

**Reopening Protocol for Car Washes**

**Recent updates:**

7/17/20: Updated to clarify the policy regarding employee and visitor use of face coverings as well as employee and visitor symptom checks. (Changes highlighted in yellow)

The Los Angeles County Department of Public Health (Public Health) is calling on the public, all business owners and community organizations to support the safe reopening of businesses and public spaces. Through our collective Safer at Home efforts, we have successfully slowed the number of new COVID-19 cases and hospitalizations, allowing for a phased reopening of many aspects of regular life with adaptations and infection control measures.

To aid in this transition, Public Health asks all businesses and institutions to take appropriate steps to plan for reopening, in alignment with the Recovery Plan. The following issues are critical and must be addressed to ensure that workers and consumers remain reduce the risk of spread as we transition to a more open phase:

- (1) Protecting and supporting employee and customer health
- (2) Ensuring appropriate physical distancing
- (3) Ensuring proper infection control
- (4) Communicating with the public
- (5) Ensuring equitable access to services

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

**All businesses 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:**

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**Facility Address:**

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**Maximum Occupancy, per Fire Code:**

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**Approximate total square footage of space open to the public:**

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**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 who are pregnant, and 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.
- Additional protections like shifts in job duty that allow employees that are vulnerable to work from home have been provided.
- 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 has been provided to all employees. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 exposures occurring between March 19 and July 5 pursuant to the Governor's [Executive Order N-62-20](#).
- 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](#).
- 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.
- [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.
- 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 individual workstations are separated by at least six feet.
- Breaks are staggered to ensure that physical distancing can be maintained in break rooms.
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
  - Break rooms \_\_\_\_\_
  - Restrooms \_\_\_\_\_
  - Other \_\_\_\_\_
- Disinfectant and related supplies are available to employees at the following location(s):  
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- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):  
\_\_\_\_\_
- Soap and water are available to all employees at the following location(s):  
\_\_\_\_\_
- Employees are allowed frequent breaks to wash their hands.
- Each worker is assigned their own tools, equipment and defined workspace. Sharing of workspaces and held items is minimized or eliminated.
- Copies of this Protocol have been distributed to all employees.
- Optional—Describe other measures:

**B. MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY TO THE FACILITY)**

- The number of employees in the workspace is limited at any one time, such that employees can easily maintain at least a six-foot distance from one another at all practicable times.  
Maximum number of employees in facility limited to: \_\_\_\_\_
- Tape or other markings have been placed at least six feet apart anywhere where individuals may have to line up, both inside the workplace and outside its public entrances, with signs directing employees and visitors to use the markings to maintain distance.
- Customers remain in their cars while they wait in line and for the duration of the car wash if it is an automatic car wash.
- If a customer requests interior cleaning and/or vacuuming, the customer must exit the car and wait in a waiting area.

- All customer waiting areas have been reconfigured to ensure that customers are able to maintain 6 ft. distance. In all areas where customers may come in contact with employees or other customers, customers must wear a cloth face covering.
- Furniture in areas that are open to the public (e.g., reception area or waiting area) is separated to support physical distancing.
- The facility has determined that customers using self-service vacuums or other self-service stations are able to maintain 6-ft distance from each other. If not, some self-service stations have been closed to create greater distance between customers.
- Employees have been instructed to maintain at least six feet distance from customers, visitors and from each other; employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Plexiglas, or other physical barriers, are installed in areas where physical distancing is not possible (e.g., cash registers).
- Customer service windows or counters have been separated by 6 feet to allow for physical distancing.
- Physical distance between tables/chairs in breakrooms and kitchenettes has been increased to support physical distancing.
- Employees are discouraged from congregating in any area, but especially common areas or high traffic areas such as break rooms, lunchrooms, and bathrooms.
- In-person meetings are strongly discouraged in favor of virtual meetings. If in-person meetings are essential, they are limited to 10 or fewer participants and all participants must wear cloth face coverings. Meetings are held in rooms large enough to maintain physical distancing.

**C. MEASURES TO ENSURE INFECTION CONTROL (CHECK ALL THAT APPLY TO THE FACILITY)**

- 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.
- Shared materials or objects (e.g., towels, cleaning supplies, vacuum hoses, etc.) have been eliminated, to the greatest extent possible.
- Deep cleaning of entire office space is completed on a regular basis by a professional cleaning service.
- To the extent possible, doors, trash receptacles, etc. are contactless.
- Common areas and frequently touched object such as tables, doorknobs, light switches, countertops, handles, phones, keyboards, touch screens, handrails, bay guns, payment terminals, wash selector equipment, vending and cleaning machines are regularly disinfected using EPA approved disinfectants and following the manufacturer's instructions for use.
- Disinfectant and related supplies are available to all employees at the following location(s):  
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- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:  
\_\_\_\_\_

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- If possible, customer service or reception areas have plastic barriers installed to limit contact between employees and customers/visitors.
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- Self-serve areas (e.g., vacuum nozzles and hoses, touch screens, coin boxes, vending machines, triggers/wands and trash receptacles) are monitored by staff and sanitized frequently using EPA-approved disinfectants and following manufacturers' instructions for use.
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- Exterior detailing is allowed by appointment only. Information about each customer is kept in an appointment log that tracks the customer's name, phone number and email address.
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- Upon arriving at the car wash for exterior detailing services, the customer drives their vehicle to the area designated for exterior detailing. The designated area has contactless trash receptacles and enough space around the vehicle to enable the employee working on the vehicle to maintain a 6 feet distance from other employees or customers. To the extent possible, employees do not enter the car and the customer picks up the car where they left it after the service is completed.
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- If interior detailing and interior car cleaning is offered, it is by appointment only. Information about each customer is kept in an appointment log that tracks the customer's name, phone number and email address.
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- Upon arriving at the car wash for interior cleaning services, the customer drives their vehicle to the area designated for interior cleaning. The designated area has contactless trash receptacles and enough space around the vehicle to enable the employee working in the vehicle to maintain 6 feet distance from any other employees or customers. The customer leaves their car and picks it up after the service is completed.
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- Interior cleaning is done by only one employee per vehicle to ensure appropriate physical distancing. Employees use personal protective equipment (PPE) such as disposable gloves, disposable gowns and cloth face coverings. To the extent possible, the vehicle remains well-ventilated (e.g., all windows/doors open) throughout the cleaning process.
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- Any PPE used for cleaning the interior of a vehicle is removed and disposed of after cleaning and the employee washes their hands after removal of gloves and PPE with soap and water for at least 20 seconds, or uses an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
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- Towel-dry services are offered for exterior wash services only; towels are not shared among employees and are laundered on a regular schedule.
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- Customers arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the establishment or on the grounds of the establishment. 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.
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- Symptom checks are conducted before visitors 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.
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- Hand sanitizer, soap and water, tissues and trash cans are available to the public at or near the entrance of the facility, at reception, and anywhere else inside the workplace or immediately outside where people have direct interactions.
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- Break rooms, restrooms, and other common areas are being disinfected frequently, on the following schedule:
    - Break rooms: \_\_\_\_\_
    - Restrooms: \_\_\_\_\_
    - Other: \_\_\_\_\_

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- Optional-Describe other measures (e.g. providing senior-only hours):
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#### **D. MEASURES THAT COMMUNICATE TO THE PUBLIC**

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- A copy of this protocol is posted at all public entrances to the facility.
  - Signage has been posted to provide clear guidance to the public about how to maintain safety within the facility (e.g., maintaining physical distance, wear face covering, etc.).
  - Signage is posted at each public entrance of the facility to inform all employees and customers that they should: Avoid entering the facility if they have a cough or fever.
  - Online outlets of the workplace (website, social media, etc.) provide clear information about hours, required use of face coverings, and other relevant issues.

#### **E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

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- Services that are critical to customers have been prioritized.
  - Transactions or services that can be offered remotely have been moved on-line.
  - Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.
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**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:** \_\_\_\_\_