coronavirus (COVID-19) and protect the most vulnerable members of our community. The Order applies within the Los Angeles County Public Health Jurisdiction, which includes all parts of the County, except the cities of Long Beach and Pasadena. Businesses and organizations in those cities should check with their own public health departments for guidance. The Order is currently in effect until May 15, 2020. A new health Officer Order will be issued prior to May 15 to continue a set of directives that protect the public's health.

##### 2. What does the "Safer at Home" Order require from businesses and the public?

The Order requires all businesses in the Los Angeles County Health Jurisdiction to stop in-person operations and close to the public, unless a business is: (a) defined as an Essential Business in the April 10, 2020 "Safer at Home" Order or (b) specifically allowed to be open, per a May 8, 2020 addendum to the Order (i.e., a Lower-risk Non-Essential Retail Business, a public or private golf course, or a new or used auto or car dealership). Lower-risk Non-Essential Retail Businesses that can reopen may only provide goods to customers via curbside (outside of the store) pick-up or delivery.

All businesses that can be open must follow social (physical) distancing and infection control protocols that are outlined in the Order. Essential Businesses are required to post and implement a [Social Distancing Protocol](#) and provide copies to employees for every facility that is open to the public or has

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employees onsite. Lower-Risk Non-Essential Businesses that are allowed to reopen are required to post and implement a business-specific or sector-specific Reopening Protocol that was released with the Order and provide copies to employees. Links to these Reopening Protocols are listed below under "[Resources for Businesses and Employees](#)." The Health Officer strongly recommends that Essential Infrastructure organizations also implement the Social Distancing Protocol and follow social (physical) distancing practices found in Paragraph 14 of the Order. In the event of a known case of COVID-19 among employees, the employer is expected to provide or make arrangements for testing all employees that have had a possible exposure.

The Order still does not allow indoor and outdoor public and private gatherings and events and continues the temporary closure of all public beaches and their points of access within the County of Los Angeles Public Health Jurisdiction. People can leave their homes to shop at businesses that can be open if they practice social distancing and wear a cloth face covering while patronizing a business. People may also take part in outdoor activities, such as jogging, walking, biking or using public trails while practicing social (physical) distancing, and when near any other non-household members, wearing a cloth face covering.

### 3. What are the latest updates to the "Safer at Home" Order?

The May 8, 2020 addendum to the Order keeps in place prior measures to prevent COVID-19 and allows some lower-risk retail businesses and public areas to reopen, as long as they meet the following requirements, which are outlined in the Order.

- Only certain types of Lower-risk Non-Essential Retail Businesses: bookstores, clothing and shoe stores, florists, music stores, sporting goods stores, and toy stores, may reopen for curbside pick-up or delivery only. However, if located in an indoor mall, these Lower-risk Non-Essential Retail Businesses must remain closed unless customers can access them from outside of the mall.
- All businesses must follow [guidance](#) released by the State, in addition to all requirements in the County Order.
- In order to reopen, each Lower-risk Non-Essential Retail Business must post, implement, and provide employees with the Los Angeles County Department of Public Health [Reopening Protocol for Retail Establishments](#). When open, only employees may enter the business; customers must remain outside at all times and practice social (physical) distancing.
- New or used auto sales dealerships or operations may reopen to the public if they post, implement, and provide employees with the Los Angeles County Department of Public Health [Reopening Protocol for Car Dealerships](#).
- Public trails and trailheads are reopened for use. All visitors must follow social (physical) distancing requirements, including wearing a cloth face covering while near others, and abide by any posted restrictions on access and use. See the Los Angeles County Department of Public Health [Reopening Protocol for Use of Public Trails](#).
- Public and private golf courses may reopen. Golf course operators must post, implement, and provide employees with the Los Angeles County Department of Public Health [Reopening Protocol for Golf Courses](#). Members of the public must practice social (physical) distancing and follow all access and use rules when playing and on the golf course property. Clubhouses are closed. Golf Pro



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Shops are closed to public entry but can offer curbside pick-up and delivery. Golf course restaurants are available for takeout.

As we move through recovery, Public Health will monitor our local capacity to control the spread of COVID-19 and track how well we are doing and continue to revise the “Safer at Home Order” or issue new Orders to ensure that workers, residents, and our healthcare system are protected.

### INFORMATION FOR BUSINESSES

#### BUSINESSES THAT CAN CONTINUE TO OPERATE

#### 4. What types of businesses may operate while the “Safer at Home” Order is in place?

Essential Businesses, Healthcare Operations, organizations that meet Essential Infrastructure needs, and the Lower-risk Non-Essential Retail Businesses that were identified in the amended Order may operate, as long as they follow the requirements that are described in the Order.

#### Examples of Essential Businesses

Essential Businesses may stay open to the public while the Order is in effect. Essential Businesses are businesses that perform services that are essential to the well-being of residents and are critical to public health and safety as well as economic and national security. Many businesses and services are considered essential, including the following:

#### *Food and Other Essential Needs*

- Grocery stores, certified farmers’ markets, farm and produce stands, supermarkets, food banks, convenience stores, and wholesale clubs that sell groceries and essentials
- Stores that sell products necessary for safety, sanitation, and essential operation of residences, such as hardware stores, building supply stores, home appliance stores, and pool supply stores
- Food cultivation, including farming, livestock, and fishing
- Food manufacturing, processing, storage, and distribution facilities that are not open to the public
- Restaurants or other food facilities, only for preparing and offering food provided via delivery service, pick-up for takeout dining, and drive-thru
- Laundromats and dry cleaners
- Animal feed stores, pet stores, animal daycare centers, animal boarding facilities, and pet-sitters
- Plumbers, electricians, gardeners/landscapers, pest control services, property managers, and security personnel, if needed for safety, sanitation, and essential operation of properties and Essential Businesses
- Hotels, motels, shared rental units, and similar facilities
- Residential facilities and shelters for seniors, adults, and children
- Manufacturers and retailers of fabric or cloth that is made into personal protective equipment, such as face coverings, for delivery or pick-up only



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- Educational institutions (if providing distance learning, providing meals, and/or performing Minimum Basic Operations)
- Animal control offices, animal shelters, and wildlife rehabilitators
- Childcare centers
- Governmental agencies, organizations, and businesses that address essential needs, including food and shelter (e.g., in-home supportive services, child welfare, adult protective services, domestic violence services, social services, and homeless services agencies)

### *Safety and Security*

- Fire prevention and response
- Law enforcement agencies, including corrections and community supervision
- Private security companies
- Companies that perform essential national security functions

### *Communications and Information Technology*

- Internet service and cable providers
- Radio, television, newspaper, magazine, podcast, and journalism activities
- Mobile/cell phone stores and service providers

### *Financial, Professional, and Legal Services*

- Banks, credit unions, and financial institutions
- Insurance companies
- Professional services, such as payroll, accounting, and legal, when necessary for compliance with legally mandated activities

### *Transportation and Logistics*

- Ride-share services, taxis, and other private transportation services, for activities of daily living and other purposes authorized in the Order
- Auto, truck, RV, motorcycle, and bike repair shops
- Car dealerships, for auto repair services, online sales, and showroom sales
- Gas stations

In addition, Healthcare Operations and entities meeting Essential Infrastructure needs may operate.

### **Examples of Healthcare Operations**

- Clinics, including public health clinics
- Hospitals
- Laboratories
- Skilled Nursing Facilities
- Home healthcare service and hospice providers
- Dental clinics
- Physical therapy and chiropractic offices
- Pharmacies
- Ancillary healthcare services
- Alcohol and drug treatment providers
- Cannabis dispensaries with a medicinal cannabis license and all other required state and local licenses
- Mental or behavioral health providers
- Blood collection sites, including Red Cross
- Healthcare suppliers, including hearing aids
- Medical or scientific research companies, and pharmaceutical, and biotechnology companies



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- Medical device, diagnostic, and equipment manufacturers, distributors, and servicers
- Veterinary clinics and all healthcare provided to animals

### Examples of Essential Infrastructure

- Airport and port operations
- Road and highway construction and repair work
- Public transportation and mass transit
- Cemeteries, mortuaries, and crematoria
- Flood control and watershed protection
- Food supply
- Manufacturing and distribution companies that are critical to the Essential Infrastructure supply chain
- Public health operations
- Internet and telecommunications systems (including essential infrastructure for computing services, business infrastructure, communications, and web-based services)
- Solid waste collection, removal, and processing
- Water, sewer, gas, electrical, oil extraction and refining
- Construction of public works, housing, and commercial, office, and institutional buildings

### Specified Lower-Risk Non-Essential Retail Businesses

The following types of Lower-Risk Non-Essential Retail Businesses can be open for curbside pick-up or delivery only, if they follow all requirements outlined in the Order. However, if located in an indoor mall, these businesses must remain closed unless customers can access them from outside of the mall.

- Bookstores
- Clothing and Shoe Stores
- Florists
- Music stores
- Sporting goods stores
- Toy stores

In addition, new and used auto and car sales dealerships and public and private golf courses can be open. Golf Pro Shops are closed to public entry but can offer curbside pick-up and delivery. In-person dining at golf courses remain closed.

#### 5. Does a business have to be approved by the County in order to remain open?

No. Businesses are not required to get approval to stay open. We are relying on businesses to follow the Order. If Public Health learns that businesses that are not allowed to be open are open, it will contact the business to ensure that it understands and complies with the Order.

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### OVERVIEW OF REQUIREMENTS FOR BUSINESSES

#### 6. What does the “Safer at Home” Order require businesses to do?

The public and the private sector must help to prevent the spread of COVID-19 by practicing social distancing and implementing infection control precautions. The Order, which currently is in effect until May 15, 2020:

- Requires all businesses to stop in-person operations and close to the public, unless the business is: (a) defined as an Essential Business in the April 10, 2020 “Safer at Home” Order or (b) specifically allowed to be open, in the May 8, 2020 addendum (i.e., a Lower-risk Non-Essential Retail Business, a public or private golf course, or new or used auto or car sales dealership).
- Requires all indoor shopping centers and malls to close except for businesses that can be accessed by customers from the outside of the building. If the business is an Essential Business, customers can enter and shop inside, but Lower-Risk Non-Essential Retail Businesses can only offer curbside pick-up or delivery. Merchandise cannot be placed outside of the business and all businesses must follow social distancing requirements in the Order.
- Requires the closure of all indoor and outdoor flea markets and swap meets and the following commercial properties and businesses: (i) bars and nightclubs that do not serve food, (ii) gyms and fitness centers, (iii) movie theaters, drive-In theaters, live performance theaters, concert halls, arenas, and stadiums, (iv) bowling alleys and arcades, and (v) the portions of wineries, breweries and tap rooms that provide tastings to the public.
- Requires Essential Businesses as defined above, excluding clinical settings within Healthcare Operations, to post, distribute, and implement a [Social Distancing Protocol](#) for each facility that is open to the public or has employees onsite. Essential Businesses must also maximize the number of employees who work from home.
- Requires Non-Essential Businesses that were allowed to reopen, per the May 8, 2020 addendum, to make [modification](#)s required by the State Public Health Officer, as well as implement and post the appropriate Los Angeles County Department of Public Health Reopening Protocol. Links to these Reopening Protocols are listed below under “[Resources for Businesses and Employees.](#)”
- Requires Essential Infrastructure organizations to follow social (physical) distancing practices that are described in the Order.
- Requires all restaurants and other food facilities to only prepare and offer food that is provided to customers via delivery service, via pick-up for takeout dining, and via drive thru. Restaurants may not provide indoor or outdoor table service.
- Specifies that all employees of government agencies are considered to be part of the Essential Infrastructure.

As the Order may be updated or extended, businesses should consult Public Health’s website, <http://publichealth.lacounty.gov/media/Coronavirus/>, daily until the Order is ended, and follow any updated requirements.

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### 7. What social (physical) distancing practices are Essential Businesses required to follow?

Essential Businesses must prepare and put in place a [Social Distancing Protocol](#), as provided in Paragraph 2 of the Order, for each facility that is open to the public or has employees onsite. The Essential Business's [Social Distancing Protocol](#) must include each of the elements included in the Los Angeles County Department of Public Health's [Social Distancing Protocol](#) template (Appendix A to the Order) and document how the business will:

- Limit the number of people who can enter the facility at any one time, so that people can easily maintain a minimum distance of six (6) feet from others at all times, except as may be required to complete an Essential Business activity. Members of a single household or living unit may stand or move together but must be separated from others by at least six (6) feet.
- Wherever lines may form, mark six (6) foot increments, at a minimum, showing where individuals should stand to maintain adequate social (physical) distancing.
- Provide hand sanitizer, soap and water, or effective disinfectant at or near the entrance of the facility and in other appropriate areas for the public and employees, including in locations where there is high-frequency interaction between employees and the public (e.g., cashiers). Restrooms normally opened to the public must remain open to the public, if the public is allowed to enter the facility.
- Post a sign in a highly visible place at all public entries that tells members of the public to not enter if they are experiencing symptoms of respiratory illness, including fever or cough, and to maintain social (physical) distancing from one another. See “Notice to Our Customers” here:

*ENGLISH:*

<http://publichealth.lacounty.gov/media/Coronavirus/docs/business/NoticeToCustomers.pdf>

*SPANISH:*

<http://publichealth.lacounty.gov/media/Coronavirus/docs/business/NoticeToCustomers-Spanish.pdf>

- Provide for the regular disinfection of high-touch surfaces, including all payment portals, pens, and styluses after each use. Essential Businesses are encouraged to also offer touch-less payment options.
- Provide employees and contracted workers whose duties require contact with other employees and/or the public with cloth face coverings to wear when in contact with others.
- Require members of the public who enter the facility to wear an appropriate face covering, such as a cloth face covering, while in the facility.
- Adhere to Public Health's communicable disease control recommendations, including guidance for cleaning and disinfecting the site. See [www.publichealth.lacounty.gov/media/Coronavirus/](http://www.publichealth.lacounty.gov/media/Coronavirus/).

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### 8. Which types of businesses/organizations are required to implement a Social Distancing Protocol?

Essential Businesses are required to implement a [Social Distancing Protocol](#) for each of their facilities that are in Los Angeles County and are open to the public or have employees onsite. Because the Protocol is intended to prevent COVID-19 exposures both for employees and the public, the business must have a Protocol if there are employees regularly onsite, even if the location is not open to the public. Several examples of Essential Businesses that are required to do so are grocery stores; hardware stores; auto repair shops; gas stations; restaurants that offer delivery, pick-up, or drive-thru; banks or credit unions; and law offices, among others.

### 9. What social (physical distancing) practices are required for Essential Infrastructure?

Essential Infrastructure entities are required to follow social (physical) distancing practices that are listed in Paragraph 14 of the Order, to help protect employees and the public. At a minimum, Essential Infrastructure should strongly encourage employees and the public to:

- Practice social (physical) distancing, by requiring everyone onsite to be separated by six (6) feet, whenever possible.
- Practice appropriate hygiene and respiratory etiquette, by providing access to handwashing facilities with soap and water or hand sanitizer that contains at least 60% alcohol. They can also provide tissue and trash receptacles near all entrances.
- Wear cloth face coverings when in contact with others.

In addition, they should post a sign at the entrance instructing individuals not to enter if they have symptoms of respiratory illness, including fever or cough. See “Notice to Our Customers” here:

*ENGLISH:*

<http://publichealth.lacounty.gov/media/Coronavirus/docs/business/NoticeToCustomers.pdf>

*SPANISH:*

<http://publichealth.lacounty.gov/media/Coronavirus/docs/business/NoticeToCustomers-Spanish.pdf>

### 10. What social (physical distancing) practices are required for Lower-risk Non-Essential Businesses that were allowed to reopen, under the May 8, 2020 amended Order?

The Lower-risk Non-Essential Retail Businesses, car dealerships, and golf courses that were allowed to reopen under the May 8, 2020 Order must make appropriate [adaptations](#) required by the State Public Health Officer, as well as implement, post, and provide employees with the appropriate Los Angeles County Department of Public Health Reopening Protocol. These protocols outline required measures to ensure social (physical) distancing that are tailored to the specific business or sector. Links to these Reopening Protocols are listed below under “[Resources for Businesses and Employees](#).”

### 11. Are Essential Businesses required to screen their employees for COVID-19 symptoms?

Essential Businesses are required to implement a [Social Distancing Protocol](#), which should include COVID-19 symptom checks for employees before they enter the worksite. Essential Businesses can determine whether employees’ temperatures will be taken at the worksite or self-reported. Employees who have symptoms should notify their supervisor and stay home from work. However, because some employees may report to work with symptoms, Essential Businesses may choose to



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screen employees for COVID-19 symptoms (i.e., fever, cough, or shortness of breath) when they arrive at work.

Any employee with fever, cough, or shortness of breath should immediately be separated from other workers, sent home, and encouraged to follow Public Health's [Home Care Instructions for People with Respiratory Symptoms](#).

Businesses should take steps to ensure employees' privacy when conducting symptom checks. Information collected from the symptom screening should be treated as confidential medical information and the identity of workers with COVID-19 symptoms should only be shared with members of company management with a true need to know.

### 12. Are businesses required to follow the "Safer at Home" Order or is this just a recommendation?

This is a legal Order issued by the County of Los Angeles Health Officer, under the authority of California law, which means businesses are required to comply. In addition, Essential Businesses must provide evidence that they implemented the required [Social Distancing Protocol](#) and Lower-risk Non-Essential Businesses that were allowed to reopen must provide evidence that they implemented the appropriate [Reopening Protocol](#), upon demand, to any authority enforcing this Order. Public Health trusts that most businesses will voluntarily follow this Order, to protect their employees and the wider community. However, failure to comply with the Order can result in civil and criminal penalties.

## NON-ESSENTIAL BUSINESSES

### 13. What types of businesses are required to close to the public?

The "Safer at Home" Order required the closure of businesses that are not considered Essential Businesses. The May 8, 2020 addendum to the Order allowed certain Lower-risk Non-Essential Retail Businesses including bookstores, clothing and shoe stores, florists, music stores, sporting goods stores, and toy stores to reopen for curbside pick-up or delivery only. However, if located in an indoor mall or shopping center, these Lower-risk Non-Essential Businesses must remain closed unless customers can access them from outside of the mall. The addendum also allowed for the reopening of new or used auto sales dealerships or operations and public and private golf courses. Golf pro-shops are closed to public entry but can offer curbside pick-up and delivery. Golf course restaurants are available for takeout.

Some examples of Non-Essential businesses that are required to close include:

- Indoor and outdoor children's playgrounds (except when located in childcare centers)
- Indoor malls and shopping centers (except Essential Businesses and non-essential retail as defined above that can be accessed from the exterior of the indoor mall)
- Bars and Nightclubs
- Bowling alleys and arcades
- Movie theaters, drive-in theaters, concert halls, arenas, live performance venues, and stadiums
- Personal Grooming businesses such as nail or hair salons, barbers, and estheticians



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- Flea Markets and Swap Meets
- Newspaper stands
- Smoke and Tobacco Shops
- Skate Parks and Tennis,
- Racquetball, Volleyball, and Basketball Courts
- Gyms and fitness centers

### 14. Can Non-Essential businesses maintain minimum basic operations while they are closed to the public?

Yes. Non-Essential Businesses must close to the public and stop in-person activities, other than Minimum Basic Operations, which are basic activities required to:

- Maintain and protect the value of the business' inventory and facilities
- Ensure safety, security, and sanitation
- Process payroll and employee benefits
- Allow owners, employees, and contractors to work remotely from their residences
- Ensure that the business can deliver its service remotely.

Employees can work from home and travel to the business to perform these Minimum Basic Operations.

## FAQS FOR RETAIL BUSINESSES

### 15. Can the following types of retail businesses stay open to the public if they follow social (physical) distancing requirements?

- *Businesses that sell products or services that are necessary for the operation of another Essential Business or for the essential operation of a residence*  
If a significant part of the business' sales are essential items such as groceries, or products necessary to maintain the essential operation of residences or for the continued operation of other Essential Businesses, then that business would be considered essential.  
The business can continue to sell those essential items, as well as items or products considered non-essential. The business will have to implement and follow the Social Distancing Protocol.
- *Street Vendors*  
If the street vendor is a Public Health-permitted food vendor, it can sell food for take-out only. Street vending of non-food products is not considered to be essential and is not allowed.
- *Licensed Cannabis Stores*  
Only cannabis dispensaries with a medicinal cannabis license and all other required state and local licenses, may continue to operate.
- *Pawn Shops*  
A pawn shop can operate, but only if it provides loans to customers.
- *Electronics Sales and Repairs*  
If a significant portion of the stores business is to sell or repair electronics such as phones and computers they may continue in-person operations, in order to supply Essential Businesses or

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people who are working from home with support or supplies needed to operate.

- *Stores that Sell Pet Food*

A store selling pet food can operate, but only if the sale of pet food and/or pet pharmaceuticals is a significant portion of its business.

- *Car Dealerships*

Car dealerships can repair cars, sell auto supplies, and sell cars online or in a showroom.

### 16. Are indoor shopping malls allowed to be open?

Indoor shopping centers and malls are closed except for businesses that can be accessed by customers from the outside of the building. If the business is an Essential Business, customers can enter and shop inside, but Lower-Risk Non-Essential Retail Businesses can only offer curbside pick-up or delivery. Merchandise cannot be placed outside of the business and all businesses must follow social distancing requirements in the Order.

### 17. Are outdoor shopping malls allowed to be open?

Essential Businesses in outdoor malls and shopping centers may remain open to the public if they implement a [Social Distancing Protocol](#). If a business at an outdoor mall or shopping center is an Essential Business, customers can enter and shop inside, but Lower-Risk Non-Essential Retail Businesses can only offer curbside pick-up or delivery. Merchandise cannot be placed outside of the business and all businesses must follow social distancing requirements in the Order.

## FAQS FOR SCHOOLS, CHILDCARE, COMMUNITY-BASED ORGANIZATIONS, AND NON-PROFITS

### 18. Are childcare facilities and pre-schools allowed to remain open?

These facilities may continue to operate to enable Essential Workers to go to work and must follow these requirements:

- Childcare must be carried out in stable groups of ten (10) or fewer. "Stable" means the same ten (10) or fewer children are in the same group each day. Children cannot change from one group to another.
- If more than one group of children is cared for at one site/facility, each group must be in a separate room and these groups cannot mix with each other.
- Each childcare provider must only be with one group of children.
- Playgrounds within a childcare facility may be used by the children being cared for at that facility.

### 19. Can in-home baby-sitters and nannies continue to work?

Home-based care for seniors, adults, disabled persons, or children is allowed. So, baby-sitters, nannies, and other caregivers can provide care in the home. However, Public Health recommends that caregivers care for children in one household only, to reduce the chance of spreading COVID-19 between households.

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### 20. Are non-profit organizations allowed to continue to operate?

Only non-profits that provide essential services as described in the “Safer at Home Order” can remain open. This would include non-profits that operate food pantries, provide housing and services for homeless residents, and offer many other critical services.

### 21. Can food banks continue to provide prepared meals?

A food bank can offer prepared meals, but the meals can only be provided via delivery service, pick-up for takeout dining, and drive thru. Food cannot be offered buffet style for pick-up.

## FAQS FOR HEALTHCARE OPERATIONS AND SUPPORT

### 22. Are the following businesses considered Healthcare Operations and allowed to operate, if they follow social (physical) distancing requirements?

- *Acupuncture, Reflexology, Massage Therapy, Physical Therapy, Occupational Therapy, and Chiropractic Services*  
These services should only be provided when a healthcare provider has determined that they are medically necessary.
- *Applied Behavior Analysis/Autism Services*  
These services are considered Healthcare Operations and can continue but should be provided remotely whenever possible.
- *Medication/Pharmaceutical Take-back Programs*  
Picking up and properly disposing of medication or pharmaceutical supplies, such as syringes, would be considered a Healthcare Operation and is permitted.

### 23. Can cafeterias, commissaries, and restaurants located in hospitals, nursing homes, or other licensed health care facilities provide dine-in service?

Yes. They can provide dine-in services, as long as they comply with social (physical) distancing requirements and any public health directives issued specific to a facility that is experiencing positive cases among residents and/or employees. Such directives may include closing of all dining rooms and/or cafeterias.

## FAQS FOR ESSENTIAL INFRASTRUCTURE, CONSTRUCTION, HOME/BUILDING MAINTENANCE, AND REAL ESTATE BUSINESSES

### 24. Are the following businesses allowed to operate, if they follow social (physical) distancing requirements including posting a Social Distancing Protocol?

- *Mailing and Shipping Companies*  
Businesses that provide mailing and shipping services are considered essential.
- *Plumbers, Electricians, HVAC Installers, Handypersons, Painters, and Carpenters*  
This work can continue if it is required to maintain the safety, sanitation, or essential operation of a property or an Essential Business.



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- *Arborist, Gardening, and Landscaping Services*  
Arborist, landscaping, and gardening services may continue to maintain the living conditions, sanitation, or operation of businesses or residences; or ensure the safety of residents, employees, or the public (such as fire safety or tree trimming to prevent a dangerous condition).
- *Janitorial and Housekeeping Services*  
Janitorial services can be provided to Essential Businesses. Janitorial services for Non-Essential Businesses and in-home housekeeping services can only be provided if not providing them poses a health or safety risk.
- *Self-Storage Facilities*  
Self-storage is considered an essential business and must comply with the Social Distancing Protocol.

### 25. Are construction projects allowed?

Construction of housing; public works; and commercial, office, and institutional buildings, is allowed and contractors and construction workers may be present onsite. However, construction managers should ensure that individuals maintain a distance of six (6) feet apart as much as possible, follow all recommendations in Public Health's [Guidance for Construction Sites](#), and designate a Site Safety Representative to monitor and implement all recommended safety practices.

### 26. Can sewer line construction continue even if social (physical) distancing cannot be maintained because of the type of work?

This work would be allowed because it meets an Essential Infrastructure need, but to the extent possible, social (physical) distancing should be maintained and cloth face coverings are to be worn when employees are in contact with others.

### 27. What guidance is there for real estate transactions?

Real estate agents, escrow agents, notaries, and title agents can conduct activities that enable residential transactions (including rentals, leases, and home sales), with certain limitations. There can be no open houses to show properties. All residential viewings must only occur virtually or, if a virtual viewing is not feasible, by appointment. Showings should be limited to serious potential buyers who are either pre-approved or have submitted a contingent offer.

The in-person showing may only include the real estate agent and no more than two (2) visitors, who reside within the same household or living unit, at a time. Sellers and/or tenants should temporarily leave the residence/unit during the in-person showing, in order to maintain social distancing. During the in-person showing of the property, all social distancing protocols must be adhered to, and protective measures, such as the wearing of gloves, cloth face coverings, and not touching surfaces must be followed.

Real estate offices, as an Essential Business, must implement and post a [Social Distancing Protocol](#) at each of their offices.

# Novel Coronavirus (COVID-19)

## Safer at Home Order Frequently Asked Questions for Businesses

### RESOURCES FOR BUSINESSES AND EMPLOYEES

#### 28. How can I get more information about the “Safer at Home” Order?

- You can view the Order at the Kenneth Hahn Hall of Administration or request a copy by calling the Los Angeles County Department of Public Health at (323) 914-7801, Monday through Friday from 8:00 am to 4:00 pm, or by leaving a message after-hours at (323) 914-9358.
- You can visit the Los Angeles County Department of Public Health COVID-19 website, at [www.publichealth.lacounty.gov/media/Coronavirus/](http://www.publichealth.lacounty.gov/media/Coronavirus/) for resources such as FAQs, cleaning recommendations, and guidance documents, and a FAQ for Workplace Managers posted at <http://www.publichealth.lacounty.gov/media/Coronavirus/docs/business/FAQ-Managers.pdf>.
- Businesses and employees can direct questions to the Los Angeles County Department of Consumer Business and Affairs (DCBA) Disaster Worker Disaster Call Center.
  - Telephone: (833) 238-4450
  - Online: [LACountyHelpCenter.org](http://LACountyHelpCenter.org)
  - Email: [DisasterHelpCenter@lacounty.gov](mailto:DisasterHelpCenter@lacounty.gov)
  - Social Media: @LACHelpCenter on Twitter, Facebook, and Instagram

#### 29. Where can I get the Social Distancing Protocol and the Reopening Protocols that are required?

- Social Distancing Protocol:
  - English:  
[http://publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO\\_Safer\\_at\\_Home\\_for\\_COVID\\_04102020\\_APPA.pdf](http://publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO_Safer_at_Home_for_COVID_04102020_APPA.pdf)
  - Spanish:  
[http://publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO\\_Safer\\_at\\_Home\\_Order\\_for\\_Control\\_of\\_COVID\\_04102020\\_APPENDIX%20A\\_SPANISH.pdf](http://publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO_Safer_at_Home_Order_for_Control_of_COVID_04102020_APPENDIX%20A_SPANISH.pdf)
- Reopening Protocol for Car Dealerships:  
<http://publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening-CarDealerships.pdf>
- Reopening Protocol for Golf Courses:  
<http://www.publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening-GolfCourses.pdf>
- Reopening Protocol for Retail Establishments:  
<http://www.publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening-Retail.pdf>
- Reopening Protocol for Use of Public Trails:  
[www.publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening-Trails.pdf](http://www.publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening-Trails.pdf)



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## Safer at Home Order Frequently Asked Questions for Businesses

### 30. How can I find the State's requirements for reopening?

Industry-specific requirements and guidance for reopening of businesses can be found on the Governor's Resilience Roadmap website at: <https://covid19.ca.gov/roadmap/#guidance>.

### 31. How can I check whether my business is considered an Essential Business?

This FAQ is intended to help businesses determine whether they are an Essential Business. Please review it carefully and seek Legal Counsel if needed. Businesses in Los Angeles County may also direct questions to the Los Angeles County Department of Consumer Business and Affairs Disaster Worker Disaster Call Center.

- Telephone: (833) 238-4450
- Online: [LACountyHelpCenter.org](http://LACountyHelpCenter.org)
- Email: [DisasterHelpCenter@lacounty.gov](mailto:DisasterHelpCenter@lacounty.gov)
- Social Media: @LACHelpCenter on Twitter, Facebook, and Instagram

### 32. What resources are available for workers impacted by COVID-19 or the "Safer at Home" Order?

If an employer has reduced hours or closed operations temporarily due to COVID-19, workers may qualify for unemployment insurance benefits from the State Employment Development Department (EDD). The State also oversees paid family leave, which may be a resource for people providing care for an ill or quarantined family member, disability benefits for longer illnesses, and workers' compensation for individuals exposed to COVID-19 at work. See [https://www.edd.ca.gov/about\\_edd/coronavirus-2019.htm](https://www.edd.ca.gov/about_edd/coronavirus-2019.htm) and <https://covid19.ca.gov/employment/#top> for information.

Workers who have been affected by COVID-19 can contact the Los Angeles County Department of Consumer Business and Affairs Disaster Worker Disaster Call Center for information and referrals.

- Telephone: (833) 238-4450
- Online: [LACountyHelpCenter.org](http://LACountyHelpCenter.org)
- Email: [DisasterHelpCenter@lacounty.gov](mailto:DisasterHelpCenter@lacounty.gov)

### 33. How can I report a business that may not be following the Order?

Anyone who is concerned that their employer or another business is not following the Order may contact Public Health's Environmental Health Reporting Line.

- Telephone: (888) 700-9995 (8:00 a.m.-5:00 p.m.)
- Email: [Ehmail@ph.lacounty.gov](mailto:Ehmail@ph.lacounty.gov)
- [File a complaint](#)

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