

Health and Safety Protocols

Napa County General Public Health line: 707-253-4270

OXBOW GOALS

Create as safe an environment as possible for all customers and employees

Keep the market clean

Clearly and effectively communicate our plans to tenants and customers

Maintain our vital role in the community

What Oxbow Is Doing

- Following all county and state health guidelines for safety during Covid-19
- Asking tenants to ensure all staff members are trained regarding maintaining a high level of sanitation
- Monitoring the appropriate number of people and the flow in the Market
- Hand sanitizer stations have been set-up throughout the facilities
- Training janitors to become "Health and Sanitation Supervisors"
- Installed social distancing and facial covering signs throughout the market
- Involving management in sanitation and safety – it's everyone's job
- Following Napa County Regulations for Customer Seating
- Encouraging tenants to create on-line or phone ordering platforms
- Creating an easy curb-side pick-up area for all tenants to use
- Maintaining limited hours to ensure a high level of control and safety
- Ensured that our HVAC filters are the highest level possible for our system
- Installed new Ionizing Fans throughout the main building, which studies show are 99.99% effective against Covid-19



What Our Merchants Are Doing

- Each store must confirm that their reopening plan meets COVID-19 Standards
- All condiments / samples must be requested, nothing can be out in the open
- Creating disposable menus or cell phone access to menus
- Promoting electronic transactions
- All employees are wearing facial covers and gloves whenever appropriate
- Employees are required to wash hands at least every hour, if not more often
- Employees will have temperatures read before every shift
- Employees must report any high fevers, illness, or contact with a Covid-19 patient
- Restaurants must submit an approved Napa County Covid-19 operating plan by June 1, 2020
- Installing plexiglass separation barriers or other acceptable barriers at cash registers

**Shop Local,
Shop Little.**



What Customers Can Do

1. Wear a face covering at all times at the Market
2. Practice Social Distancing at all times at the Market
3. Do not enter the Market if they have a cough or a fever
4. Use a tissue or elbow if you have to cough or sneeze
5. Do not shake hands or engage in physical contact
6. Always be respectful of staff and other customers
7. Support our local merchants

