



Health Officer Order No. C19-07g

Appendix A: Social Distancing Protocol (revised 8/14/2020)

Each business allowed to operate in San Francisco must complete, post onsite, and follow this Social Distancing Protocol checklist. The attached **Instructions and Requirements** detail what is required and how to complete this checklist.

Check off all items below that apply and list other required information.

SITE INFORMATION		CONTACT INFORMATION	
SITE NAME:	The Salvation Army Kroc Center	Contact Name:	Mónica Ríos
SITE ADDRESS:	240 Turk Street San Francisco, CA 94102	Contact Phone:	650-270-1223
		Contact Email:	monica.rios@usw.salvationarmy.org

Please contact the person listed above with any questions or comments about this protocol.

SIGNAGE & EDUCATION

- Post signage at each public entrance of the facility requiring of everyone:
 - (1) do not enter if experiencing COVID-19 symptoms (cough, fever, or not feeling well);
 - (2) maintain a minimum six-foot distance from others in line and in the facility;
 - (3) wear a face covering; and
 - (4) for self-brought bags, keep bags in a cart/basket or carry them and self-place items in bags after checkout
- Post a copy of this two-page Social Distancing Protocol checklist at each public entrance
- Post signage showing maximum number of patrons who can be in line and in the facility
- Educate Personnel about this Protocol and other COVID-19 related safety requirements

PROTECTIVE MEASURES

- Follow Sections 2.1 through 2.4 below, including:
 - Ensure Personnel stay home or leave work if they are sick
 - Provide a copy of the Attachment to Personnel to ensure they understand when to stay home; translated versions of the Attachment are available online
 - Ensure Personnel review health criteria before each shift and advise Personnel what to do if they are required to stay home
- Require Personnel and patrons to wear a face covering as required by Health Officer orders
- Implement a plan to keep site Personnel safe, including by limiting the number of Personnel and patrons onsite to a number that ensures physical distancing and favoring allowing Personnel to carry out their duties from home when possible
- Ensure that patrons may cancel an appointment or reservation without financial penalty based on any COVID-19 symptoms or a COVID-19 related reason and require cancelation for fever or severe coughing not explained by a pre-existing condition, but you may offer to reschedule for another time if the patron wants to reschedule instead of to cancel

MEASURES TO PREVENT UNNECESSARY CONTACT

- Tell Personnel and patrons to maintain physical distancing of at least six feet, except Personnel may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary
- Separate all used desks or individual work stations by at least six feet
- Place markings in patron line areas to ensure six feet physical distancing (inside and outside)



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- Provide for contactless payment systems or, if not feasible, disinfect payment systems regularly. The Board of Supervisors has required businesses to accept cash—if cash is used encourage exact change.
- Maintain Plexiglas or other barriers between patrons and Personnel at point of payment (if not possible, then ensure at least six feet of distance)
- Limit the number of patrons in the store at any one time to: 14 students
- Separate ordering areas from delivery areas or similarly help distance patrons when possible
- Optional—Describe other measures:
 - Community Hub has designated areas where un-designated staff may not enter.
 - Shared program areas (Railton Place Food Pantry in courtyard) are cleaned and sanitized and used on different days than Community Hub to minimize cross contamination.

SANITIZING MEASURES

- Regularly disinfect high touch areas, and do so continuously for surfaces patrons touch (countertops, payment systems, pens, and styluses)
- Provide disinfecting wipes that are effective against SARS-CoV-2 near shopping carts, shopping baskets, and high-touch surfaces and provide hand sanitizer
- Have Personnel disinfect carts and baskets after each use
- Provide hand sanitizer, sink with soap and water, and/or disinfecting wipes to patrons and Personnel at or near the entrance of the facility, at checkout counters, and anywhere else where people have direct interactions
- Disinfect break rooms, bathrooms, and other common areas frequently, on the following schedule:
 - Break rooms: 8am, 11am, 2pm, 5pm
 - Bathrooms: 8:30am, 11:30am, 2:30pm, 5:30pm
 - Other: (Welcome Desk (open, closing, and after use of pens, doors, etc. and – hourly)
 - Dedicated staff scheduled for cleaning during business hours.
- Prevent people from self-serving any items that are food-related:
 - Provide lids and utensils for food items by Personnel, not for patrons to grab
 - Limit access to bulk-item food bins to Personnel—no self-service use
- Require patrons and Personnel to follow requirements of Section 2.29 below for self-brought bags, and prohibit patrons from bringing any other reusable items such as coffee mugs.
- Prohibit Personnel from using shared food prep equipment for their own use (e.g., microwaves, water coolers), but microwaves may be used if disinfected between each use and hand sanitizer is available nearby and water coolers may be used as outlined in Section 2.18 below.
- Optional—Describe other measures (e.g., providing senior-only hours):
 - Food items are packaged by team members for distribution adhering to directives.
 - Community Hub is run by team member adhering to directives.

INDUSTRY-SPECIFIC DIRECTIVES

- Ensure that you have read and implemented the attached list of requirements.
- In addition to complying with the Social Distancing Protocol, many businesses must comply with additional,

SDP

Social Distancing
Protocol

Checklist

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industry-specific directives. Go to www.sfdph.org/directives and check to see if your business is subject to one or more additional directives. For each one, you must review the Health and Safety Plan (HSP) requirements and post an additional checklist for each one that applies. In the event that any directive changes the requirements of the Social Distancing Protocol, the more specific language of the directive controls, even if it is less restrictive.

Check this box after you have checked the list of directives and posted any other required HSP.

* Any additional measures may be listed on separate pages and attached.