COVID-19 South County Businesses

FAQ

- **Do temperatures of staff need to be logged/recorded?**

  Recommendations are to ensure employees temperatures are being taken and the act is annotated on a checklist. Recording of temps by employee is not required or recommended.

- **Do temperatures of customers need to be checked?**

  Customer temperature checks are not required but where feasible should be considered.

- **What is the threshold for an unacceptable temperature?**

  The Centers for Disease Control has linked a fever above 100 degrees to be of concern with regards to COVID-19. Source: https://www.cdc.gov/

- **What are the requirements for erecting plastic shields between cashiers and customers?**

  To assist with social distancing, it is recommended where possible to erect plastic or other barriers. Check with your local jurisdiction for specific guidelines as each level of government has the ability to increase safety protocol.

- **Is it the responsibility of the business to ensure customers are wearing face coverings?**

  Service should be refused if customer is not wearing protective mask and signs should be posted in public facing facilities informing them of this requirement.

- **When can restaurants open with dine-in seating?**

  The State of California continues to expand the ability of businesses to open and resume more normal operations. At the current time the County of San Diego is not in the stage allowing indoor dining. As this changes we will keep you updated.

- **What does close contact mean?**

  Social distancing is recommended at no less than six feet separation. Exceptions to this are for short periods to complete transactions if completely necessary. Source: https://www.cdc.gov/

- **Are template signs available for download notifying customers of requirements?**

  All businesses are required to complete and post the County's Safe Reopening Plan, which can be found at:

  https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/phs/Epidemiology/covid19/Community_Sector_Support/BusinessesandEmployers/SafeReopeningPlanTemplate.pdf

  Additionally the County of San Diego has developed signage for the requirement of protective face masks, which can be found here:

  https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/phs/Epidemiology/covid19/ResourcesMaterials/Face%20Covering%20En_Sp.pdf

- **Where can I find a testing site in South San Diego County**? Chula Vista is offering free testing by appointment Tuesday through Saturday. To schedule an appointment call (888) 634-1123 or visit the following web site https://lhi.care/covidtesting . Source: https://www.countynewscenter.com/covid-19-testing-trends-up-in-san-diego-county/

- **What commercial retail businesses are considered essential?** Retail stores that supply essentials services are convenience stores, pet supply stores, auto supply and retail, hardware/home improvement, and home appliance retail stores. For more detail, refer to

  https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf. Source: www.SanDiegoCounty.gov

- **How do we report businesses that are not complying with Public Health Orders?**

  You may call the non-emergency phone number for the law enforcement agency in their city or community to report the violation. Source: www.SanDiegoCounty.gov

- **Are Farmers Markets allowed to operate?**

  Farmers markets are allowed to operate. The recommendation is to take strong measures to ensure social distancing for patrons and booths and to limit the number of customers to reduce crowding and lines. https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/C

OVID-19/Coronavirus%20Disease%202019%20and%20Food%20Beverage%20Other%20Services%20-%20AOL.pdf. Source: www.SanDiegoCounty.gov

- **What is a small business?**

  A business with not more than 500 employees. Source: www.SanDiegoCounty.gov

- **What should businesses do to prepare if there is increased community transmission of COVID-19?**

  Employers should plan to respond in a flexible way to varying levels of disease transmission in the community and be prepared to refine their business response plans as needed. https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html. Source: www.SanDiegoCounty.gov

- **What financial assistance is available for small businesses impacted by COVID-19?**

  The U.S. Small Business Administration is offering low-interest federal disaster loans for working capital to California small businesses suffering substantial economic injury as a result of the coronavirus. Applicants may apply online at https://disasterloan.sba.gov/ela.   Source: www.SanDiegoCounty.gov.

  - South County EDC's Emergency Loan program and other resources please visit: https://www.southcountyedc.com/coronavirus

- **What can I do if my business has slowed due to COVID-19?**

   If COVID-19 has impacted your business or services, you can avoid potential layoffs by participating in the Unemployment Insurance (UI) Work Sharing Program through the EDD. www.edd.ca.gov/pdf_pub_ctr/de8686.pdf. Source: www.SanDiegoCounty.gov.

  Additionally independent operators and business owners may be eligible to receive unemployment insurance under the Pandemic Unemployment Assistance Program https://edd.ca.gov/about_edd/coronavirus-2019/pandemic-unemployment-assistance.htm

- **What if I must let go some of my workers temporarily until business improves?**

  Your workers can file for unemployment benefits as long as they are unemployed and otherwise eligible. Workers who expect to return to work for you within a few weeks are not required to actively seek work each week as long as they are able and available to return to work during their unemployment and meet all other eligibility criteria. Source: www.SanDiegoCounty.gov.

- **What can I do if I must shut down my business permanently?**

  If you are facing potential layoffs or plant closures, you can get help through the Rapid Response program. Rapid Response teams will meet with you to discuss your needs, help avoid layoffs where possible, and support your workers through the process. Refer to *Rapid Response Services for Businesses Fact Sheet* (DE 87144RRB) (PDF). You can also contact your local America's Job Center of California. Source: www.SanDiegoCounty.gov.

- **I am self-employed and am experiencing a loss in business. What support is available to me?** There may be benefits available through insurance programs. Visit https://www.edd.ca.gov/disability/Self-Employed.htm to learn more. Source: www.SanDiegoCounty.gov.

- **What if I cannot file or pay my payroll taxes on time because of COVID-19?**

  If your business is directly affected by COVID-19, you can request up to a 60-day extension to file your state payroll reports and taxes without penalty or interest. https://edd.ca.gov/pdf_pub_ctr/de231sed.pdf. Source: www.SanDiegoCounty.gov.

- **Where can I find information on rental assistance for my business?**

  The County of San Diego placed a moratorium lasting until May 31, 2020 on all evictions of residential and commercial renters in the unincorporated areas who have seen their income harmed by pandemic. Contact your landlord and share documentation of your current situation. It is incumbent upon you to contact your landlord. The cities of San Diego and Chula Vista approved a moratorium on eviction through May 31, 2020. Source: www.SanDiegoCounty.gov.

- **Where can I find information on utility assistance for my business?**

  San Diego Gas and Electric (SDG&E) is offering flexible payment plans and suspending disconnections due to nonpayment. Please call Customer Contact center at 1-800-411-7343 to make payment arrangements. Source: www.SanDiegoCounty.gov.

- **What can the San Diego Workforce Partnership do for my business?**

  If you are a business owner or HR representative for an employer considering work stoppages, layoffs or furloughs, we encourage you to **submit layoff notices online** or call our hotline at (619) 228-2982 for direct support. Source: www.SanDiegoCounty.gov.