

Appendix A: Social Distancing Protocol

Business name: MAASS Corporation SPC dba Oliver's Market

Facility Address: 560 Montecito Center Santa Rosa, CA 95409

Approximate gross square footage of space open to the public: 20,000 sq ft

Businesses must implement all applicable measures listed below, and be prepared to explain why any measure that is not implemented is inapplicable to the business.

Signage:

- Signage 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; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and not shake hands or engage in any unnecessary physical contact.
- Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

Measures 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.
- All employees have been told not to come to work if sick.
- Symptom checks are being conducted before employees may enter the work space.
- All desks or individual work stations are separated by at least six feet.
- Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:
 - Break rooms:
 - Bathrooms:
 - Other (Cleaning and disinfecting on an hourly basis for break areas and restrooms. Common areas are cleaned and disinfected continually.)
- Disinfectant and related supplies are available to all employees at the following location(s): Each department, each register, janitorial storage area, at entrance to store.
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s): Each department, register and at entrance to store.
- Soap and water are available to all employees at the following location(s): Each service department; bakery, deli, meat, gourmet cheese, produce and all restrooms.
- Copies of this Protocol have been distributed to all employees.
- Optional—Describe other measures: Cleaning and sanitizing of all work areas continually throughout the day. Gloves provided to employees. Reinforce CDC recommendations and CALCODE guidelines for handwashing, safety and sanitation. Plexiglass installed at every register to separate employees from customers where a 6 foot separation may not be possible. Ongoing communication to employees including educational material on COVID-19, email and posted links and QR codes to CDC, CDPH, Sonoma County Health Services and WHO. Provide links and information to Teladoc, Santa Rosa Community Health, Employee Assistance Program and PsychStrategies. *** Employees are being rotated in the offices to maintain Social Distancing.

Measures To Prevent Crowds From Gathering (check all that apply to the facility):

- Limit the number of customers in the store at any one time to 50, which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.
- Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded.
- Placing per-person limits on goods that are selling out quickly to reduce crowds and lines. Explain: Limits on toilet paper, paper towels, beans, rice, flour etc. Signage posted and maximums set in our POS system to block any sale over the product limit. A complete list is available upon request.
- Optional—Describe other measures: Limit the number of customers in smaller areas of store to maintain Social Distancing

Measures To Keep People At Least Six Feet Apart (check all that apply to the facility)

- Placing signs outside the store reminding people to be at least six feet apart, including when in line.
- Placing tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery areas to prevent customers from gathering.
- All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Optional—Describe other measures: Signs placed throughout the store in English and Spanish reminding people to maintain a 6 foot distance.

Measures To Prevent Unnecessary Contact (check all that apply to the facility):

- Preventing people from self-serving any items that are food-related.
 - Lids for cups and food-bar type items are provided by staff; not to customers to grab.
 - Bulk-item food bins are not available for customer self-service use.
- Not permitting customers to bring their own bags, mugs, or other reusable items from home.
- Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe: Sanitize customer payment terminal
- Optional—Describe other measures (e.g. providing senior-only hours): Provide shopping hours limited to seniors 60 and over and customers with compromised immune systems from 6am-7am daily.

Measures To Increase Sanitization (check all that apply to the facility):

- Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.
- Employee(s) assigned to disinfect carts and baskets regularly.
- Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.
- Disinfecting all payment portals, pens, and styluses after each use.
- Disinfecting all high-contact surfaces frequently.
- Optional—Describe other measures: Disinfect all shopping carts and handbaskets after each use.

*Any additional measures not included here 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:

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