



A Tradition of Stewardship
A Commitment to Service

Summary of Health Order Protocol Enforcement Procedures Updated: April 24, 2020

If a business is a regulated food facility, public swimming pool, and/or hazardous materials business plan facility (whether in the cities/town or in the unincorporated area):

- A. The lead for enforcement is the County Environmental Health Division. They will provide general public education by reaching out to all regulated food facilities, public swimming pool operators, and hazardous materials business plan facilities by sending emails with copies of the Health Order and Appendix A. Appendix A contains the Social Distancing Protocol that businesses are required to implement in order to protect employees and the public. Guidance documents are updated as needed and are posted on the county website in both English and Spanish.
- B. If a complaint about a business is received:
 1. The complaint is logged into the Environmental Health database for tracking.
 2. An inspector will call the business by phone, inform them of the complaint, and provide guidance on what is needed to comply with the Health Order.
 3. If additional complaint(s) are received, the inspector will conduct a site visit and work with the operator to make the necessary improvements to comply.
 4. If complaint(s) continue, the Environmental Health inspector will notify PBES management, and coordinate with the Sheriff's Office or City Manager/Police Chief (as appropriate) for a follow-up site visit.
 5. If non-compliance continues, various enforcement actions may be taken, depending on the type of facility. These actions may only occur with approval of the PBES Director. Possible actions include cease and desist letter, citation, court injunction, and/or suspension or revocation of any County issued approvals. If an unpermitted food vendor persists in non-compliance, the food and equipment may be impounded. Depending on the type of enforcement action required, there may be coordination with the Sheriff's Office, District Attorney, County Counsel, County Code Compliance, and/or Public Works.

For all other businesses within the cities/town:

- A. The lead for enforcement is the city/town (Police Department and/or city/town Code Compliance Officer)

For all other businesses within the unincorporated area:

- A. The lead is the County Code Compliance Division. Code Compliance has provided public education by reaching out to all short term rental operators, informing them of the requirements under the Health Order.
- B. If a complaint about a business is received:
 1. The complaint is logged into the Permit database for tracking.

2. A compliance officer will call the business by phone, inform them of the complaint, and provide guidance on what is needed to comply with the Health Order.
3. If additional complaint(s) are received, the officer will conduct a site visit and work with the operator to make the necessary improvements to comply.
4. If complaint(s) continue, the officer will notify PBES management, and coordinate with the Sheriff's Office for a follow-up site visit.
5. If non-compliance continues, various enforcement actions may be taken, depending on the type of facility. These actions may only occur with approval of the PBES Director. Possible actions include cease and desist letter, citation, court injunction, and/or suspension or revocation of any County issued approvals. Depending on the type of enforcement action required, there may be coordination with the Sheriff's Office, District Attorney, County Counsel, and/or Public Works.