



May 6, 2020

Dear Yuba-Sutter Business Community,

As the Yuba-Sutter area prepares to move into the third day of the “Modified Stay at Home” and “Facial Coverings” orders I put in place this past Monday, May 4, 2020, it has become clear a number of businesses are not enacting required protocols to ensure the safety of the Community.

Beyond the reports coming into our Call Center and Compliance Team, recent media reports are clearly showing many shops that serve customers are still missing at least two vital cornerstones for safe operations: social distancing and facial coverings.

If you have an indoor business that allows customers and clients, adequate social distancing is not likely to occur on any consistent basis. Therefore, such operations **must** include both social distancing and facial coverings protocols. It is incumbent on these business owners to ensure their staff is wearing facial coverings and to require their customers/clients to do the same.

I understand that some of your customers may strongly object to a facial covering requirement, but the long-term safety of our community is at stake. We do not want to take any steps back in our phasing-in efforts.

These safeguards are in addition to the other requirements found in the Operations Protocols developed by the Yuba-Sutter Compliance Team – such requirements as diligent cleaning of surfaces, availability of hand sanitizer or hand washing stations, and posted signs for customers. These were not suggestions. Our Compliance Team will be happy to work with each business to ensure these protocols are in place.

Please understand the Orders I issued last week purposefully began by reiterating the ongoing threat from COVID-19 that continues to confront the Yuba-Sutter region. The only way we can reopen some businesses and activities locally is by requiring those countermeasures to become a part of the way businesses operate.

I ask that you contact our Compliance Team with any questions at COVIDCompliance@co.yuba.ca.us or call (530) 749-5648. You can find the protocols here: <https://bit.ly/2L5LJQu>.

It is imperative to make all necessary adjustments to the way we conduct business in our community immediately so that we do not run the risk of seeing a resurgence and need to go back to stricter orders.

I appreciate your support in establishing these vital safety measures.

Thank you,

Dr. Phuong Luu, Yuba-Sutter Health Officer