



COVID-19 INDUSTRY GUIDANCE: Limited Services

July 29, 2020

covid19.ca.gov



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact or in a poorly ventilated area with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include hospitals, long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by workers (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for limited services which do not generally require close customer contact. This guidance is intended to support a safe, clean environment for workers and customers. Limited services include those businesses that can provide services while maintaining appropriate physical distancing from customers or the public. Examples of such businesses include laundromats, dry cleaners, other laundry services, auto repair shops, car washes, landscapers, door to door services and sales, pet grooming, and dog walking. Additionally, this guidance applies to those businesses for which service provision may necessitate entry to private residences or community

facilities, but physical distance can still be maintained. Those businesses include residential and janitorial cleaning services, HVAC services, appliance repair persons, electricians, plumbers, other mechanical tradespersons, handypersons, and general contractors. Business owners or operators must acknowledge that lessees or subcontractors should only resume operations when they are ready and able to implement the necessary safety measures to provide for their safety and that of their customers.

NOTE: This guidance is not intended for personal care, in-home healthcare, in-home care, assisted living, and personal care services that necessitate close customer contact, including hair salons, barbershops, nail salons, massage parlors, aestheticians and cosmetology, ear piercing salons, and tattoo parlors. Additional guidance for such industries is available on the [COVID-19 Resilience Roadmap website](#).

The guidance is not intended to revoke or repeal any worker rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA General Guidelines on Protecting Workers from COVID-19 webpage](#). CDC has additional requirements in their [guidance](#) for businesses and employers.

Required Use of Face Coverings

On June 18, CDPH issued [Guidance on the Use of Face Coverings](#), which broadly requires the use of face coverings for both members of the public and workers in all public and workplace settings where there is a high risk of exposure.

People in California must wear face coverings when they are engaged in work, whether at the workplace or performing work off-site, when:

- Interacting in-person with any member of the public;
- Working in any space visited by members of the public, regardless of whether anyone from the public is present at the time;
- Working in any space where food is prepared or packaged for sale or distribution to others;
- Working in or walking through common areas, such as hallways, stairways, elevators, and parking facilities;
- In any room or enclosed area where other people (except for members of the person's own household or residence) are present when unable to physically

distance;

- Driving or operating any public transportation or paratransit vehicle, taxi, or private car service or ride-sharing vehicle when passengers are present. When no passengers are present, face coverings are strongly recommended.

Complete details, including all requirements and exemptions to these rules, can be found in the [guidance](#). Face coverings are strongly encouraged in other circumstances, and employers can implement additional face covering requirements in fulfilling their obligation to provide workers with a safe and healthful workplace. Employers must provide face coverings to workers or reimburse workers for the reasonable cost of obtaining them.

Employers should develop an accommodation policy for any worker who meets one of the exemptions from wearing a face covering. If a worker who would otherwise be required to wear a face covering because of frequent contact with others cannot wear one due to a medical condition, they should be provided with a non-restrictive alternative, such as a face shield with a drape attached to the bottom edge, if feasible, and if the medical condition permits it.

Businesses that are open to the public should be cognizant of the exemptions to wearing face coverings in the [CDPH Face Covering Guidance](#) and may not exclude any member of the public for not wearing a face covering if that person is complying with the [guidance](#). Businesses will need to develop policies for handling these exemptions among customers, clients, visitors, and workers.



Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas and work tasks, and designate a person at each establishment to implement the plan.
- Incorporate the [CDPH Face Covering Guidance](#) into the Workplace Specific Plan and include a policy for handling exemptions.
- Identify contact information for the local health department where the operation is located for communicating information about COVID-19 outbreaks among workers or customers.
- Train and communicate with workers and worker representatives on the plan and make the plan available to workers and their representatives.
- Regularly evaluate the establishment for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Implement the necessary processes and protocols when a workplace has an outbreak, in accordance with [CDPH guidelines](#).
- Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Worker Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work:
 - If a worker has symptoms of COVID-19 as [described by the](#)

[CDC](#), such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR

- If a worker was diagnosed with COVID-19 and has not yet been released from isolation, OR
- If, within the past 14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).
- To return to work after a worker receives a COVID-19 diagnosis only if 10 days have passed since symptoms first appeared, their symptoms have improved, and the worker has had no fevers (without the use of fever reducing medications) for the last 72 hours. A worker without symptoms who was diagnosed with COVID-19 can return to work only if 10 days have passed since the date of the first positive COVID-19 test.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when workers cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Workers should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings must not be shared and should be washed or discarded after each shift.
- Information contained in the [CDPH Guidance for the Use of Face](#)

[Coverings](#), which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.

- Ensure any independent contractors, temporary, or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and workers' compensation for COVID-19](#), including workers' sick leave rights under the [Families First Coronavirus Response Act](#) and workers' rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#) while that Order is in effect.
- Mechanical tradespeople that work near plumbing vents, HVAC exhaust, or other type of exhaust fans must be informed that exhaust air could contain the virus that causes COVID-19 if infected persons are in the residence or building.
- Mechanical tradespeople that work on sewage, plumbing, and custodial or janitorial services must be informed that the virus that causes COVID-19 has been found in the feces of some persons with COVID-19.



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Worker Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers must provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to

supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.

- Mechanical tradespeople working near plumbing vents and rooftop HVAC exhaust, or other types of exhaust fans in residences and buildings, must be provided and use a face shield and a NIOSH-approved particulate respirator. If respirators are not available, an ASTM-rated surgical mask must be used.
- Mechanical tradespeople working on sewage plumbing must be provided and use a face shield and an impermeable face cover. If the work may disperse sewage droplets into the air (such as sewer drain snaking), a NIOSH-approved particulate respirator, if available, is required.
- Employers must take reasonable measures, including posting signage in strategic and highly-visible locations, to remind the public that they must use face coverings and practice physical distancing.

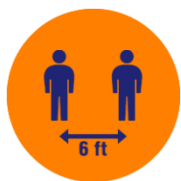


Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas such as reception areas, waiting rooms and lobbies, front desk check-in areas, break rooms and lunch areas, changing areas, and areas of ingress and egress including stairways, stairwells, and handrails. Frequently disinfect commonly used surfaces including credit card terminals, counters, door handles, light switches, phones, toilets, and handwashing facilities.
- Regularly clean and sanitize shared equipment, including but not limited to time clocks, landline phones, handles, hoses, spray nozzles, washers and dryers, any machinery or tools, and any other equipment between each use or when it is transferred to a new customer or worker.
- Avoid sharing phones, tablets, laptops, desks, pens, other work supplies, wherever possible. Never share PPE.
- All dirty linens should be placed in a covered, non-porous container and washed at a high temperature and cleaned in accordance with [CDC guidelines](#). All properly cleaned linens should be stored in closed cabinet or covered shelving until used. Ensure workers performing this function have the proper protective equipment.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the workers' job duties.
- Ensure that sanitary facilities stay operational and stocked at all times

and provide additional soap, paper towels, and hand sanitizer when needed. Provide additional sanitary facilities, where feasible, if several workers need to use the restroom at the same time, e.g., during scheduled breaks.

- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, [take steps](#) to ensure that all water systems and features are safe to use after a prolonged facility shutdown.
- Place signage in workspace and common areas, including lobbies, waiting rooms, and reception areas, emphasizing basic infection prevention measures, including posting hand-washing signs in restrooms.
- When choosing disinfecting chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on the chemical hazards, manufacturer's directions, ventilation requirements, and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health and ensure proper ventilation.
- Discontinue the use of shared food and beverage equipment in worker breakrooms (including shared coffee brewers).
- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Use a vacuum with a HEPA filter wherever possible.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.



Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between and among workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or customers should stand).
- Take measures at customer service desks or other areas where physical

distancing cannot be maintained to minimize exposure between workers and customers, such as Plexiglas or other barriers.

- Consider offering workers who request modified duties options that minimize their contact with customers and other workers (e.g., managing inventory rather or managing administrative needs through telework).
- If feasible and appropriate for the business, implement an appointment system to help with scheduling and reduce walk-in customers. Consider staggering appointments to reduce reception or waiting area congestion.
- Consider entry queuing systems that do not disrupt foot traffic or violate physical distancing requirements. Any area where customers or workers queue should be clearly marked for appropriate physical distancing. Alternate entry requirements to facilities should be developed and could include digital reservations for entry and pre-order guidelines.
- Implement strategies that encourage customers to stay in their cars or outside the business or residence, where possible. This could include “no-contact” pick-up or delivery processes or curbside payment. Designate drop-off or pick-up locations away from high traffic areas.
- Provide clearly designated entrances and separate exits to help maintain physical distancing and direct foot traffic, if possible. Wherever possible, doors should be left open if they do not open and close automatically.
- Stagger shifts, split or rotate work schedules, and stagger worker breaks, in compliance with wage and hour regulations, to minimize worker overlap and maintain physical distancing protocols.
- Reconfigure reception and waiting areas, lobbies, workstations, and worker breakrooms, if possible, to allow for at least six feet of distance between customers and workers.
- Discourage workers from congregating in high traffic areas such as bathrooms, hallways, passageways, credit card terminals, etc.
- Establish directional hallways and passageways for foot traffic, if possible, to eliminate customers and workers from passing by one another.
- Require workers to avoid handshakes and similar greetings that break physical distance.
- Hold meetings over the phone or via webinar for workers wherever possible. When not possible, adjust staff meetings to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines.

- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation to limit transmission of the virus.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade coverings and seating that ensures physical distancing.



Additional Considerations for Services that Require Entry to Residential, Commercial, or Public Buildings

- Workers who must enter private residences or commercial or public buildings to complete their work should be provided personal hand sanitizer, which should be replenished or restocked by the employer as needed.
- Contact customers in advance, ideally the day before the appointment is scheduled, to confirm the appointment and ask if any member of the household or personnel on-site is exhibiting any symptoms, has been sick or is currently sick, or whether anyone on the premises has been exposed to someone who has been sick. If the customer answers in the affirmative for any of those questions, reschedule the appointment at least 10 to 14 days in the future.
- During the advance call, request customers use face coverings during the appointment and emphasize the importance of maintaining a safe distance of at least six feet from the worker entering the residence or building.
- Develop a process workflow with questions and talking points for workers to use upon arrival on-site to identify suspected COVID-19 concerns. The workflow should give workers the flexibility to gauge the situation and determine whether they can safely enter the residence or building.
- Allow workers to call a “safety stop” when they are reluctant to enter a residence or building due to unsafe or unhealthy work conditions related to COVID-19 hazards. During such situations, workers should call a supervisor, if feasible, and discuss what work is essential to complete immediately and proper precautions to take. Based on an evaluation of the circumstances, supervisors should inform workers if they should not enter the residence, avoiding workers feeling pressured to make the ultimate decision. Workers should also be able to make that determination themselves without fear of reprisal or retaliation.
- Limit exposure for workers who must enter private residences or buildings

by implementing virtual customer service support or service provision, wherever possible. This could include self-install/repair strategies through phone consultations or support through video calls and instruction videos, if possible.

- When working in a private residence, workers should minimize contact with customers' personal belongings. Similarly, in commercial or public buildings, workers should limit their interaction in the facility and avoid touching surfaces where possible. Where possible, appliances or other items the worker must touch should be cleaned with disinfecting wipes prior to and after the service is performed.
- Conduct virtual safety briefings weekly, or as needed, prior to workers going on service calls and develop internal communications that can be regularly updated on the use of protective equipment and other mitigation requirements.
- After completion of work at a residence or building, workers must remove all PPE and face coverings and wash their hands and face. Face coverings must be washed before being reused.



Considerations for Homeowners and Building Residents

- Homeowners and residents must postpone all non-emergency, in-home services if there are any COVID-19 positive persons, persons with COVID-19 symptoms, or persons under quarantine in the residence.
- For emergency service repairs, homeowners and residents should inform workers of any COVID-19 positive persons, persons with COVID-19 symptoms, or persons under quarantine in the residence and take measures to minimize exposure risks to any person entering the home. These include:
 - Airing out the residence if weather permits.
 - Cleaning and disinfecting surfaces in areas where the service person may work or need to access.
 - Maintaining physical distancing of at least six feet when letting the service worker into the home.
 - Wearing face coverings at all times during the visit, unless unable to per the exemption criteria in the CDPH face coverings guidelines.
 - Staying out of the area where the repair person is working.



Additional Considerations for Those Limited Services That Operate Out of Vehicles

- All work trucks and vehicles must have hand sanitizer available and all workers should sanitize their hands when arriving on-site.
- Provide workers with an adequate supply of materials required to clean and disinfect frequently touched surfaces of the delivery vehicle. Provide lined trash receptacles to be placed in delivery vehicles to properly dispose of disinfectant wipes and other items.
- Clean and disinfect the cabs of work trucks and vehicles, including dashboard controls, steering wheel, gear shift, handles, etc., as well as other touch points on the vehicle such as handles and latches.
- Where alternatives to physical contact with delivery-related items cannot be avoided, workers should wipe down and disinfect equipment, pens, clipboards, and electronic signature pads after each use when shared with customers while performing a delivery. Touch pads and punch keys on terminals such as card readers or handheld digital devices must be cleaned and disinfected after every transaction.
- Workers should limit contact with frequently touched surfaces during deliveries, such as doorbells or door handles. If possible, avoid contact with hands or bare skin when opening doors.
- Communicate to workers where they can access soap, clean running water, and drying materials, and provide alcohol-based hand sanitizers; adjust schedules to build in time for frequent handwashing.
- For workers who make service calls, normally accessible restrooms on routes (e.g., restaurants, coffee shops) may be closed. Employers should provide workers alternative restroom locations and allow time for workers to use them.
- Guidelines for delivery services are available on the [COVID-19 Resilience Roadmap website](#).



Additional Considerations for Auto Repair Shops

- Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use, according to [CDC guidelines](#). Sanitize all tools daily after the work day ends.
- Allow for customers to drop off and pick up vehicles after hours using a “night drop” box or slot to limit personal contact and consider allowing use of a drop box style system during working hours.
- Request customers to wear face coverings when dropping off the vehicle and interacting with workers. Request that customers remove personal items from the vehicle. Customers should be asked not to bring children or others with them during the vehicle drop-off.
- Discontinue any customer pick-up or drop-off services and ensure customers know that they are responsible for their own travel to and from the repair shop.
- Clean touchable surfaces regularly, including tools, handles and latches, and controls on stationary and mobile equipment.
- If a tow truck or other company vehicle is frequently shared amongst workers, thoroughly clean the surfaces in the cab whenever a new driver uses the vehicle.
- Disinfect keys, key fobs, and the vehicle before and after servicing a customer's vehicle. Wipe down all surfaces and controls touched by the driver or technician.
- Communicate with customers via text, email, or phone to provide estimates and get repair authorizations. Implement digital vehicle inspections, where possible, to identify service needs and provide estimates.
- Consider closing waiting rooms or lounges. If that's not possible, waiting rooms or lounges should be reconfigured so that physical distancing can be maintained, this could include taping off chairs or benches that should not be used or removing furniture from the room.
- Amenities, including magazines, books, coffee, water, self-serve stations (unless touchless), and other items for customers, must be removed from waiting or lounges to help reduce touch points and customer interactions.



Additional Considerations for Car Washing Operations

- Regularly clean payment terminals, vacuum hoses, bay guns, wash selector equipment, vending machines, and cleaning machines and high traffic areas like waiting rooms or lounges.
- Consider requiring customers to make reservations for in-person services that are not automated, e.g. detailing.
- Request customers to bring and use face coverings during the appointment and ask that customers remove personal items from the vehicle. Customers should be asked not to bring children or others with them for the service.
- Vehicles should be ventilated with a blower and air should be recirculated through the vehicle before workers clean them to minimize exposure to air that might contain contaminants.
- Limit interior vehicle cleaning to one worker at a time.
- Ensure vacuum nozzles are cleaned after every use.
- Customers should line up in their cars at facilities with automated car washing and not exit the vehicle.
- For self-serve car wash operations, remove dirty towels or cloth wipes after each customer interaction. Place them in a closed container where they cannot be used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes. Store all clean linens in a clean, covered place. Ensure workers who handle dirty linens or laundry wear gloves. Close every other vacuum stall, if necessary, to maintain physical distancing.
- For self-service car washes, provide disposable gloves for customers to use when handling hoses, wands, vacuum hoses and other cleaning devices. Frequently clean and disinfect these surfaces.
- Consider closing waiting rooms or lounges. If that's not possible, waiting rooms or lounges should be reconfigured so that physical distancing can be maintained, this could include taping off chairs or benches that should not be used or removing furniture from the room.
- Amenities, including magazines, books, coffee, water, self-serve stations, and other items for customers, must be removed from waiting or lounges to help reduce touch points and customer interactions.



Additional Considerations for Cleaning and Janitorial Services

- Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use, according to [CDC guidelines](#). Sanitize all tools daily after the work day ends.
- Janitorial or custodial workers must be told if they are going to be working in a location where an infected person has been so they can take the necessary precautions to protect themselves and can provide needed cleaning and disinfecting services.
- Any area where an infected person has been must be ventilated, according to Table 1 in the [Guidelines for Preventing the Transmission of Mycobacterium Tuberculosis](#) at 99.9% removal efficiency before workers can enter.
- If janitorial or custodial workers are asked to disinfect an area with known COVID-19 confirmed cases, they must not start operations until the employer has provided the proper protective equipment and hazard training, or a refresher training.
- Make sure all workers have been trained to use and have an adequate supply of all-purpose cleaners and disinfectants, when needed. Follow the complete [CDC guidelines for cleaning and disinfection](#).
- Follow Cal/OSHA requirements and manufacturer instructions for safe use and required personal protective equipment for cleaning products.
- Workers should have enough ventilation (air flow) in areas where they are disinfecting. If cleaning in a bathroom or other small space, make sure the door is propped open. Follow the [safer cleaning methods](#) recommended by the California Department of Health Services.
- Workers should be supplied with bandages or other items to cover any cuts, scratches, or open wounds on skin and have sufficient supply to change the bandages often.
- Customers must be reminded to maintain six feet of distance from janitorial or custodial staff. Implement a process to regularly check in with workers to ensure customers are following this protocol. Ensure workers are able to share such information without fear of reprisal or retaliation.



Additional Considerations for Pet Grooming and Dog Walking

- Pet grooming services should evaluate their existing cleaning and sanitation protocols and determine what additional hygiene and cleaning measures should be implemented. All items and equipment, including tables, baths, and grooming tools, should be thoroughly cleaned and disinfected between each pet appointment.
- Pet grooming services should require customers to make reservations for in-person services and walk-in appointments should be suspended. Appointments should be staggered, where feasible, to limit customer interactions.
- Pet grooming services should require pets be dropped off for their appointment through a contactless process instead of hand-to-hand delivery, when possible. This could include curbside check-in and pick-up, where feasible.
- Pets should be transferred to and from their grooming services with slip leads owned by the pet grooming facility. The pet grooming facility should not handle anything belonging to pets, including collars and leashes.
- To help keep six feet of distance between people at all possible times, place tape on the grooming room floors and in areas indicating where customers should stand and where groomers can walk. Pet groomers should be instructed to maintain a distance of at least six feet between themselves and any person, including fellow groomers.
- Limit the total number of groomers in the grooming facility, consistent with physical distancing requirements, instructing groomers to work at every other table and limit only one groomer at a time in the pet bathing area.
- Dog walking services should establish protocols to ensure customers cancel their dog walking service if any person in the household has been diagnosed with COVID-19 or is sick or exhibiting any symptoms.
- Dog walking services should maintain regular contact with customers to ask about any such issues if not told by the customer in advance. If the dog walker or pet owner has any COVID-19 symptoms, has been sick, or has been exposed to someone who has, dog walking services should be cancelled.
- Dog walkers and pet owners should keep their interactions limited. If unable to discuss important pet care details virtually, in-person interaction

must be short and a six-foot distance throughout any conversation must be maintained.

- Dog walkers and pet owners should practice contactless hand-offs. The pet owner should make all efforts to allow the dog walker to let themselves in and all essential materials should be left near the door.
- If a lead hand-off is necessary, keep the interaction quick and wash hands after or use proper hand sanitizer.
- When the pet owner is not home, they should make sure the pet is easily accessible and should gate the pet near the entry area whenever possible.
- If the pet owner is dropping the dog off at the dog walker's residence, the dog walker should ensure the drop-off occurs at the home's door or, in a multi-family building, an established common area, preferably outdoors.
- When possible, the dog walker should bring and use their own lead and disposable waste bags. Clean and sanitize all materials, including leads, food containers, water, and food bowls before and after a walk.



Additional Considerations for Landscaping and Yard Maintenance Services

- Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use, according to [CDC guidelines](#). Sanitize all tools daily after the work day ends.
- Avoid contact with touch points at the jobsite, such as gate handles, and ensure any employer-provided equipment is disinfected before use (mowers, hoses, etc.).
- Whenever possible, workers should drive separately to job sites, only one person per vehicle, unless a vehicle is large enough to maintain social distancing.
- If workers meet at a central location and travel to job site in company-owned vehicles, assign one truck to one crew and do not rotate the vehicle. The vehicle cab and all touch points should be cleaned at the end of each work day.
- Eliminate customer contact whenever possible. When customers are present, maintain six-foot social distance at all times. Announce yourself by phone instead of ringing the doorbell. Take payment over the phone or online, if possible.



Additional Considerations for Laundromats, Dry Cleaning, and Other Laundry Services

- This guidance does not include product handling hazards in laundromats that process biologically contaminated laundry from health care institutions. Additional requirements apply to those facilities.
- All garments should be handled using extra precautions. Garments should be brought in a sealed bag and left sealed for at least 24 hours and handled as little as possible.
- Workers should avoid shaking the garments once they are removed from the bag. Workers should wear disposable gloves and wash hands before wearing and after removing them.
- Disinfect counters, pay terminals, and other commonly touched items between each customer visit.
- Limit the total number of customers in laundromats to ensure physical distancing can be maintained. This could also require that some washing and drying machines are made inoperable to ensure customers have adequate distance when using the machines.
- If linens are to be transported on routes, any containers used to transport clean linens, if previously used for soiled linens, must be properly cleaned and disinfected. Containers need to be labeled appropriately.

¹Additional requirements must be considered for vulnerable populations. Limited service providers must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.

