



**ORDER OF THE HEALTH OFFICER No. c19-1e (REVISED)**  
DATE ORDER ISSUED: October 29, 2020

Please read this Order carefully. Violation of or failure to comply with this Order constitutes a misdemeanor punishable by fine, imprisonment, or both. California Health and Safety Code § 120295, *et seq.*; Cal. Penal Code §§ 69, 148(a)(1).

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, 101085, 120175, AND 17 CCR SECTION 2501, THE HEALTH OFFICER OF THE COUNTY OF SAN MATEO (THE “HEALTH OFFICER”) ORDERS:**

1. Administrative Staff of each Facility as defined below in Section 6 shall continue to exclude from entry or access to its premises any Unauthorized Visitors and Non-Essential Personnel including, but not limited to, visitors of residents at the Facility, except as expressly permitted under the Necessary Indoor Visitation exception, Limited Outdoor Visitation exception or Limited Indoor Visitation exception pursuant to Section 7 below. Necessary Indoor Visitation, shall expressly include Compassionate Care Visits, as defined in Section 7 below. By operation of this Order, Unauthorized Visitors and Non-Essential Personnel, including but not limited to family members of residents, are ordered not to visit any Facility except as expressly permitted by this Order. Facilities are required to implement and maintain a plan (“COVID-19 Plan”) to comply with applicable guidance from the United States Centers for Disease Control and Prevention (“CDC”) as described in Section 6 below. Finally, as set forth in Section 12, Facilities shall be subject to San Mateo County Department of Public Health (“County Public Health”) mandatory testing, containment measures, and reporting requirements for COVID-19 positive and presumed COVID-19 positive residents and Facility Staff.
2. The Order supersedes the previous July 14, 2020 Order of the Health Officer restricting Unauthorized Visitors and Non-Essential Personnel from long-term care facilities in San Mateo County (hereinafter “Prior Order”). This Order, 1) extends the provisions of the Prior Order to continue to slow the spread of Novel Coronavirus Disease 2019 (“COVID-19”) and mitigate the impact on delivery of critical healthcare services, and to protect vulnerable populations residing in Facilities—who are at increased risk from COVID-19—and Staff who provide vital care within Facilities; 2) allows Limited Indoor Visitation under specified conditions in Section 7; 3) excludes independent living units within Continuing Care Retirement Communities (“CCRCs”) in Section 8; 4) expands the definition of Compassionate Care Visits in Section 7; and, 5) allows for group activities and communal dining. As of the effective date and time of this Order, all individuals, businesses, and government agencies in the County of San Mateo (“County”) are required to follow the provisions of this Order.
3. This Order is issued based on evidence of continued significant community transmission of COVID-19 within the County and throughout the Bay Area, including asymptomatic





transmission; continued uncertainty regarding the degree of undetected asymptomatic transmission; scientific evidence and best practices regarding the most effective approaches to slow the transmission of communicable diseases generally and COVID-19 specifically; evidence that the age, condition, and health of a significant portion of the population of the County, places it at risk for serious health complications, including death, from COVID-19, and the majority of individuals residing in Facilities subject to this Order are in that higher-risk category; and further evidence that others, including younger and otherwise healthy people, are also at risk for serious outcomes. Due to the outbreak of the COVID-19 disease in the general public, there is a public health emergency throughout the County. Making the problem worse, some individuals who contract the virus causing the COVID-19 disease have no symptoms or mild symptoms, which means they may not be aware they carry the virus and can transmit it to others. Further, evidence shows that the virus can survive for hours to days on surfaces and be indirectly transmitted between individuals. Because even people without symptoms can transmit the infection, and because evidence shows the infection is easily spread, interpersonal interactions can result in preventable transmission of the virus. The scientific evidence further shows that at this stage of the emergency, it remains essential to continue to slow virus transmission as much as possible to protect the most vulnerable, to prevent the health care system from being overwhelmed, and to prevent deaths. Extension of the Prior Order is necessary to mitigate and reduce the spread of the COVID-19 disease, preserving critical and limited healthcare capacity in the County.

4. The collective efforts taken to date regarding this public health emergency have slowed the trajectory of the virus, but the emergency and the attendant risk to public health remain significant. As of October 29, 2020, there are 11,278 confirmed cases of COVID-19 in the County and 159 deaths, 86 of which were associated with senior congregate living facilities. The cumulative number of confirmed cases has continued to increase in the weeks leading up to this Order. Evidence suggests that the restrictions imposed by the Prior Order (and the orders that preceded it) have helped to contain and/or mitigate the rate of increase in transmission within congregate care settings by limiting exposures among Facility residents and Staff, consistent with scientific evidence of the efficacy of similar measures in other parts of the country and world.
5. This Order is issued in accordance with, and incorporates by reference, the March 4, 2020 Proclamation of a State of Emergency issued by Governor Gavin Newsom, the March 3, 2020 Proclamation by the Director of Emergency Services Declaring the Existence of a Local Emergency in the County, the March 3, 2020 Declaration of Local Health Emergency Regarding Novel Coronavirus 2019 (COVID-19) issued by the Health Officer, the March 10, 2020 Resolution of the Board of Supervisors of the County of San Mateo Ratifying and Extending the Declaration of a Local Health Emergency, the April 7, 2020, Board of Supervisors' Resolution Further Extending the Proclamation of Local Health Emergency Until the County Takes Action to Terminate the Local Emergency, the March 24, 2020 Order of the Health Officer No. c19-4 directing all laboratories conducting COVID-19 diagnostic tests to report COVID-19 test information, the May 11, 2020 Order of the Health Officer No. c19-9, allowing for certain highly regulated vehicle-based gatherings, the May 13, 2020 Order of the Health Officer No. c19-10 directing clinical laboratories to accept assignments for diagnostic tests from Optum Serve and Logistics Health Inc., the October 29, 2020 Orders of the Health Officer Nos. c19-6c and c19-7c revising the requirements concerning isolation for COVID-19 positive individuals and quarantine of Close Contacts of COVID-19 positive individuals, and the June 17, 2020 Health Officer Order c19-11



limiting gatherings, allowing social bubbles, mandating social distancing and facemasks and requiring businesses to implement social distancing protocols and health and safety plans (“Social Distancing Order”).

6. Definitions:

- a. For the purposes of this Order a **Facility** means any licensed facility located within the geographic boundaries of the County providing residential care in a congregate setting, including Skilled Nursing Facilities; Intermediate Care Facilities of all license types; Hospice Facilities; Congregate Living Health Facilities; Social Rehabilitation Facilities; Group Homes; Residential Care Facilities for the Elderly; Adult Residential Facilities; Mental Health Rehabilitation Centers; and Residential Treatment Facilities.
- b. For the purposes of this Order **Unauthorized Visitors and Non-Essential Personnel** are employees, contractors, or members of the public who do not regularly perform treatment, maintenance, support, or administrative tasks deemed essential to the care mission of the Facility. Except as defined by Necessary Indoor Visitation or permitted under the Limited Outdoor Visitation and Limited Indoor Visitation provisions below, Unauthorized Visitors and Non-Essential Personnel includes individuals with legal authority to make decisions on behalf of Facility residents and friends and families of residents. Nothing in this Order shall prevent household members of Facility operators whose Facility is operated within a structure that also includes private residential space from continuing to live in the same building in which a Facility is operated, however they must comply with the requirements of this Order to the maximum extent possible with regard to the portion or portions of the building that comprise the Facility. The Ombudsperson is an authorized visitor and is not included in this term, but the Ombudsperson must still follow Facility protocols regarding minimizing risk and should also try to avoid visits onsite that are not absolutely necessary.
- c. For the purpose of this Order, **Facility Staff** are all owners, operators, employees, contractors, volunteers and other personnel who regularly perform treatment, maintenance, support, or administrative tasks deemed essential to the care mission of the Facility.
- d. While this Order remains in effect, and consistent with the requirements of the Prior Order, each Facility must have in place and continue to implement a **COVID-19 Plan** to comply with applicable guidance from the CDC for nursing homes and other long-term care settings (“CDC Guidance”) (available online at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>) and the guidance issued by California Department of Public Health (“CDPH”) (available online at <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/LNCAFL20.aspx>) regarding the screening of residents, staff, and visitors for signs of COVID-19, and other applicable COVID-19-related guidance. Nothing in this Order prohibits a Facility from taking steps more protective than the guidance provided by the CDC or CDPH in its plan, however the decision to implement such heightened protections should take into consideration the social wellbeing and emotional and mental health needs of Facility residents. Each Facility must update its COVID-19 Plan when new COVID-19 recommendations or requirements for nursing homes and other long-term care settings are issued by the CDC, CDPH, Centers for Medicare & Medicaid Services (“CMS”), California Department of Social Services (“CDSS”), or Health Officer, or as otherwise required by law. At a minimum each plan must include:



- i. Daily screening of residents for COVID-19 symptoms, including temperature checks.
- ii. Daily screening of Staff and providers for COVID-19 symptoms including temperature checks before they enter the Facility.
- iii. Provision of hygiene supplies, including:
  1. Hand sanitizer containing 60–95% alcohol in every resident room (ideally both inside and outside of the room) and other resident care and common areas (e.g., outside dining hall, in therapy rooms) unless the administrator determines that allowing unsupervised access to hand sanitizer poses a risk to the resident(s).
  2. Make sure that sinks are well-stocked with soap and paper towels for handwashing.
  3. Make tissues and facemasks available for everyone.
- iv. Provision of necessary Personal Protective Equipment (“PPE”) for use in accordance with CDC Guidance, accessible in areas where resident care is provided. Put a trash can near the exit inside the resident room to make it easy for Staff to discard PPE prior to exiting the room, or before providing care for another resident in the same room. Facilities should take all reasonable steps to obtain adequate supplies of PPE to protect residents in accordance with CDC Guidance, including, to the extent appropriate for the care provided, supplies of:
  1. Facemasks;
  2. Respirators (if available and the Facility has a respiratory protection program with trained, medically cleared, and fit-tested providers);
  3. Gowns;
  4. Gloves; and
  5. Eye protection (i.e., face shield or goggles).
- v. Provision of training on how to properly use PPE and perform proper hygiene practices, including instructional signage throughout the Facility.
- vi. Follow guidance on in-person group activities and communal dining issued by CDPH, CDSS, the United States Department of Health & Human Services (“HHS”) including their sub-agency CMS. However, activities where there is an increased likelihood for transmission of disease from contaminated exhaled droplets (i.e. singing, using wind instruments or participating in a choir) are prohibited.
- vii. Maintaining and making available supplies of EPA-registered, hospital-grade disinfectants in sufficient quantity to allow for frequent cleaning of high-touch surfaces and shared resident care equipment.
- viii. Notification to the destination Facility or acute care hospital and to Emergency Medical Services (“EMS”) and any other transferring personnel of the confirmed or suspected COVID-19 positive status of any resident being transferred to another Facility or acute care hospital.
- ix. Specify a dedicated space in the Facility for managing care for residents with COVID-19 and outline a plan for managing existing residents who develop symptoms suggestive of COVID-19 and managing new admissions or readmissions of persons with unknown COVID-19 status.

7. Visitation Exceptions

- a. **Requirements for All Visitation Permitted Under This Order.**



- i. Visitor Screening. Subject to the limited exception for first responders in Section 16, at the time of the visit, prior to any visitor entering the Facility and prior to transporting a resident to the designated visitation space, Facility must screen all visitors for symptoms associated with COVID-19 and take their temperatures. Any person with signs and symptoms suggestive of COVID-19 without an alternative diagnosis, including fever equal to or greater than 100.4 F, chills, rigors, new or change in baseline cough, new or change in baseline shortness of breath or difficulty breathing, chest pain with deep breathing, sore throat, hoarseness, myalgia, malaise or fatigue, abdominal pain, loss of appetite, nausea, vomiting, diarrhea, headache, altered mental status (e.g. confusion), new onset of loss of taste or smell, conjunctivitis or pink eye, rash, painful purple or red lesions on the feet or swelling of the toes (known as COVID toes), and in accordance with guidance from the CDC (available online at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>) and the CDPH (available online at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx#What%20if%20I'm%20sick?>), shall not be allowed to visit. Persons in isolation for COVID-19 or in quarantine for a potential exposure to COVID-19 are prohibited from visiting any Facility during their isolation or quarantine period. Persons who have recovered from COVID-19 and/or have been released from isolation or quarantine may visit, and Facilities shall not require evidence of a negative test result prior to allowing such a visit.
- ii. Social Distancing. All visitors must remain at least six feet from the resident and staff member(s) who supervise visitation at all times during the visit, i.e., no touching, hugging, sharing of food, drink or utensils is permitted. Any exchange of documents or signatures necessitated by legal mandate should be done using appropriate infection control measures, e.g., electronic transmission and/or signature, maintaining six feet of distance. Notwithstanding the foregoing, nothing in this Order shall be interpreted to impede or prevent the delivery of medically necessary care that requires direct contact with residents or proximity closer than six feet.
- iii. Notice to Visitors. When scheduling visits and again at the time of the visit, Facility shall inform visitors that they must cancel or postpone their visit if they are feeling unwell, and that any visitor who develops symptoms consistent with COVID-19 and/or is diagnosed with COVID-19 within two days of a visit must immediately alert the Facility and Facility shall immediately notify the Communicable Disease Control Program of San Mateo County Health.
- iv. Supervision of Visits. Facility must ensure that each visit is supervised by Facility Staff, ideally an individual trained in patient safety/infection control, at all times throughout the duration of the visit. Notwithstanding the foregoing, during visits permitted under this Order that involve matters requiring confidentiality, such as with legal counsel, Facility Staff shall make best efforts to safely facilitate such confidentiality.
- v. Visitor Log. Facilities must keep a log of all visitors under this Order until instructed to destroy it. The Visitor Log should be maintained in a secure location when not in use and maintained as confidential. The Visitor Log must contain the following information:
  1. Date and time of visit;
  2. Name/location of person being visited; and
  3. Name, address and phone number of visitor.



- b. **Limited Outdoor and Indoor Visitation.** Subject to strict compliance with this Order, Facilities may permit Limited Outdoor Visitation and/or Limited Indoor Visitation as set forth herein. However, County Public Health may suspend such visitation at any individual Facility or at all Facilities subject to this Order at any time as necessary for the protection of public health. A Facility is prohibited from allowing Limited Outdoor Visitation or Limited Indoor Visitation for any time period of any duration in which it is not in compliance with the applicable Required Preconditions listed below. If a Facility falls out of compliance with the applicable Required Preconditions, it must immediately discontinue any Limited Outdoor Visitation and Limited Indoor Visitation, including visits already scheduled.
- i. **Required Preconditions.** For a Facility to allow Limited Outdoor Visitation or Limited Indoor Visitation for its residents under this Order, it must first certify in writing to County Public Health that it meets the following Required Preconditions:
1. The resident must not be in isolation for a known or presumed COVID-19 infection. The resident must not be in quarantine following an exposure to a COVID-19 case. For clarity, a COVID-19 positive, COVID-19 presumed positive or COVID-19 exposed resident is only eligible for Necessary Indoor Visitation, including Compassionate Care Visits until the resident is cleared from isolation or quarantine.
  2. Facility has adequate access to COVID-19 testing and has implemented County Public Health's "COVID-19 Mass Testing Strategy":  
[https://www.smchealth.org/sites/main/files/file-attachments/mass\\_testing\\_strategy\\_for\\_congregate\\_settings\\_in\\_san\\_mateo\\_county\\_6.5.2020\\_0.pdf?1599112867](https://www.smchealth.org/sites/main/files/file-attachments/mass_testing_strategy_for_congregate_settings_in_san_mateo_county_6.5.2020_0.pdf?1599112867) and County Public Health's "COVID-19 Recommendations Checklist for LTCFs, RCFs and Congregate Settings"  
[https://www.smchealth.org/sites/main/files/file-attachments/covid-19\\_recommendations\\_checklist\\_for\\_ltcfs\\_rcfs\\_and\\_congregate\\_settings\\_6.29.2020\\_0.pdf?1593809707](https://www.smchealth.org/sites/main/files/file-attachments/covid-19_recommendations_checklist_for_ltcfs_rcfs_and_congregate_settings_6.29.2020_0.pdf?1593809707);
  3. Facility is not experiencing Staff shortages;
  4. Facility has adequate supplies of PPE and essential cleaning supplies to care for its residents;
  5. Facility must have an absence of any new COVID-19 cases in the Facility for fourteen days, in either residents or Staff;
  6. No more than two adults per visit, and one resident per visit, except that cohabitating residents may participate in the same visit together as if one resident. Visitors must be family members and/or designated support persons such as close friends and/or clergy/spiritual advisor, a person whose visit is necessitated by urgent health or legal matters that cannot wait until this Order is no longer in effect, including, but not limited to: visits mandated by law and visits by legal decision-makers such as conservators and agents under valid Health Care powers of attorney currently in effect. Except to the extent that the state or federal regulatory agency has adopted or adopts in the future a specific allowance on visits by hired service providers such as hair stylists, barbers, pet therapists, art therapists, etc. (which are hereby incorporated by reference), such visits are not permitted under this Order;



7. The visit must be scheduled in advance with the Facility;
  8. Facilities must provide all Staff supervising visits, all residents being visited, and all visitors with facemasks, which they must wear at all times throughout the duration of the visit;
  9. Facility shall provide hand sanitizer and Staff must supervise the appropriate use of hand sanitizer, at the beginning and end of each visit at a minimum, for all participants; and
  10. Facility must ensure that any resident being transported to and from the visitation space is not transported through any space designated for COVID-19 care or where residents suspected or confirmed to be infected with COVID-19 are present. Likewise, visitors should not pass through any space designated as a COVID-19 care space or any space where residents suspected or confirmed to be infected with COVID-19 are present.
- ii. Requirements for Limited Outdoor Visitation. In addition to the requirements set forth in this Section above, Limited Outdoor Visitation must comply with the following requirement:
1. The visit must take place in a designated outdoor space on or adjacent to the Facility premises, with enough room to allow for compliance with applicable State law and the Social Distancing Order, appropriate protections from weather conditions, and otherwise made safe for Facility residents and their permissible visitors.
- iii. Requirements for Limited Indoor Visitation. If Limited Outdoor Visitation is impracticable, due to weather, air quality, or the health of a resident or visitor, Limited Indoor Visitation may be offered on a case by case basis. In addition to the requirements set forth in this Section 7(b)(i) above, Limited Indoor Visitation must comply with the following additional requirements:
1. The County has moved from Tier 4 (purple) widespread transmission into a less restrictive tier under the Blueprint for a Safer Economy (available at <https://covid19.ca.gov/safer-economy/>);
  2. The visit will be limited to thirty minutes per visit;
  3. The Facility will designate an indoor space that will only be used for visitation purposes. Ideally the designated space will be a large room (solarium, parlor, gym) that can be accessed without walking through the facility, with open doors and open windows to ensure optimal air circulation, or if that is not possible, with a medical grade air filter/HVAC system in place;
  4. The Facility will clearly mark routes for entry and exit from the indoor visitation space. In addition, the Facility will clearly mark on the floor or sitting area proper social distance (no less than six feet) between the visitor(s) and resident;
  5. The Facility will utilize dividers such as plexiglass or partitions to separate the resident and visitor(s) whenever possible;
  6. The Facility will sanitize the indoor visitation space with the United States Environmental Protection Agency (“EPA”) List N: Disinfectants for Coronavirus (COVID-19) (available at: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>) before and after each use; and



7. The Facility will minimize contact with high-touch surfaces by propping open doors into the indoor visitation space.
  - c. **Necessary Indoor Visitation** means an in-person visit or contact inside the Facility that is necessitated by urgent health, legal, critical situations as determined by the Ombudsman or other issues that cannot wait until this Order is no longer in effect, and which cannot feasibly take place outside under the Limited Outdoor Visitation or inside under the Limited Indoor Visitation provisions set forth in this Section. Necessary Indoor Visitation shall include, but not be limited to: visits mandated by law, visits by legal decision-makers such as conservators and agents under valid Health Care powers of attorney currently in effect, critical visits as determined by the Ombudsman, and **Compassionate Care Visits**. Compassionate Care Visits include visits with a resident who is at the end of life, a resident who was living with his/her family before recently being admitted and is struggling with the change, a resident who is grieving after a friend or family member recently passed, a resident who needs cueing and encouragement with eating and drinking previously provided by family and/or caregiver(s) and who is now experiencing weight loss or dehydration, or a resident who used to talk and interact with others and who is now is experiencing emotional distress, seldom speaking or crying more frequently. Necessary Indoor Visitation including Compassionate Care Visits shall be:
    - i. Scheduled in advance with the Facility, although a Facility may waive advance scheduling in emergent circumstances and as deemed appropriate;
    - ii. In a resident's room if the resident is at the end of life and/or in isolation or quarantine for COVID-19. Otherwise, the visit should occur in another designated area of the Facility, such as a solarium or other room that is solely used for the Limited Indoor Visitation program. The location for the visit must be of sufficient size to allow visitors to maintain six feet of distance from Staff and resident. Facility must ensure that Necessary Indoor Visitation visitors do not pass through any space designated as a COVID-19 care space or any space where residents suspected or confirmed to be infected with COVID-19 are present, except to the extent absolutely necessary when visiting a COVID-19 positive or presumed positive resident;
    - iii. Facility must provide Staff, residents and visitors with facemasks, which must be worn at all times during the visit, in accordance with State law and other San Mateo County Health Officer orders.
    - iv. For Necessary Indoor Visitation including Compassionate Care Visits with COVID-19 positive and presumed positive residents pursuant to Section 10 below, Facility must provide residents with surgical facemasks and face shields, and all Staff supervising visits and all visitors with appropriate personal protective equipment, including surgical face masks or N95s for fit-tested staff, face shields, surgical gowns and gloves, which they must wear at all times throughout the duration of the visit, and shall provide hand sanitizer and supervise the appropriate use of hand sanitizers, at the beginning and end of each visit at a minimum, for all participants.
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8. **Limited Exception for CCRCs.** Pursuant to guidance issued by CDSS (available at <https://www.cdss.ca.gov/inforesources/community-care/continuing-care>) residents in a Continuing Care Retirement Communities ("CCRCs") who live independently ("Independent CCRC Residents"), are





excluded from the requirements of this Order. For clarity, this exception is not available to assisted living, skilled nursing, or memory/dementia care CCRC residents.

9. **Facility Discretion.** Facilities may create policies establishing the frequency, times, and schedule for Limited Outdoor Visits or Limited Indoor Visits and shall have discretion to cancel, postpone, reschedule or terminate Limited Outdoor Visitation or Limited Indoor Visitation—whether globally for all such visitation at the Facility, or individually for specific Limited Outdoor Visits or Limited Indoor Visits—on the basis of insufficient staff, or to protect the health, safety and wellbeing of a resident or residents and/or visitors. Facilities shall have discretion to postpone or reschedule a Necessary Indoor Visit including a Compassionate Care Visit on an individual basis when circumstances such as insufficient staff or other conditions present a specific health risk to residents or visitors that cannot be mitigated.
10. **COVID-19 Positive/Presumed Positive Residents.** COVID-19 positive or presumed positive Facility residents shall not be eligible for Limited Outdoor Visitation or Limited Indoor Visitation. COVID-19 positive and presumed positive Facility residents shall be eligible for Necessary Indoor Visitation including Compassionate Care Visits pursuant to this Order, and visits with such residents shall be subject to heightened infection control protocols in accordance with CDC and CDPH infection control guidance.
11. In addition to the requirements set forth above, each Facility’s COVID-19 Plan must include a requirement that the Facility comply with the COVID-19 Congregate Setting Mass Testing Guidelines and checklist linked in Section 7, above.
12. **If a Facility learns that any Facility resident or Facility Staff living or working at the Facility, or who had been recently living or working at the Facility has tested positive for COVID-19 or is informed by a physician that any resident or Staff is presumed positive for COVID-19, the Facility must immediately (within 24 hours) notify the Communicable Disease Control Program of San Mateo County Health. Residents and Staff of all Facilities shall also be subject to mandatory COVID-19 testing, and the imposition of such other measures to contain the spread of COVID-19 as deemed necessary for the protection of public health, by San Mateo County Health or its designee.**
13. Each Facility is strongly urged to take all reasonable steps to prevent Facility Staff from working at another Facility or other Facilities within the same 14-day period to avoid increased risk of transmission of COVID-19 from one Facility to another. Such reasonable steps include, but are not limited to, notifying all Facility Staff of the risk of working at more than one Facility and working with Facility Staff and other Facilities to avoid this increased risk to the greatest extent possible.
14. Nothing in this Order shall relieve Facilities from the requirement to make reasonable efforts to facilitate contact between residents and their friends and families by means other than in-person visits (such as by telephone or videoconference) where such efforts will not otherwise interfere with the Facility’s care mission.



SAN MATEO COUNTY HEALTH

**PUBLIC HEALTH,  
POLICY & PLANNING**

15. If any Unauthorized Visitor, permitted visitor, or Non-Essential Person refuses to comply with this Order, then the Facility may contact local law enforcement or the San Mateo County Sheriff to request assistance in enforcing this Order. The violation of any provision of this Order constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is punishable by fine, imprisonment, or both.
16. This Order does not restrict first responder access to Facility during an emergency. Further, this Order does not restrict state or federal regulators, officers, investigators, surveyors, Ombudsman, or medical (including nursing students) or law enforcement personnel from carrying out their lawful duties at Facilities. Persons other than first responders accessing a Facility during an emergency must comply with all conditions of visitation imposed by the Facility at the time of entry or access to the Facility to the greatest extent feasible.
17. This Order shall be effective as of 11:59 p.m. October 29, 2020, and shall remain in effect until rescinded, superseded, or amended by the Health Officer, in writing.
18. While this Order is in effect, the Facility must provide copies of the Order in all of the following ways: (1) post this Order on the Facility website (if any); (2) post this Order in a visible location at all entrances to the Facility; (3) provide this Order to each Facility resident; (4) provide this Order to any authorized decision maker for each Facility resident if not the resident; (5) provide this Order to the Ombudsman Services of San Mateo County; and (6) provide this Order to anyone who visits the Facility or, upon request, to anyone who contacts the Facility seeking to visit.
19. Within 12 hours of receipt of this Order each Facility must notify its respective licensing entity (whether CDPH, CDSS or otherwise) of the existence of this Order regarding the Facility.
20. If any provision of this Order or its application to any person or circumstance is held to be invalid, the remainder of the Order, including the application of such part or provision to other persons or circumstances, shall not be affected and shall continue in full force and effect. To this end, the provisions of this Order are severable.

**IT IS SO ORDERED:**

Scott Morrow MD, MPH  
Health Officer  
County of San Mateo

Date: October 29, 2020