



City of San Mateo City Hall Social Distancing for City Hall Visitors During San Mateo County Order to Shelter-in-Place

Based on the above referenced [Order](#) of the San Mateo County Health Officer in response to the COVID-19 pandemic, the City of San Mateo is requiring implementation of social distancing protocols, as described in Appendix A of the Order, in order to ensure the health and safety of City staff and customers.

The City of San Mateo has already made a number of changes to regular operations to ensure the health and safety of City staff and customers, including:

- All staff who can conduct work from home have been directed to do so.
- Symptom checks are being conducted before employees may enter the work place.
- Sick/symptomatic employees have been instructed to stay home.
- Employees have been instructed to maintain a minimum six-foot distance from others and practice proper personal hygiene

The following protocols apply to anyone with business at the City Hall Permit Center. Failure of City Hall visitors to abide by these protocols will result in cancellation/termination of your appointment with staff.

	In-person plans submittal and/or permit issuance will be allowed only by appointment and only if use of remote services is not possible. Contact the Permit Center Supervisor at 650-522-7194 or meusebio@cityofsanmateo.org to schedule an appointment.
	No individual displaying cold or flu symptoms is permitted in City Hall - If you are experiencing a cough, fever, or shortness of breath, you may not enter City Hall or drop off plans for review. <i>If staff observes the above symptoms, he/she may elect to cancel the appointment without notice at their discretion.</i>
	For in-person appointments for permit issuance – Upon your arrival, contact the staff member at the number indicated in your appointment confirmation, wait outside until City staff prop open the door, place your method of payment on the counter at station 1, and wait behind the marked red line in the Atrium. City staff will process the payment and permit, leaving it back on the counter for you to collect before you depart.
	All visitors to City Hall shall maintain a safe distance of 6 feet or more from others at all times - The virus that causes COVID-19 spreads through close person-to-person contact, and maintaining a buffer of at least 6 feet between people is thought to prevent the spread of the virus. <i>Failure to follow the required social distancing protocols will result in the immediate termination of your appointment.</i>
	Practice proper hygiene – The virus that causes COVID-19 can remain active on many surfaces for a significant period of time. As a result, all individuals shall take the following precautions while visiting City Hall: <ul style="list-style-type: none">• Wear a face covering at all times – this includes any type of cloth, fabric, or other soft material that covers only the nose and mouth and surrounding areas of the lower face• Do not touch your face with your hands

	<ul style="list-style-type: none">• Do not shake hands or make any other physical contact with others in City Hall• Cover coughs or sneezes with a cloth, tissue, or the inside of your elbow, NOT your hands• Sanitize hands after touching any hard surfaces and/or after utilizing a communal facility through the use of hand sanitizer or by washing hands for at least 20 seconds with soap and water.<ul style="list-style-type: none">○ Soap and water are available at the public restrooms in the City Hall Atrium.○ Staff can provide hand sanitizer for your use while in City Hall upon request.
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