

# BUSINESS BEST PRACTICES

*Open your downtown business safely*



downtown  
SACRAMENTO  
PARTNERSHIP

**MANDATORY STATEWIDE MASK ORDER:** *Face coverings are required in public places, particularly when those locations are indoors or in other areas where physical distancing is not possible*

## PHYSICAL DISTANCING PROTOCOL:

- *Please keep a minimum of six feet apart from employees and customers*
- Appendix A protocol on display
- Customer line spacing markers in place on floor
- Designate separate area for Delivery/Takeout pickup
- Reminder signage of physical distancing in multiple locations

## EMPLOYEE SAFETY:

- Employees DO NOT come to work if sick
- Employees must be trained on proper hand washing, sanitizing & PPE protocols
- Masks, gloves, safety glasses, disinfectant and related supplies available when appropriate
- Recommend face coverings when physical distancing is not feasible
- Symptom checks are being conducted before employees may enter the work space
- Staggered breaks and lunch protocol in place
- Employees ability to work from home in place
- Employee work stations sanitized every hour
- Employee uniforms clean and washed daily

## RESTROOM PROTOCOL:

- Restrooms sanitized every 30 minutes
- Restrooms to be used by employees and customers only

## CUSTOMER CROWDS AND GATHERING:

- Limit the number of customers in the store at any one time to \_\_\_\_\_
- Table and chair configuration put in place to comply with social distancing
- Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded
- Per-person limits on goods that tends to sell out quickly are clearly marked to reduce crowds and lines
- All high-contact surfaces sanitized frequently

## UNNECESSARY CONTACT:

- No self-serving food related products
- No customer reusable cups, bags and mugs allowed at this time
- Hand sanitizer provided at customer service counter
- Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly

## HOURS OF OPERATION:

- Current operating hours clearly posted at customer entrance
- Website, social media, Yelp and Google should be updated with current operating hours

**IF YOU FEEL SICK PLEASE DO NOT ENTER**

Please refer to [saccounty.net/COVID-19](https://saccounty.net/COVID-19) for more information