



Update on Curbside Retail

May 18, 2020





Expanded Retailers- Curbside Only

- Health Order Revised May 14, 2020
- Allows Most Retail, including:
 - Dog Grooming, Boarding Walking
 - Car Washing
 - Updated Restaurant Guidance for curbside management



Expanded Retailers- Safety Protocols

- >Curbside Only
- >Customers Not Allowed in Store
- >Physical Distancing Required
- >Face Coverings Required (patron and employee)
- >Business Must Sign and Post



Outreach and Communication

- Business Newsletters
- Bids/Chamber
- City Website “COVID Info for Business” webpage now has a feedback button



Outreach and Communication

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COVID-19: Information for Businesses

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[Got a Question, Comment or Feedback on Business Re-Opening?](#)

In accordance with the City of Pasadena's **Local State of Emergency Declaration on March 16, 2020**, the following establishments within the City of Pasadena are

CLOSED to the Public

- Bars and Nightclubs***
*Bars may sell food for takeout only
- Dine-in Restaurants***
*Restaurants may sell food for takeout/delivery only
- Entertainment Venues**
Including, but not limited to, movie theaters, arcades, live-performance venues, bowling alleys, and private social clubs
- Gyms and Fitness Studios**

Pasadena Public Libraries (*Curbside Pick-Up for Book Holds Available)
Public Parks remain OPEN, Community Centers will be CLOSED

PLEASE PRACTICE SAFE SOCIAL DISTANCING WHEN OUT IN PUBLIC.

The City of Pasadena declared a Local State of Emergency on March 16, 2020. The actions taken by the City and local public health authorities are

COVID-19 BUSINESS LINKS

[Curbside Retail Guidance & Public Health Protocol Checklist](#)

[Restaurant Guidance & Public Health Protocol Checklist](#)

[Dog Grooming, Boarding & Walking Guidance &](#)

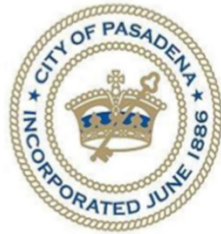


Outreach and Communication

- Interdepartmental Webinar
- E-blasts to Businesses
- Hand Delivered to Businesses
- U.S. Mail



Cover Letter and Protocols



May 15, 2020

Dear Business Owner:

During these unprecedented times, we appreciate our business community's patience, understanding and support as we navigate challenges related to COVID-19. We know that these circumstances are creating hardships, and we are open to hearing your thoughts on how city rules and regulations might be reconsidered in light of the pandemic. To that end, we want to make sure that businesses are aware of opportunities for dialogue with city officials, as well as opportunities for marketing and business support:

- Business Briefings with various economic industries and sectors are underway. Dates, times and formats will be publicized through the city's COVID Business Briefing Newsletter, social media, as well as the city's website.
- If you are unable to attend a live Business Briefing, you can watch an encore on the city's YouTube channel. You can also submit business-related COVID questions to the city via the COVID-19 Information for Business webpage.
- To ensure that you receive the latest and most up-to-date information from the city, please subscribe to the city's COVID-19 Business Newsletter.
- If you are a restaurant offering takeout & delivery, consider signing up to be listed



CURBSIDE RETAIL GUIDANCE – COVID 19

This guidance applies to retailers conducting curbside pick-up in accordance with the modified Safer at Home Order. As of May 13, 2020, in accordance with the CA State Health Officer Order and the [Pasadena Health Officer Order](#), non-essential retail may reopen ONLY for curbside pick-up, or pick-up or delivery outside the store or facility. Prior to opening, each retailer must complete and implement the attached Public Health Reopening Protocol, provide a copy to each employee, and post in a conspicuous location near the entrance. Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

SOCIAL DISTANCING AND SANITIZATION

Protocol for curbside sales

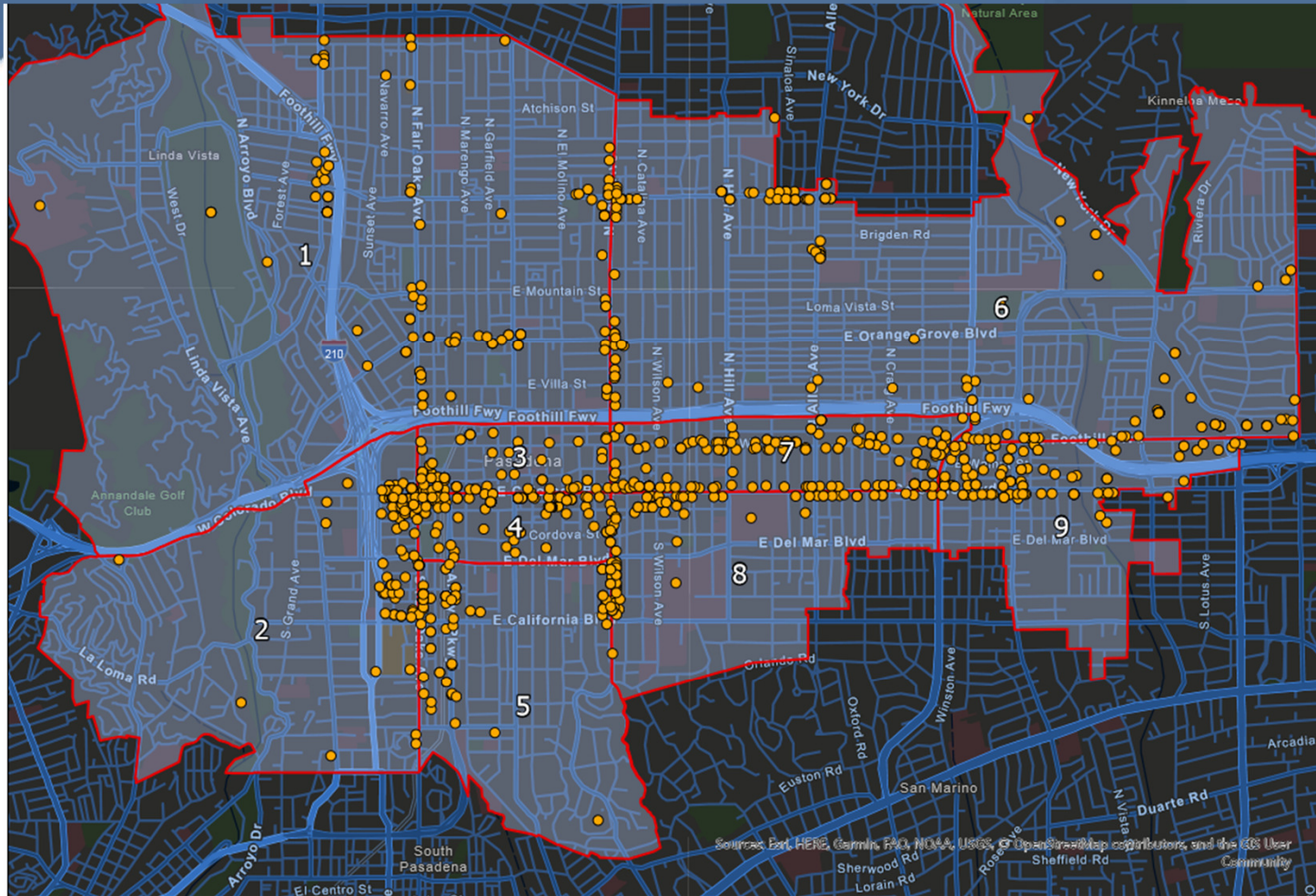
- Customers may not enter the store.
- Employees and customers shall wear face coverings, and customers without face coverings shall not be served. Only individuals with chronic respiratory conditions, or other medical conditions that make use of a mask hazardous, are exempted from this requirement. Children under age 2 years should not wear a face covering.
- Social distancing shall be observed and enforced by the retailer in the designated pick-up zone or staging area.
- Complete payment in advance by offering options to purchase online or by phone. If the transaction must be conducted in person, instruct employees to refrain from touching the face afterward, to accept cash or cards on a tray rather than directly into their hands, to sanitize the payment system and tray, and to wash hands with soap and water after each transaction.
- Instruct customers to call when they arrive, and to remain in their vehicles, or in the designated pick-up zone or staging area.
- Develop a process that does not require employees to touch the customer's vehicle door handle or trunk latch.
- If employees place items in customers' vehicles, they should place the items in unoccupied areas of the vehicle such as a passenger seat or trunk, and should avoid leaning into the vehicle.

Explain the process to customers in advance

Clearly communicate curbside instructions to customers by posting the process on your website and social media pages, or if transactions occur by phone, reviewing it verbally at the time of the sale. Let customers know the requirements and process, including where staff will meet them and whether staff will place items in their vehicle or if they must pick up items from a staging area.



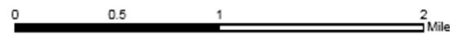
Over 1,000 Businesses Identified



Created By: City of Pasadena GIS - DOT
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COVID-19 Special Enforcement Areas w/Retail Businesses
City of Pasadena





Next Steps

- Seek Input from Affected Businesses
 - Virtual Meetings on Wednesday and Thursday
- EdTech (Thursday)
 - Policies and potential modification of existing rules (signage, parking, processing)
 - Sit Down Dining – Alleys, streets and sidewalks
 - Roadmap to Reopening