Special Event Permit Application Temporary Parking Lot Permit (Fitness/Gyms)



City of Rolling Hills Estates

APPLICATION & PLOT PLAN

The completed application form and a dimensioned plot plan indicating the following information is required at the time of filing:

- Location and dimensions of property lines in relation to adjacent public streets.
- Existing on-site parking and circulation layout, and the total number of available on-site parking spaces.
- Total number and location of the parking spaces to be used for the proposed event.
- Location of existing buildings and any temporary tents, trailers, electrical or mechanical equipment, trash receptacles, and signs.
- Expected number of attendants and whether Security is to be provided. Please note the number of guards and whether they will be armed.
- Location of required safety devices such as portable fire extinguishers, no smoking signs, and emergency exits.
- If the proposed event is a Christmas tree lot, also indicate the location of tree storage areas, public activity areas, fenced areas, and distances between tree displays to parking areas and temporary structures as required by the Fire Department.
- Any other information found by the Community Development Department to be necessary for the review of the application.

Please note: Representatives from the various City Department may make onsite visits to verify information outlined on the requested plot plan.

PERMIT ISSURANCE

If all the requirements of Chapter 17.78 are satisfied, the Community Development Director will issue a Temporary Parking Lot Event Permit within ten (10) days of the filing of the application. If a permit is not issued, the Community Development Director will notify the applicant in writing. The notice will set forth the Community Development Director's reasons for denial and the procedures for an appeal of the Community Development Director's determination.

STANDARDS AND REQUIREMENTS

The proposed parking lot event must comply with the standards and criteria as listed in Chapter 17.78 of the Rolling Hills Estates Municipal Code. A copy of the information is available upon request.

APPEAL PROCESS

The determination of the Community Development Director for the approval of a Temporary Parking Lot Event Permit may be appealed to the City Manager by the proponent or any person who may be damaged by said determination. Such appeal will be made in writing to the City Manager within fifteen (15) calendar days of the determination of the Community Development Director. Notice of the time and place of the appeal hearing will be made to the proponent and any person appealing.

OTHER PERMITS

After approval of a Temporary Parking Lot Permit, the following permits (as applicable) must be obtained before opening to the public (other permits subject to additional fees):

- A Business License from the Administrative Services Department;
- Permits from the Building and Safety Division for temporary power and/or structures;
- Permits from the Fire Department for tents, canopies, and sales of Christmas trees

TEMPORARY PARKING LOT PERMIT APPLICATION

Parts I, II, and III to be completed by the Applicant. Please print or type.

| I. BUSINESS OWNER INFORMATION/PROPOSED EVENT LOCATION | | | | | | | |
|---|----------------------------|------------|---|---------------------|------|--------------|-----------------------|
| Name of Applicant | | | | | | | |
| | | | | | | | |
| Name of Business | | | | | | | |
| | | | | | | | |
| Property Address (| proposed parking lot event | locatio | on) City | | 5 | State | Zip Code |
| | | | | | | | |
| Name of Business (| Jwner | | Phone Number | | | E-mail | |
| | | | | | | | |
| Mailing Address (if | different from above) | | City | | S | State | Zip Code |
| | | | | | | | |
| | | | | | | | |
| | | ENT | AND SITE | INFORMATIO | N | | |
| \Box Promotional C | pproval requested: | | | Operations | | | |
| | | | Outdoor Operations Fitmage/Crume | | | | |
| \Box Outdoor Gathering of People | | | Fitness/Gyms Hair Salons/Barbers | | | | |
| □ Includes Amplified Sound | | | | | | | |
| \Box Pumpkin Sales Lot | | | Outdoor Dining Personal Care | | | | |
| \Box Christmas Tree Sales Lot | | | \Box Personal Care | | | | |
| | | | \Box Other (p | blease describe):_ | | | |
| □ Includes Amplified Sound □ Security # of Guards: | | | | | | | |
| Describe the proposed event: | | | | | | | |
| Describe the pro | poseu event. | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Date(s) and Hours of Event: | | | | | | | |
| Date: | From: | To: | | Hours: | Fron | n: | To: |
| Set-up Date(s): | From: | : To: | | Clean-up Date: | | | |
| Site Information: | | | | | | | |
| Zoning | Total Lot Area (in sq. ft) | | Total Numbe | r of Parking Spaces | | Number Parl | king Spaces Displaced |
| 2011115 | | | On-Site | | | by the Event | |
| | | | | | | | |

III. STANDARDS AND REQUIREMENTS

By signing this application form, I as the business owner and/or property owner, hereby acknowledge that I have read and agree to comply with all applicable City standards regulating the proposed temporary use(s) and the following conditions of approval:

- a) No person will use any existing parking lot for a temporary parking lot sales event or a temporary parking lot special event, as defined in Sections 17.78.030 and 17.78.050 respectively, without first obtaining the prior approval of a Temporary Parking Lot Event Permit.
- b) The location of the proposed event is within an existing parking lot area and is being held by a permanent on-site business.
- c) The proposed event will not disrupt circulation on traffic within the parking lot or within the vicinity as determined by consideration of the location and design of on-site driveways; the on-site parking and circulation, including pedestrian movements; and the on-site lighting and traffic signage in relation to the location of the proposed parking lot event.
- d) The proposed event will not be materially detrimental to the public welfare or to the property of other persons located in the vicinity.
- e) The proposed event will not take up more than fifty percent of the parking lot and the ADA parking and path of travel must be provided at all times.
- f) The proposed event will not cause a shortage of parking for or restrict access to the existing uses.
- g) There are no other temporary parking lot sales or special events occurring on the same parking lot and during the same time period.
- h) All temporary structures, equipment and debris will be removed and the parking lot area will be cleaned and restored to its original condition within one calendar day immediately following the last effective date of the approval for the event.
- i) The Community Development Director may impose additional conditions to the approval of the Temporary Parking Lot Event Permit to insure the preservation of the public peace, safety, health and general welfare.
- j) Applicant acknowledges and agrees to comply with the protocols established by the States, County or Federal orders or guidelines applicable to the COVID-19 emergency as seen attached.
- k) Any violations of Chapter 17.78, other applicable Sections of the Rolling Hills Estates Municipal Code, and/or conditions of approval may result in enforcement actions, immediate suspension of the issued Temporary Parking Lot Event Permit and the denial of an application for such future event permits by the operator and/or the Lot Event Permit and the denial of an application for such future event permits by the operator and/or the property owner.

Additional requirements for pumpkins or Christmas trees sales:

- a) No permit will be issued prior to September 1st for a pumpkin lot and November 1st for Christmas tree lot.
 - b) Site preparation and set-up for the sales lot will not commence prior to September 20th for a pumpkin sales lot and November 15th for a Christmas tree sales lot.
 - c) Sales operations to the public for a pumpkin lot will begin no earlier than October 10th and end no later than October 31st.
 - d) Sales operations to the public for a Christmas trees lot will begin no earlier than the day after Thanksgiving and end no later than December 25th.
- e) The proposed sales operation is conducted between the hours of 9:00 a.m. to 10:00 p.m. daily.

| APPLICANT/BUSINESS | OWNER | PROPERTY OV | VNER |
|--------------------|-----------------------|-----------------|-----------------------|
| Print Name | | Print Name | |
| | | | |
| Mailing Address | City, State, Zip Code | Mailing Address | City, State, Zip Code |
| | | | |
| Phone Number | E-mail | Phone Number | E-mail |
| Signature | Date | Signature | Date |

| IV. FOR CITY USE ONLY – DO NOT WRITE BELOW THIS LINE | | | | | | | |
|--|---------|---------------------|----------|-------------|---------|--------------|-------|
| Plot Plan Attached Other Information Attached: | | | | | | | |
| Application/Case No.: | | Date of Acceptance: | | Fee Amount: | | Accepted By: | |
| | | | | | | | |
| Fire Dept. | □ Appro | oved | □ Denied | □ See | Remarks | By: | Date: |
| Fire Dept. Remarks: | | | | | | | |
| | | | | | | | |
| Sheriff's Dept. | □ Appro | oved | □ Denied | □ See | Remarks | By: | Date: |
| Sheriff's Dept. Remarks: | | | | | | | |
| | | | | | | | |
| Building Dept. | □ Appro | oved | □ Denied | □ See | Remarks | By: | Date: |
| Building Dept. Remarks: | | | | | | | |
| | | | | | | | |
| | | | | | | | |

STAFF ASSESSMENT AND RECOMMENDATION (COMMUNITY DEVELOPMENT DEPARTMENT)

□ The applicant has satisfied all the standards and requirements of the Permit. Therefore staff recommends approval of the Temporary Parking Lot Event Permit subject to Standard and Requirements contained in Section III of this approval.

□ The application does not meet the standards and requirements for issuance of a Temporary Parking Lot Event Permit and therefore staff recommends denial. The following standards/requirements were not met:

| Assessment Made By: | | | | | |
|---|--------------------------------------|--|--|--|--|
| Name | Title | | | | |
| | | | | | |
| Recommended By: | | | | | |
| Name | Title | | | | |
| | | | | | |
| COMMUNITY DEVELOPMENT DIRECTOR APPROVAL | | | | | |
| This request for a Temporary Parking Lot Permit is: | | | | | |
| □ Approved □ Denied Temporary Pa | Temporary Parking Lot Permit Number: | | | | |
| | | | | | |
| | | | | | |

David Wahba Community Development Director

Date:

Decisions by the Community Development Director pertaining to a Temporary Parking Lot Event Permit are appealable to the City Manager within (15) calendar days following the above date of the approval or denial.



Reopening Protocol for Gyms and Fitness Establishments: Appendix L

Effective as of Friday, June 12, 2020

Recent updates:

7/2/20: 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

7/11/20: Patrons are **not required** to wear gloves while in the facility, but must wear a cloth face covering. Recommendations for HVAC systems have been updated in the infection control section of the document.

7/13/20: Gyms and fitness establishments may only be open if their operations are moved outdoors. No indoor facilities may be open to the public until further notice.

7/17/20: Updated to clarify policy regarding face coverings as well as to update language about symptom checks for employees and visitors. (changes highlighted in yellow)

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain gyms and fitness establishments to safely reopen. The requirements below are specific to gym and fitness establishments permitted to reopen by the Public Health Officer. In addition to the conditions imposed on these specific businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Gym and Fitness establishments.

Note that until further notice all gym and fitness establishment operations must be conducted outdoors. Outdoor operations may be conducted under a canopy, or other sun shelter but only as long as the sides are not closed and there is sufficient outdoor air movement. Outdoor pools may remain open. Be reminded that all employees and patrons must wear a face covering at all times.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <u>http://www.ph.lacounty.gov/media/Coronavirus/</u> regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.



All businesses covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Maximum Occupancy, per Fire Code:

Approximate total square footage of space open to the public:

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government <u>programs</u> supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the <u>Families First Coronavirus Response Act</u> and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's <u>Executive Order N-62-20</u>
- ❑ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on responding to COVID-19 in the workplace.
- Employee screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14



days. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.

In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.

Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.

- Employees are instructed to wash or replace their face coverings daily.
- □ All workstations are separated by at least six feet.

Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:

- Break rooms
- Restrooms
- o Other
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Ensure 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.
- □ Face coverings are required when employees are in the vicinity of others. Workers must have face coverings available and wear them in the fitness facility, offices, or in company-owned vehicles when traveling with others. Face covering are particularly important if physical distancing cannot be maintained on the job (for example, personal trainers and staff assisting members with exercises). Face coverings must not be shared. Employers are required to provide face coverings to all employees.
- To ensure that masks are worn consistently and correctly, employees are discouraged from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others.
- Disinfectant and related supplies are available to employees at the following location(s):
- □ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
- Employees are allowed frequent breaks to wash their hands.
- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
- □ All policies described in this checklist other than those related to terms of employment are applied to



staff of delivery and any other companies who may be on the premises as third parties.

• Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- All gym and fitness establishment operations that are offered to the public are conducted outdoors. Outdoor operations may be conducted under a canopy, or other sun shelter, provided that the sides of the canopy or sun shelter are not closed and there is sufficient outdoor air movement within the space. Occupancy of outdoor spaces is limited to 50% or such a level that enables all employees and patrons to maintain at least a 6 foot physical distance at all times.
 - Employees may continue to access indoor areas of the gym/fitness establishment to use the restroom or take breaks, to conduct essential office operations and to move supplies and materials in and out of the building each day. Patrons may not enter the gym/fitness establishment at any time or for any reason.
- If possible, implement a reservation system for patrons to reserve time in the outdoor fitness space so the facility can manage occupancy. Utilize the reservation system to contact patrons with reservations 24 hours before their scheduled arrival to confirm their reservation and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the patron answers in the affirmative the patron should be reminded that they should only utilize the fitness facility if they are not ill. Such communication can be done via app, email, or text, if possible.
- Avoid patrons queuing outside the facility and consider having a staff person at the entrance of the outdoor fitness space to help maintain occupancy levels.
- All patrons are required to wear cloth face coverings the entire time they are at the outdoor fitness space. The only exception is when patrons may be swimming in an outdoor pool. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
 - Patrons must be warned to only do exercises to the extent they can breathe comfortably while wearing a face covering over both their nose and mouth at all times. (Face masks or coverings with one-way valves are not permitted.)
- Gym occupancy is limited to 50% or less. Only those patrons that are actually exercising should be inside the outdoor facility. Patrons waiting for their reservation time should wait in their cars.
- Group training classes such as aerobics, yoga and dance must take place outdoors and should be modified to limit the size of the class to ensure a minimum of six feet of physical distance between patrons.
 - Group exercise classes should only be offered if distancing requirements can be maintained and there is no person-to-person physical contact.
 - For high aerobic classes such as aerobics, spin or conditioning or machines such as elliptical, tread or stair machines, consider placing individuals and equipment at least 8 feet apart rather than 6 ft.
- High contact programs that require close contact less than six feet in distance should be suspended. This would include activities such as group sporting events, organized intermural activities, pick-up basketball, or organized races.
- Outdoor sports courts can be used for individual practice or for activities where 6 feet of physical distance can be maintained throughout the activity. When people are waiting to use a court, a maximum time limit for court use by each participant should be implemented. Participants waiting must practice physical



distancing.

- □ Yoga classes held in temperatures over 100 degrees should be discouraged.
- Personal trainers are permitted if they maintain a six-foot distance from the client and wear a face covering. Patrons must wear a face covering while receiving instruction and should be cautioned to only do exercises to the extent they can breathe comfortably while wearing a face covering over both their nose and mouth at all times.
- Equipment is moved outdoors if it can be safely used outdoors, and marked off to ensure that clients can maintain at least a six (6) feet distance from others. Tape or other markings assist customers in keeping a 6 feet distance between them and others in any line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for subsequent customers who are joining the line.
- Use one-way foot traffic patterns throughout the outdoor fitness space with visual cues and signs.
- □ Space all equipment and machines outdoors and at least six feet apart or taking some out of service to achieve physical distancing
- Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in all areas of the outdoor gym space. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- □ Spa services are not allowed.
- Consider suspending non-core activities, including retail operations, childcare, and food service. If fitness facilities operate such amenities, they should review and following the applicable posted county public health protocols for these activities.
- Swimming facilities within the gym should comply with posted county protocols for public swimming pools and may continue to operate only if they are located outdoors.

C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. 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 offices and other spaces.
- Symptom checks are conducted before patrons may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
- □ They should wear face coverings the entire time they are in the facility with the exception of while they are in a pool and be reminded to keep a 6 foot distance from others.
- Contactless payment and check-in systems are in place or, if not feasible, systems are sanitized regularly. Describe:
- Perform thorough cleaning throughout the day in high traffic areas in the gym or fitness establishment building that may be used by employees, such as break rooms and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls.
- Frequently disinfect commonly used surfaces, including personal exercise machines and equipment, doorknobs, and hand washing facilities.
- Require patrons to disinfect individual exercise equipment, mats, and machines before and after use with provided disinfecting wipes. Ensure that lined, non-touch trash receptacles are available throughout the fitness facility to dispose of used wipes.



- If members are unable or unwilling to wipe/disinfect equipment after exercise, provide "ready to clean" tags for members to place on equipment after use, to ensure equipment is disinfected by staff before the next use.
- Make sure all workers have been trained to use and have an adequate supply of all-purpose cleaners and disinfectants, when needed. Follow Cal/OSHA requirements and manufacturer instructions for safe use and required personal protective equipment for cleaning products.
- U Workers should have enough ventilation (air flow) in areas where they are disinfecting.
- Sanitary facilities are available for employee use only. Ensure that sanitary facilities stay operational and are continuously stocked at all times. Provide additional soap, paper towels, and hand sanitizer when needed. Install hands-free devices, if possible, including motion sensor sinks faucets, soap dispensers, sanitizer dispensers, and paper towel dispensers.
- □ Make sure trash cans are emptied regularly.
- Patrons should be reminded to maintain six feet of distance from janitorial or custodial staff. Implement a process to regularly check in with workers to ensure visitors are following this protocol. Ensure workers are able to share such information without fear of reprisal or retaliation.
- Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Consider implementing a check-out system for patrons to utilize any small equipment and accessories (i.e. exercise bands, ropes, mats, foam rollers, etc.). Develop a process to clean and disinfect these items upon return.
- Customers are encouraged to bring their own water bottles. Encourage patrons to bring their own towels and mats and consider disbanding the provision of any facility-provided towels or personal hygiene products.
- □ For any towels, cloth wipes, or other laundered items, provide a closed container where patrons can place used towels or other items. Ensure those items cannot be used again until properly laundered either by a commercial laundering service or an in-house laundering process. Store all clean linens in a clean, covered place. Ensure workers who handle dirty linens or laundry wear gloves.
 - Have a staff member provide the linens or other materials upon request instead of setting up a selfserve area.
- Amenities, including magazines, books, self-serve water stations (unless touchless), and other items for patrons, must be removed from all areas.
- When choosing cleaning 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 60% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product. Follow the asthma-safer cleaning methods recommended by the California Department of Public Health.
- 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 offices and other spaces.
- Public restrooms are closed.
- Hand sanitizer, tissues and trash cans are available to the public in the outdoor gym/fitness establishment space. . Consider setting up at least one handwashing station that is available to employees and patrons in the outdoor space.



Optional - Describe other measures (e.g. providing senior-only hours):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- □ Signage at the entry, where customers line up and highly-visible locations that notifies employees and patrons of occupancy limits, the prohibition on entering the facility, requirements to maintain social distancing and that face coverings are required at all times, except in pools. Signage should also caution patrons about not overexerting themselves while wearing a face covering and exercising.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, outdoor operations, limited occupancy, policies in regard to prebooking, prepayment, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to services for customers who have mobility limitations and/or are at high risk in public spaces.
 - Consider implementing special hours designated for high risk or medically vulnerable populations, including seniors with admittance by reservation only

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised: