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## **Business Operations Frequently Asked Questions (FAQs) Updated August 6, 2020 (see red for updates)**

### **What kinds of businesses are required to close?**

On July 7, 2020, Napa County was notified that the County had remained on the State's County Monitoring list for three days and was therefore required to close the following business operations for a minimum of three weeks:

- Indoor and outdoor services at brewpubs, breweries, bars and pubs that do not serve sit-down meals
- Indoor dining at restaurants
- Indoor wineries and tasting rooms
- Indoor family entertainment centers
- Indoor movie theaters
- Indoor zoos and museums
- Indoor cardrooms

With the exception of brewpubs, breweries, bars and pubs that do not serve sit-down meals, outdoor operations for the above businesses are allowed. The State has issued new guidance for outdoor dining that restaurants must follow, and other sectors must continue to follow all previously issued State guidance in outdoor settings. Staff may continue to work indoors.

On July 13, 2020, the State of California ordered additional closures for those counties, like Napa County, that are on the County Monitoring List. As of June 13, 2020, the following must close except for operations that can take place outdoors or by curbside pick-up:

- Fitness Centers
- Worship Services
- Protests
- Offices for non-essential business sectors (list of essential sectors here: <https://covid19.ca.gov/essential-workforce/>)
- Personal care services including nail salons, waxing, massage therapy, day spas, and tattoo parlors
- Hair salons and barber shops
- Indoor malls



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**Is there guidance I should be following to reopen or continue business operations?**

Yes. Businesses that are allowed to open are required to, at a minimum, meet the posted State of California standards, and may follow best management practices that exceed State standards.

In the event that the State of California expressly permits a business sector to reopen but does not provide guidance, Napa County will develop and post guidance to allow the sector to reopen safely. When guidance is released from the State of California, it will be posted on the County's website and will be the controlling guidance that should be followed.

Some State guidance documents are being released with recommended "effective dates." This is only a recommendation: counties can choose to allow businesses to reopen as soon as the guidance is released, without waiting for the recommended date, and they can also postpone reopening until after the recommended date, all depending on local conditions.

The standards and guidance can be found at the County's website at <https://www.countyofnapa.org/2840/Industry-Guidance>. If guidance is not available for a specific industry, these businesses should not reopen.

Best management practices prepared by local Chambers of Commerce can also be found at the County's website. <https://www.countyofnapa.org/2840/Industry-Guidance>

**Is there anything I need to do in order to establish I am meeting the State standards?**

Yes. Businesses that allowed to operate are required to: 1) prepare and post the Checklist for your business type (if applicable); and 2) prepare and post your Social Distancing Protocol as required by the County's Shelter-at-Home order.

Industry-specific checklists can be found at the State's website: <https://covid19.ca.gov/roadmap/>.

The Social Distancing Protocol can be found in Appendix A of the County's current Shelter-at-Home Order at: <https://www.countyofnapa.org/2813/Shelter-at-Home-Order>



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### **My business is required to stay closed, when will I be allowed to open?**

The County does not have any information yet about when business sectors will be permitted to reopen. We will communicate updates received from the State of California about reopening business sectors.

### **Are face coverings required?**

On June 18, 2020, the State of California issued new face covering requirements. In general, face coverings are required indoors in all buildings open to the public, when waiting in line to access a public building, and outdoors when six feet of distance cannot be maintained from those not in your household. There are exclusions, like when eating and drinking, or when you are engaged in outdoor activities, and there are exceptions for certain populations, like young children or people who have conditions that make it harder to breathe. For more information on face covering requirements, visit: <https://www.countyofnapa.org/2813/Shelter-at-Home-Order>.

In addition, the State has revised its guidance for open business sectors to include the face-covering requirement. Please check for updated guidance in your sector to see what is required.

### **Are outdoor gyms and lessons, including team practice allowed at this time?**

Outdoor group classes and physical activity lessons are allowed at this time for both youth and adults as long as guidance for physical distancing is adhered to and there is no shared equipment use. Fitness equipment at parks, playgrounds, and other outdoor recreational facilities with shared surfaces should remain closed.

Person-to-person contact sports are still prohibited.

On August 3, 2020, the State of California released clarifying guidance for Youth Sports, including youth sports teams, physical activity for youth and recreational lessons. These lessons should now follow the guidance for Indoor Gyms and Fitness Studios. Since Napa County is on the County Monitoring List, only outdoor lessons are allowed.

Adult team sports are not allowed at this time.

Guidance is available here: <https://www.countyofnapa.org/2840/Industry-Guidance>



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### **Can faith-based services resume?**

Faith-based services may only be conducted outdoors or virtually at this time.

### **Can residential cleaning and repair services continue at this time?**

Yes, residential cleaning, repair and maintenance may continue as long as physical distancing and face covering protocols are followed.

### **Is this Health Order mandatory or is it just guidance?**

This Order is mandatory. All persons and other entities are required to comply if they do not fall within the exemptions that are specified in the Order.

### **What happens if my business does not comply with the requirements?**

State and local health orders are issued under the authority of law. Failure to comply with the health orders is both a misdemeanor and a public health nuisance. The County tries to secure cooperation with education about the requirements and may help you figure out ways your business can come into compliance. Repeat violators, however, may be subject to one or more administrative citations, fines and penalties, a civil action, a restraining order, and may even be required to pay the County's enforcement costs and attorneys' fees. A misdemeanor is a criminal offense that is punishable by fine, imprisonment, or both. The County does not want any business to face penalties, but it is critical for everyone to follow the health orders to prevent the spread of COVID-19 and protect themselves, their loved ones, friends, neighbors, and the whole community.

### **Is pet care allowed?**

Animal care facilities may operate with proper physical distancing and face covering protocols.

### **Is golfing permitted?**

The use of golf courses and golf driving ranges is permitted with maximum compliance with physical distancing requirements.

### **Are swimming pools able to open?**

Yes, public and semi-private (i.e. homeowners associations) swimming pools are permitted subject to the rules of the facility/association, proper maintenance including disinfection, and adherence to physical distancing protocols. Outdoor pools are addressed in the State's campground and outdoor recreation guidance: <https://www.countyofnapa.org/2840/Industry-Guidance>.



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Private residential pools may only be used by the members of the household. Gatherings are not permitted under State's Stay At Home Order.

**Can businesses make reasonable accommodations for people with disabilities?**

Yes, provided the accommodation does not require knowingly jeopardizing the health or safety of others. In addition, a business cannot deny services to a customer who falls within an exception to the mask requirement, although a business may be able to provide its service in a different manner.

**Can hotels, inns, and other lodging operate at this time?**

Yes, the State's Guidelines and Checklist for hotels and lodging can be found here:

[https://www.countyofnapa.org/2840/Industry-Guidance.](https://www.countyofnapa.org/2840/Industry-Guidance)

Physical distancing and face covering protocols are required. Amenities like bars, spas, massage therapy, indoor fitness centers and pools must close at this time. Dining may be outdoors only.

**Can campgrounds operate at this time?**

Yes. The State's Guidelines and Checklist for camping can be found here:

[https://www.countyofnapa.org/2840/Industry-Guidance.](https://www.countyofnapa.org/2840/Industry-Guidance)

Physical distancing protocols, including wearing a face covering indoors in common areas and outdoors when six feet of distance from non-household members cannot be achieved, are required.

**Are in-person residential real estate viewings allowed?**

Residential viewings are limited to scheduled property viewings to a potential buying party, as set forth by the State. Virtual showings should be utilized whenever possible.

**Is there financial assistance available to help business make modifications to their facilities or provide PPE to their workers so they can safely reopen?**

The State has compiled a list of resources for businesses and employers:

<https://covid19.ca.gov/business-and-employers/#top>



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Workforce Alliance of North Bay has also developed a list of opportunities to support businesses and workers impacted by COVID-19:

<https://www.workforcealliancenorthernbay.org/home/covid-19/>

Small Business Development Center of Napa Sonoma has also made resources and guidance available to support small businesses: <https://www.napasonomasbdc.org/covid-19>

Local chambers of commerce have also developed resource pages to provide critical information to businesses.

It is the primary responsibility of an employer to provide the PPE needed to safely protect its employees. Non-medical grade PPE is now widely available in the private market. Any business owner who has been the victim of price gouging, or who has information regarding potential price gouging, is asked to file a complaint with District Attorney Allison Haley by visiting [countyofnapa.org/da/consumer](http://countyofnapa.org/da/consumer) division or by calling 707-253-4059. The State has developed an online marketplace designed to connect employers to California-based manufacturers of non-medical grade PPE: <https://www.safelymakingca.org/>

**I still have questions, whom should I contact?**

Businesses are encouraged to work with and through their local Chamber of Commerce or industry group to answer questions. Questions for the County can be emailed to [coronavirus@countyofnapa.org](mailto:coronavirus@countyofnapa.org). Questions or concerns about physical distancing, face covering, or hygiene practices at any business or facility should be raised directly to the manager.