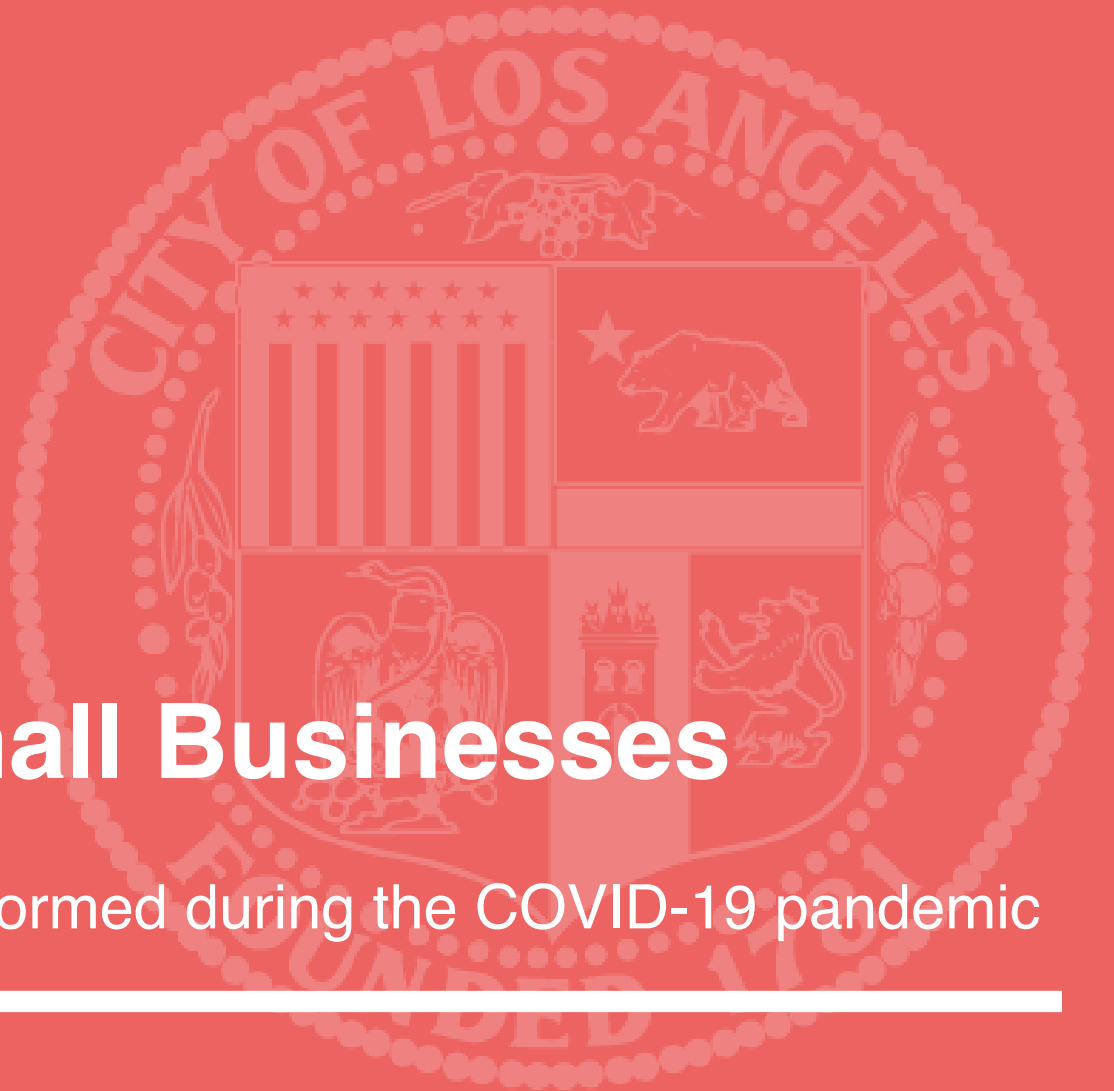




Policy Guide for Los Angeles Small Businesses

Keeping small businesses informed during the COVID-19 pandemic



"We are getting through this together, and I am confident that Los Angeles will rise to the challenge as we always do in moments of crisis."

- Mayor Eric Garcetti



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Safety first.

Help prevent illness by prominently posting hygiene precautions and encouraging employees to wash their hands at least every 30 minutes. Provide employees with cloth face coverings or reimburse employees for their cost.

Make adjustments, such as implementing physical distancing measures for employees, customers, and visitors to reduce the chance of infection.

Contain illness should it occur.

Detailed guidelines available at [Corona-virus.la](https://corona-virus.la). Sign up for updates at [Emergency.lacity.org/NotifyLA](https://emergency.lacity.org/NotifyLA).



Wash your hands often with soap and water for at least 20 seconds. Avoid touching your eyes, nose, and mouth with unwashed hands. Cover your cough or sneeze. Clean and disinfect frequently touched objects and surfaces. Follow directions provided at www.cdc.gov and www.osha.gov.

If you have recently traveled in an area with coronavirus infections, have been in contact with someone who has tested positive, or are showing symptoms, please separate yourself from others. Monitor your health and talk to a medical professional. Seek medical help if needed.

Practice social distancing such as keeping six feet between yourself and others, avoid shaking hands, and avoid crowded areas. Find protective face coverings for you and your employees at [LAprotects.org](https://laprotects.org).

01

Real-time policy.

Stay informed on updated policy changes

City	Office of the Mayor Lamayor.org	What You Should Know About COVID-19 Corona-virus.la	L.A. Emergency Management Department Emergency.lacity.org/NotifyLA
County	Los Angeles County Board of Supervisors BOS.lacounty.gov	Los Angeles County Help Center lacountyhelpcenter.org	Los Angeles County Department of Public Health Publichealth.lacounty.gov
State	Office of the Governor Gov.ca.gov	California Coronavirus (COVID-19) Response covid19.ca.gov	California Department of Public Health CDPH.ca.gov
Federal	Office of the President WhiteHouse.gov	Coronavirus (COVID-19) Task Force coronavirus.gov	Centers for Disease Control and Prevention CDC.gov

This guide does not guarantee inclusion of every policy directive enacted due to COVID-19. Please visit the links above to stay informed of all Federal, State, and local policies.

Regulations to follow.

Regulations to help protect the health of Angelenos and slow the spread of COVID-19	
Curtailment of Large Public Gatherings	Emergency order curtailing large public gatherings; temporarily closing many government facilities and businesses including theaters, gyms, bars and entertainment venues; and prohibiting restaurants from serving to dine-in customers while permitting take-out, delivery and drive-thru. www.lamayor.org/COVID19Orders
“Safer at Home” order	<p>City residents must isolate themselves in their residences, except to perform essential or outdoor activities that comply with social distancing requirements. All businesses within the City of Los Angeles are ordered to cease operations that require in-person attendance by workers at a workplace. Business operations may be maintained by telecommuting or other remote means, while allowing all individuals to maintain shelter in their residences. A business that fails to cease operation may be subject to having its water and power services shut off by the Department of Water and Power for not being in compliance with the Order.</p> <p>Certain business operations and activities are exempt on the grounds that they provide services that are recognized to be critical to the health and well-being of the City. These include health care workers, groceries, laundromats, and other essential businesses. Businesses regarded “non-essential” may be permitted to conduct minimum basic operations including inventory, security, custodial services, payroll and employee benefits processing, and any reasonable activity designed to maximize the ability for its employees to work remotely from their homes. www.lamayor.org/COVID19Orders</p>
Public Notice of Social Distancing Protocols	<p>Businesses engaged in “essential activities” or “essential” must prepare and post a Social Distancing Protocol for each of their facilities within the City of Los Angeles. The Social Distancing Protocol must be (i) attached to the ‘Safer at Home’ Order as Appendix A (ii) posted at or near the entrance to the facility so that it is easily viewable by the public and employees; and (iii) provided to each employee. All businesses must implement the Social Distancing Protocol and be able to provide evidence of its implementation.</p> <p>Social Distancing Protocols must observe the following safety guidelines:</p> <ul style="list-style-type: none"> a) limit the number of people who enters into a facility to ensure that people can maintain social distancing requirements. b) designate where lines may form and individuals stand, marking six foot increments to maintain adequate social distancing; c) provide hand sanitizer, soap and water, or effective disinfectant at or near the entrance for use by the public and employees; d) post a sign at all public entries that instructs the public to not enter if they are experiencing symptoms of respiratory illness, and to maintain social distancing from one another; e) regularly disinfect high-touch surfaces and offer touch-less payment mechanisms, if feasible; f) provide employees and contracted workers whose duties require close contact (within 6 feet for 10 minutes or more) with other employees and/or the public with cloth face coverings; g) require that members of the public who enter the facility wear a face covering during their time in the facility; and h) adhere to communicable disease control recommendations including guidance for cleaning and disinfecting the site. <p>See guidance posted at www.publichealth.lacounty.gov/media/Coronavirus/ and www.lamayor.org/COVID19Orders.</p>
LA County Safer at Home Order	Order calling all persons in LA County to remain in their residence with specific exceptions. Essential businesses must post Social Distancing Protocols. covid19.lacounty.gov/
CA Stay-at-Home Order	CA Governor issued a stay-at-home order to slow the spread of COVID-19. covid19.ca.gov/stay-home-except-for-essential-needs/

The purpose of this guide is to provide businesses a partial summary of policies and does not reflect the policies in their entirety. Please refer to the links provided for additional details and up-to-date information.

Regulations to follow.

Regulations protecting workers' health and well-being during the COVID-19 outbreak

Grocery, Drug Retail and Food Delivery Worker Protection

A grocery or drug retail store must approve an employee's request to change a work schedule, and a food delivery platform business must allow an employee to decline orders, under any of the following circumstances:

1. To provide daycare for the employee's own child;
2. To care for a sick member of the employee's immediate family or member of its household; or
3. If the employee feels ill, exhibits a symptom of COVID-19 as identified by the CDC, or suspects having been exposed to COVID-19.

Before hiring a new employee or using a contract, temporary service or staffing agency to perform work, a grocery retail store and drug retail store employer must first offer the work to current employees if:

1. The current employee is qualified to do the work as reasonably determined by the employer; and
2. The additional work hours will not result in overtime payment.

www.lamayor.org/COVID19Orders

Worker Protection Order

All workers who work at businesses or perform services that are exempt from the "Safer at Home" Order must wear face coverings over their noses and mouths. Face coverings can be fabric coverings, such as scarves and bandanas. Reusable face coverings must be washed at least once a day. Single use face coverings must be properly discarded into trash receptacles.

Employers must:

- permit their employees to wash their hands or use hand sanitizer at least every 30 minutes.
- provide, at their expense, non-medical grade face coverings for their employees.
- ensure that their employees have access to clean, sanitary restrooms, stocked with all necessary cleansing products;
- implement social distancing measures for customers, visitors, and employees that provides a six-foot buffer

All customers and visitors of businesses and organizations must wear face coverings over their noses and mouths.

Businesses or organization may refuse admission or service to any individual who fails to wear face coverings.

www.lamayor.org/COVID19Orders

Supplemental Paid Sick Leave Due to COVID-19

An employer that has either 500 or more employees within the City of Los Angeles or 2,000 or more employees within the United States must provide workers employed from February 3, 2020 through March 4, 2020, supplemental paid sick leave. Exemptions are applied to new businesses, closed "non-essential" businesses, businesses already providing generous paid sick leave benefits, etc.

www.lamayor.org/COVID19Orders

CA Food Sector Workers Protection and Paid Leave

CA Governor issued an executive order mandating hiring entities of food sector workers with more than 500 employees, provide two weeks of supplemental paid sick leave to certain workers if they are subject to a quarantine or isolation order or medical directive. In addition, the order requires employers to permit workers at food facilities to wash their hands every 30 minutes. www.gov.ca.gov

Families First Coronavirus Response (H.R. 6201)

Madates employers with 500 employees or less to provide employees with paid sick leave and family leave due to COVID-19 related circumstances. Employers can collect tax credits as reimbursement for 100% of the cost. (the Secretary of Labor has the authority to exempt small businesses with fewer than 50 employees) www.congress.gov/bill

Temporary relaxation of regulations during the “Safer at Home” period

Sale of Alcoholic Beverages	An order was issued modifying any and all City of Los Angeles regulations governing the sale of alcoholic beverages to “allow (i) sales of alcoholic beverages by restaurants for off-site consumption are hereby permitted for delivery and take-out and (ii) sales, by retail stores, of alcoholic beverages for off-site consumption, including deliveries and extended sales hours, from 6 a.m. to 2 a.m. daily. www.lamayor.org/COVID19Orders
Relaxed Parking for Manufacturing and Healthcare Activities	Parking enforcement will be relaxed and an extended grace period will be given to vehicles owned and operated by employees or employers who are engaged in manufacturing or healthcare activities listed as essential under the March 15, 2020 Public Order Under City of Los Angeles Emergency Authority and located in permanent or temporary industrial, manufacturing, or commercial zones of the City of Los Angeles. www.lamayor.org/COVID19Orders
Relaxing Enforcement of Vehicle Registration and Driver’s License Violations	Parking officers must refrain from ticketing or towing any vehicles for expired registration during this emergency period. Police officers must refrain, during this emergency period, from issuing citations for driver’s licenses or vehicle registrations that have expired in the last six months. www.lamayor.org/COVID19Orders
Tolling of Deadlines Prescribed in the Municipal Code	All deadlines prescribed in the Los Angeles Municipal Code pertaining to public hearings and decisions made by legislative bodies, zoning administrators, the Director of Planning, the General Manager of the Department of Building and Safety, or other City department general managers, including expiration dates for utilization of existing approvals, are tolled and suspended until further notice. This order applies to expiration of building and other related permits and plan check applications, time to act on Entitlement applications, time period for Effectuation & Utilization of Entitlements, and time limits in the Cultural Heritage Ordinance. www.lamayor.org/COVID19Orders
CA Employment Development Department Worker Adjustment and Retraining Notification (WARN)	WARN requires a 60-day notice to employees for an employer that orders a mass layoff, relocation, or termination. The 60-day notice requirement is temporarily suspended for employers that give written notice to employees and satisfy other conditions. www.dir.ca.gov/dlse/WARN-FAQs.html

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Temporary rent and mortgage relief during local emergency

<p>Commercial Tenant Eviction Moratorium</p>	<p>An emergency moratorium was issued on evictions of commercial tenants in the City of Los Angeles during the local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. A provision in the order gives eligible tenants up to three months following the expiration of the local emergency period to repay any back due rent. www.lamayor.org/COVID19Orders</p>
<p>Residential Tenant Eviction Moratorium</p>	<p>No landlord can evict a residential tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. Tenants will have up to twelve months following the expiration of the local emergency period to repay any back due rent. www.lamayor.org/COVID19Orders</p>
<p>Additional Provisions Regarding Eviction Proceedings</p>	<p>1. Residential tenants in the City of Los Angeles may not be evicted during the declared local emergency in the City of Los Angeles if the eviction is a “no-fault eviction” and any member of the household is ill, in isolation, or under quarantine.</p> <p>2. No party in the City of Los Angeles may remove occupied residential units from the rental market under the Ellis Act while this Order is in effect. Tenancies may not be terminated under the Ellis Act until 60 days after the expiration of this Order.</p> <p>This order applies to nonpayment eviction notices, no-fault eviction notices, and unlawful detainer actions based on such notices, served or filed on or after the date on which a local emergency was proclaimed. Tenant is still obligated to pay lawfully charged rent. www.lamayor.org/COVID19Orders</p>
<p>Rent Stabilization Ordinance Suspension of Rent Increases</p>	<p>Property owners of occupied rental units subject to the Los Angeles Rent Stabilization Ordinance may not increase rents until 60 days after the expiration of the local emergency period. www.lamayor.org/COVID19Orders</p>
<p>Los Angeles County Moratorium on Evictions</p>	<p>A moratorium was placed on residential and commercial evictions in the unincorporated areas of Los Angeles County due to the COVID-19 pandemic. Tenants will have repay any past due payments up to 12 months following the end of the Moratorium Period. A temporary rent freeze was also placed on rent stabilized units in the unincorporated areas of Los Angeles County. dcba.lacounty.gov/coronavirus/</p>
<p>Statewide Moratorium on Evictions</p>	<p>CA Governor issued an executive order banning the enforcement of eviction orders for renters affected by COVID-19 through May 31, 2020. The order further requires tenants to declare in writing, no more than seven days after the rent comes due, that the tenant cannot pay all or part of their rent due to COVID-19. The tenant is required to retain documentation but not required to submit it to the landlord in advance. And the tenant remains obligated to repay full rent in a timely manner and can still face eviction after the enforcement moratorium is lifted. www.gov.ca.gov</p>
<p>Mortgage Payment Relief</p>	<p>Governor Newsom secured a financial relief package from certain financial institutions (including Citigroup, JP Morgan Chase, US Bank, Wells Fargo, and nearly 200 state-chartered banks, credit unions, and servicers) which provides a 90-day grace period for mortgage payments and does not negatively impact credit reports for Californians accessing payment relief. dbo.ca.gov/covid19-updates-fi/.</p>

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Financial relief for businesses impacted by COVID-19

SBA Debt Relief	<p>For Businesses that owe payments on SBA loans:</p> <ul style="list-style-type: none"> • The SBA will automatically pay the principal, interest, and fees of current 7(a), 504, and microloans for a period of six months. • The SBA will also automatically pay the principal, interest, and fees of new 7(a), 504, and microloans issued prior to September 27, 2020. • For current SBA Serviced Disaster (Home and Business) Loans: If your disaster loan was in “regular servicing” status on March 1, 2020, the SBA is providing automatic deferments through December 31, 2020. (Interest will continue to accrue on the loan.) <p>www.sba.gov</p>
Federal Income Tax	<p>Tax filings and payments for all federal income taxes (including self-employment tax) due on April 15, 2020, regardless of amount, are now due on July 15, 2020. www.irs.gov</p>
CA State Income Tax	<p>The Franchise Tax Board is providing a 90-day extension to file CA tax returns for taxpayers affected by the COVID-19 pandemic. Tax file and pay deadlines have been extended to July 15, 2020. www.ftb.ca.gov</p>
CA State Business Tax and Fees	<p>The California Department of Tax and Fee Administration (CDTFA) offers a 90-day extension for tax returns and tax payments for all businesses filing a return for less than \$1 million in taxes. Taxpayers have an additional 3 months to file their return, between now and July 31, 2020. Review new due dates at www.cdtfa.ca.gov. The statute of limitations to file a claim for refund is also extended by 60 days to accommodate tax and fee payers. Note, if your tax liability is \$1 million or more, you may request an extension that will be reviewed on a case-by-case basis.</p>
Sales/Use Tax	<p>Small business taxpayers with less than \$5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to \$50,000 of sales and use tax liability. Qualifying taxpayers with deferred liabilities up to \$50,000 will pay their tax due in 12 equal monthly installments. Payment plan requests can be made through the CA Department of Tax and Fee Administration’s online services. www.cdtfa.ca.gov</p>
State Payroll Tax Assistance	<p>Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return. www.edd.ca.gov</p>
L.A. County Property Taxes	<p>Los Angeles County property owners affected by the COVID-19 virus may have late penalties cancelled if they are unable to pay their property taxes by the April 10 deadline due to reasons related to COVID-19 may submit a request for penalty cancellation online. The department of Treasurer and Tax Collector has set up a special team to process these requests for those who demonstrate they were affected by the outbreak. ttc.lacounty.gov</p>
Water and Power Moratorium	<p>LADWP moratorium on water and power shutoffs will extend through the end of the local emergency period. Any customer experiencing financial hardship can request a payment plan online at www.ladwp.com.</p>

Additional information	
Price Gouging	Price gouging is the act of a business raising prices of needed products and services over 10% during a declared emergency. CA Governor signed an executive order expanding consumer protection against price gouging on critical items, such as food and medical supplies, during the COVID-19 crisis. www.gov.ca.gov
Insurance	The CA Department of Insurance issued a Notice requesting all insurance companies provide their policyholders with at least a 60-day grace period to pay their premiums. www.insurance.ca.gov

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For further information, please contact:



Mayor's Office of Community Business
mayor.communitybusiness@lacity.org

LA Business Portal
Business.lacity.org

Economic and Workforce Development
Business Response Unit
LABusinessResponse@lacity.org

LA City BusinessSource Centers
LABusinessSource.org