



**DIRECTIVE OF THE HEALTH OFFICER No. 2020-05**

**DIRECTIVE OF THE HEALTH OFFICER OF  
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST  
PRACTICES FOR RESTAURANTS AND OTHER FACILITIES THAT PREPARE AND  
SERVE FOOD FOR DELIVERY OR CARRY OUT**

**(PUBLIC HEALTH DIRECTIVE)**  
DATE OF DIRECTIVE: May 8, 2020

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that certain Essential Businesses providing goods and services described below must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 6 of Health Officer Order No. C19-07c issued on April 29, 2020 (the “Stay-Safe-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect immediately upon issuance but provides for an implementation grace period requiring compliance by 11:59 p.m. on May 15, 2020, and this Directive remains in effect until suspended, superseded, or amended by the Health Officer, as further provided below. This Directive has support in the bases and justifications set forth in the Stay-Safe-At-Home Order. As further provided below, it also automatically incorporates any revisions to that order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE  
SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS  
FOLLOWS:**

- 1. This Directive applies to all owners, operators, managers, or supervisors of any Essential Businesses that the Stay-Safe-At-Home Order permits to be open to the public in the City and County of San Francisco (the “City”) and that provide services or perform work as described in subsection 16.f.xvi of the Stay-Safe-At-Home Order where the services include preparing, serving, providing for pick-up, or delivering prepared food (“Food Preparation or Delivery Essential Businesses”). For clarity, Food Preparation or Delivery Essential Businesses include, without limitation, restaurants preparing food for delivery and takeaway, as well as food delivery services such as services that the public accesses via telephone, online, or via an app that deliver prepared food directly to residences or businesses.**
- 2. Attached as Exhibit A to this Order are a list of best practices that apply to Food Preparation or Delivery Essential Businesses (the “Best Practices”). This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Food Preparation or Delivery Essential Business must stay updated regarding any changes to the Stay-Safe-At-Home Order and this Directive by checking the City**



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Administrator's website ([www.sfgsa.org](http://www.sfgsa.org)) or the Department of Public Health website (<https://www.sfdph.org/dph/alerts/coronavirus.asp>) regularly.

- 3. Each Food Preparation or Delivery Essential Business must, by 11:59 p.m. on May 15, 2020, create, adopt, and implement a written health and safety plan (a "Health and Safety Plan") addressing all applicable Best Practices attached to this Directive as Exhibit A. The Health and Safety Plan must address each requirement listed in the Best Practices, whether by describing the plan for implementing the requirement or indicating why the requirement does not apply. The Best Practices attachment is not itself intended to serve as the Health and Safety Plan, such as by having the Essential Business simply check off items that have been or will be done. Rather, the contents of the Best Practices must be adapted into a separate Health and Safety Plan. A form-fillable electronic document for this purpose is available online at [www.sfgsa.org](http://www.sfgsa.org) or <https://www.sfdph.org/dph/alerts/coronavirus.asp>, as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses the substance of all the listed requirements in the Best Practices.**
- 4. Depending on the nature of the Essential Business covered by this Directive, there may be certain people associated with the Essential Business that are subject to this Directive. Collectively those people are referred to by this Directive and the Best Practices as "Personnel", and those people include all of the following who provide goods or services associated with the Essential Business in the City: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors (such as "gig workers" who perform work via the Essential Business's app or other online interface); vendors who are permitted to sell goods onsite (such as farmers or others who sell at stalls in farmers' markets); volunteers; and other individuals who regularly provide services onsite at the request of the Essential Business. This Directive requires the Essential Business to ensure that Personnel who perform work associated with the Essential Business are addressed by the Health and Safety Plan and comply with those requirements.**
- 5. Each Food Preparation or Delivery Essential Business subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12 issued on April 17, 2020), hand sanitizer or handwashing stations, or both, and disinfectant and related supplies to Personnel and to the public, all as required by the Best Practices. If any such Food Preparation or Delivery Essential Business is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant operation, any such Food Preparation or Delivery Essential Business is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safe-At-Home Order.**
- 6. Each Food Preparation or Delivery Essential Business is required to take certain steps in the Health and Safety Plan related to its Personnel, including certain actions listed in Sections 2.1 through 2.4 of the Best Practices if Personnel are sick. Each Food Preparation or Delivery Essential Business is prohibited from taking any adverse action against any Personnel for staying home in the circumstances listed in**



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**Sections 2.1 through 2.4 of the Best Practices. Personnel of each Food Preparation or Delivery Essential Business are prohibited from coming to work if they are sick and must comply with the Directive, including the rules for returning to work listed in Sections 2.1 through 2.4 of the Best Practices.**

- 7. Each Food Preparation or Delivery Essential Business must (a) make the Health and Safety Plan available to a member of the public on request, (b) provide the plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the plan in any storefront or at the entrance to any other physical location that such Essential Business operates within the City.**
- 8. Implementation of this Directive augments—but does not limit—the obligations of each Food Preparation or Delivery Essential Business under the Stay-Safe-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 6 and subsection 16.h of the Stay-Safe-At-Home Order. The covered Food Preparation or Delivery Essential Businesses must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safe-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.**

**This Directive is issued in furtherance of the purposes of the Stay-Safe-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safe-At-Home Order, constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.**

A handwritten signature in blue ink that reads "Tomás Aragón".

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Tomás J. Aragón, MD, DrPH,  
Health Officer of the  
City and County of San Francisco

Date: May 8, 2020

**Best Practices for Food Preparation or Delivery Essential Businesses**

**In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 6 and subsection 16.h of Health Officer Order No. C19-07c (the “Stay-Safe-At-Home Order”), each owner, operator, manager, or supervisor of a Food Preparation or Delivery Essential Business that operates in the City must, as further provided in Health Officer Directive No. 2020-05, create, adopt, and implement a Health and Safety Plan that addresses each item in each applicable section below.**

Directions: The Health and Safety Plan must address each item listed in each applicable section below. The first two sections include Signage, Education, and General Requirements that apply to each Food Preparation or Delivery Essential Business. The remaining sections apply only to the listed types of services provided by such Essential Businesses.

The Health and Safety Plan must address each requirement listed below, whether by describing the plan for implementing the requirement or indicating why the requirement does not apply. The list below is not intended to be the Health and Safety Plan by simply checking off items as having been done. Rather, the Health and Safety Plan must be a separate document. A form-fillable electronic document for this purpose is available online at [www.sfgsa.org](http://www.sfgsa.org) or [www.sfcdep.org/covid19](http://www.sfcdep.org/covid19) (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section), as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses all the listed requirements.

**General Requirements (each item in Sections 1 and 2 below applies to each Food Preparation or Delivery Essential Business)**

**1. Section 1 – Signage and Education:**

- 1.1.*** Post signage at each public entrance of the facility or location (if any) to inform all Personnel and customers that they must: avoid entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in the facility or location, wear a face covering or barrier mask (a “Face Covering”) at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the “Face Covering Order”). Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.2.*** Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.
- 1.3.*** Post a copy of the Health and Safety Plan at each public entrance to the facility or location.
- 1.4.*** Distribute to all Personnel copies of the Social Distancing Protocol and the Health and Safety Plan (or a summary of each item with information on how copies may be obtained) and any educational materials required by the Health and Safety Plan.
- 1.5.*** Educate all Personnel of the requirements of the Social Distancing Protocol and the Health and Safety Plan that apply to them.
- 1.6.*** Update the Health and Safety Plan as appropriate while the Directive is in effect.

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**2. Section 2 – Personnel and Customer Protection and Sanitation Requirements:**

- 2.1. Instruct all Personnel orally and in writing not to come to work or the facility if they are sick.
- 2.2. Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Essential Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19) (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel.
- 2.3. Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City before each person enters work spaces or begins a shift. If such a review is not feasible because the Essential Business does not directly interact with some Personnel onsite daily, then that Essential Business must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the Essential Business that they are okay to begin the shift such as through an app, website, or phone call. Each Essential Business must keep a daily log or other record of all such reviews and reports for all Personnel in the City.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.

- 2.4. Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at [www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp)) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter in order to return to work as long as they have met the requirements outlined on the Attachment.
- 2.5. In the coming weeks the Department of Public Health is likely to issue guidelines requiring Essential Businesses and other permitted businesses to comply with COVID-19 testing requirements for employers and businesses. At least weekly, check the following website for any testing requirements for employers and businesses: [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19). If requirements are added, ensure that the Health and Safety Plan is updated and that Essential Business and all Personnel comply with testing requirements.
- 2.6. Instruct all Personnel and customers to maintain at least six-foot distance from others except when momentarily necessary to facilitate or accept payment and hand off items or deliver goods.
- 2.7. Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned prior to the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the Essential Business should be aware of those exceptions (for example,

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children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.

- 2.8. If customers wait in line outside or go into any facility or location operated by the Food Preparation or Delivery Essential Businesses, require customers to wear a Face Covering while waiting in line outside or within the facility or location. This includes taking steps to notify customers they may not enter without a Face Covering and will not be served if they are in line or enter without a Face Covering, refusing to serve a customer without a Face Covering, and taking steps to remove that customer, as further provided in the Face Covering Order. The Essential Business may provide a clean Face Covering to customers before entry. Permit customers to obtain service who are excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.
- 2.9. Create and implement an education plan for all Personnel covering all items required in the Social Distancing Protocol and the Health and Safety Plan.
- 2.10. Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location, as well as customers (if the facility or location has a public restroom). Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is allowed by law and the facility), or using the restroom, when changing tasks, and, when possible, frequently during each shift. Personnel that work off-site, such as driving or delivering goods, must be required to use hand sanitizer throughout their shift.
- 2.11. Provide hand sanitizer effective against COVID-19 at entrances and points of purchase for all customers and elsewhere at the facility or location for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for customers and certain Personnel who are on-site at the Essential Business's location. But for Personnel who shop, deliver, or drive in relation to their work, the Essential Business must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Essential Business does not provide sanitizer to such shopping, delivery, or driving Personnel, the Essential Business is not allowed for that aspect of its service to operate in the City. Information on hand sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and Drug Administration here: <https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19>.
- 2.12. Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces, including but not limited to: shopping carts and baskets; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

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- 2.13.** For any facility or location operated by the Food Preparation or Delivery Essential Business, frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs.
- 2.14.** For any facility or location operated by the Food Preparation or Delivery Essential Business that has shopping carts or baskets, assign Personnel to disinfect shopping carts and baskets after each use and take steps to prevent anyone from grabbing used carts and baskets before disinfection.
- 2.15.** For any facility or location operated by the Food Preparation or Delivery Essential Business that has shopping carts or baskets, provide disinfecting wipes that are effective against COVID-19 near shopping carts and shopping baskets. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- 2.16.** For any facility or location operated by the Food Preparation or Delivery Essential Business, establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.
- 2.17.** For any facility or location operated by the Food Preparation or Delivery Essential Business, suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice.
- 2.18.** For any facility or location operated by the Food Preparation or Delivery Essential Business, when possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.
- 2.19.** Advise Personnel that it is recommended for them to change clothes and shoes before or upon arriving at home after a shift in order to reduce the chance of their clothing or shoes exposing anyone in the household to the virus and that such clothing should be cleaned before being used again.
- 2.20.** Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.
- 2.21.** For any facility or location operated by the Food Preparation or Delivery Essential Business that is open to customers, prohibit customers from using their own shopping bags brought from home. But, customers are permitted to use push carts to help them carry or transport items as well as wheelchairs, canes, or other mobility assistance devices.
- 2.22.** Recommend that customers should not touch or handle items without purchase of the item being handled. Customers should be encouraged through posted signs to select items only via visual examination. This guidance is converted into a requirement in relation to produce and Personnel who shop for others as outlined elsewhere in these Best Practices and other Health Officer directives.

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- 2.23. For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.
- 2.24. Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.
- 2.25. If an employee or other Personnel tests positive for COVID-19, follow the guidance on “Business guidance if a staff member tests positive for COVID-19,” available online at [sf.gov/business-guidance-if-staff-member-tests-positive-covid-19](https://sf.gov/business-guidance-if-staff-member-tests-positive-covid-19).
- 2.26. For any facility or location operated by the Food Preparation or Delivery Essential Business that is open to customers, limit the number of customers in the facility or location at any one time to a number that allows for customers and Personnel to easily maintain at least six foot distance from one another at all times.
- 2.27. For any facility or location operated by the Food Preparation or Delivery Essential Business that is open to customers, post Personnel at the door to the facility or location to ensure that the maximum number of customers in the facility or location is not exceeded. Once the maximum number of customers is reached, customers should only be allowed to enter when another customer exists. Also, the facility or location can slow down customer entry to prevent buildup of congestion in the store or lines at checkout.
- 2.28. Place tape or other markings on the floor at least six feet apart in customer line areas inside the facility or location and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- 2.29. When stocking shelves, if any, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.
- 2.30. Ensure that all Personnel who shop or select items on behalf of customers wear a Face Covering when shopping, packing, and/or delivering items.
- 2.31. Require Personnel to wash hands frequently, including:
  - When entering the kitchen or food preparation area
  - Before starting food preparation or handling
  - After touching their face, hair, or other areas of the body
  - After using the restroom
  - After coughing, sneezing, using a tissue, smoking, eating, or drinking
  - Before and after handling raw food
  - Before putting on gloves
  - After engaging in other activities that may contaminate the hands
- 2.32. Provide a personal handwashing station if a common handwashing area is not readily available. An instruction guide on how to create a handwashing station is available online at <https://www.sfdph.org/dph/EH/Food/Handwash.asp>.



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**Additional Requirements Specific to Certain Types of Services**

**3. Section 3 – For Food Preparation (applies only to Food Preparation or Delivery Essential Businesses that prepare foods):**

- 3.1. All prepared food must be prepared at a food facility that is permitted and inspected by the San Francisco Department of Public Health, or if not by the San Francisco Department of Public Health, then by either the California Department of Public Health or another jurisdiction's local Environmental Health department pursuant to California Retail Food Code requirements.
- 3.2. Provide gloves for all Personnel handling food. Provide training for Personnel on glove use, including how to properly put on (after handwashing) and take off gloves and when to replace gloves when they are soiled or damaged. Single use gloves should be used for only one task and should be discarded when damaged or soiled or when food handling is interrupted. All existing industry rules and regulations regarding use of gloves must also be followed.
- 3.3. All to-go items must be packaged and bagged, including utensils, napkins, and condiments to ensure that delivery Personnel and customers do not need to touch any additional items at the restaurant.

**4. Section 4 – For Food Delivery (applies only to Food Preparation or Delivery Essential Businesses that deliver food, employ or utilize Personnel to deliver food, or provide food for delivery):**

- 4.1. Ensure that delivery Personnel use refrigerated transport, portable coolers, or insulated delivery bags to transport perishable food from restaurants to customers.
- 4.2. Ensure that perishable food is be delivered under the following temperatures:
  - a) Cold foods are maintained at 41°F or below,
  - b) Frozen foods are maintained in a solid state, and
  - c) Hot foods are maintained at 135°F or above.
- 4.3. If refrigerated transport, portable coolers, or insulated bags are available, ensure that perishable food is labeled "Process Immediately" and must not be out of temperature controls for more than 30 minutes during transportation to prevent foodborne illness. (Whole produce, canned goods, dry foods and other non-perishable products can be delivered anytime without requirement for temperature controls or delivery times.)
- 4.4. Ensure that all food remains in its original packaging at all times to prevent tampering or contamination.
- 4.5. Provide disinfectant and related supplies to all drivers and delivery Personnel to enable them to sanitize high-touch surfaces in vehicles or on other transportation equipment as well as any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift.
- 4.6. Ensure that vehicle interiors, other transportation equipment, and all shared devices or equipment are cleaned and/or disinfected by Personnel on frequent schedules, not less than at the beginning and end of each Personnel member's work shift and during the shift.

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- 4.7. Ensure that refrigerated transport containers, portable coolers, and insulated delivery bags are cleaned with soap and warm water and disinfectant at the end of each shift.
  - 4.8. Direct all delivery Personnel to avoid touching unsanitized areas that may be frequently touched, such as doorbells, buzzers, and door handles, unless protective equipment such as gloves (provided by the delivery business that employs or assigns the delivery Personnel) are used and discarded after each use or hand sanitizer is used after each delivery.
  - 4.9. Delivery Personnel must wash their hands at the pickup sites, when possible. Instruct all delivery Personnel to use hand sanitizer (provided by the delivery business that employs or assigns the delivery Personnel) between deliveries, before picking up food or items (if handwashing is not available), and after dropping off food or items to a customer.
  - 4.10. Allow customers to provide a specified delivery location and contact method to allow for delivery without direct interaction, except as necessary to accept payment. When possible, provide options to accept payment through contactless technologies, in advance via phone, an app, or the internet, or verbally (such as reading a credit card number and required information). All Personnel must wear a Face Covering when interacting with customers when delivering items.
  - 4.11. When necessary for the delivery business' payment or delivery-confirmation processes, modify or eliminate (if possible) customer signature-capture procedures so Personnel may maintain a safe, appropriate distance and/or avoid sharing of signing equipment such as pen or stylus and avoid shared handling of devices or equipment. If not feasible, sanitize such equipment or devices before and after each use in order to protect each customer.
  - 4.12. Instruct delivery Personnel to wait outside a restaurant or food preparation facility if food is not ready for pick-up upon arrival and to maintain social distancing while waiting outside.
  - 4.13. Both the restaurant/food seller and the delivery business must permit delivery Personnel to use the restaurant's restroom to wash hands.
5. **Section 5 – For Food Takeout/Carryout (applies only to Food Preparation or Delivery Essential Businesses that provide food for takeout or carryout):**
- 5.1. Remove customer seating areas including tables and chairs from dining areas. If removal is not possible, stack chairs or tables, attach signs, and/or use tape or barriers to indicate that seating is not permitted onsite.
  - 5.2. Encourage customers to place orders and make payment in advance by phone or online.
  - 5.3. As outlined in the general requirements above, when possible in customer pick-up areas, provide a barrier between the customer and the cashier or create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being paid for and picked up.
  - 5.4. Establish designated order and pickup areas/lines with markings on the ground to indicate 6-foot distancing.

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- 5.5. Establish a mechanism for contactless pickup if possible—e.g., putting clearly labeled packages on a table for customers to pick up when they reach the head of the line. But also ensure that food is protected from possible contamination and improper temperature exposure.
- 5.6. Designate parking spots or loading zones for curbside pick-up, whenever possible.

**City and County of San Francisco Health Officer Directive - Attachment**  
***Handout for Personnel (Employees, Contractors, Volunteers) of Essential Business and Other Businesses Permitted to Operate During the Health Emergency (May 8, 2020)***

Any business or entity that is subject to a Health Officer Directive to which this handout is attached (each “Business”) must give a copy of this handout to Personnel who work in the City outside their household during this emergency. Go to [www.sfgcdcp.org/covid19](http://www.sfgcdcp.org/covid19) for more info or a copy of this form.

**All Personnel:** If you work outside your household in the City during this local health emergency, then you qualify for a **free** test for the virus that causes COVID-19, *even if you have no symptoms!* Just go to **CityTestSF** at <https://sf.gov/get-tested-covid-19-citytestsf> to get more info and sign up for a free test.

**Part 1 – You must answer the following questions before starting your work every day that you work.**

You may be required to provide the answers in person or via phone or other electronic means to the Business before the start of each shift. If any answers change while you are at work, notify the Business by phone and leave the workplace.

1. Within the last 10 days have you been diagnosed with COVID-19 or had a test confirming you have the virus?
2. Do you live in the same household with, or have you had **close contact\*** with someone who in the past 14 days was diagnosed with COVID-19 or had a test confirming they have the virus?

If the answer to either question is “yes”, do not go to work and follow the steps listed in **Part 2** below.

3. Have you had any one or more of these symptoms today or within the past 24 hours, which is new or not explained by a pre-existing condition?

- |  |                           |
|--|---------------------------|
| • Fever, Chills, or Repeated Shaking/Shivering | • Loss of Taste or Smell  |
| • Cough  | • Muscle pain             |
| • Sore Throat                                  | • Headache                |
| • Shortness of Breath, Difficulty Breathing    | • Runny or congested nose |
| • Feeling Unusually Weak or Fatigued           | • Diarrhea                |

If the answer to Question 3 is “yes”, do not go to work and follow the steps listed in **Part 3** below.

**Part 2 –**

- If you answered **yes to Question 1:** you are subject to the Health Officer Isolation Directive. Do not go to work. **Follow Isolation Steps** at: <https://www.sfgcdcp.org/Isolation-Quarantine-Packet>
- If you answered **yes to Question 2:** you are subject to the Health Officer Quarantine Directive. Do not go to work. **Follow Quarantine Steps** at: <https://www.sfgcdcp.org/Isolation-Quarantine-Packet>
- Do not return to work until the Isolation or Quarantine Steps tell you it is safe to return!
- The meaning of **\*Close Contact** is explained in this document: <https://www.sfgcdcp.org/Isolation-Quarantine-Packet>

**Part 3 – If you answered yes to Question 3:**

You may have COVID-19 and **must be tested for the virus** before returning to work. Without a test, the Business must treat you as being positive for COVID-19 and require you to stay out of work for at least **10** calendar days. In order to return to work sooner and to protect those around you, you must get tested for the virus. Follow these steps:

1. Contact your usual healthcare provider about getting tested for the virus, or sign up for free testing at CityTestSF <https://sf.gov/get-tested-covid-19-citytestsf>. If you live outside the City, you can check with the county where you live, get tested by your usual healthcare provider, or use CityTestSF.
2. Wait for your test results at home while minimizing exposure to those you live with. A good resource is <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
3. If your result is positive (confirms that you have the virus) go to **Part 2** above and follow **Isolation Steps**.
4. If your result is negative, do not return to work until you have had at least 3 days in a row without fever or other symptoms.

If you have questions about any part of this Handout, please call 3-1-1