

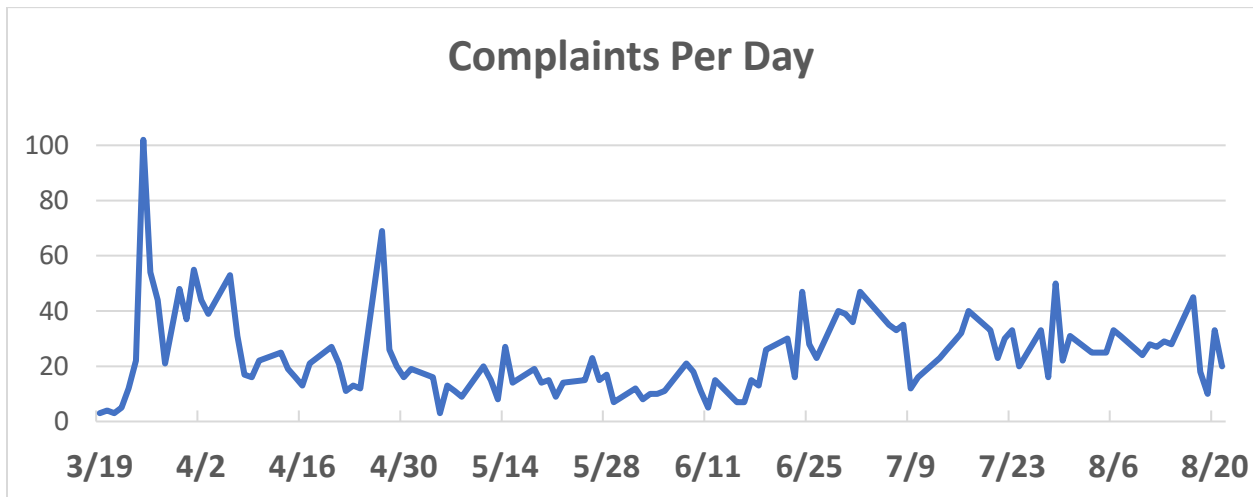


County of San Luis Obispo COVID-19 Enforcement Report

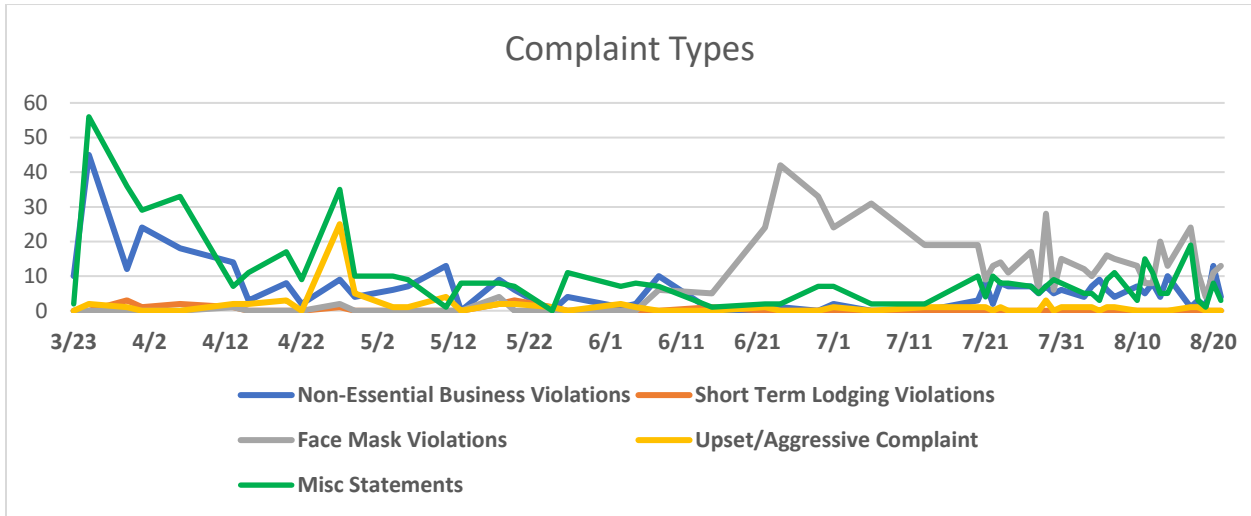
Executive Summary

8/24/2020

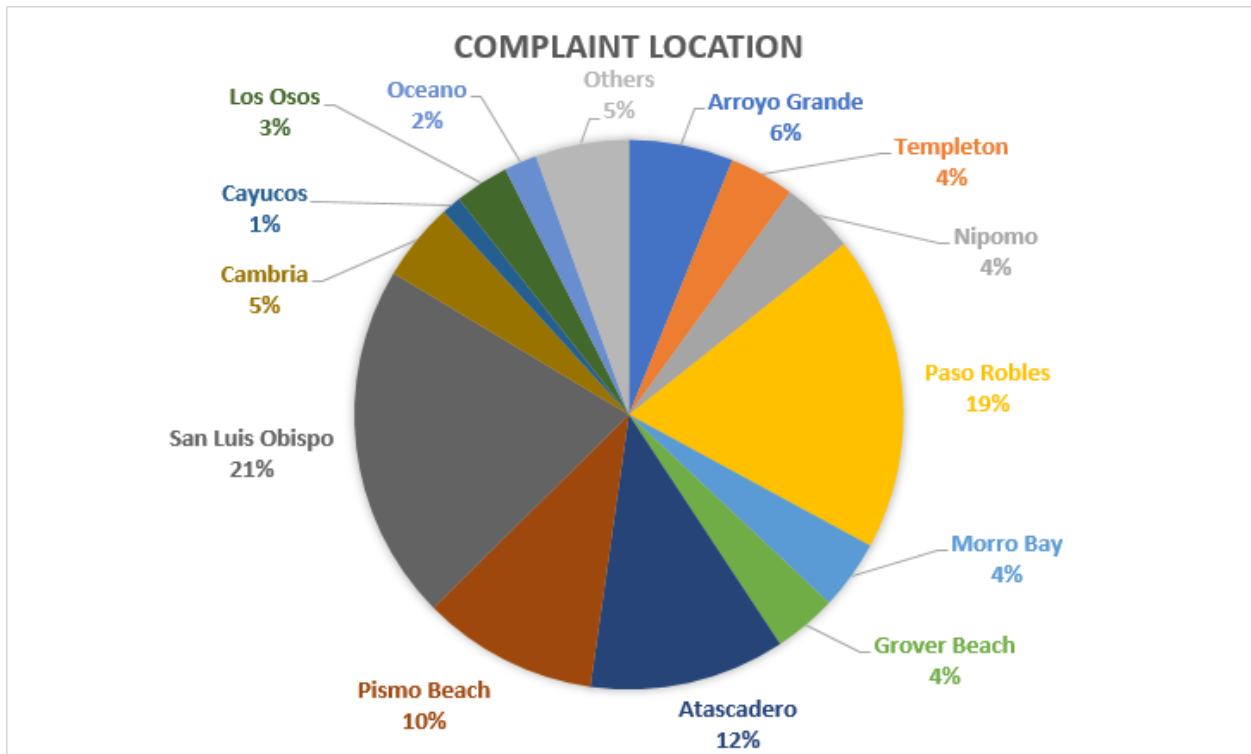
- Total complaints received by the COVID-19 Enforcement line between 3/24 to 8/24: **2712**
- Complaints are tracked based on location, type and name of business, and violation type. Code Enforcement staff calls each business when two or more complaints have been received or when they have become aware of a violation through web research (e.g., live music advertised). Environmental Health and the Sheriff’s Office are also involved in verifying compliance by visiting businesses during their normal course of inspections and patrols. Complaints are forwarded to the incorporated cities each night for enforcement within city limits. Enforcement focuses on voluntary compliance. Continued violations which pose a serious threat to public health and safety may be subject to misdemeanor charges, fines, Directed Orders (to come into compliance), and/or Temporary Restraining Orders.



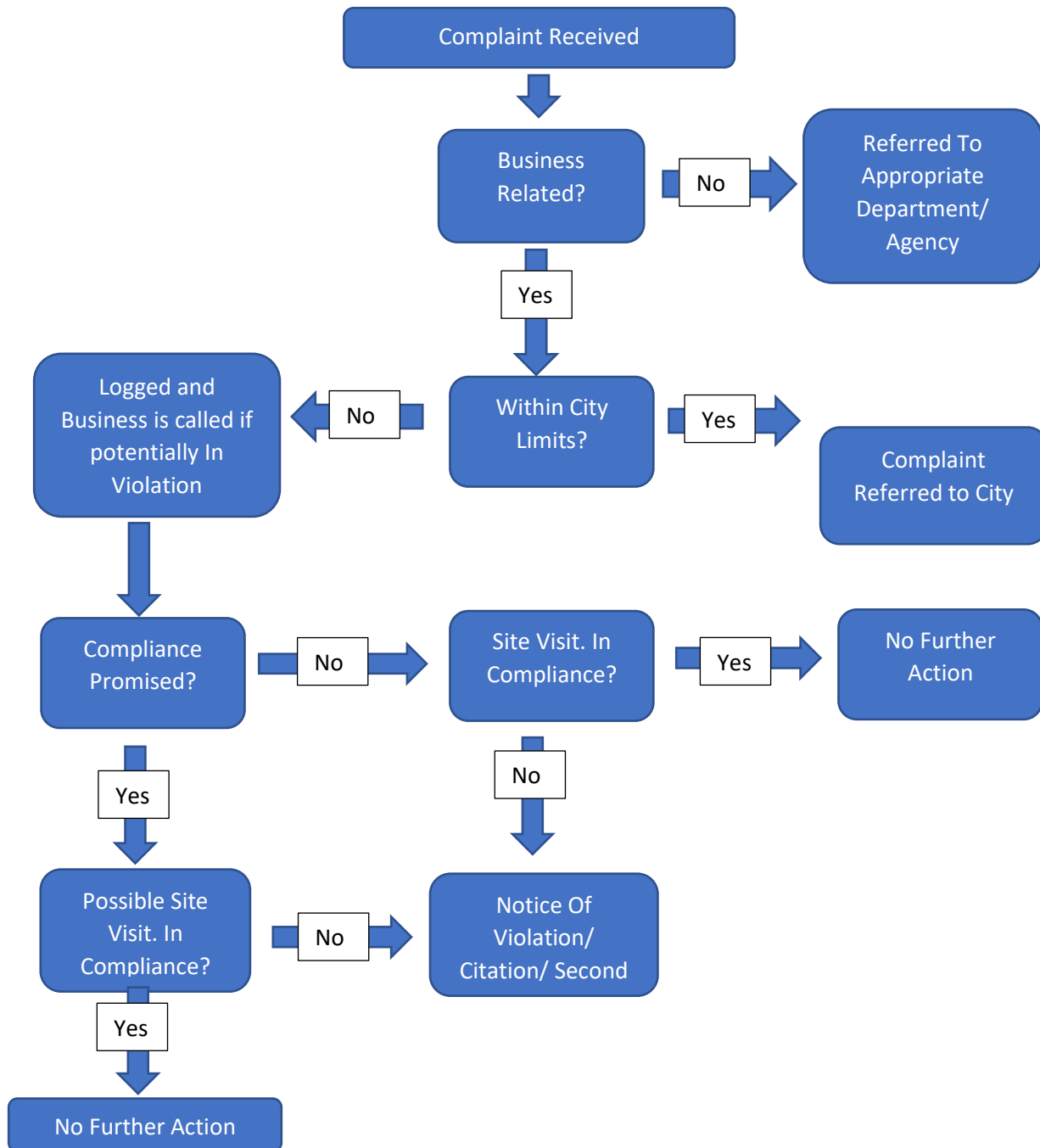
Note: The large spike in March was caused by the County’s initial announcement of the COVID-19 complaint line. The spike in early May was caused by the County’s hotel occupancy order. The consistent rise in complaints in early July is related to the state mask order and the county being placed on the state monitoring list.



Note: The types of complaints received has changed and evolved over time due to changing local and state orders. The above graph shows a sample of days over the course of the COVID-19 pandemic



Complaint Process



Weekend Inspections



- Due to the nature of some of the businesses that complaints are received, weekend inspections have been required. Businesses such as hotels, restaurants, bars, etc. all can be significantly busier on weekends.

Note: Non-compliant businesses are given verbal notice or a letter explaining the requirements of the State and local orders

July - August

Total inspected	Compliant	Non-Compliant/ Warning Given
622	561	61



ENVIRONMENTAL HEALTH SERVICES DIVISION COVID-19 SUMMARY ACTIVITIES REPORT

August 17, 2020

Written Notifications <i>(March Through July)</i>
Retail Food Facilities: <ul style="list-style-type: none">• <u>1863 post cards</u> notified of the CDPH Guidelines in March.• <u>1362 post cards</u> notified of the modified reopening procedures in May.• <u>1535 informational flyers</u> reminded facilities of face covering and COVID-19 prevention plan requirements in July.
Public Swimming Pools: <ul style="list-style-type: none">• <u>218 post cards</u> notified public swimming pool operators to close in March.• <u>54 letters</u> notified residential pool operators of the modified reopening.• <u>218 post cards</u> notified all residential and non-residential pool operators of modified operations.
<ul style="list-style-type: none">• Body Art Facilities: <u>154 Letters notified</u> facilities and practitioners on when to open and modified operations.
<ul style="list-style-type: none">• Small Water Systems: <u>~120 small water system operators</u> notified of their responsibilities.
Calls, Tele-Consultations, Operational Surveys, and Virtual Inspections <i>(Teleconsultations March Through May; Virtual Inspections – May and June; Onsite Surveys/Consultations March Through Present)</i>
<ul style="list-style-type: none">• Body Art: <u>57 Body Art Facilities</u> notified of the new requirements, <u>30 on-site operational surveys/consultations.</u>
<ul style="list-style-type: none">• Retail Food Facilities: <u>1754 tele-consultation surveys, 1097 on-site operational surveys/consultations, and 55 virtual inspections</u> were conducted with retail food facilities.
<ul style="list-style-type: none">• Public Swimming Pools: <u>254 tele-consultations and 495 on-site operational surveys/consultations</u> conducted.
<ul style="list-style-type: none">• Gas Stations: Teleconsultations with <u>104 gas station/retail minimarkets</u> and <u>71 on-site operational surveys/consultations</u> were conducted.
<ul style="list-style-type: none">• Hazardous Materials Facilities: <u>349 tele-consultations</u> and <u>336 on-site operational surveys/consultations</u> were conducted.



11 Executive Order Notices of Violations Issued

(March through May)

2 Courtesy Warning Notices

(July to Present)

- 12 Notices of Violation were issued: 9 for food facilities and 3 for public pool/spa facilities.
- 5 Courtesy Warning Notices were issued: 1 for food facilities, 1 for public pool/spa facilities, and 3 Hazardous Materials facilities.

21 Public Guideline Documents Developed

(March Through July)

The following documents were created for:

- **Retail Food Facilities:** Food Safety Guidelines, Self-Inspection Checklist, Model Social Distancing Signage for Grocery Stores and the Outdoor Dining Guidance
- **Public Swimming Pools:** Self-Inspection Checklist
- **Retail Gas Station Mini Marts:** General Safety Guidance for food safety, hazardous materials and cleaning and disinfection
- **Hazardous Materials Regulated Facilities:** General safety guidance, Model Social Distancing Signage for Hazmat Facilities
- **General Disinfection and Cleaning:** Guidance for purchasing and or making sanitization products
- **Retail Food Delivery Services –** Safety guidelines for food delivery services
- **Restaurants and Stores Reopening Guidance**
- **5 Infographic Documents – For the recovery phases**
- **3 COVID-19 Recovery Plan Checklists**
- **Workplace Guidance on What to Do when an Employee is COVID-19 positive**

2 Public Facing Portals Modified

1. **Public Information Press Agent:** Our website was updated to display tele-inspection consultations, on-site operational consultation surveys, and Executive Order violations.
2. **EatSafeSLO.org:** Modified the public facing site so it displays different symbols for restaurants, certified farmers' markets, and retail markets. The change was made to assist the public with better identifying where food can be purchased at grocery stores and certified farmers' markets.



Sheriff's Office

Sheriff's Office Deputies routinely conduct compliance checks during "open call" periods on each shift. These open call periods are typically from 11:00am to 4:00pm each day, but vary depending on the "beat" and other demands.

July 2020

Deputies have been conducting business compliance checks. During the month of July, a total of **594** compliance site checks and a finding of **99%** compliance was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.

August 2020

Deputies have been conducting business compliance checks. During the month of August, a total of **902** compliance site checks were conducted and a finding of **100%** compliance was determined. Those businesses not in compliance were instructed to come into compliance within a reasonable time frame and additional site checks would be conducted to ensure compliance.



Incorporated City Enforcement information

As of 8/24

- **Arroyo Grande**
 - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Atascadero**
 - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Grover Beach**
 - \$100 citation issued for lack of face coverings
- **Morro Bay**
 - 12 citations issued for lack of social distancing/ignoring road closures intended to limit large groups of people gathering.
 - 3 written warnings
- **Paso Robles**
 - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **Pismo Beach**
 - No formal enforcement conducted. Voluntary compliance substantially achieved.
- **San Luis Obispo**
 - 3 \$1000 citations for lack of social distancing and/or face coverings