CALIFORNIA
NATIONAL CITY
1887
INCORPORATED

RESTAURANT & RETAIL

reopening program

TOGETHER WE CAN!
WE'RE MAKING NATIONAL CITY CLEANER, HEALTHIER, AND SAFER.

The City of National City understands the difficulties our business community is facing during these unprecedented times. It has been incredible to watch the ingenuity and true grit many of you have exhibited in rethinking your business models and stepping up to help the community. We also realize the incredible challenge for many of you in managing the continual updates, identifying resources, running your business and supporting your employees. The City of National City is working around the clock to keep you updated so you can focus on those things that matter most. Our website is filled with important information and resources. City staff is prepared and ready to guide you through this! #TogtherWeCan

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As California and National City prepare for reopening guided by the states Resilience Roadmap, every business should take steps to reduce the risk of COVID-19 and create a safer environment for workers and customers.

We have put together this Toolkit to help you through reopening National City.

Below is statewide guidance for businesses to follow, signage you can print and post and a National City program to assist you in expanding your business footprint.

Businesses may use effective alternative or innovative methods to build upon the guidelines provided below. When complete, you can post the industry-specific checklist (below) in your workplace.

Before reopening, all businesses **must:**

1. Perform a detailed risk assessment and implement a site-specific protection plan
2. Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them
3. Implement individual control measures and screenings
4. Implement disinfecting protocols
5. Implement physical distancing guidelines

It is critical that employees needing to self-isolate because of COVID-19 are encouraged to stay at home, with sick leave policies to support that, to prevent further infection in your workplace. See additional information on government programs supporting sick leave and worker's compensation for COVID-19.

GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS

- Employees should wear personal protective equipment (PPE) as applicable to their industry when possible.
- Customers are encouraged to wear face coverings while in public.

- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store should maintain a social distance of at least six feet between each other. Sales registers should be at least six feet apart.
- Consider downsizing operations or limiting store capacity.
- When possible, open all doors to reduce the need for direct contact.
- Stores with higher traffic could mark spaces 6 feet apart at the sales registers and outside the entrance to the store.

- Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from others and sent home.
- A sign may be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and San DIego County Health Department.

Encourage workers to report any safety and health concerns to the employer.

- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers could be asked to use hand sanitizer upon entering the store.

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

SOURCES: CDC Guidelines

PROMOTION TIPS

- ☐ **UPDATE YOUR ONLINE INFORMATION**. Make sure your hours, how you're operating and contact information are all current across online listings like Google or Yelp, your social media channels and your business website. Check out free tools from Google if you need to expand your online presence.
- ☐ **PUT UP SAFETY SIGNAGE**. Help your customers safely move about in your business. This can include arrows on the ground directing traffic, X-marks where customers should stand in line, waiting areas and quantity limits. (Sample signage is provided in this toolkit)
- ☐ **PROMOTE YOUR SAFETY MEASURES**. Let customers know what you are doing to keep them safe: hand sanitizer stations, social distancing measures, cleaning schedules, etc.
- ☐ **CREATE AN EXCITING REOPEN ANNOUNCEMENT**. Say it loud and proud that you are ready to see your customers again and are open. Be creative and share it via your website, social media, text and email.
- ☐ **SEND A THANK YOU NOTE TO CUSTOMERS**. Let your customers know how much you appreciate their support during your closure or adjusted operations and what they can expect when you reopen.
- ☐ **TELL YOUR STORY**. Break the feeling of isolation and create an emotional connection by retelling the story of your business: what inspired your dream, what you love about it and how you hope it brings people joy.
- ☐ **HOST VIRTUAL EVENTS**. Customer comfort levels for returning to any business will vary. Add in online events that let them still engage with you.
- ☐ **SHARE UPDATES WITH CUSTOMERS**. Keep in touch with your customers routinely by letting them know about new products, services or promotions.
- ☐ **CONSIDER A VARIETY OF OPERATING PROCEDURES**. A mixture of more than one option for customers to patronize you gives flexibility to various comfort levels while still providing revenue streams: by appointment, pick up, delivery and online sales.
- ☐ **USE YOUR SOCIAL MEDIA CHANNELS**. Rich and engaging content for customers to explore is beneficial. Post weekly specials, featured products & services, demonstrations, Q&A with employees, tips or other quick bits that your customers would find interesting.
- ☐ **EXPAND OUTDOOR SEATING**. Give more space to customers by adding or expanding outdoor seating options for restaurants throught the Citys AROW Program .

PREPARING YOUR SPACE

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.

Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

DEEP CLEANING

COVID-19 “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- ☐ Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
- ☐ Proper equipment and PPE to perform the task
- ☐ All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
- ☐ Use of approved COVID-19 disinfectant chemicals to perform this activity

SOURCE: CDC: Cleaning & Disinfecting Your Facility

COMMUNICATING WITH YOUR TEAM

Communication during this time is incredibly important. Remain available and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the upmost importance, so loop employees in on your COVID-19 strategy for reopening.

Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters. We have provided some in this toolkit that you can print and share.

Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.

Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.

Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.

Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.

Plan to implement practices to minimize face-to-face contact between employees. Actively encourage flexible work arrangements such as teleworking or staggered shifts.

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the Disaster Distress Helpline: 1-800-985-5990.

PERSONAL PROTECTION EQUIPMENT

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include masks, face shields and gloves.

WHO SHOULD WEAR MASKS?

Medical and isolation team members
Health screeners (i.e. a supervisor who takes employees' temperature) Disinfection team members
Those with broad exposure to customers or employees

WHO SHOULD WEAR FACE SHIELDS?

Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. They are not necessary unless you work in healthcare/manufacturing, but they can help.

WHO SHOULD WEAR GLOVES?

Employees in isolation
Those performing disinfection of common surfaces
Employees handling trash
Employees handling food

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, employees are exposed to greater risk.

APPLYING PPE

1 GOWN

Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back.

2 SHOE COVERS

Sit in chair and apply sanitary shoe covers. For a hands-free application, use a shoe cover dispenser.

3 MASK

Secure ties or elastic bands at middle of head and neck. Fit snug to face and below chin.

4 GOGGLES

Place over face and eyes and adjust to fit.

5 GLOVES

Extend to cover wrist of isolation gown.

REMOVING PPE

1 GLOVES

Grasp outside of glove with opposite gloved hand and remove. Hold removed glove in gloved hand. Slide fingers under remaining glove and peel off.

2 GOGGLES

Handle by head band or ear pieces. Do not touch outside of googles or face shield.

3 GOWN

Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out and roll into a bundle.

4 SHOE COVERS

Shoe covers are contaminated. For hands-free removal, use a shoe cover removal system.

5 MASK

Do not touch front of mask. Grasp bottom, then top ties or bands and remove.

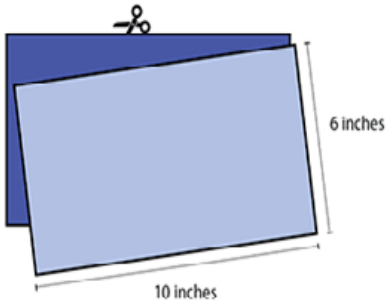
REMEMBER: PPE IS ONLY EFFECTIVE IF IT IS WORN CORRECTLY. TRAIN YOUR EMPLOYEES IN CORRECT PPE USAGE.

MAKE YOUR OWN MASK

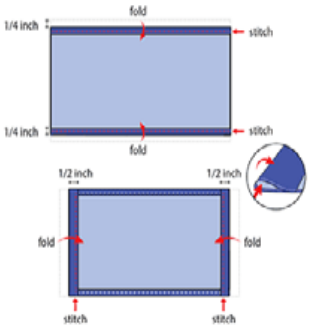
Follow along with a tutorial from our Community Services Department

SEWN CLOTH FACE COVERING

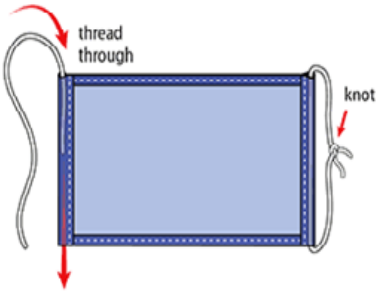
MATERIALS:
Two 10”x6” rectangles of cotton fabric Two 6” pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
Needle and thread (or bobby pin)
Scissors
Sewing machine



1 Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.

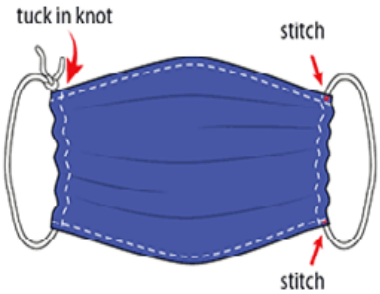


2 Fold over the long sides ¼ inch and hem. Then fold the double layer of fabric over ½ inch along the short sides and stitch down.



3 Run a 6-inch length of 1/8-inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight.

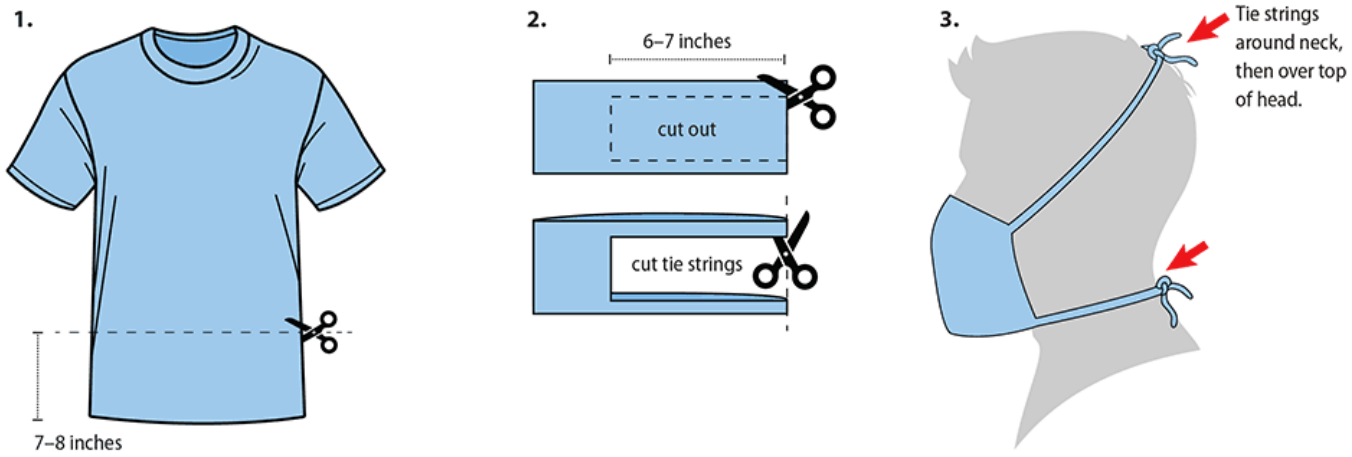
Don’t have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the mask behind your head.



4 Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

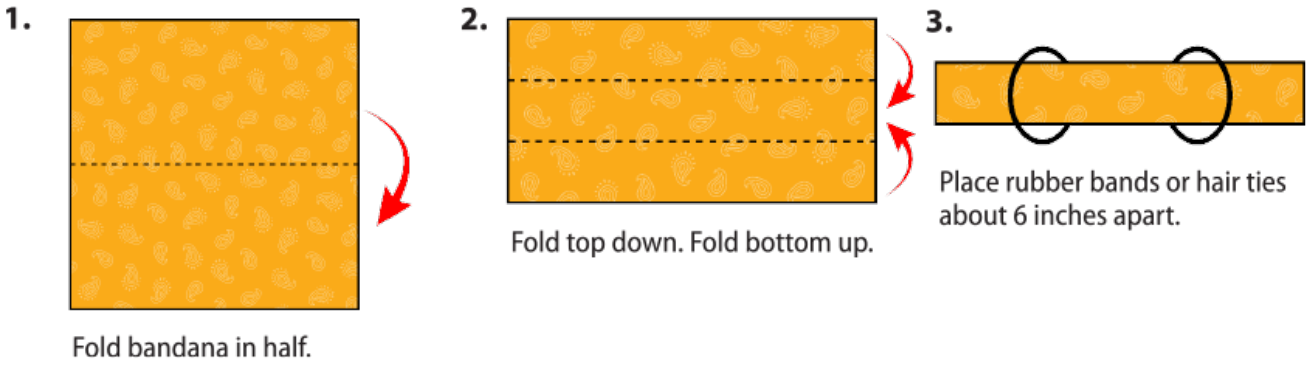
QUICK CUT T-SHIRT FACE COVERING (NO SEW METHOD)

MATERIALS:
T-shirt
Scissors



BANDANA FACE COVERING (NO SEW METHOD)

MATERIALS:
Bandana (or square cotton cloth approximately 20”x20”) Rubber bands (or hair ties)
Scissors (if you are cutting your own cloth)



PROVIDED PRINT AND POST MATERIALS

For Customers

- **Social Distancing Sign**
- **Social Distancing Foot Prints**
- **Face Coverings Required**

For your Employees

- **Steps to minimize Risk**
- **PPE**

THANK YOU FOR PRACTICING

SOCIAL DISTANCING

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PLEASE PRACTICE SOCIAL DISTANCING

PROTECT YOURSELF AND OTHERS AGAINST INFECTIONS

POR FAVOR PRACTICA LA DISTANCIA SOCIAL

MAINTAIN A 6' DISTANCE FROM OTHERS

MANTENER UNA DISTANCIA DE 6 PIES DE LAS DEMÁS PERSONAS

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FACE COVERINGS REQUIRED

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CUBREBOCAS SON OBLIGATORIO POR CLIENTES

STEPS TO MINIMIZE RISK OF COVID-19

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ASK EMPLOYEES TO READ THE FOLLOWING

In response to Public Health direction, take these steps:

- ☑ Screen employees daily for fever, cough, and shortness of breath.

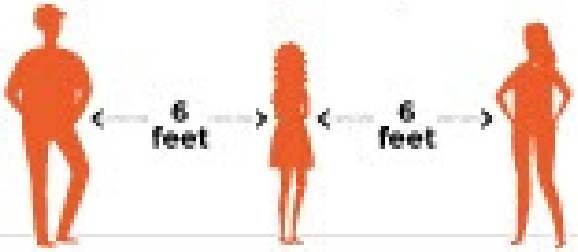
- ☑ Send sick employees home.

- ☑ Allow high risk employees to stay home (people over 60, pregnant people, medical conditions).
- ☑ Make hand washing and hand sanitizer available.

- ☑ Clean and sanitize surfaces frequently.

- ☑ Limit face-to-face contact to under 10 minutes.

- ☑ Remind customers to stand at least 6 feet apart while waiting to order or for pick-up.



RESTAURANTS

State of California Check-List for Dine-In

State of California Dine-In Restaurant Guidelines

San Diego County Safe Reopening Plan Template

National Restaurant Association

California Restaurant Association

U.S Food and Drug Administration

Centers for Disease Control & Prevention

RETAILERS

State of California Check-List for Retailers

State of California Retail Guidelines

San Diego County Safe Reopening Plan Template

National Retail Federation

National Association of Convenience Stores

EXPAND YOUR BUSINESS FOOTPRINT: OUTDOOR DINING AND OUTDOOR RETAIL DISPLAYS

In Response to COVID-19 the City of National City is amending it's AROW program to assist restaurants and retailers to expand their footprint. Due to the new social distancing requirements businesses can fill out the forms below to apply for outdoor seating or an outdoor display area at no cost to the business.

AROW Stands for Activate the Right-of-Way. It's purpose is to beautify, activate, and promote our city by working with the business community to enhance portions of the public right-of-way.

THE PROGRAM Focuses on two areas of activation: outdoor displays for retailers and outdoor dining areas in the City's right-of-way (sidewalks) and public spaces.

ACTIVATE THE RIGHT OF WAY

AROW APPLICATION

Name of Business/Organization: _____

Business Address: _____

Applicant's Mailing address (if different than above): _____

Contact Person & Title: _____

Telephone Number: _____ Mobile Number: _____

Email: _____

Property Owner's Name: _____

Property Owner's Phone Number: _____

Business Information. The property owner/tenant must be operating legally, properly registered, licensed with the City of National City and owe no outstanding property taxes, fees, judgments, or liens to any government entity. If any code violations exist on the property, the owner/tenant must resolve any violations before applying for the AROW program.

Type of Business: _____

Check the box for which this application is submitted.

☐ Outdoor Display

☐ Outdoor Seating Area

☐ Community Organization

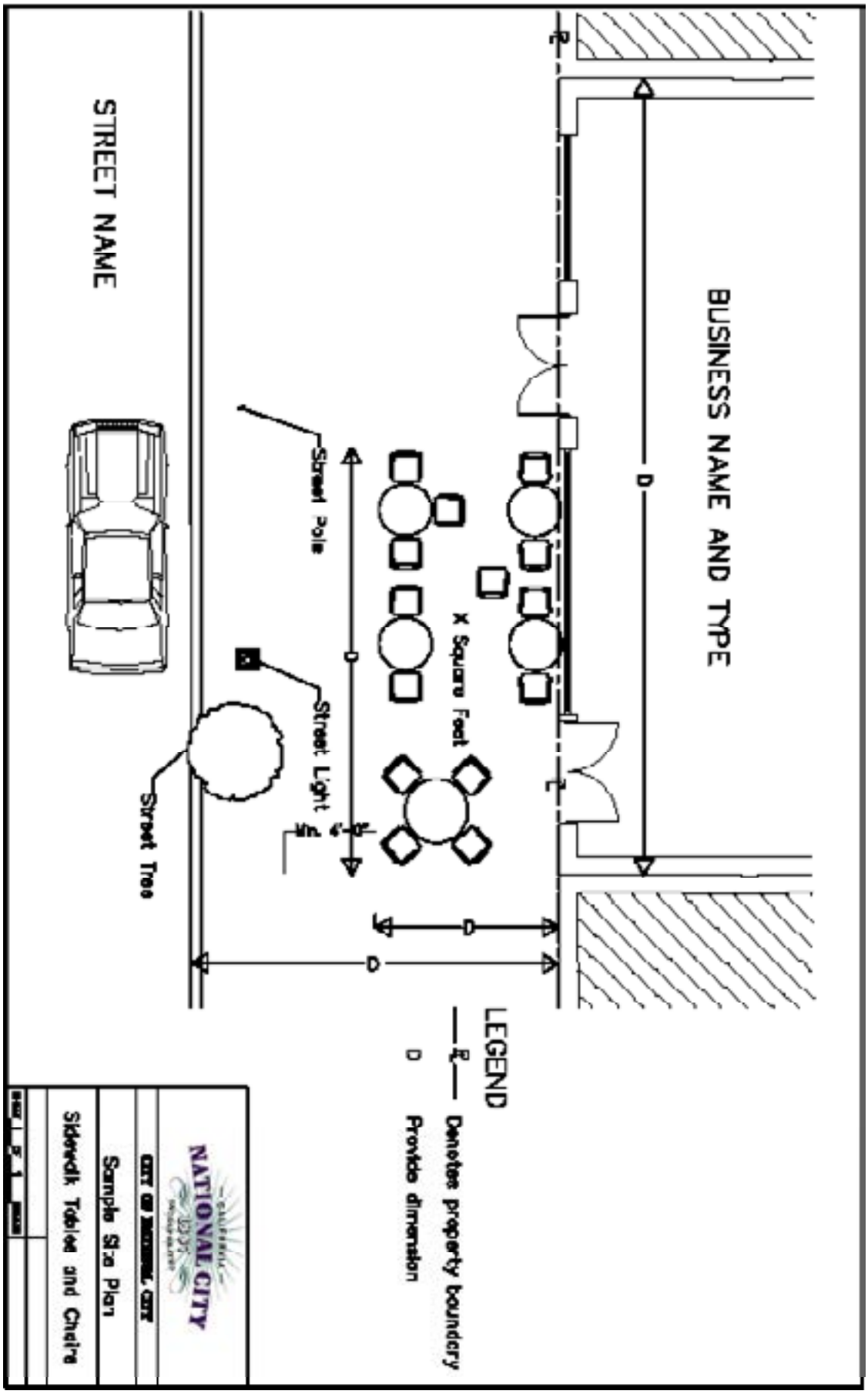
PLEASE ATTACH TWO COPIES OF SCALE DRAWINGS THAT SHOW PROPERTY LINES, ALL EXISTING AND PROPOSED OBSTRUCTIONS AND LOCATION OF PROPOSED ENHANCEMENT IN THE RIGHT OF WAY: SEE EXHIBIT "B" ATTACHED.

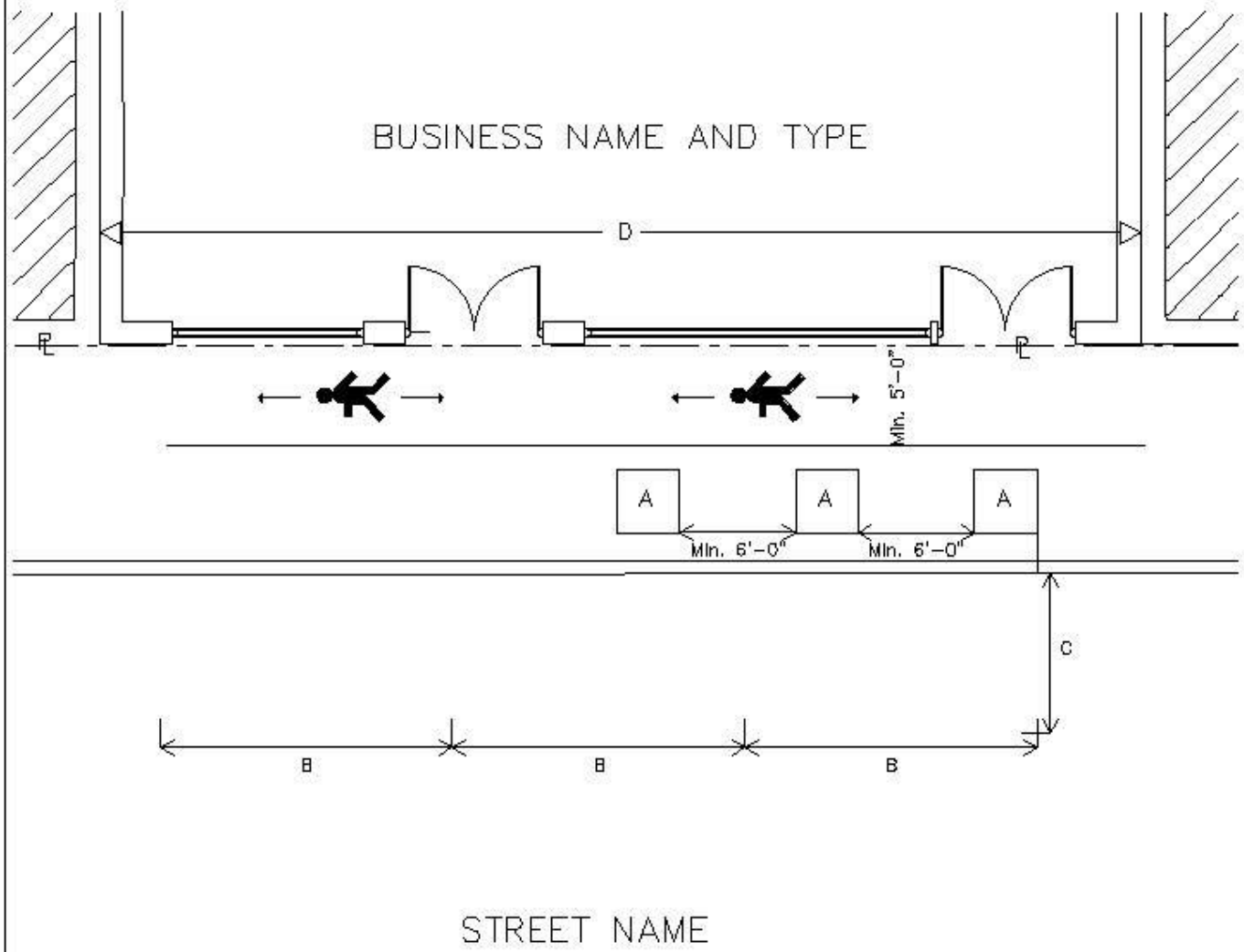
Signature: _____ Print Name: _____ Date: _____

Mail your application package to:
City of National City
Engineering Department
1243 National City Blvd.
National City, CA 91950

The City of National City is not responsible for items lost or destroyed in the mail/transit.

Conformation
If you do not receive confirmation of this application, please contact the Economic Development at (619) 336-4216 or mgamwell@nationalcityca.gov


BUSINESS NAME AND TYPE
D
X Square Feet
Street Pole
Street Light
Street Tree
STREET NAME
LEGEND
Denotes property boundary
D Provide dimension
NATIONAL CITY
Sample Site Plan
Sidewalk Tables and Chairs



LEGEND

—— PL ——	Denotes property boundary
A	Decals should not exceed 14" x 14" size
B	One marked parking space or 20 ft if it is not marked
C	One marked parking space or 8 ft if it is not marked
D	Provide dimension

CITY OF NATIONAL CITY

Sample Site Plan

Curbside Permit

SHEET 1 OF 1 SHEETS

ADDITIONAL RESOURCES

City of National City Covid-19 Resource Page
(Updated weekly with information on Federal, State & Local funding, resources and education)

National City Permit Extension Program

National City AROW Program

Temporary Ban on Evictions (rent defferal)

View Previous Business Newsletter
May 7, 2020
April 28, 2020
April 6, 2020

Sign up for National City E-Newsletters for General updates