

# City of Temecula Community Recovery and Reopening Plan



**CITY OF TEMECULA**  
**COMMUNITY RECOVERY AND REOPENING PLAN**

**Date: May 6, 2020**

**Disclaimer:** This Community Recovery and Reopening Plan represents the collective efforts of the City of Temecula and industry stakeholders. The recommendations below are based on industry best practices and procedures. Users of this document are encouraged to review guidelines and mandates from the County of Riverside, State of California and Centers for Disease Control and Prevention prior to taking any action. This resource references common industries and is not meant to serve as an exhaustive list of all sectors in the community. All content is subject to change.

Industry specific information from the State of California can be found at the following link:  
<https://covid19.ca.gov/roadmap/>

Industry specific information from the Centers for Disease Control and Prevention can be found at the following link: <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

**Note:** The four phases referenced in this document are intended to match California’s Resilience Roadmap Stages. Certain terms such as “phases” and “stages” or “clients” and “customers” and “visitors” may be used interchangeably.

<u>Phase</u>	<u>General Description of Phase</u>
1	Safety and preparedness making essential workforce environment as safe as possible.
2	Lower risk workplaces: creating opportunities for lower risk sectors to adapt and reopen.
3	Higher risk workplaces: creating opportunities for higher risk sectors to adapt and reopen.
4	End of the stay-at-home order and return to expanded workforce in highest risk workplaces.

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## **BUSINESS SEGMENT**

### **OFFICE SETTING / PROFESSIONAL SERVICES**

#### **Phase 1**

##### **Function Description:**

- Essential staff works in office as needed and/or remotely where possible
- Non-essential staff works remotely where possible
- Office generally closed to the public, appointments may be available

##### **Public Health Measures:**

- Prop doors open prior to appointment for hands-free entry
- Post signage outside of entry regarding what to expect inside the office area (i.e., wait in reception, complimentary hand sanitizer, social distance)
- Post signage inside office area explaining where to wait
- Remove displays that would encourage browsing/touching
- Use floor markers (i.e., “x”) to indicate where guests should wait
- Use Plexiglass barrier between front desk staff and visitors
- Place hand sanitizer, disinfectant wipes and aerosol disinfectants prominently to be used regularly by all
- Mandate use of face coverings for employees and visitors
- Implement daily cleaning protocols to disinfect high traffic touch points and workstations

##### **Participants:**

- Employers / Employees / Clients

#### **Phase 2**

##### **Function Description:**

- Open office hours with appointments encouraged
- Telecommute and flex work schedules encouraged in a way that still meet walk-in client demands

##### **Public Health Measures:**

All of Phase 1 measures, plus:

- Manage capacity by social distancing and flex work arrangements
- Encourage employee and client face coverings for close contact
- Implement line management if needed to maintain social distancing
- Implement virtual queue system for walk-in clients with text alerts advising when they can enter

##### **Participants:**

- Employers / Employees / Clients

#### **Phase 3**

##### **Function Description:**

- Most employees return to work onsite to support increasing business activity
- Office open for walk-in business, though appointments encouraged

##### **Public Health Measures:**

All of Phase 2 measures, plus:

- Place signage to discourage loitering in common areas
- Provide disposable dishes and other products when available
- Host breaks offsite, outdoors or in an area that promotes social distancing
- Conduct deep cleaning at the end of each business day

Participants:

- Employers / Employees / Clients

**Phase 4**

Function Description:

- All employees return to regular work schedules
- Office open for walk-in business
- Appointments and walk-in queue services still offered

Public Health Measures:

- Post signage to advise clients of efforts to maintain a healthy workplace
- Maintain minimal signage about hygiene practices in lobby and high traffic areas
- Continue to provide hand sanitizer stations
- Encourage contactless environment (i.e., handsfree door opening)
- Maintain ample supply of hand sanitizer and cleaning agents

Participants:

- Employers / Employees



*Empty lot at Vail Ranch complex (During COVID-19 Pandemic)*

## **PERSONAL SERVICES**

(Includes Hair and Nail Salons, Groomers)

### **Phase 1**

#### **Function Description:**

- Staff is furloughed and/or working from home
- Business is closed to the public

#### **Public Health Measures:**

- Professionally clean and sanitize work site
- Sanitize and individually package employee tools and equipment
- Reconfigure workstations to include industry-appropriate sanitizers
- Equip all workstations with sanitizer, basic PPE, and disinfectant wipes or solution as appropriate for employee or customer use
- Provide disposable belongings bags or disposable linings for customer use
- Implement new PPE as appropriate for all employees, according to their position
- Common areas are closed for staff meetings and gatherings
- Disinfect equipment and incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

#### **Participants:**

- Employers / Employees

### **Phase 2**

#### **Function Description:**

- Staff returns to work with modified schedules as needed to maintain social distancing and demand
- Business opens to the public with modified hours as needed to maintain social distancing and demand

#### **Public Health Measures:**

- Reconfigure business floorplan as needed to maintain social distancing and work demand in all areas (i.e., in between workstations, between reception and public entry point)
- Implement appointment only or queue system with text alerts for public entry into the business
- Limit waiting areas to minimal seating capacity
- Post signage at exterior storefront to promote hygiene best practices and advise clients what to expect upon entry
- Place signage in reception area with hygiene best practices
- Minimize brochure stands and merchandising displays to discourage high touch contact points
- Use Plexiglass or plastic barriers at workstations where possible
- Require clients to wear basic PPE as appropriate for interaction with staff and the environment
- Utilize disposable coverings on shared contact points
- Sanitize tools after each use and ensure individual wrapping after sanitization or sterilization
- Place sanitizing and disinfectant cleaners at workstations and common areas for employees and clients
- Close and/or limit access to common areas, amenities and self-service areas for employees and clients
- Provide bottled water and disposable cups to clients instead of reusable cups, glasses, mugs or plates

Participants:

- Employers / Employees / Clients

**Phase 3**

Function Description:

- Additional staff returns to work with modified schedules as needed to maintain social distancing and demand
- Business opens to the public with additional hours as needed to maintain social distancing and demand
- Walk-in patrons are accommodated as availability permits with appropriate measures in place

Public Health Measures:

- Phase 2 measures remain in place

Participants:

- Employers / Employees / Clients

**Phase 4**

Function Description:

- Staff and scheduling are fully functional based on demand
- Walk-in patrons fully resume
- Common areas and common amenities are reopened with appropriate precautions

Public Health Measures:

Phase 3 measures in place, except

- Remove partitions, but make available upon request
- Discontinue requesting clients to wear PPE
- Adopt enhanced safety, cleaning, and hygiene procedures and protocols
- Discontinue use of some disposables, if common areas and reusable items are cleaned per procedures
- Reopen common areas and amenities with capacity limits and cleaning per procedures
- Post signage in common areas promoting hygiene and disinfection

Participants:

Employers / Employees / Customers

## **MANUFACTURING**

### **Phase 1**

#### **Function Description:**

- Staff is furloughed and/or working remotely where possible
- Staff on the manufacturing floor is scheduled flexibly to accommodate social distancing
- Operations continue or are retooled to produce essential goods

#### **Public Health Measures:**

- Implement a policy for employee health and wellness checks, including both self-assessment and certification with managers, and addressing employees with symptoms and exposure
- Implement PPE as appropriate for all employees according to their position
- Close plant to outside visitors
- Postpone meetings or gatherings until later phases
- Close common areas and encourage employees to take breaks outside and/or offsite
- Disinfect equipment regularly
- Install multiple hygiene and PPE stations accessible to employees on the manufacturing floor
- Place hand sanitizer at all workstations on administrative floors and offices
- Schedule shipping and deliveries with limited interaction. Disinfect incoming and outgoing packages.

#### **Participants:**

- Employers / Employees

### **Phase 2**

#### **Function Description:**

- Staff continues to be furloughed and/or working remotely where possible
- Staff on the manufacturing floor continues to be scheduled flexibly to accommodate social distancing
- Operations continue to produce essential goods or return to original manufacturing production efforts

#### **Public Health Measures:**

##### Phase 1 Measures, plus:

- Implement protocols and procedures for visiting vendors, including health self-assessments and inquiries
- Permit onsite urgent vendor service calls
- Resume meetings and gatherings with social distancing
- Permit employees to take breaks inside in common areas if space allows for social distancing, continue to encourage them to take breaks outdoors and/or offsite

#### **Participants:**

Employers / Employees / Vendors

### **Phase 3**

#### **Function Description:**

- Phase 2 functional description remains in place

Public Health Measures:

- Phase 2 health measures maintained in place

Participants:

- Employers / Employees / Vendors

**Phase 4**

Function Description:

- Staff returns to work with regular work schedules
- Manufacturing floor is restored to its original production
- Retooled production lines may continue to operate and produce essential goods, as needed
- Outside visits resume with appointments being encouraged and security screenings in place

Public Health Measures:

- Maintain hygiene stations on administrative floor
- Maintain hygiene and PPE stations on plant floors
- Reopen common areas and use disposables in kitchen areas
- Implement new protocols for cleaning, sanitation, and hygiene
- Employee Health Checks may or may not be administered, dependent on the organization
- Develop new PPE protocols visitors and visiting vendors

Participants:

- Employers / Employees / Vendors / Visitors

## **RESTAURANTS**

### **Phase 1**

#### **Function Description:**

- Dining rooms, catering, event spaces, buffet sections, and bars are closed
- Online orders, grab-and-go, takeout, and delivery services are available
- Staff and hours of operation are minimized

#### **Public Health Measures:**

- Implement policies for employee health checks to protect employees and customers
- Implement policies to protect employees from customer interactions and unnecessary exposure
- Implement daily cleaning protocols to disinfect high traffic touch points and respective work areas
- Designate location for pick-up and takeout orders and post signage accordingly
- Prop doors open for hands-free entry if applicable
- Post signage outside of entry with communications about what to expect inside
- Use floor markers (“x”) to indicate where guests should wait to encourage social distancing
- Implement touchless pay
- Install plexiglass partitions to separate customers from employees at the ordering counters
- Provide employees with PPE appropriate for their position
- Place hand sanitizer placed prominently throughout restaurant for staff and customer use
- Eliminate handheld menus when possible or disinfect after each use

#### **Participants:**

- Employers / Employees / Customers

### **Phase 2**

#### **Function Description:**

- Functions under Phase 1 continue, plus
- Limited indoor and outdoor dining is added with social distancing measures
- Expanded restaurant space and/or hours to accommodate more guests over time where possible
- Limited return of staff with part-time schedules to match demand and maintain public health measures

#### **Public Health Measures:**

- Phase 1 measures, plus:
- Reconfigure dining tables and add barriers to accommodate physical distancing
- Use disposable tableware when possible
- Use disposable menus when possible
- Encourage dining by reservation to manage capacity
- Use queue system with ability to text or call guests to notify them when table is available
- Clean high-touch and high traffic areas and disinfect equipment per enhanced protocols

#### **Participants:**

- Employers / Employees / Consumers

### **Phase 3**

#### **Function Description:**

- Expand hours of operation to accommodate more guests over extended periods of time
- Increase staffing
- Return of self-service areas
- Banquet areas made available to private party reservations accommodating “household groups”

Public Health Measures:

- Phase 1 & 2 measures, plus:
- Increase cleaning protocols during peak traffic times

Participants:

- Employers / Employees / Consumers

**Phase 4**

Function Description:

- Return of group seating, buffet, self-service areas, and bars
- Modified floorplans to regular table spacing, allowing for more guests
- Resume original hours of operation
- Increase staffing to accommodate demand
- Online and take-out orders continue to be promoted
- All methods of payment accepted

Public Health Measures:

- Discontinue use of PPE by staff, except for complying with local, state and federal guidelines for handling food, cleaning, and clearing tables and dishes
- Reintroduce permanent, handheld menus in plastic covers for easy cleaning
- Reintroduce waiting areas outside of the restaurant
- Assign restaurant greeter to manage the entry/exit door, if doors not propped open

Participants:

- Employer / Employee / Consumers



*1909 Restaurant, Old Town Temecula (Before COVID-19 Pandemic)*



*1909 Restaurant, Old Town Temecula (During COVID-19 Pandemic)*

## **RETAIL**

(Includes Promenade Mall)

### **Phase 1**

#### **Function Description:**

- Business is closed for in-person customer interactions
- Online sales with delivery, grab-n-go, or curbside delivery options where possible
- Non-essential staff is furloughed, scheduled with reduced hours, or telecommuting
- Essential staff is onsite for limited activities and periods (i.e., security, administration of operations)

#### **Public Health Measures:**

- Post signage at retail entrance with closure notice and reference to online shopping options
- Transition to e-commerce if the retail establishment has infrastructure for this
- Schedule shipping and deliveries with limited interaction
- Disinfect incoming and outgoing packages
- Stock hygiene and disinfectant supplies
- Reconfigure floorplans, enabling line management, and determine capacity/occupancy protocols based on social distancing standards
- Develop new cleaning protocols
- Perform deep clean and sanitation of entire store prior to reopening
- Disinfect seating, tables, and desks before and after each use, and provide disinfectant wipes or sprays for additional use as needed
- Place hand sanitizer prominently at each desk, reception area, and pick-up station

#### **Participants:**

- Employers / Employees / Customers

### **Phase 2**

#### **Function Description:**

- Business is opened with limited retail shopping hours or by appointment
- Online shopping, phone orders, grab-n-go, and curbside delivery practices are encouraged

#### **Public Health Measures:**

- Implement policies for employee health checks to protect employees and customers
- Implement policies to protect employees from customer interactions and unnecessary exposure
- Implement daily cleaning protocols to disinfect high traffic touch points and respective work areas
- Place floor markers to maintain customer social distancing standards
- Consider one-way directional floor plans where beneficial to avoid close crossing in aisles
- Section and separate checkout stands with plexiglass or comparable barriers
- Equip checkout stands with portable scanners to minimize contact with goods
- Request customers place items with barcodes exposed for ease of scanning and contactless checkout
- Offer touch-free payment options
- Equip employees with PPE appropriate for their position
- Provide disinfectant wipes, disinfectants and hand sanitizer to consumers and employees at high touch points / high traffic areas and desk stations where applicable

- Offer PPE for customers if appropriate
- Require employee/client face coverings

Participants:

- Employers / Employees / Customers

**Phase 3**

Function Description:

- Expanded hours enabling more transactional volume over time
- Continue to promote online shopping experiences
- Limiting curbside pick-up and encouraging delivery services when available

Public Health Measures:

Cleaning, sanitation & hygiene measures from Phase 2 remain in effect, plus:

- Continue to post communication outside storefronts and throughout the interior shopping areas to promote hygiene and best practices to minimize transmission
- Use line management to control capacity/occupancy at peak hours

Participants:

- Employers / Employees / Customers

**Phase 4**

Function Description:

- All employees return to work with regular schedules
- Open for business over typical hours

Public Health Measures:

Cleaning, sanitation & hygiene measures from Phases 3 remain in effect, plus

- Make face coverings optional
- Remove plexiglass barriers or maintain as optional
- Implement long-term procedures and protections for employees

Participants:

- Employers / Employees / Customers



*Temecula Promenade Mall, College Day (Before COVID-19 Pandemic)*



*Macy's at Temecula Promenade Mall (During COVID-19 Pandemic)*

## **TRAVEL AND TOURISM SEGMENT**

### **WINERIES / BREWERIES / DISTILLERIES / MEADERIES**

#### **Phase 1**

##### **Function Description:**

- Open for pick up, bottle purchases, and providing deliveries
- Locations with food may offer take out

##### **Public Health Measures:**

- Practicing physical distancing
- Require staff to wear gloves and masks when interacting with guests and other staff
- Disinfect and sanitize all touch points and surfaces

##### **Participants:**

- Temecula and neighboring residents

#### **Phase 2**

##### **Function Description:**

- Indoor tasting rooms open with limited number of people according to space, outdoor tasting areas with physical distancing in place
- Take-out food offered when applicable
- Pick up, bottle purchases, wine deliveries
- Indoor or outdoor family groups for up to 10 people

##### **Public Health Measures:**

Phase 1 measures, plus:

- Use disposable tasting and food menus and drinkware

##### **Participants:**

- California and western state residents

#### **Phase 3**

##### **Function Description:**

- Indoor tasting rooms open with limited number of people according to space, outdoor tasting areas with physical distancing in place
- Take-out food offered when applicable
- Pick up, bottle purchases, wine deliveries
- Indoor or outdoor events for up to 50 people

##### **Public Health Measures:**

Phase 2 measures, plus:

- Consider continued use of disposable tasting and food menus and drinkware

##### **Participants:**

- Open to nationwide residents in accordance to state and federal travel guidelines

#### **Phase 4**

##### **Function Description:**

- Indoor and outdoor tasting with social distancing in place
- Dining and take out available with social distancing
- Indoor and outdoor events of any size

##### **Public Health Measures:**

Consider maintaining Phase 3 measures as appropriate, plus:

- Reservations encouraged

##### **Participants:**

- Open to international guests in accordance to state and federal guidelines for travel



*Rancho California Road heading into Wine Country void of traffic.*



*Ponte Winery on a typical weekend. (Before COVID-19 Pandemic)*



*Ponte Winery sit dormant on Saturday. (During COVID-19 Pandemic)*

## HOTELS

### Phase 1

#### Function Description:

- Lodging for essential workers, first responders, medical staff, vulnerable populations, self-quarantine guests
- Providing special rates for City of Temecula first responders

#### Public Health Measures:

- Implement use of PPE and supplies
- Deep clean contact surfaces every hour, deep cleaning rooms and common areas, apply brand standard cleaning protocols
- Implement social distancing
- Remove furniture from lobbies and breakfast areas
- Use night windows or Plexiglass for check-in and check-out
- Close swimming pools, spas, gyms, and meeting spaces
- Serve prepackaged breakfast items

#### Participants:

- Local guests and essential workers

### Phase 2

#### Function Description:

- Lodging for essential workers, first responders, medical staff, vulnerable populations, self-quarantine guests
- Reopen for guests from the western states that can be in a separate area from the essential workers, first responders, medical staff, vulnerable populations, and self-quarantine guests
- Reopen website booking channel
- Provide lodging for limited number of guests that can be safely managed with social distancing

#### Public Health Measures:

- Implement PPE and supplies for areas that are designated for essential workers, first responders, medical staff, vulnerable populations, self-quarantine guests
- Deep clean contact surfaces every hour; deep clean rooms and common areas, apply brand standard cleaning protocols
- Facilitate social distancing by spaced placement of furniture in lobbies and breakfast areas, use of night windows or Plexiglass for check-in and check-out
- Open swimming pools, spas, gyms, and meeting spaces for limited number of guests
- Offer prepackaged breakfast items if unable to promote social distancing in dining areas

#### Participants:

- California and western state residents

### **Phase 3**

#### **Function Description:**

- Rehire employees, provide new protocol training, and prepare for full operation
- Open more rooms for overnight guests
- Reopen all booking channels

#### **Public Health Measures:**

- Maintain social distancing by spaced placement of furniture in lobbies and breakfast areas, use of night windows or Plexiglas for check in and check out
- Increase capacity for swimming pools, spas, gyms, meeting spaces
- Reopen breakfast/restaurant areas with social distancing in place
- Implement employee temperature checks

#### **Participants:**

- Open to nationwide residents in accordance to state and federal guidelines for travel

### **Phase 4**

#### **Function Description:**

- Hotel fully operational
- Fully staffed with trained employees
- Open bookings for leisure, business, and meetings guests

#### **Public Health Measures:**

- Comply with brands' new cleaning protocols
- Maintain social distancing
- Provide and staff use of PPE if necessary
- Apply new standards for meetings and events
- Remove Plexiglass for check-in and check-out

#### **Participants:**

- Open internationally in accordance to state and federal travel guidelines



*Pechanga Resort and Casino closed due to COVID-19 Pandemic*

## **TOURISM ACTIVITIES**

### **Phase 1**

#### **Function Description:**

- Golf and equestrian are open with restrictions

#### **Public Health Measures:**

- Golf: Limit to foursomes with social distancing, no caddies, no events, face coverings required, no in-person dining
- Equestrian: Limit to four riders together, social distancing with other riders on the trails, face coverings required when encountering others

#### **Participants:**

- Temecula and neighboring residents

### **Phase 2**

#### **Function Description:**

- Opening of additional outdoor recreation to include hot air ballooning

#### **Public Health Measures:**

- Golf: Limit to foursomes with social distancing, no caddies, no events, face coverings required/strongly encouraged, no in-person dining
- Equestrian: Limit to four riders together, social distancing with other riders on the trails, face coverings required/strongly encouraged when encountering others
- Hot Air Ballooning: Require reservations, couples or families only per basket, employees will wear masks and apply social distancing, balloon equipment and vehicle will be disinfected/sanitized before and after each ride, hand sanitizer available for staff and guests, contactless payment system

#### **Participants:**

- California and western state residents

### **Phase 3**

#### **Function Description:**

- Opening of additional outdoor recreation to include transportation and spas and gyms

#### **Public Health Measures:**

- Golf: Limited to foursomes with social distancing, no caddies, no events, face coverings when encountering others
- Equestrian: Limited to four riders together, social distancing with other riders on the trails, face coverings when encountering others
- Hot Air Ballooning: Reservations only, couples or families only per basket and shared basket with social distancing: each couple in own compartment with plastic screens between, employees will wear masks and apply social distancing, balloon equipment and vehicle will be disinfected/sanitized before and after each ride, hand sanitizer available for staff and guests, contactless payment system

- Transportation: Reservations only, contactless payment, limited to less than 10 people, masks worn by staff and guests while inside vehicle unless a hard surface provides separation, minimum of six feet distance between parties when sitting inside the vehicle
- Spas: Reservations only, contactless payment, one guest and one staff per room, no gathering or waiting in common areas of limited number of guests, sterilization of all equipment, touch points, and furniture before and after each use, gloves and masks worn by staff, masks worn by guests if encountering others
- Gyms: Physical distancing, staff wearing facial coverings/masks when in close contact/interacting with guests and staff. Disinfecting/sanitizing all touch points and surfaces multiple times during open business hours, Hand sanitizer available at multiple locations. Group exercise sessions limited to allow for a minimum of six feet of distancing during the session.

Participants:

- Open to nationwide residents in accordance to state and federal travel guidelines

**Phase 4**

Function Description:

- All indoor and outdoor recreation is open

Public Health Measures:

- All surfaces and touch points will be sanitized before and after use, contactless pay will be used as much as possible, social distancing will be adhered to

Participants:

- Open internationally in accordance with state and federal travel guidelines



*Temecula Valley's Wine Country closed due to COVID-19 Pandemic*

## **TOURISM EVENTS**

### **Phase 1**

#### **Function Description:**

- No events of any size are taking place.

#### **Public Health Measures:**

- Posting of cancelled or postponed events until further notice.

#### **Participants:**

- None

### **Phase 2**

#### **Function Description:**

- Events with up to 10 people

#### **Public Health Measures:**

- Maintain social distancing using physical separation measures
- Minimize contact via technology whenever possible
- Require masks to be worn by staff interacting with other staff members in close contact or frontline staff wearing masks when interacting with guests in close contact
- Disinfect and sanitize all touch points and surfaces
- Use disposable goods when serving food and beverages

#### **Participants:**

- Western state residents

### **Phase 3**

#### **Function Description:**

- Events with up to 50 people.

#### **Public Health Measures:**

- Same as Phase 2

#### **Participants:**

- Nationwide residents

### **Phase 4**

#### **Function Description:**

- Events of any size permitted.

#### **Public Health Measures:**

- Same as Phase 2 except face coverings no longer required

#### **Participants:**

- Open internationally in accordance with state and federal travel guidelines.



Photography by Manny Dominguez 2015 Escape

*Summer Sunset Concert Series, CRC Amphitheater. (Before COVID-19 Pandemic)*



*CRC Amphitheater Empty (During COVID-19 Pandemic)*

## **LOCAL GOVERNMENT SEGMENT**

### **CITY HALL**

#### **Phase 1**

##### **Function Description:**

- City Hall is closed to public
- Departments modify processes, implement technology and continue to deliver most public services virtually with staff telecommuting
- Most public services are available electronically or over the telephone
- In-person and offsite services (i.e., in-home inspections, etc.) and meetings prohibited

##### **Public Health Measures:**

- Quarantine all mail and deliveries for three days
- Require employees to stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- City posts health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work and telecommute schedules, and workspace to maintain social distancing standards; prohibits physical meetings
- City establishes policies to respond to and mitigate employee exposure, take time off work when sick, and to return to work after exposure

##### **Participants:**

- Employer / Employees

#### **Phase 2**

##### **Function Description:**

- City Hall remains closed to the general public except by appointment only for public counter services (i.e., cashier, permits, public records, etc.)
- Limited employees onsite on a rotational and alternating schedule basis
- Limited non-construction and in-home inspections resume under strict social distancing measures and PPE protocols

##### **Public Health Measures:**

- Quarantine all mail and deliveries for three days
- Install plexiglass shielding between staff and public for appointments at public counters
- Continue to require that employees stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- Continue to post /update health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work schedules, telecommute schedules, and workspace to maintain social distancing standards

- Continue to modify policies to respond to and mitigate employee exposure, take time off work when sick and to return to work after exposure

Participants:

- Employer / Employees / Public

**Phase 3**

Function Description:

- With queue systems in place, public counters are reopened for normal business
- Appointments are still encouraged for public counters
- Staff returns to the office on regular schedule, telework options remain available
- In-person meetings between staff, board and commission members resume
- Internal/External public and community meetings resume

Public Health Measures:

- Continue to require that employees stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- Continue to post /update health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work schedules, telecommute schedules, and workspace to maintain social distancing standards
- Continue to modify policies to respond to and mitigate employee exposure, take time off work when sick and to return to work after exposure

Participants:

- Employer / Employees / Public

**Phase 4**

Function Description:

- All City operations and staff presence at full capacity
- Technology supporting long-term health standards evaluated and implemented
- Technology supporting ongoing teleworking environment evaluated and implemented

Public Health Measures:

- Continue to require that employees stay home if sick; maintain proper hygiene per CDC; wear face coverings, maintain 6-feet social distancing and do not gather per County/State orders; clean workstations at end of work shift
- Continue to post /update health and safety educational materials; provides hygiene and cleaning supplies; provides personal protective equipment appropriate for nature of work; modifies physical work schedules, telecommute schedules, and workspace to maintain social distancing standards
- Continue to modify policies to respond to and mitigate employee exposure, take time off work when sick and to return to work after exposure

Participants:

- Employer / Employees / Public



*Temecula City Hall (Before COVID-19 Pandemic)*



*Temecula City Hall lit up Red, White, and Blue (During COVID-19 Pandemic)*

## **COMMUNITY FACILITIES AND PROGRAMS**

*Note: All recommendations for community services facilities and amenities are based on existing conditions. All are subject to change based upon additional orders and guidance issued by the County, State and/or CDC.*

### **Phase 1**

#### **Function Description:**

- All parks throughout the City remain open
- After initial closures, all parking lots for all parks are open
- After initial closures, tennis and pickle ball courts, and related restrooms are open
- Most amenities (including play structures and picnic shelters) are closed
- All facilities closed and programs cancelled except the following essential services:
  - MPSC for weekly senior meal distribution and phone outreach
  - Homeless Outreach providing limited emergency services
  - TCC to provide daily meal distribution for TVUSD students
  - Park Rangers monitoring parks/amenities for compliance/outreach

#### **Public Health Measures:**

All Measures under “City Hall,” above, plus:

- Post requirement that park patrons comply with all public health orders, including social distancing and facial coverings as prescribed by the County and State
- Require employees to comply with all public health orders, including social distancing and facial coverings as prescribed by the County, State and/or City guidelines and policies
- For essential employees, provide PPE and hygiene supplies as appropriate

#### **Participants:**

- Employer / Employees / Public

### **Phase 2**

#### **Function Description:**

- Onsite facility employees return to work to prepare for opening facilities to public
- Enhance outreach and education through media, signage, and park ranger presence
- Open limited activities with necessary safety precautions, including:
  - Reduced capacity performances in The Merc or outdoor venues
  - Limited recreation or aquatics classes when distancing is possible for low-risk groups
- Reopen Senior Center on limited basis for meals and some programs (i.e., tax preparation and cooling center with necessary safety precautions)
- Resume Homeless Outreach activities and enforcement in limited capacity with necessary safety precautions
- Reopen low-contact amenities (i.e., restrooms, concession buildings, picnic shelters, drinking fountains, etc.)
- Resume stationary activities at parks, including fishing

- Reopen basketball and sand volleyball courts with reduced capacity
- Maintain closure of high-contact and high-density amenities (i.e., play structures, picnic shelters, pump track, skate park, large sports fields)

### Public Health Measures:

- Identify and implement appropriate safety precautions for staff and participants (i.e., cleaning, distancing, barriers, PPE, screening, etc.)
- Reduce capacities and increase turnaround time between activities to allow for cleaning/minimize congregation
- Keep locker rooms at all facilities closed
- Require that park patrons comply with all public health orders prescribed by the County and State
- Require that employees comply with all public health orders prescribed by the County, State and/or City guidelines and policies

### Participants:

- Employer / Employees / Public

## **Phase 3**

### Function Description:

- Staff to return to prepare for reopening programs to public
- Sports programs resume (limited/no spectators) with social distancing
- Resume recreational programs on a pickup/drop-off basis (limited/no spectators) if possible
- Homeless Outreach activities increase
- Reopen remaining amenities (i.e., skate parks, pump track, ball fields, restrooms, concession buildings, picnic shelters)
- Reopen remaining community facilities including:
  - Ronald H Roberts Temecula Public Library
  - Community Recreation Center and pool complex (Rancho Vista Road)
  - Temecula Community Center (Pujol Street)
  - Eagle Soar Splash Pad

### Public Health Measures:

- Maintain appropriate safety precautions for staff and participants (i.e., cleaning, distancing, barriers, PPE, screening)
- Park patrons comply with all public health orders prescribed by the County and State
- Employees comply with all public health orders prescribed by the County, State and City guidelines and policies

### Participants:

- Employer / Employees / Public

## **Phase 4**

### Function Description:

- All Community Services operations and staff presence at full capacity

- All Community Services facilities, amenities and programming at full capacity including:
  - Sports parks, courts, rinks, and splash pad
  - Sports programs with spectators
  - Aquatics programs
  - Recreational programs
  - Senior and special needs programs
  - Homeless Outreach Activities

Public Health Measures:

- Continue requisite safety and health precautions for facilities and programs on behalf of staff and participants (i.e., cleaning, distancing, PPE, etc.)
- Require that park patrons comply with all public health orders prescribed by the County and State
- Require that employees comply with all public health orders prescribed by the County, State and City guidelines and policies

Participants:

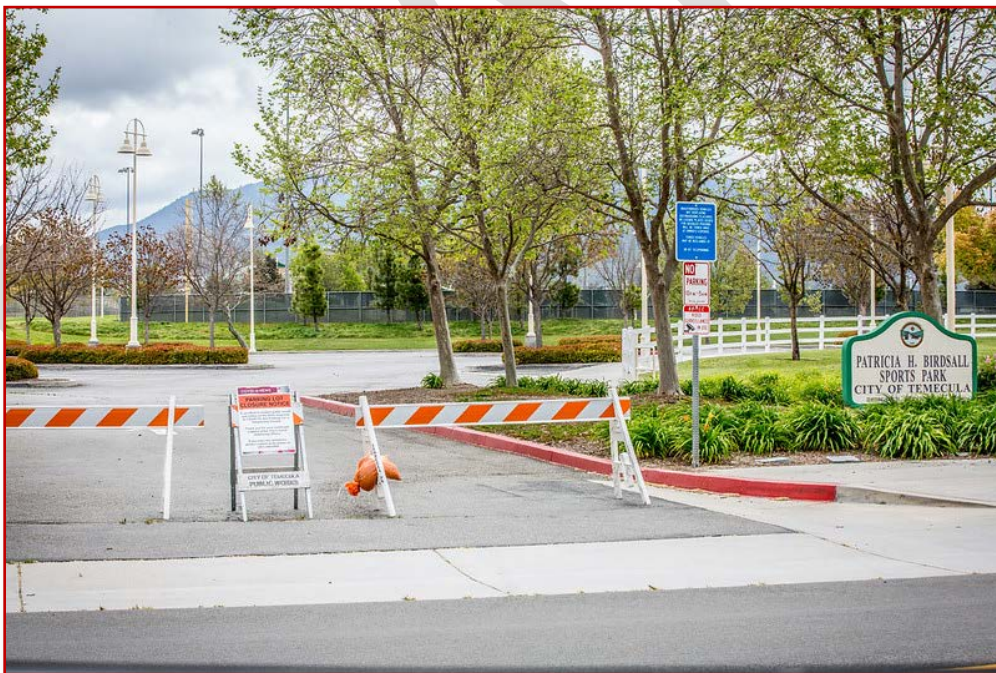
- Employer / Employees / Public



*Wolf Creek Trail Park Playground closed during COVID-19 Pandemic*



*Softball Team playing on sports fields at Patricia H. Birdsall Sports Park (Before COVID-19 Pandemic)*



*Patricia H. Birdsall Sports Park Parking Lot Closed (During COVID-19 Pandemic)*

## **SIGNATURE CITY EVENTS**

### **Phase 1**

#### **Function Description:**

- No large-scale signature events are taking place.

#### **Public Health Measures:**

- None

#### **Participants:**

- None

### **Phase 2**

#### **Function Description:**

- No large-scale signature events are taking place.

#### **Public Health Measures:**

- None

#### **Participants:**

- None

### **Phase 3**

#### **Function Description:**

- Signature events are occurring on limited or modified scale/capacity

#### **Public Health Measures:**

- Appropriate and requisite safety and health precautions and protocols are in place for staff and public for limited or modified scale/capacity events

#### **Participants:**

- Employees / Public

### **Phase 4**

#### **Function Description:**

- Signature events are occurring on full scale and with full capacity

#### **Public Health Measures:**

- Appropriate and requisite safety and health precautions and protocols are in place for staff and public for full scale/capacity events

#### **Participants:**

- Employees / Public



*Temecula Rod Run, Old Town Temecula (Before COVID-19 Pandemic)*



*Old Town Temecula, Old Town Front Street empty (During COVID-19 Pandemic)*

## **MISCELLANEOUS**

### **HOUSES OF WORSHIP**

#### **Phase 1**

##### **Function Description:**

- Operate online services where possible
- Conduct intermittent parking lot gatherings
- Staff is furloughed and/or working remotely where possible
- Limited staff is onsite for limited times for administrative operations

##### **Public Health Measures:**

- Close facilities to the public
- Clean and sanitize property and common spaces with appropriate supplies
- Limit contact with and disinfect incoming and outgoing packages and deliveries
- Implement appropriate health and wellness checks for onsite staff

##### **Participants:**

- Employers / Employees / Public

#### **Phase 2**

##### **Function Description:**

- Continue to operate online services where possible
- Reopen counseling and administrative offices
- Conduct small group and bible study gatherings with social distancing and contactless environments

##### **Public Health Measures:**

- Continue to keep facilities closed to the public
- Post signage throughout exterior of church campus indicating how to connect digitally and via telephone
- Post advisements on what to expect for engagement when on church campus and what is prohibited
- Reconfigure administrative offices to ensure office staff are physically distanced
- Reconfigure reception areas to maintain social distancing and remove brochure display areas to discourage high touch point, contact and gathering areas
- Welcome guests by appointment only and install plastic or plexiglass partitions where needed
- Provide hand sanitizer, disinfectant wipes, and PPE to visiting guests in common areas
- Stock each workspace with hand sanitizer, disinfecting wipes or sprays, masks, gloves, or other PPE as appropriate for the work role
- Host counseling appointments in a room or space that allows for physical distancing
- Disinfect furniture, surfaces, and common touch points frequently per protocols
- Clean and sanitize property and common spaces frequently per protocols

##### **Participants:**

Employers / Employees / Public

### **Phase 3**

#### **Function Description:**

- Services resume with smaller capacities, more frequently to accommodate total congregation
- Small group and bible study gatherings continue with social distancing and contactless environments
- Small weddings ceremonies begin with maximum number of attendees permitted by State regulations

#### **Public Health Measures:**

- All of Phase 2 measures

#### **Participants:**

- Employers / Employees / Public

### **Phase 4**

#### **Function Description:**

- All services resume to regular schedules
- All programs, classes and activities resume
- Weddings and other events resume

#### **Public Health Measures:**

- All hygiene, sanitation, and health protocols from Phases 2 and 3 are maintained as needed
- Place hand sanitizer and disinfectant supplies in high traffic, high touch, and common areas
- Disinfect common areas and congregation areas between services and events
- Post signage encouraging health and hygiene throughout campus and in common areas

#### **Participants:**

- Employers / Employees / Public

## **GYMS AND FITNESS FACILITIES**

### **Phase 1**

#### **Function Description:**

- Business is closed to the public
- Offer online training or workouts where possible
- Employees furloughed or work from home where possible

#### **Public Health Measures:**

- Disinfect incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

#### **Participants:**

- Employers / Employees

### **Phase 2**

#### **Function Description:**

- Business is closed to the public
- Offer online training or workouts if possible
- Employees furloughed or work from home if possible
- Essential employees for reopening preparation onsite with PPE and social distance

#### **Public Health Measures:**

- Professionally clean and sanitize work site
- Sanitize equipment and contact surfaces
- Reconfigure exercise stations to include industry-appropriate sanitizers
- Implement new PPE as appropriate for all employees, according to their position
- Common areas are closed for staff meetings and gatherings
- Disinfect equipment and incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

#### **Participants:**

- Employers / Employees

### **Phase 3**

#### **Function Description:**

- Staff returns to work with modified schedules as needed to maintain social distancing and demand
- Business opens to the public with modified hours and reduced capacity limits as needed to maintain social distancing and demand
- Training by appointment only
- Reduced class size for group fitness
- Increased transition time between training sessions/class to allow for cleaning and reduce traffic
- Day care amenities closed

#### **Public Health Measures:**

- Reconfigure business floorplan as needed to maintain social distancing in all areas (i.e., in between exercise stations, between reception and public entry point)

- Implement signage/distancing tools to communicate cleaning and social distancing requirements
- Limit waiting areas to minimal seating capacity
- Post signage at exterior storefront to promote hygiene best practices and advise clients what to expect upon entry
- Place signage in reception area with hygiene best practices
- Minimize brochure stands and merchandising displays to discourage high touch contact points
- Use Plexiglass or plastic barriers at workstations where possible
- Utilize disposable coverings on shared contact points
- Sanitize equipment after each use
- Place sanitizing and disinfectant cleaners at exercise stations and common areas for employees and clients
- Limit access to common areas, amenities and self-service areas for employees and clients
- Monitor/report employee symptoms and health status per State/County guidelines

Participants:

- Employers / Employees / Clients

**Phase 4**

Function Description:

- Facility is fully functional
- Common areas and common amenities are reopened with appropriate precautions

Public Health Measures:

- Maintain enhanced safety, cleaning, and hygiene procedures and protocols
- Reopen common areas and amenities with capacity limits and cleaning per procedures
- Post signage in common areas promoting hygiene and disinfection

Participants:

Employers / Employees / Clients

## **ENTERTAINMENT VENUES**

(Movie theaters, theaters, sporting events)

### **Phase 1**

#### **Function Description:**

- Business is closed to the public
- Employees furloughed or work from home if possible

#### **Public Health Measures:**

- Disinfect incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

#### **Participants:**

- Employers / Employees

### **Phase 2**

#### **Function Description:**

- Business is closed to the public
- Offer online entertainment options if possible
- Employees furloughed or work from home if possible
- Essential employees for reopening preparation on-site with PPE and social distance

#### **Public Health Measures:**

- Professionally clean and sanitize venue
- Reconfigure venue to limit crowd sizes and maintain distancing
- Implement new PPE as appropriate for all employees, according to their position
- Install cleaning/disinfection stations as appropriate
- Disinfect equipment and incoming deliveries and packages regularly
- Schedule shipping and deliveries with limited interaction

#### **Participants:**

- Employers / Employees

### **Phase 3**

#### **Function Description:**

- Venue opens to the public with modified hours and reduced capacity limits as needed to maintain social distancing and demand
- Reduced audience size
- Increased transition time between performances or events to allow for cleaning and reduce traffic

#### **Public Health Measures:**

- Reconfigure venue as needed to maintain social distancing in all areas (i.e., lobby, audience chamber, seating areas)
- Implement signage/distancing tools to communicate cleaning and social distancing requirements
- Limit waiting areas to minimal seating capacity
- Post signage at exterior storefront to promote hygiene best practices and advise clients what to expect upon entry

- Minimize merchandising displays to discourage high touch contact points
- Use Plexiglass or plastic barriers at workstations where possible
- Sanitize venue after each use
- Place sanitizing and disinfectant cleaners as appropriate
- Monitor/report employee symptoms and health status per State/County guidelines
- Increase air circulation/ventilation if possible

Participants:

- Employers / Employees / Clients

**Phase 4**

Function Description:

- Venue is fully functional

Public Health Measures:

- Maintain enhanced safety, cleaning, and hygiene procedures and protocols
- Post signage in common areas promoting hygiene and disinfection

Participants:

Employers / Employees / Clients

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