

MONO COUNTY HEALTH DEPARTMENT

Public Health Officer

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Interim Guidelines for Businesses during the COVID-19 Pandemic

An important note about this document: The local safety practices are described as either requirements or recommendations. These guidelines are intended to supplement, but not replace, applicable Federal or State requirements. All businesses must comply with all applicable Federal and State law and regulation, including but not limited to those issued by the California Department of Public Health (CDPH), and the Occupational Safety and Health Administration (OSHA). Where there are differences between State and Mono regulations the one that is more stringent, stricter, applies.

We will be living with this epidemic disease for some time, trying to balance economic activity against uncontrolled virus spread. These guidelines for business practices in Mono County are consistent with the concepts that we have been communicating for weeks: distancing, hygiene (surfaces, hands, cough/sneeze/talk) and face coverings. One hopes that prominent hygiene practices will build customer confidence. With widespread adoption, it may be possible to promote Mono County as a safer place to visit.

It is important to understand that these guidelines have been written with inadequate information about this new pathogen, using limited available evidence, extrapolation from our knowledge of other viruses, and expert opinion. We will update Mono County guidelines as we learn more about the risks of transmission.

****For additional details, definitions and explanations pertaining to the guidelines below, please refer to the corresponding [Frequently Asked Questions](#).***

Required of all Businesses:

- ***Exclude ill persons***

This is paramount for employees and proprietors. The Mono County Public Health (Public Health) Order dated [March 24, 2020](#), requires all ill staff to be excluded from work and employers to either screen employees daily or obtain written agreement from staff that they will report illnesses to their employer (click [here](#) for a sample agreement).. Keep in mind that COVID-19 symptoms vary and can be very mild. For specified guidance and details on symptom screening and COVID-related symptoms, refer to the accompanying [Frequently Asked Questions](#) document.

Ill persons must stay home, and we recommend seeking medical advice and testing whenever COVID-19 is considered a possibility (for additional guidance, call the Mono Nurse Hotline at 211 or (760) 924-1830). Ill persons must isolate themselves for a minimum of 10 days *AND*, prior to returning to work, must have had no fever for 3 consecutive days (a temperature of 100.4 F or above constitutes a fever) *AND* other symptoms (e.g., cough, headache, body aches, etc.) must be gone. Sole proprietors who are ill must close their businesses, or arrange for alternative operation of the business, until the above criteria are met.

Employers and their staff should be aware that the inability to work due to COVID-19-related isolation and quarantine ordered by Public Health may trigger eligibility for the State Employment Development Department's disability program and work-related exposures to the virus may trigger eligibility for State Workers Compensation Insurance coverage.

- All businesses shall perform a detailed risk assessment and create and implement a site-specific reopening plan that complies with all applicable [State](#) and Local requirements. These plans must be submitted to the County prior to reopening.
- All businesses shall attest to meeting all applicable State and County requirements using the [Mono County online reporting portal](#).
- All businesses shall provide COVID-19 training to all employees pursuant to [State guidelines](#).
- All persons, employees and customers shall wear face coverings/masks (for additional details on this mandate, refer to the Public Health Order dated [April 30, 2020](#)). As noted below, restaurant guests are not required to wear face coverings while eating and drinking. All employees must launder fabric face coverings after each shift.
- Provide hand washing or sanitizing opportunities for customers and guests at the entrance (and/or other locations throughout the establishment) and require use upon entry.
- Maintain [physical distancing](#) between customers and guests – avoid crowding. Methods used to maintain the required 6-feet of physical separation within establishments may vary and may include limiting the number of persons in the facility at any given time to ensure unrelated persons can safely maintain 6-feet of separation.
- Maintain physical distancing between employees as much as possible, including during employee breaks and staff meetings. Methods used to maintain the required 6-feet of physical separation may vary and may include staggered break times, telephonic or virtual staff meetings and trainings, etc.
- Mandate spacing at registers, counters, front desks and other applicable common areas (e.g., lobbies, waiting rooms, elevators, ingress and egress points, lines for the bathroom, etc.). Methods used to ensure mandated spacing may vary but may include the use of visual floor markers, arranged walkways, physical barriers or supervision by employees, etc.
- Require all employees to [wash and/or sanitize hands](#) frequently.
- Equip employee workstations (e.g., registers, check-in/front desks, etc.) with hand sanitizer or sanitizing wipes and require all front-line employees to wash or sanitize their hands after each interaction with the public.
- Post list(s) of common, high-touch surfaces and high-traffic areas along with written protocols and mandatory schedules for cleaning these areas in a location visible to staff.
- Clean common, high-touch surfaces and high-traffic areas at an accelerated rate (e.g., lobbies, waiting rooms, areas of ingress and egress including stairways, stairwells, handrails and elevator controls, door handles, light switches, countertops, tables, chairs, trash receptacles, water spigots, menus, screens, registers, telephones, keyboards, rental equipment, etc.) with a disinfectant that is [EPA-approved](#) for viruses or 10% bleach solution (1-part bleach to 9-parts water, mixed fresh daily). Test strips for the concentration of bleach solutions are available and are commonly used for restaurant dishwashers. If test strips are used, the objective is to maintain bleach concentration at or above 200 parts per million ppm.
- Display detailed signage in prominent locations throughout the establishment (and on business websites, if applicable) to ensure all guests, customers and employees are informed of best practices for maintaining physical distancing, disinfecting hands, and wearing face coverings. Standardized, printable signs may be obtained on the [Mono County Business Resources](#) page.
- All businesses must take steps to ensure customers, visitors, and guests are fully aware of any new operating policies and procedures related to COVID prior to their arrival, including policies relating to reservations, cancellations, cleaning policies, temporary closures or modified hours, policies related to symptomatic or sick guests or employees, steps taken to protect visitors, and any other site-specific operational requirements.
- Maintain and post cleaning logs in a location visible to the public.

Recommended for all Businesses:

- No touch doors are desirable, but if not feasible, keep doors open as much as possible, or implement other measures to help reduce contact.
- Designate separate entrance and exit doors where possible.
- Consider providing single-use face coverings at the door in the event a customer forgets their own.
- Implement no-touch payment options where feasible and applicable. If this is not an option, implement measures to minimize contact with surfaces and exchanges between staff and customers and routinely sanitize hands and any shared surfaces. The use of plastic coverings over payment structures is a good alternative to no-touch payment and may facilitate disinfection. If used, the plastic coverings should be changed regularly. It is okay to accept cash; all cashiers, including those handling cash, should have ready access to hand hygiene (washing or hand sanitizer) and should wash or disinfect after each transaction.
- Avoid sharing common items among employees (e.g., phones, writing implements, computers, tablets, workstations, tools, etc.) where feasible.
- Consider adjusting hours of operation to provide time for regular, thorough cleaning and disinfecting.

General Administrative Businesses and Offices:

Recommended

- Continue remote work as much as possible.
- All employees should wear face coverings while interacting with others and while in common areas of the office. Employees should [launder](#) fabric face coverings after each shift.
- Consider holding virtual (e.g., Zoom) staff meetings and trainings where feasible.
- Consider establishing/implementing alternative worksites and/or flexible work hours (e.g., staggered shifts), to help increase physical distancing among employees and between employees and the public.
- Consider staggering employee break times to avoid congregating in common spaces.
- Consider rearranging or removing office furniture to allow for more space between workstations.
- Desks should be rearranged so employees face in the same direction instead of facing each other. Cubicles may be within 6 feet of each other so long as impermeable barriers such as cubicle walls or plexiglass barriers (i.e., sneeze guards) exist between employees' faces.
- Consider measures to exclude unnecessary persons from entering the office (e.g., keeping doors locked, implementing phone-in or code entry, or having someone stationed at the entrance, etc.).
- Discourage shared use of offices and office equipment including, but not limited to, phones, desks, chairs, staplers, etc. Where shared use cannot be avoided (e.g., copy machines, scanners, etc.) ensure surfaces disinfected on an accelerated schedule.
- Consider providing hand sanitizer, disinfecting wipes and/or sprays for employees throughout the office as well as no-touch trashcans.
- As much as possible, promote a paperless workplace. Employees should engage in proper hand hygiene after exchanging items including paper.
- Consider installing plexiglass barriers (i.e., sneeze guards) at front reception desk at a height taller than adult-eye level to protect employee and public, if applicable. Though the effectiveness remains unknown, such barriers are expected to decrease droplet transmission.
- Consider eliminating use of communal water coolers, coffee stations, microwaves, and refrigerators. If this is not feasible, such shared stations should only be used if the office has a cleaning plan in place. This may include stocking the area with disinfecting wipes and mandating that each employee wipe the

areas they have touched before they leave. Encourage employees to bring their own mugs, dishes, and cutlery from home every day and take them home at the end of the day.

- Non-essential travel should be eliminated as much as possible, and when it does occur, there should be only one person per vehicle unless the individuals are members of a single household unit.

Retail Businesses and any other similar operation:

Required

- For rental equipment, all returned equipment must be cleaned and disinfected between each use, prior to redistribution. Hard-surfaced items such as bicycles, kayaks, skis, poles, etc., must be thoroughly cleaned and disinfected upon return by either the customer or an employee using [Personal Protective Equipment \(PPE\)](#). Rental equipment that cannot immediately be disinfected or laundered (e.g., sleeping bags, bike helmets, etc.) must be kept separated on shelf for a minimum of 3 days before cleaning and redistributing.

Recommended

- If customers are handling merchandise, suggest they practice hand hygiene to protect themselves and others.
- Gloves for retail employees are not recommended and should not be worn for multiple transactions at the register as they are just as likely to transmit viruses and bacteria as are unwashed hands.
- Consider installing plexiglass barriers (i.e., sneeze guards) at counters/registers at a height taller than adult-eye level to protect both customer and employee. Though the effectiveness remains unknown, such barriers are expected to decrease droplet transmission.
- Consider curbside pick-up and delivery services where feasible.
- Consider dedicating shopping hours for vulnerable populations, including seniors and those medically vulnerable, preferably at a time following a complete cleaning.
- Reusable bags or baskets used by customers should not be prohibited in the absence of evidence that they increase risk; however if they are used, customers should be expected to load their own carriers without employee assistance and employees should take measures to clean the surfaces on which the carriers were set so as to minimize contact with such outside items.
Consider a temporary no-return, no-try on policy. If this is not feasible, consider quarantining any returned items for a minimum of 3 days and/or cleaning before returning to the display floor. Items tried on in the store should be kept off display for a minimum of 3 days or laundered/disinfected before returning to the display floor.

Restaurants and any other similar operation where food is prepared and/or served:

Required

- Maintain distancing between tables by arranging them at least 6 feet apart or installing impermeable physical barriers between the tables and counter/bar seating for persons who are not part of a single household unit.
 - Mono County Public Health supports outdoor tables that are at least 6 feet apart (or separated by an impermeable, physical barrier) and which seat only members of a single household unit, but it recommends that restaurants adding outdoor tables confer with the Town/County Planning Departments to ensure compliance with any applicable State or local regulations.
- Staff must follow all applicable provisions of the California Retail Food Code found in Division 104 Part 7 of the California Health and Safety Code and hands must be washed or disinfected after every customer contact as well as after using the toilet room, eating, drinking, smoking or touching face, taking out

garbage, exposure to common surfaces or after engaging in any other activity that contaminate hands, including but not limited to, handling cash.

- In the event gloves are used by restaurant employees, they *must* be changed as often, and in the same instances, as hands would be washed or disinfected pursuant to State law. Disposable gloves shall never be cleaned and re-used.
- Employees must wear face coverings/masks.
- Guests are required to wear face coverings (see Public Health Order dated [April 30, 2020](#)) except when they are eating and drinking.
- Discontinue seating customers and/or groups at bar counters, sushi preparation bars, etc., where they cannot maintain at least six feet of distance from employee work areas/stations. Customers may sit at bar counters if impermeable physical barriers are installed at bar counters at a height taller than adult eye level between customers and employee work areas/stations.
- Eliminate customer salad bars, buffets, and other self-serve offerings, including self-service coffee stations. Self-serve soda stations are permitted, but only if single-use cups are used (no refills). If self-serve soda stations are used, they must be cleaned and disinfected on an accelerated schedule and posted with a sign indicating that refills are not permitted.
- Menus must be disinfected after each use. If this is not possible, restaurants may use digital, white board/chalkboard, or disposable menus.
- Prohibit the placement of condiment bottles on tables and eliminate self-serve condiment stations. Condiments shall not be used by different parties without first cleaning and disinfecting. Alternative methods of providing condiments to guests may vary but may include providing clean condiment bottles upon request (bottles must be cleaned after each use) or providing single-serving packets of condiments.
- Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. All eating utensils must be dispensed by employees to customers as needed. Eliminate self-serve eating utensil stations.
- Do not leave card stands, menus, flyers, napkin holders, or other such items on tables.
- Avoid placing water pitchers on tables unless pitchers can be washed between guests and guests are comfortable sharing at a table.
- Prohibit guests from bringing in their own, outside bottles of wine (i.e., no corkage fee options).
- Diligently clean all inside surfaces (e.g., door handles, steering wheels, seatbelt handles, etc.) of all vehicles used for food delivery between each use.
- Perform frequent and diligent cleaning/sanitizing of coolers and insulated bags used to deliver foods.
- Linens used at dining tables such as tablecloths and napkins must be removed after each customer use and transported from dining areas in sealed bags.
- Thoroughly clean each customer dining location after every use. This includes, but is not limited to, disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Many [EPA-approved](#) disinfectants require minimal contact time (seconds to one minute) against human coronavirus.
- Eliminate communal/self-serve after-meal mints, candies, snacks, or toothpicks. Instead, offer these items with the check or provide upon request.

Recommended

- Consider screening guests for symptoms upon arrival.
- If feasible, consider mobile ordering for dine-in and take-out orders and use of white boards/chalk boards for menus.
- Consider requiring reservations to minimize crowding in waiting areas.

- Ask guests to remain in their cars or away from the establishment while waiting to be seated. If possible, alert guests through their mobile phones when their table is ready to avoid touching and use of “buzzers.”
- Consider curbside pick-up and delivery service where feasible.
- Consider limiting groups to six or fewer. Groups larger than six may be seated at multiple tables so that each table contains no more than six guests.
- Clean silverware may be placed on clean tables by employees but should not be left for long periods of time in order to prevent contamination by customers.
 - Consider using silverware rolled in clean linen or napkin (aka “roll ups”).
 - Consider allowing customers to bring their own cutlery.
- Shared wine bottles purchased by customers may be left on table in most situations but avoid leaving bottles for sale on tables.
- Hand sanitizer at each table would be a nice feature, if affordable and sustainable.
- Consider higher-level face coverings (e.g., surgical masks, eye protection, and/or face shields) for restaurant staff working tables, since customers will not be covering their faces while dining. If eye protection and/or face shields are used, the wearer must also use a face covering.
- Rearrange workstations so that food preparers and servers are as far apart as possible and not facing one another.
- Restrooms. In addition to complying with all provisions of the California Retail Food Code found in Division 104 Part 7 of the California Health and Safety Code pertaining to restrooms, consider increasing cleaning and disinfection efforts. Also consider encouraging patrons to use restroom at home as much as possible, but not at the expense of appropriate handwashing!
- Servers, bussers, and other workers handling or moving items used by customers (e.g., dirty cups, plates, napkins, linens etc.) or handling trash bags should use disposable gloves (and wash hands before putting them on and after removing them).

Lodging: Hotels, Motels, Short-Term Rentals, and any other similar operation:

Important Note: The Ban on Short-Term Rentals remains in full force and effect in the Town of Mammoth Lakes through June 18, 2020. Beginning on June 19, 2020, Short-Term Rentals may begin operating within the Town, but after a guest checks out, a full 24 hours must pass before the unit may be cleaned and re-rented. This requirement will remain in effect until otherwise indicated. Lodging properties in unincorporated Mono County may reopen as early as June 12, 2020; all guidelines and requirements below apply.

Important Note: The State distinguishes between Short-Term Rentals and other types of lodging in its reopening guidelines. It is incumbent upon business owners to ensure they are following the strictest guidelines applicable to the type of business they are operating. The applicable state guidelines can be found here: <https://covid19.ca.gov/pdf/guidance-hotels-lodging-rentals.pdf>.

Note: Specific, State requirements pertaining to Short-Term Rentals only are listed below.

Required for Lodging (Hotels, Motels, Short-Term Rentals, and any other similar operation):

- Housekeeping staff shall not enter rooms when guests are present.

- Housekeeping staff must, at a minimum, wear disposable gloves and face coverings. For additional recommendations on employee safety, see below.
- Vacuum cleaners must be equipped with HEPA filters. Avoid sweeping floors with a broom and instead use a vacuum cleaner.
- If rooms are cleaned within the first 24 hours of guest checkout, housekeeping staff must be equipped with full PPE, including N-95 masks, disposable gloves, eye gear and disposable attire. Alternatively, per the California Hotel & Lodging Association recommendations, units may be left vacant for 24 to 72 hours prior to cleaning and before occupancy by other guests, with ventilation in the meantime. When a waiting period of at least 24 hours is observed, housekeeping staff must wear disposable gloves and a face covering at a minimum.
- Guests must not enter any room within 3 hours of vacuum cleaning, which may aerosolize virus particles.
- Establishments shall publicly post detailed description of actual cleaning and laundering practices.
- Dispose of all open/used tissue boxes between each guest. A feasible alternative to large, in-room tissue boxes may be to provide small packs of tissue to guests upon arrival (or request).
- Remove items such as magazines, flyers, local tourism material, menus, cups, ice buckets, TV remote control, soap, shampoo, coffee, etc., from guest units and instead provide at check-in or upon request.
- Eliminate self-serve breakfast and meal stations.
- Maintain distancing in all eating areas by placing tables at least 6 feet apart (see restaurant guidelines for additional procedures).
- Kitchen items, including pots, pans, and utensils, must be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms.
- Provide adequate dish soap and new, unused sponges for each guest upon arrival.
- **Laundering:** Laundering all bedding in the unit (used or unused) between each guest is considered a best practice. This includes, but is not limited to sheets, pillowcases, duvet covers, comforters, quilts and blankets. To avoid having to wash any unused items, keep all “extras” out of the unit and supply to guest upon request. **REQUIRED FOR SHORT-TERM RENTALS ONLY:** All linens must be removed and laundered between each guest stay, including items that appear to not have been used.

Recommended for Hotels, Lodging, Short-Term Rentals, and all others as applicable:

- [Laundering](#) all bedding in the unit (used or unused) between each guest is considered a best practice. This includes, but is not limited to, sheets, pillowcases, duvet covers, comforters, quilts and blankets. To avoid having to wash any unused items, keep all ‘extras’ out of the unit and supply to guest only upon request (*Again, this is required of operators of short-term rentals*).
- Staff should avoid contact with guests’ personal items as much as possible.
- Consider logbook for keeping track of cleaning and disinfection of common, high-touch surfaces.
- Consider installing plexiglass barriers (i.e., sneeze guards) at front desk at a height taller than adult-eye level to protect both customer and employee. Though the effectiveness remains unknown, such barriers are expected to decrease droplet transmission.
- No-touch check-in and check-out procedures are recommended, where feasible.
- Consider allowing only one or two unrelated persons to use elevator at a time as well as providing sanitizer at elevator entrances.
- Strongly consider closing common areas where people gather, including media/game rooms. If these are left open, facilitate distancing, with flexibility for related persons.
- Consider automatic lighting sensors, where feasible.

- Pillows. Impermeable zip-up pillow covers or washing pillows in the washing machine (where feasible) is recommended. If Impermeable pillowcases are used, they must, at minimum, be disinfected between guests although changing and washing is recommended. Alternatively, double pillowcases may be used as long they are laundered between each guest.
- Consider eliminating use of textiles and linens that are difficult to launder.
- Throw pillows should be removed from guest units and common seating areas.
- Used linens and bedding should be removed and transported from guest units in single-use, sealed bags. Bagging of these items should be done in the unit to eliminate excess contact while being transported. Alternatively, consider asking guests to bag their own used linens.
- Refrain from shaking dirty laundry.
- Gowns or other protective and/or disposable attire (e.g., aprons, scrubs, etc.) for housekeeping employees are recommended.
- Consider providing disinfection wipes in guest units for guest use.
- Avoid daily in-room cleaning services for safety of staff. Items requested during guest stay may be dropped off at door.

RV Parks, Campgrounds, and any other similar establishments:

Required

- Restrooms must be closed to guests OR be cleaned on an accelerated schedule appropriate to the number of users. Restrooms must be closed to visitors when being cleaned. Note that if bathrooms are closed, tent camping must be prohibited.
- Create and post a cleaning schedule on the front door of every open restroom facility so visitors know when they cannot use the facility.
- If shower rooms are used, partitions must be in place or signs must be posted to specific physical distancing requirements.
- Post signs in the restroom on proper handwashing techniques.
- Amenities, including trail maps, visitor guides, books, magazines, self-serve station (water, coffee, etc.) and other communal items must be removed from reception areas. These items may be distributed for single use only.
- Any items rented or loaned to visitors (e.g., board games, books, maps) must be shelved and untouched for a period of three days before loaning to different visitor.
- Restrooms and portable handwashing stations must be supplied with soap, towels, and water at all times.
- Water filling stations, RV dump stations, and propane filling stations must be cleaned and disinfection after each use. If possible, place hand sanitizer near these facilities for visitor and staff use.
- Amenities at each site must be cleaned and disinfected after each visitor stay. This includes BBQ grills, chairs, all secondary seating (e.g., swings or benches), water spigots, and RV electrical and water hook-ups.
- Establishments shall operate at up to 75% of their normal capacity or space out groups in such a way to ensure that a minimum of 20 feet of physical separation exists between tents, RV's and trailers belonging to groups that are not part of single household unit.

Recommended

- Many recommendations for Hotels, Lodging, and Short-Term Rentals may apply – please refer above.
- No-touch check-in and check-out procedures are recommended, where feasible.
- Self-contained RVs are preferred over tent camping due to bathroom usage.

- Strongly consider closing common areas where people gather, including media/game rooms. If these are left open facilitate distancing, with flexibility for members of a single household unit.
- Encourage visitors and guests to bring their own hand sanitizer for use during their stay.
- Consider providing disposable seat covers in restrooms where feasible.
- Consider posting signs in restrooms instructing visitors not to place personal items on or around the sink and other common, shared surfaces.
- Consider asking guests to pack out their own trash, wherever possible, to minimize the amount of trash stuff must dispose of at the site.
- Only members of a single-household unit should occupy each campsite or rental unit and non-registered visitors should not be allowed entry.

Public Transportation (buses, taxis, shuttles):

Required

- Larger vehicles, e.g., buses, shall facilitate distancing of at least six feet between passengers who are not part of a single household unit.
- Drivers and passengers shall wear masks/face coverings (see Public Health Order dated April 30, 2020).
- Between each transport, clean common, high-touch surfaces in vehicle including but not limited to seats, door handles, arm rests, window controls and seat belts, with a disinfectant that is [EPA-approved](#) for viruses or 10% bleach solution (1-part bleach to 9-parts water, mixed fresh daily). Test strips for the concentration of bleach solutions are available and are commonly used for restaurant dishwashers. If test strips are used, the objective is to maintain bleach concentration at or above 200 parts per million ppm.

Recommended

- Passengers or groups transported in small vehicles should all be members of a single household unit/travel group (i.e., people not traveling together should not be transported together in the same vehicle).
- Consider providing hand sanitizer, single-use masks and/or antiseptic wipes to passengers, where feasible.

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 Mono Co./TOML Health Officer

Date _____