



BUSINESS RESOURCE AND RESILIENCY PLAN



City of Garden Grove
Office of Economic Development
11222 Acacia Parkway
Garden Grove, CA 92840
ggcity.org
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I. Overview

The City of Garden Grove is committed to the health and well-being of its robust and dynamic business community. Efforts are ongoing to monitor the COVID-19 pandemic while deploying economic development activities where possible to promote economic security and stability for Garden Grove businesses of all sizes. The Garden Grove Business Resource and Resiliency Plan brings together a number of comprehensive business resources and tools available through federal, state, and local levels for businesses and entrepreneurs impacted by COVID-19. These are unprecedented times in which the Office of Economic Development acknowledge the community partnerships with the Garden Grove Tourism Promotion Corporation, Garden Grove Chamber of Commerce, the Vietnamese American Chamber of Commerce of Orange County (VACOC), the Korean American Chamber of Commerce of Orange County (KACCOC) and the Orange County Small Business Development Center (OC-SBDC) are central to business and economic recovery.

The Garden Grove Business Resource and Resiliency Plan is summarized in four areas of focus:

- Summary of immediate actions undertaken by the City of Garden Grove;
- Description of Economic Development Actions currently in process;
- A comprehensive clearinghouse of business resources for employers and employees from the federal, state, and local government; and
- A Business Start-Up Guide.

The Garden Grove Business Resource and Resiliency Plan

Prepared in partnership with:



G.G.T.P.C

Garden Grove Tourism Promotion Corporation



II. Local Business Relief Efforts

The focus of the City of Garden Grove and the Office of Economic Development (OED) is to determine the level of support, relief and stimulus work that needs to be undertaken. The OED maintains ongoing dialogue with industry partners such as the local Chambers of Commerce, the development community, and the Orange County - Small Business Development Center to identify actions to support businesses, workers and residents. The City has launched immediate actions including retooling its small business assistance program to support businesses affected by the COVID-19 pandemic as summarized below.

- Enhanced communication and information via an established Coronavirus webpage (ggcity.org/coronavirus)
- Established a database of local restaurants, grocers and pharmacies providing essential services
- Implemented "virtual" building inspections and online plan checks
- Prioritization of Building and Planning plan checks for affected businesses by COVID-19.
- Suspended limitations on operation and delivery hours for essential activities
- Adopted temporary moratorium suspending residential and commercial evictions caused by COVID-19.
- Suspended street sweeping citations
- In Process!** Modify SBA Program funded through CDBG to support job retention efforts and increase SBA loan amount to \$50,000
- In Process!** Explore expansion of Meals on Wheels for individuals and families impacted by COVID-19.
- In Process!** Explore expansion of rental assistance program for individuals and families impacted by COVID-19



III. Economic Development Actions

The OED in collaboration with the City of Garden Grove Office of Community Relations, the Garden Grove Chamber of Commerce (GG Chamber), the Vietnamese American Chamber of Commerce of Orange County (VACOC), the Korean American Chamber of Commerce of Orange County (KACCOC), and the Orange County Small Business Development Center (OC/SBDC) are committed to providing current and relevant business resources and information. For local businesses who established Garden Grove as home base, identified below are additional business resources and tools.

NEW! 2020 COVID-19 BUSINESS SURVEY

The City of Garden Grove is inviting all Garden Grove businesses to complete an online Covid-19 Business Survey to share how the COVID-19 pandemic is impacting businesses, and what information or support the businesses and employees need. The survey will be distributed in the City’s water billing, available on the City website, and through its various social media platforms.

COVID-19 Business Survey

ggcity.org/coronavirus/business-survey

The Covid-19 Business Survey results will be utilized by the Office of Economic Development to develop and enhance its business resources and tools.

NEW! SHOP LOCAL RESTAURANTS/GROCERS LISTINGS (BUSINESS OUTREACH)



Local Restaurants
Open for Take-Out



Local Grocers and
Pharmacies Open

With the support of the City’s Information Technology Department and Office of Community Relations, OED initiated the “**Local Restaurants Open for Take-Out**” link at ggcity.org/coronavirus/local-restaurants-open-take-out and a “**Local Grocers and Pharmacies Open**” link at ggcity.org/coronavirus/local-grocers-and-pharmacies-open. These resources were created to share information about local restaurants with modified hours of operations and offering take-out services. Also listed are business hours for local grocery stores and pharmacies. These pages are updated daily with new businesses and adjusted with hours of

operations.

ENHANCED! SMALL BUSINESS ASSISTANCE “FORGIVABLE” LOAN (up to \$50,000)

The City’s Small Business Assistance Program guidelines have been modified into a forgivable loan structure to meet the changing needs of small and mid-sized businesses recently impacted by COVID-19. The SBA Program now features more flexible terms. Funded with CDBG funds, the City’s SBA Program is designed to assist small businesses, especially those who have difficulty meeting the terms of a traditional lenders to retain local jobs. For additional information, visit ggcity.org/neighborhood-improvement/small-business-programs.



IN PROCESS! SMALL BUSINESS ASSISTANCE ONLINE LOAN APPLICATION

To assist with streamlining the City's Small Business Assistance Program, efforts are underway to develop an online portal for SBA loan application submittal process and underwriting. The goal is to have the online loan application process in place by the end of April 2020.

NEW! VIRTUAL BUILDING INSPECTION SERVICES

The City's Public Counter Services has transitioned to "virtual", offering greater flexibility and streamlining of Building and Planning plan check requests and virtual Building inspections. The new method of performing Building inspections is called VIRTUAL LIVE INSPECTIONS using Google Duo app. Virtual inspections are for various types of inspections in an effort to maintain progress on the many active job sites still in process. For additional information, please access the City website at ggcity.org/building-and-safety or contact the Building & Safety Division – Permit Counter at (714) 741-5307.

NEW! ONLINE BUSINESS RESOURCE TOOLKIT

The U.S. Small Business Administration (SBA) is offering two loan programs as a result of the coronavirus (COVID-19) pandemic to small businesses throughout California. The ONLINE BUSINESS RESOURCE TOOLKIT summarizes the program details for the Paycheck Protection Program (PPP) and Economic Injury Disaster Loan Program (EIDL) along with other business resources for employers and employees. The VIRTUAL BUSINESS RESOURCE TOOLKIT is available at ggcity.org/businesses.

IN PROCESS! GROVE DISTRICT ANAHEIM RESORT

The City has a strong tourism sector, which has been negatively impacted due to major tourist destinations being shut down due to Covid-19 including: Disneyland Resort, the Anaheim Convention Center, major sports, entertainment and event venues. It is unknown when the federal, state and local health directives will end creating further economic uncertainty. Deferral of penalties, fines, and enforcement actions against businesses that collect and pay transient occupancy tax, for a period of 90 days is recommended.

PURCHASING PREFERENCE FOR LOCAL BUSINESSES

Purchasing preference for Garden Grove businesses is available through the City's Purchasing Guidelines and facilitates B2B transactions in the City. Where the services to be provided by a bidder or supplier are equal, preference shall be given to local merchants when the local merchants' bids are within 2% of the lowest bid received, provided that the dollar amount represented by the 2% difference does not exceed \$5,000. This provision shall only be utilized where bids in the amount of \$5,000 or higher are solicited.

For additional information, visit ggcity.org/finance/purchasing-faqs.



BUY IN GARDEN GROVE (SHOP LOCAL INITIATIVE)



The Office of Community Relations re-launched its Shop Local Program called Buy in Garden Grove (BiGG). The enhanced program features a new logo; multi-functional GIS-based webpage; more shopper discounts and rebates; and special seasonal promotions and giveaways.

BiGG's re-launch furthers the City's commitment to assisting local businesses through partnerships and publicity. Approximately 100 local businesses currently participate in the no-cost program, now in its 10th year, offering discounts on services and products.

Created in 2019, the Vehicle Rebate Program (VRP) that offers Garden Grove residents and businesses a \$500 rebate when purchasing a new car or truck from one of the six franchised local auto dealers. Participating auto dealers are [Volkswagen Garden Grove](#), [Simpson Chevrolet of Garden Grove](#), [Russell Westbrook Hyundai of Garden Grove](#), [Toyota Place](#), [Garden Grove Nissan](#), and [Garden Grove Kia](#).



IV. Business Resources and Tools

On March 27, 2020, the U.S. President signed into law the Coronavirus Aid, Relief and Economic Security Act (**CARES Act**). The \$2 trillion stimulus package will fund a number of small business initiatives to address the unprecedented public health and economic crisis related to COVID-19. A comprehensive overview of programs funded through the CARES Act and other available business resources and tools is listed below.

FEDERAL

SBA Disaster Loan Assistance

sba.gov/funding-programs/disaster-assistance



The U.S. Small Business Administration is offering designated states and territories low-interest federal disaster loans for working capital to small businesses suffering substantial economic injury as a result of the Coronavirus (COVID-19).

Through the CARES Act, the following small business loans are available:

1. **COVID-19 ECONOMIC INJURY DISASTER LOAN ADVANCE (Up to \$10,000)**
2. **COVID-19 ECONOMIC INJURY DISASTER LOAN (Up to \$2 million)**

Download application at: sba.gov/disaster/apply-for-disaster-loan/index.html

Paycheck Protection Program (PPP)

sba.gov/funding-programs/loans/paycheck-protection-program



The Paycheck Protection Program, which will serve as an extension of the Small Business Administration (SBA) 7(a) loan program, allows financial institutions to provide federally-backed, forgivable loans to eligible businesses.

1. **Businesses with less than 500 employees**
2. **Maximum loan size is up to 2.5 times the average monthly payroll costs over the prior 12 months or**
3. **Up to \$10 million**

Express Bridge Loan

sba.gov/funding-programs/loans/paycheck-protection-program



The Express Bridge Loan (EBL) provides direct loan assistance to small businesses located in communities impacted by Presidentially-declared disasters and disasters declared by SBA under its own authority.

1. **Express Bridge Loan (Up to \$25,000)**
2. **Max 7-year repayment**



Families First Coronavirus Response Act

dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave



The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19.

Federal Reserve

federalreserve.gov/newsevents/pressreleases/monetary20200409a.htm



The actions the Federal Reserve took on Thursday, April 9, 2020 to support employers of all sizes and communities across the country will:

- Enhancements to the Small Business Administration's Paycheck Protection Program (PPP) by supplying liquidity to participating financial institutions through term financing backed by PPP loans to small businesses;
- Establish \$600 billion in loans through the Main Street Lending Program. The Department of the Treasury, using funding from the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) will provide \$75 billion in equity to the facility;
- Expanding the size and scope of the Primary and Secondary Market Corporate Credit Facilities (PMCCF and SMCCF) as well as the Term Asset-Backed Securities Loan Facility (TALF). These three programs will now support up to \$850 billion in credit backed by \$85 billion in credit protection provided by the Treasury; and
- Establishing a Municipal Liquidity Facility that will offer up to \$500 billion in lending to states and municipalities. The Treasury will provide \$35 billion of credit protection to the Federal Reserve for the Municipal Liquidity Facility using funds appropriated by the CARES Act.



STATE OF CALIFORNIA

California Association for Local Economic Development (CALED)

caled.org/economic-development-resources-for-the-novel-coronavirus-and-covid-19/



As businesses and the local economy are hit hard by the virus and its effects, CALED has gathered federal, state, and local resources that provide guidance as well as examples of what communities are doing to help their local businesses.

1. BUSINESS RESOURCES
2. EMPLOYER AND EMPLOYEE RESOURCES
3. LOANS AND FINANCIAL ASSISTANCE
4. EXAMPLES OF LOCAL BUSINESS ASSISTANCE AND PROGRAMS

California Competes Tax Credit

business.ca.gov/california-competes-tax-credit/



The California Competes Tax Credit (CCTC) is an income tax credit available to businesses that want to locate in California or stay and grow in California.

1. The tentative amount of credits that can be allocated by GO-Biz is approximately \$180 million in each fiscal year 2018-19 through 2022-23.
2. The minimum tax credit amount a business can request is \$20,000.

Employment Development Department

edd.ca.gov/



The Employment Development Department (EDD) provides a variety of services to businesses, workers, and job seekers. The EDD administers several multi-billion dollar benefit programs including the Unemployment Insurance (UI), Disability Insurance (DI), and Paid Family Leave (PFL) programs that provide financial stability to workers and their communities.

California Department of Resources Recycling and Recovery

calrecycle.ca.gov/rmdz/loans



The California Department of Resources Recycling and Recovery (CalRecycle) administers a Recycling Market Development Zone Loan Program to encourage California-based recycling businesses located within California financing businesses that prevent, reduce, or recycle recovered waste materials through value-added processing or manufacturing. Facilities must be located within a CalRecycle-designated RMDZ and use postconsumer or secondary recovered waste feedstock generated in California. ***The City of Garden Grove is one of six (6) jurisdictions in Orange County that is designated a RMDZ.***



**Labor & Workforce
Development Agency**

labor.ca.gov/coronavirus2019/



In the face of the COVID-19, the Labor & Workforce Development Agency (LWDA) wants to keep workers, employers, co-workers, and families safe. The WDA has provided a centralized source of information for the following items:

1. **PAID SICK LEAVE**
2. **UNEMPLOYMENT AND DISABILITY INSURANCE**
3. **PAID FAMILY LEAVE**
4. **WORKPLACE HEALTH AND SAFETY GUIDANCE**
5. **EMPLOYER ASSISTANCE**

COUNTY OF ORANGE

Orange County Community Services

occommunityservices.org/



Effective March 30, 2020, Orange County Community Services has implemented a call center to meet the needs of businesses impacted by the novel coronavirus (COVID-19) pandemic

OC Small Business Development Center

orangecountysbdc.org/



SBDC seminars are offered throughout the year at no or minimal cost across Orange County. Seminar topics include: funding, target marketing, lease negotiation, market research, business planning, financial management, trade and more.

1. **WORKSHOPS**
2. **BUSINESS COUNSELING**
3. **FUNDING**
4. **MANAGEMENT**
5. **MARKETING**

SCORE

orangecounty.score.org/



Orange County SCORE offers FREE business mentoring, low-cost or no-cost business training, and numerous templates and tools to help you start or grow a business.

1. **MENTORSHIP**
 2. **BUSINESS COUNSELING**
-



OC One Stop Centers

oconestop.com/



The OC One-Stop Centers oversee Orange County's workforce development activities and establish programs in response to the workforce needs of Orange County, including labor market information, employment and training services, and business assistance. Central to the OC One Stop Center's ability to provide services is the network of One-Stop Career Centers, Satellite Centers and youth employment and training programs located throughout the County.

1. JOB TRAINING

2. EMPLOYMENT RESOURCES

California Capital Access Program (CalCAP) for Small Business

treasurer.ca.gov/cpcf/calcap/sb/index.asp



CALIFORNIA POLLUTION CONTROL FINANCING AUTHORITY

The California Capital Access Program for Small Business (CalCAP SB or Program) encourages banks and other financial institutions to make loans to small businesses that have difficulty obtaining financing. If you own a small business and need a loan for start-up, expansion or working capital, you may receive more favorable loan terms from a lender if your loan is enrolled in the CalCAP Loan Loss Reserve Program. This program helps communities by providing financing to businesses that create jobs and improve the economy.

CITY OF GARDEN GROVE

Small Business Assistance Loan

ggcity.org/neighborhood-improvement/small-business-programs

The City's Small Business Assistance Loan has been modified in the form of a forgivable loan to meet the changing needs of small and mid-sized businesses recently impacted by COVID-19. The program now features more flexible terms and smaller loan amounts. The SBA program is designed to assist small businesses, especially those who have difficulty meeting the terms of a traditional lenders to retain local jobs.

Garden Grove Shop Local Initiative

ggcity.org/biggg



Buy in Garden Grove (BiGG) is designed to support local businesses, provide shopper incentives to Garden Grove residents and visitors, and keep needed tax dollars in the community.

Vehicle Rebate Program

ggcity.org/biggg/vrp

The City has added a Vehicle Rebate Program (VRP) to its shop local initiative, [Buy in Garden Grove \(BiGG\)](http://ggcity.org/biggg). Garden Grove residents and businesses purchasing a new vehicle from one of the six franchised local auto dealers are



eligible to receive a \$500 rebate with proof of Garden Grove residency or business address.

NONPROFIT

James Beard Foundation

jamesbeard.org/blog/relief-fund?utm_source=social&utm_medium=instagram&utm_campaign=2020-03-19



The James Beard Foundation recognizes the dire situation the food and beverage community is in due to the COVID-19 pandemic.

For the JBF Relief Fund, please [add your information here](#).



V. Employer Resources

The following pages contain information for employer and employee resources, virtual business development opportunities, financial assistance, workplace health and safety, and communications. OED and through our community partnerships including GGTPC, GG Chamber, KACCOC, and VACOC will continue to add new and updated information to this plan, as it becomes available.

Reduced Work Hours

edd.ca.gov/unemployment/Work_Sharing_Program.htm



Employers experiencing a slowdown in their businesses or services as a result of COVID-19's impact on the economy may apply for the Unemployment Insurance Work Sharing Program.

Tax Assistance Program



Employers experiencing a hardship as a result of coronavirus may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest.

Those needing tax assistance can call:

- Toll-free from the U.S. or Canada: (888) 745-3886
- Hearing impaired (TTY): (800) 547-9565
- Outside the U.S. or Canada: (916) 464-3502

Rapid Response Program

edd.ca.gov/pdf_pub_ctr/de8714rrb.pdf



Rapid Response is a proactive, business-focused program designed to assist companies facing potential layoffs or plant closures. Rapid Response teams provide early intervention assistance to help avert potential layoffs, and immediate on-site services to assist workers facing job losses. Rapid Response services are tailored to each company based on the needs of the affected employees. These services are carried out by state and local workforce development agencies in partnership with the America's Job Center of California network.



VI. Employee Resources

Paid Sick Leave

dir.ca.gov/dlse/paid_sick_leave.htm



An employee who, on or after July 1, 2015, works in California for 30 or more days within a year from the beginning of employment, is entitled to Paid Sick Leave (PSL).

Disability Insurance (DI)

edd.ca.gov/about_edd/coronavirus-2019.htm



Employees unable to work due to having or being exposed to COVID-19 (certified by a medical professional), you can [file a Disability Insurance \(DI\) claim](#). DI provides short-term benefit payments to eligible workers who have a full or partial loss of wages due to a non-work-related illness, injury, or pregnancy. Benefit amounts are approximately 60-70 percent of wages (depending on income) and range from \$50-\$1,300 a week.

The [Governor's Executive Order](#) waives the one-week unpaid waiting period, so you can collect DI benefits for the first week you are out of work. If you are eligible, the EDD processes and issues payments within a few weeks of receiving a claim.

For guidance on the disease, visit the [California Department of Public Health website](#).

Paid Family Leave (PFL)

edd.ca.gov/about_edd/coronavirus-2019.htm



Employees unable to work because you are caring for an ill or quarantined family member with COVID-19 (certified by a medical professional), you can [file a Paid Family Leave \(PFL\) claim](#). PFL provides up to six weeks of benefit payments to eligible workers who have a full or partial loss of wages because they need time off work to care for a seriously ill family member or to bond with a new child. Benefit amounts are approximately 60-70 percent of wages (depending on income) and range from \$50-\$1,300 a week. If you are eligible, the EDD processes and issues payments within a few weeks of receiving a claim.



School Closures

If your child's school is closed, and you have to miss work to be there for them, you may be eligible for Unemployment Insurance benefits. Eligibility considerations include if you have no other care options and if you are unable to continue working your normal hours remotely. [File an Unemployment Insurance claim](#) and our EDD representatives will decide if you are eligible.

Unemployment Insurance

edd.ca.gov/about_edd/coronavirus-2019.htm



If your employer has reduced your hours or shut down operations due to COVID-19, you can [file an Unemployment Insurance \(UI\) claim](#). If you are temporarily unemployed due to COVID-19 and expected to return to work with your employer within a few weeks, you are not required to actively seek work each week. However, you must remain able and available and ready to work during your unemployment for each week of benefits you claim and meet all other eligibility criteria. If you are eligible, benefits can range from \$40-\$450 per week.

Self- Employed

edd.ca.gov/about_edd/coronavirus-2019.htm



If you are self-employed, you may have benefits available from EDD employment insurance programs that you or your employer may have paid into over the past 5 to 18 months. You may have contributions from a prior job, or you could have been misclassified as an independent contractor instead of an employee. Apply for the benefit program that best fits your situation. Visit [Self-Employed/Independent Contractor](#) to learn more.



VII. Requesting Relief and Extensions for Filing Returns

**CALIFORNIA DEPARTMENT
OF TAX AND FEE
ADMINISTRATION**

cdtfa.ca.gov/services/covid19.htm#Relief



On March 12, 2020, Governor Newsom issued an [Executive Order](#) in response to the COVID-19 State of Emergency. According to this Executive Order the [CDTFA](#) has the authority to assist individuals and businesses impacted by complying with a state or local public health official's imposition or recommendation of social distancing measures related to COVID-19.

This assistance includes granting extensions for:

- Filing returns and making payments, and
- Relief from interest and penalties.

**STATE OF CALIFORNIA
FRANCHISE TAX BOARD**

ftb.ca.gov/about-ftb/newsroom/covid-19/extensions-to-file-pay.html



The [Franchise Tax Board](#) is supporting California individuals and businesses affected by COVID-19 so they can focus on their health and wellbeing. If you are a taxpayer affected by the COVID-19 pandemic, review these resources for more information.

Check back for updates on COVID-19 and California income taxes

- [COVID-19 FAQs](#)
- [Extension to file and pay](#)



VIII. Workplace Guidelines for COVID-19

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)

[dir.ca.gov/dosh/coronavirus/General-Industry.html](https://www.dir.ca.gov/dosh/coronavirus/General-Industry.html)



[Cal/OSHA's](#) regulations require protection for workers exposed to airborne infectious diseases such as the 2019 novel coronavirus disease (COVID-19), first identified in Wuhan City, China in December 2019. This interim guidance provides employers and workers with information for preventing exposure to the coronavirus (SARS-CoV-2), the virus that causes COVID-19.

[Guidance on Preparing Workplaces for COVID-19](#)

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)

[cdc.gov/coronavirus/2019-nCoV/index.html](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)



The interim guidance is based on what is currently known [about the coronavirus disease 2019 \(COVID-19\)](#). COVID-19 is a respiratory illness that can spread from person to person. The outbreak first started in China, but the virus continues to spread internationally and in [the United States](#). The Centers for Disease Control and Prevention (CDC) will update this interim guidance as additional information becomes available. Businesses and employers can prevent and [slow the spread of COVID-19](#). Employers should plan to respond in a flexible way to varying levels of disease transmission in the community and be prepared to refine their business response plans as needed.



IX. Business Start-up Guide

The City of Garden Grove continues to promote and sustain a strong, robust business climate throughout the community by providing Economic Development assistance. Our mission is to attract and grow business and investment in the community, expand the City's tax base to provide great City services and enhance the quality of life.

The OED is available to assist your businesses. We offer assistance with working through the development process starting from the conceptual stage, financing options, networking, professional development, and various support services.

Step 1 – Prepare and Plan

Research: For any business, preparation and planning are critical for success. You should conduct market research about potential competitors and to determine how much it will cost to start up and establish your business.

Plan: A business plan is the blueprint for your new venture. It maps out the course of your business from the market research and analysis stages through financing, marketing, implementation and beyond. A well thought-out business plan ensures that you have considered the issues necessary to be successful and have anticipated how to handle potential difficulties that may arise during the course of starting and operating your business.

Financing a startup business may be costly requiring personal savings, secured loans, or a second income stream. For additional information on financing a business, visit the Governor's Office of Business and Economic Development's California Business Portal (businessportal.ca.gov).

Step 2 – Secure Financing

- **Small Business Development Centers** – Provide comprehensive business assistance, including helping business owners access capital.
- **Small Business Loan Guarantee Program** – Provides loans to small businesses that experience capital access barriers.
- **Financial Development Corporations** – Provide loan capital and other financial services to existing and start-up small businesses.
- **California Capital Access Program** – Encourages banks and other financial institutions to make loans to small businesses that have difficulty obtaining financing.
- **Industrial Development Bonds** – Provide financing for the acquisition, construction, rehabilitation, and equipping of manufacturing and processing facilities for private companies.

Step 3 – Choose an Entity Type and Business Name

Your choice of entity type will have an effect on how your business and its participants are taxed; your ability to obtain financing, transfer assets and ownership interests, manage and run the business; and your personal liability. You should consult a private attorney and tax accountant for guidance on determining the best entity type for your situation. Depending on the entity type you choose, it may be necessary to register the entity with the California Secretary of State.



Step 4 – Register Your California Business

- Entities Requiring Registration: Corporations (including nonprofits), Limited Liability Companies (LLC), Limited Partnerships (LP), and Limited Liability Partnerships (LLP).
- Entity that May Register: General Partnerships are not required to register with the Secretary of State.
- Entity Not Requiring Registration: Sole proprietorships

Forms are available on the Secretary of State website (bizfile.sos.ca.gov).

In some circumstances, a business may choose to do business under a name other than the business' legal name, or it may be required to do business under a different name to obtain business licenses and permits. In California, fictitious business names are filed with the county clerk/recorder where the business is located. You should refer to the county's website for information on requirements, forms and fees, as well as California Business and Professions Code sections 17900 through 17930.

Step 5 – Register a Fictitious Business Name (if necessary)

Fictitious business name (or "doing business as"/"DBA") filings in the county where you choose to do business help consumers find the true legal name of the business. Filing for a fictitious business name also allows other businesses and startups to search locally for fictitious business names already in use within a particular county. If your business operates under an unregistered fictitious business name, then you, as the owner, may not be able to enforce the contracts you sign or make any other enforceable agreements on behalf of your business.

Step 6 – Choose a Location and Check Local Zoning Regulations

If you intend to own or lease a building, lease space in someone else's building, operate your business from your home (note: your business address is a public record) or some other location, you should contact the city and county where you intend to conduct your business before finalizing the lease and location plans to ensure you comply with any zoning or permit requirements. Local Community Development Departments can assist with obtaining this information. Also, if you need additional help to determine if your business location is zoned for the type of business you want, you can contact the Governor's Office of Business and Economic Development (GO-Biz) for information related to tailored site selection services for businesses, real estate executives, and site selection consultants.

Step 7 – Obtain Specialty Licenses and Permits

All persons who operate a business or perform services in the City of Garden Grove are required to apply for a Business Operations Tax Certificate in addition to any zoning or other regulatory permits which may be required. (Actually, Business License is a misnomer for Business Tax Certificate.)

What is the purpose of a Business Tax Certificate?

To partially defray ongoing City costs associated with the support and maintenance for public safety services; i.e., Police, Fire, other support services.

Must all Businesses have a License?

Yes, whether they are selling a product, providing a service, or soliciting by phone or in person. The only exceptions, of course,



	are those organizations exempted by the Internal Revenue Service and the Franchise Tax Board.
Where do I start?	<p>Before you go to the Business Tax Division in the City:</p> <ul style="list-style-type: none"> • Determine whether you need a Seller's Permit number. • Determine whether you should file a Fictitious Name Statement. <p>Once these determinations have been made, you may then proceed to your local Business Tax Section.</p>
Who needs a Seller's Permit number?	Anyone who is actively engaged in conducting a business as a seller of tangible property. If you have a Seller's Permit number for one city but want to operate in another city, the address must be changed to reflect the current local business address. If you continue to operate in another city but also want to operate in Garden Grove, you must register both addresses with the State Board of Equalization.
Where can I get a Seller's Permit number?	<p>A Seller's Permit number may be obtained at:</p> <p>State Board of Equalization 16715 Von Karman Ave. Irvine, CA 92606 (949) 440-3473</p>
Who needs to file a Fictitious Name Statement?	Anyone who is using other than his/her surname. For example, "John L. Jones Carpets" would not require filing a fictitious name statement. "John's Carpets" would require filing a fictitious name statement.
Where can I do this?	<p>Fictitious Name Filing information is available by calling:</p> <p>Orange County Clerk 630 N. Broadway Bldg. 12, Room 106 Santa Ana, California 92701 (714) 834-3005</p>
Why do I have to file a Fictitious Name?	Because the State of California says the public has a right to know with whom they are doing business.
Where can I obtain information about a Business Tax Certificate?	<p>Through the Business Tax Division of your local government. In the case of Garden Grove, call or stop in at:</p> <p>City Hall (1st Floor) 11222 Acacia Parkway, (714) 741-5074</p>
Can a Business be operated from a residential home in Garden Grove?	A business may be approved in a residential zone with certain restrictions. Those restrictions would apply to factors not recognized as part of reasonable household use such as: signs, excessive noise, light, odors, dust, vibrations, or storage; or use of flammable substances. To check zoning requirements for a home occupation, call (714) 741-5312.
Is a person who solicits at my door required to have a City Tax Certificate?	Yes, any person who solicits for a donation, sells a service or product, or makes an appointment to demonstrate a product at a later time - is required to have a permit from the City of Garden Grove as well as a business license tax certificate. The permit card



	<p>is white in color. It has a picture and identification including the name of the company or organization which is represented.</p> <p>Some exceptions to the ID Card would be charitable organizations. However, even charitable organizations should have a Permit document which should be presented upon request.</p>
What is a determination letter?	<p>A Determination Letter is a document issued by the Internal Revenue Service which authorizes an organization to operate in a charitable, nonprofit status. It is a permanent part of the organization's files and must be presented to the Business Tax Division if the organization is requesting a no-fee/exempt business tax certificate.</p>
Who needs a State Contractor's License?	<p>All questions on requirements for a State Contractor's license should be referred to the State Contractor's Licensing Board in Santa Ana at (800) 235-6393 or refer to their website: cslb.ca.gov</p>
What about zoning for my business?	<p>Check with the Planning Division, (714) 741-5312, before you decide where you may want to operate. If, for instance, you have chosen a site for your new business but that location is not zoned for the particular type of business you wish to operate.</p>
Step 8 – Employer Responsibilities	<p>If you intend to have employees for your business, you must register your business as an employer and obtain a federal Employer Identification Number (EIN). As an employer, there are obligations to consider such as payroll taxes, wage withholding requirements, matching employer withholding requirements, and employee employment eligibility requirements, along with requirements for State Disability (workers' compensation) insurance, unemployment insurance, and equal employment opportunity.</p> <p>Additional Resources:</p> <ul style="list-style-type: none"> • Internal Revenue Service (IRS): irs.gov/businesses/small-businesses-self-employed/employer-id-numbers-eins • California Franchise Tax Board (FTB): https://www.ftb.ca.gov/file/index.html • California Employment Development Department (EDD): edd.ca.gov/Payroll_Taxes/Am_I_Required_to_Register_as_an_Employer.htm <p>There are several agencies that administer a variety of taxes for businesses in California. As a business owner, you will have different tax requirements than you had as an employee. Striking Gold in California (taxes.ca.gov/strikinggoldbus.html) outlines the state tax system for businesses.</p>
Step 9 – Tax Information	<p>Additional Information and Resources:</p> <ul style="list-style-type: none"> • Internal Revenue Service (IRS) administers all federal taxes except alcohol, tobacco, and customs duties: irs.gov • Franchise Tax Board (FTB) administers two of California's major tax programs essential to our state—Personal Income Tax and Corporation Tax: ftb.ca.gov phone: (800) 852-5711 • Employment Development Department (EDD) administers four state payroll taxes— Unemployment Insurance (UI),



Step 10 – Ongoing Registration Requirements

Employment Training Tax (ETT), State Disability Insurance (SDI), and Personal Income Tax (PIT): edd.ca.gov

- **California Department of Tax and Fee Administration (CDTFA)** administers more than 30 tax and fee programs that generate revenue essential to our state, including sales & use taxes: cdtfa.ca.gov
- **California Tax Service Center** is a partnership of tax agencies that have joined together to streamline and improve taxpayers resources and educational programs sponsored by the California Fed State Partnership: taxes.ca.gov.

Every Corporation and Limited Liability Company is required to file a Statement of Information with the California Secretary of State within the first 90 days of registering with the California Secretary of State and annually thereafter for California Stock Corporations and Foreign (formed outside of California) Corporations and every two years for California Nonprofit Corporations and all Limited Liability Companies based on the calendar month of the entity's registration date.

For faster processing, the required statement for most Corporations can be filed online (sos.ca.gov/business-programs/bizfile/). Starting in the summer of 2017, Limited Liability Companies will be able to file their Statements of Information online using our secure E-File Statement of Information filing service.

Source: bpd.cdn.sos.ca.gov/bizfile/bizfile-brochure.pdf



X. Conclusion

The Office of Economic Development continues to work diligently with our community partners at the federal, state, and local levels to deliver the most current information to the City's business community affected by COVID-19. Additional information and guidelines specific to SBA resources under the CARES Act are expected to be provided in the coming weeks, and the OED will continue to update the information as they become available. In closing, all Garden Grove businesses are invited to complete an online Covid-19 Business Survey to share how the COVID-19 pandemic is impacting businesses, and what information or support the businesses and employees need.

COVID-19 Business Survey

ggcity.org/coronavirus/business-survey

XI. Economic Development Contacts

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Community & Economic Development Director

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KACCOC

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Garden Grove Chamber

Cindy Spindle

CEO/President

ceo@gardengrovechamber.com

(714) 638 – 7950



XII. Addendum I: Accessible Eateries Program

INTRODUCTION

THE NEW ACCESSIBLE EATERIES PROGRAM IS A TEMPORARY OUTDOOR DINING PERMIT DESIGNED TO ASSIST GARDEN GROVE RESTAURANT OWNERS AND TEAM MEMBERS REOPEN THEIR DINING ROOMS AMID NEW FEDERAL, STATE AND LOCAL GUIDELINES.

THE CITY OF GARDEN GROVE HAS CONSOLIDATED INFORMATION FROM THE CENTER FOR DISEASE CONTROL (CDC), NATIONAL RESTAURANT ASSOCIATION (NRA), CALIFORNIA OCCUPATIONAL SAFETY AND HEALTH (CAL/OSHA), AND EXECUTIVE ORDERS FROM GOVERNOR NEWSOM.

IT IS ALSO IMPORTANT THAT EACH BUSINESS DEVELOP NEW PROTOCOLS FOR YOUR OPERATION, IT IS INCUMBENT UPON YOU TO MEET RELEVANT STATUTES INCLUDING STATE AND FEDERAL LAWS.

WE RECOGNIZE THAT THESE ARE EXTRAORDINARILY HARD TIMES FOR YOU AND YOUR BUSINESS. WE ARE WITH YOU EVERY STEP OF THE WAY AND WILL CONTINUE TO PROVIDE THE RESOURCES AND GUIDANCE YOU NEED TO SUCCESSFULLY NAVIGATE THESE UNPRECEDENTED TIMES.



OVERVIEW: ACCESSIBLE EATERIES PROGRAM



ACCESSIBLE EATERIES PROGRAM TEMPORARY OUTDOOR DINING PERMIT

FILING INSTRUCTIONS FOR TEMPORARY OUTDOOR DINING APPLICATION



The following instructions are intended to provide the necessary information for processing your Temporary Outdoor Dining Permit Application in the quickest manner possible. Please note that the applicant must submit the completed application and all required materials as described in this application to the Planning Division at Garden Grove City Hall, located at 11222 Acacia Parkway, Garden Grove, CA 92840. Email submittals will also be accepted at planning@ggcity.org.

Once approved, a Temporary Outdoor Dining Permit is in effect for 60 days. This period may be renewed upon approval of a request to the Planning Division, and in accordance with all applicable State and local health orders. If you have any questions regarding this application and the submittal requirements, please contact the Planning Division at 714-741-5312.

SUBMITTAL REQUIREMENTS

Please submit the following plans and information to obtain a Temporary Outdoor Dining Permit:

- 1 A completed Temporary Outdoor Dining Application with property owner authorization. A letter from the property owner may substitute for a signature on the application.
- 2 A legible site plan and dining area layout that includes basic dimensions, path of travel/exiting, and furnishings legend (minimum 4 hardcopies, 8.5" x 11" size). Please refer to the Site Plan and Dining Layout Design Checklist in the Temporary Outdoor Dining Application.
- 3 A detailed Operational Plan. A sample form is provided as an attachment to the Temporary Outdoor Dining Application.
- 4 A completed Encroachment Permit Application, if outdoor seating is proposed on City-owned right-of-way. Please contact the Public Works Department at 714-741-5887 for the Encroachment Permit Application and submittal requirements.

11222 Acacia Parkway, Garden Grove, CA 92840 • ggcity.org



TEMPORARY OUTDOOR DINING APPLICATION



CITY OF GARDEN GROVE
COMMUNITY AND ECONOMIC DEVELOPMENT DEPARTMENT
 11222 ACACIA PARKWAY
 GARDEN GROVE, CA 92840
 PLANNING DIVISION (714) 741-5312
 BUILDING & SAFETY DIVISION (714) 741-5307
 ENGINEERING DIVISION (714) 741-5887
www.ggcity.org

TEMPORARY OUTDOOR DINING APPLICATION

In March 2020, in response to the outbreak of COVID-19, and under regulations from the State of California and the County of Orange, restaurants in Garden Grove were no longer allowed dine-in service. Now, as outlined in the guidelines for Stage 2 of the State Governor's 4-Stage Reopening Plan, restaurants have the opportunity to provide dining areas for their customers, while adhering to state and local public health regulations. Restaurants may now provide limited indoor dining, as well as temporarily convert portions of adjacent parking areas, walkways, patios, sidewalks, and public rights-of-way into customer dining areas.

TEMPORARY OUTDOOR DINING AREAS:		
Maximum sixty (60) days from permit issuance, plus renewals	Maximum 50% on-site parking spaces may be converted*	A physical barrier must be provided
Outdoor dining area may not encroach into drive aisles	Outdoor dining area must close with restaurant's hours	Outdoor dining must maintain ADA accessibility
Comply with all CAL/OSHA and California Department of Public Health requirements	Encroachment permits are required for outdoor dining in public right-of-way	ABC COVID-19 Temporary Catering Authorization License required for alcohol sales

*Subject to City approval

CONTACT INFORMATION:	
Business Name:	Business License No.:
Business Address:	
Applicant Name:	
Applicant Phone:	
Applicant Email:	
Property Owner Name:	
Property Owner Phone:	
Property Owner Email:	
Area(s) Used:	<input type="checkbox"/> Parking Area <input type="checkbox"/> Walk Way <input type="checkbox"/> Right-of-Way <input type="checkbox"/> Other
Daily Hours:	From: _____ To: _____
<input type="checkbox"/> \$100.00 Ministerial Review Fee <input type="checkbox"/> \$50.00 Outdoor Dining Permit Fee <input type="checkbox"/> \$100.00 Engineering Encroachment Permit Fee (Only for Dining in Public Right-of-Way) <input type="checkbox"/> Proof of Liability Insurance and Worker's Compensation (Only for Dining in Public Right-of-Way) <input type="checkbox"/> Encroachment Permit Application/Agreement (Only for Dining in Public Right-of-Way) <input type="checkbox"/> Four (4) hardcopies of the site plan and dining layout, minimum 8.5" x 11" <input type="checkbox"/> An operational plan	

The owner or representative of the business, and property owner, agree to conduct the temporary outdoor dining in accordance with the above and attached requirements, and acknowledges that the failure to comply with the subject conditions is a violation of the City Manager's Executive Order, and that legal action may be taken.

Applicant Signature: _____ Date: _____

Landlord Approval*: _____ Date: _____

*A letter of authorization from the property owner may be submitted in lieu of a signature.

OFFICE USE ONLY:		PERMIT NO.:	
Building Approval By: _____ Date: _____	Engineering Approval By: _____ Date: _____	Planning Approval By: _____ Date: _____	GGPD Approval By: _____ Date: _____

Last Updated: May 20, 2020



TEMPORARY OUTDOOR DINING APPLICATION (CONT.)



CITY OF GARDEN GROVE
COMMUNITY AND ECONOMIC DEVELOPMENT DEPARTMENT
 11222 ACACIA PARKWAY
 GARDEN GROVE, CA 92840
 PLANNING DIVISION (714) 741-5312
 BUILDING & SAFETY DIVISION (714) 741-5307
 ENGINEERING DIVISION (714) 741-5887
www.gocity.org

TEMPORARY OUTDOOR DINING PLAN SUBMITTAL REQUIREMENTS:			
SITE PLAN & DINING LAYOUT DESIGN CHECKLIST			
<i>The site plan/layout of the proposed temporary outdoor dining area at a minimum shall show:</i>			
<input type="checkbox"/> The location and dimensions of the proposed outdoor dining area	<input type="checkbox"/> The locations and dimensions of all existing and proposed obstructions		
<input type="checkbox"/> The proposed sizes, locations, number, and arrangement of all barriers, tables, chairs, umbrellas, and other furnishings	<input type="checkbox"/> A minimum 4'-0" ADA accessible pedestrian path of travel from the storefront and the parking areas		
<input type="checkbox"/> A description of the types, styles, and materials of all barriers, furnishings, umbrellas, lighting, and other furnishings, and fastening/weights	<input type="checkbox"/> A minimum distance of six feet (6'-0") between tables when in use		
<input type="checkbox"/> The locations and descriptions of signage in compliance with applicable public health requirements	<input type="checkbox"/> Visual clearance of a 25'-0" right triangle from the curb line, when the dining area is adjacent to driveways or on a corner lot		
<input type="checkbox"/> Existing trees, lamp posts, or planters may not be removed or relocated	<input type="checkbox"/> If portable heaters are proposed, all applicable OCFA requirements must be met		
<input type="checkbox"/> If umbrellas or canopy covers are provided, they must maintain a minimum 7'-0" clearance from ground level, not to exceed 10'-0"	<input type="checkbox"/> A temporary outdoor dining area may only be located within the private property of a shopping center/restaurant, unless an encroachment permit is obtained		
<input type="checkbox"/> The use of mist systems or other devices spraying water is prohibited	<input type="checkbox"/> A maximum height of 3'-0" for physical barriers		
INSURANCE AND WORKER'S COMPENSATION (FOR DINING IN PUBLIC RIGHT-OF-WAY)			
<i>The Applicant shall, prior to participation in the Temporary Outdoor Dining Program shall thereafter maintain in full force and effect while participating in the program:</i>			
<input type="checkbox"/> \$1 million commercial general liability insurance in a form, and to cover potential claims for bodily injury, death, or disability, and for property damage which may arise from or be related to the use of the public right-of-way for an outdoor dining area, naming the City, its officers, agents, and employees as additional insureds under the terms of the policy.	<input type="checkbox"/> Workers compensation insurance, in the amount required by California law, which includes a waiver of subrogation.		
<input type="checkbox"/> If the Applicant is providing sales of alcoholic beverages, \$1 million liquor liability insurance is required.			
ADMINISTRATIVE REQUIREMENTS			
<i>The Applicant agrees to the following:</i>			
The plans and permit for a temporary outdoor dining area shall be kept on the premises of the restaurant for at all times.	Initials: _____	Each permit shall be personal to the permittee and is not transferrable, delegable, or assignable.	Initials: _____
The permit is only valid during the State's stay-at-home order. Once the order is lifted, the temporary outdoor dining area must be removed.	Initials: _____	Once a temporary outdoor dining area is removed, the applicant is responsible for returning the existing paving to its original state.	Initials: _____
The City shall have the right to suspend or prohibit the operation of a temporary outdoor dining area at any time if necessary to safeguard the public health, safety, and welfare.	Initials: _____	A restaurant with an existing Conditional Use Permit and ABC license for on-sales of alcohol must comply with all applicable regulations for a COVID-19 Temporary Catering Authorization.	Initials: _____
For any outdoor dining within the public right-of-way, an encroachment permit from the Engineering Division will be required. The applicant must comply with all applicable requirements for an encroachment permit.	Initials: _____		

Last Updated: May 20, 2020



TEMPORARY OUTDOOR DINING APPLICATION (CONT.)



CITY OF GARDEN GROVE
COMMUNITY AND ECONOMIC DEVELOPMENT DEPARTMENT
 11222 ACACIA PARKWAY
 GARDEN GROVE, CA 92840
 PLANNING DIVISION (714) 741-5312
 BUILDING & SAFETY DIVISION (714) 741-5307
 ENGINEERING DIVISION (714) 741-5887
www.ggcity.org

OPERATIONAL PLAN

Business Name: _____

Business Hours: _____

Will alcohol be served? If yes, please provide ABC License Type, and CUP reference number.
 Has a COVID-19 Temporary Catering Authorization License been received from ABC? If yes,
 provide a copy of the Authorization.

Are you aware of the COVID-19 related health measures published by CAL/OSHA and the
 California Department of Public Health? How will they be implemented?

When the restaurant is closed, how and where will the tables, chairs, and other furnishings
 be stored?

How will patrons be able to enter the dining area? Will a reservation be required? How will
 overcrowding be prevented?

Will takeout or curbside delivery options also be available? How will the parking and
 circulation be monitored to maintain health and safety?

In the instance traffic and parking lot circulation becomes hazardous, how will parking be
 managed?

Last Updated: May 20, 2020



TEMPORARY OUTDOOR DINING APPLICATION (CONT.)



City of Garden Grove
11222 ACACIA PRKWAY, GARDEN GROVE, CA 92840
(714) 741-5587 TEL / FAX (714) 741-5578
**RIGHT-OF-WAY ENCROACHMENT
PERMIT APPLICATION/AGREEMENT**

REQUIRED INFORMATION

Project Location: _____

Applicant Name: _____

Company Name: _____

CA State License No. _____

Address: _____

City: _____ Zip: _____

CELL PHONE: _____ Office: _____

Email: _____ (City Use) Permit No. _____

- Sketch / Plans for Scope of Work are Required
- Inspection is required 48 hours in advance
- Any interference with normal traffic movement shall have prior approval by the Traffic Engineering Division by providing a Traffic Control Plan for review.
- Number of anticipated working days _____

THE UNDERSIGNED HEREBY APPLIES FOR PERMISSION TO EXCAVATE, CONSTRUCT, CLOSE TRAFFIC LANES AND/OR OTHERWISE ENCROACH ON CITY PUBLIC RIGHT-OF-WAY FOR THE FOLLOWING PURPOSE:

INDEMNIFICATION, DEFENSE, AND HOLD HARMLESS: Applicant agrees to defend, indemnify, hold free and harmless the City, its elected and appointed officials, officers, agents and employees, at the applicant's sole expense, from and against any and all claims, actions, suits, damage to property or injuries to or death of any person or persons, including attorney's fees or other legal proceedings brought against the City, its elected and appointed officials, officers, agents, and employees arising out of the performance of the applicant, its employees, contractors, and/or subcontractors, of the work undertaken pursuant to this Permit. The defense obligation provided for hereunder shall apply without any advance showing of negligence or wrongdoing by the applicant, its employees, contractors, and/or subcontractors, but shall be required whenever any claim, action, complaint, or suit asserts as its basis the negligence, errors, omissions or misconduct of the applicant, its employees, contractors, and/or whenever any claim, action, complaint, or suit asserts liability against the City, its elected and appointed officials, officers, agents and employees based upon the work performed by the applicant, its employees, contractors, and/or subcontractors, under this PERMIT, whether or not the applicant, its employees, contractors, and/or subcontractors are specifically named or otherwise asserted to be liable.

INSURANCE: The contractor shall procure and maintain, during the entire term of this Agreement, the insurance coverage as set forth in the City's "Insurance Requirement for Contractors", attached hereto as Exhibit "A" and incorporated herein by this reference.

By signing this document the applicant affirms that they have the authority to act on behalf of the person/organization for whom this permit is being issued.

Signed _____ **Date:** _____

IMPORTANT NOTICE



Section 4216/4217 of the Government Code requires a Dig Alert Notification Number be issued before a "Permit to Excavate" will be valid. For your Dig Alert ID number call:

DIG ALERT

<https://www.digalert.org/home.htm>

**1-800-227-2600
Two Working Days
before you Dig**



ROADMAP TO REOPENING: CHECKLIST

GARDEN GROVE
ACCESSIBLE EATERIES
ggcity.org

CAL/OSHA COVID-19 GENERAL CHECKLIST FOR DINE-IN RESTAURANTS

MAY 12, 2020

This checklist is intended to help dine-in restaurant employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the Guidance for Dine-in Restaurants. This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.

CONTENTS OF WRITTEN WORKSITE SPECIFIC PLAN

- ☐ The person(s) responsible for implementing the plan.
- ☐ A risk assessment and the measures that will be taken to prevent spread of the virus.
- ☐ Training and communication with employees and employee representatives on the plan.
- ☐ A process to check for compliance and to document and correct deficiencies.
- ☐ A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.

TOPICS FOR EMPLOYEE TRAINING

- ☐ Information on COVID-19, preventing spread, and who is especially vulnerable.
- ☐ Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- ☐ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- ☐ When to seek medical attention.
- ☐ The importance of hand washing.
- ☐ The importance of physical distancing, both at work and off work time.
- ☐ The proper use of face coverings.
- ☐ Information on leave benefits and workers' compensation for employees.



ROADMAP TO REOPENING: CHECKLIST (CONT.)

INDIVIDUAL CONTROL MEASURES & SCREENING



- ☐ Symptom screenings and/or temperature checks.
- ☐ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ☐ Encourage frequent handwashing and use of hand sanitizer.
- ☐ Provide disposable gloves to workers using cleaners and disinfectants if required. Consider gloves a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- ☐ Strongly recommend cloth face covers.
- ☐ Provide disposable gloves to staff handling dirty dishes and impermeable aprons and eye and face protection to dishwashers. Change and/or disinfect frequently.
- ☐ Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- ☐ Communicate frequently to customers that they should use face masks/covers.

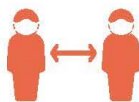
CLEANING AND DISINFECTING PROTOCOLS



- ☐ Perform thorough cleaning in high traffic areas.
- ☐ Frequently disinfect commonly used surfaces and surfaces touched by patrons.
- ☐ Clean touchable surfaces between shifts or between users, whichever is more frequent.
- ☐ Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- ☐ Ensure that sanitary facilities stay operational and stocked at all times.
- ☐ Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- ☐ Provide time for workers to implement cleaning practices during shifts and consider third-party cleaning companies.
- ☐ Install hands-free devices if possible.
- ☐ Consider upgrades to improve air filtration and ventilation.
- ☐ Provide disposable or digitally available menus.
- ☐ Provide table settings (napkins, cutlery, glassware, etc.) to customers only as needed.
- ☐ Supply shared condiments only as needed or supply single serve containers.
- ☐ Pre-roll utensils in napkins prior to use by customers and store in a clean container.
- ☐ Provide takeout containers as needed and ask customers to pack their own leftovers.
- ☐ Remove dirty linens from dining tables from dining areas in sealed bags.
- ☐ Thoroughly clean each customer dining location after each use.
- ☐ Provide mints, candies, snacks, and toothpicks only as needed. Do not leave out these or other items such as games.
- ☐ Provide hand sanitizer at guest and employee entrances and contact areas.

ROADMAP TO REOPENING: CHECKLIST (CONT.)

PHYSICAL DISTANCING GUIDELINES



- ☐ Prioritize outdoor seating and curbside pickup.
 - ☐ Provide takeout, delivery, and drive through options for customers.
 - ☐ Encourage customer reservations.
 - ☐ Ask customers to wait in their cars away from the establishment and alert them that their table is ready through their mobile phones. Avoid using “buzzers.”
 - ☐ Implement measures to physically separate workers and customers by at least six feet using measures such as reconfiguring space, installing physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
 - ☐ Implement required use of face covers in working areas where physical distancing cannot be maintained.
 - ☐ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
 - ☐ Stagger employee breaks, in compliance with wage and hour regulations, if needed.
 - ☐ Reconfigure, restrict, or close common areas, like employee break rooms, provide alternative where physical distancing can be practiced, and discourage employees from congregating in high traffic areas.
- Reconfigure kitchens to maintain physical distancing in those areas where practical and if not practical staggers shifts if possible to do work ahead of time.
- ☐ Remove tables and chairs from dining areas, use visual cues to show they are unavailable, or install Plexiglas or other physical barriers to separate customers.
 - ☐ Close bar areas.
 - ☐ Screen guests for symptoms.
 - ☐ Limit the number of patrons at a single table.
 - ☐ Show parties to their tables one party at a time.
 - ☐ Face coverings are required for any employee who must be within six feet of customers.
 - ☐ Do not seat customers where they cannot be six feet away from employee work and food and drink preparation areas.
 - ☐ Prop open doors or automate opening if possible.
 - ☐ Post physical distancing rules.
 - ☐ Implement peak period queueing procedures, including a host to remind customers to practice physical distancing.
 - ☐ Use contactless pick-up and delivery protocols to provide takeout food.



ggcity.org
covid19.ca.gov



ROADMAP TO REOPEN: TEMPORARY OUTDOOR DINING

THE CITY OF GARDEN GROVE IS TAKING STEPS TO ENSURE BUSINESSES HAVE THE ABILITY TO OPERATE SAFELY AND SUCCESSFULLY DURING THE COVID-19 ECONOMIC RECOVERY USING AVAILABLE PRIVATE AND PUBLIC RIGHT-OF-WAY AREAS.

Temporary Outdoor Dining

In accordance with City of Garden Grove's Executive Order, businesses may expand dining areas to certain areas of public and private property not typically permitted for business activity, such as private outdoor areas, parking lots, and sidewalks, provided the applicable requirements described below can be met. For temporary dining on private properties, a restaurant must complete a Temporary Outdoor Dining Permit. Temporary outdoor dining areas on public property, such as in on-street parking spaces, and public sidewalks, must complete both a Temporary Outdoor Dining Permit, and an Encroachment Permit. All temporary outdoor dining requires the approval of the City.

General Requirements for all Temporary Outdoor Dining

1. Private Parking Lots:

- ▶ Up to 50% of off-site private parking spaces counted for required parking may be converted to outdoor dining space, subject to Planning Division approval.
- ▶ No parking for disabled persons may be repurposed for temporary outdoor dining.
- ▶ The required landscape areas for off-site private parking areas shall not be used as an expanded converted use for restaurants operations. There shall not be parking, outside seating, or other activities in these areas.
- ▶ For an individual restaurant, the width of the temporary dining area may not exceed the width of the storefront, unless approved by the property owner.
- ▶ Temporary dining areas must be directly adjacent to the restaurant's storefront.
- ▶ If a shopping center features multiple properties, multiple property owners, and reciprocal access agreements, all parties must agree to the placement of the temporary outdoor dining area(s), before submitting an application to the City.



ROADMAP TO REOPEN: TEMPORARY OUTDOOR DINING (CONT.)

2. Walkways:

- ▶ A minimum four foot (4'-0") accessible walkway must be maintained at all times between the parking area, dining area, and front of the restaurant building.
- ▶ A minimum six foot (6'-0") spacing for required social distancing must be provided at all times between tables and pathways.
- ▶ The converted use must be in conformance with all Orange County Fire Authority (OCFA) requirements for building accessibility.
 - i. Barriers parallel to a fire lane must have breaks to allow for the safe passage of fire crews and equipment in case of emergency.

3. Temporary Barriers:

- ▶ A physical barrier of no more than three feet (3'-0") tall must be provided when the dining area directly abuts any vehicular drive aisles.
 - i. Dining areas not directly adjacent to vehicular traffic may delineate their dining area, using removable tape, nontoxic paints, or other methods.
- ▶ Barriers must be weighed down, but may not be permanently anchored or staked into the ground. Sandbags, weights, tie-downs, and/or other fixtures may be used, so long as they do not encroach into required pedestrian walkways, or into vehicular drive aisles or streets.
- ▶ Fire hydrants, and other fire services (i.e. fire sprinklers) may not be tampered with, blocked, or otherwise obstructed by barriers, or any other furnishings.
- ▶ The storefront and address for the subject restaurant must remain visible at all times.

4. Tables and Chairs:

- ▶ Tables and chairs must be arranged to keep a minimum six foot (6'-0") separation to the next table.
- ▶ Tables and chairs may not obstruct any pedestrian walkways, or vehicular drive aisles or streets.

5. Umbrellas, Tents, and Other Shade Structures:

- ▶ Umbrellas and other canopies shall be fire-retardant, pressure-treated or manufactured of fire-resistant material.
- ▶ Umbrellas and canopies shall be between seven feet (7'-0") and ten feet (10'-0") above ground level.



ROADMAP TO REOPEN: TEMPORARY OUTDOOR DINING (CONT.)

- ▶ Canopies with sidewalls are not permitted.
- ▶ The maximum area covered by a single canopy is 700 square feet.
- ▶ Canopies, umbrellas, and awnings must be freestanding, and may not be attached to the buildings in any fashion. Any legs, ropes, structures, or any other appurtenance may not encroach into drive aisles, or any required accessible walkways.

6. Other Furnishings:

- ▶ Appropriate lighting of the temporary outdoor dining space is required if operating outside of daylight hours.
- ▶ Use of landscaping and planters is permissible, however these materials shall not be permanently affixed to any public right-of-way.
- ▶ No heating, cooking or open flames are permitted in the outdoor dining area.
- ▶ No food preparation, plastic food displays, food storage, or refrigeration apparatus shall be allowed in the outdoor dining area.
- ▶ Space heaters are permitted provided that they are an outdoor approved type, are located in accordance with the manufacturer's recommendations, and meet all applicable OCFA requirements.

7. Operations:

- ▶ The restaurant must conduct their operations in accordance with all applicable public health requirements, according to CAL/OSHA, OC Health Officer's Orders, and the California Department of Public Health.
- ▶ The restaurant must maintain the dining area, including all furnishings, in good shape, and remove any portions that become a hazard, or otherwise dangerous to patrons.
- ▶ The on-sale of alcohol is only permitted for establishments with an existing and a valid on-sale ABC license, and a valid COVID-19 Temporary Catering Authorization from ABC.
- ▶ The operational hours of the space shall be restricted to the business' operating hours.
- ▶ No live entertainment is permitted.
- ▶ The plans and permit for a temporary outdoor dining area shall be kept on the premises of the restaurant for at all times.
- ▶ Each permit shall be personal to the permitted restaurant and is not transferrable, delegable, or assignable.



ROADMAP TO REOPEN: TEMPORARY OUTDOOR DINING (CONT.)

- ▶ Along with the permit, an “Accessible Eateries Program” placard will be issued, identifying the restaurant’s participation in the program. The placard is to be displayed prominently in a storefront window for the duration of the Temporary Outdoor Dining Permit.
- ▶ The combined number of indoor and outdoor seats may not exceed the existing total indoor seating capacity.

8. Signage:

- ▶ Restaurants must comply with any signage required of them by CAL/OSHA, and the California Department of Public Health.
- ▶ No additional signage advertising the restaurant is permitted under the Temporary Outdoor Dining Permit. All temporary signage not required by CAL/OSHA, and/or the California Department of Public Health is subject to a Banner Permit.

9. Visual Clearance:

- ▶ For dining areas adjacent to driveways, a right triangle with twenty-five foot (25’-0”) legs at the driveway entrance, and street corner must be maintain an unobstructed visual clearance.

10. Removal of Temporary Outdoor Dining:

- ▶ All temporary outdoor dining areas must be removed at the end of the State’s stay-at-home order. Any costs associated with the removal will be the sole responsibility of the business associated with the permit.
- ▶ Once the temporary outdoor dining area has been removed, it is the responsibility of the business to return the converted area back to its original state, and remove or repair any damage to the immediate area covered by the dining area.
- ▶ The City shall have the right to suspend or prohibit the operation of a temporary outdoor dining area at any time if necessary to safeguard the public health, safety, and welfare.

Additional Requirements for Temporary Outdoor Dining in Public Right-of-Way

1. Encroachment Permit:

- ▶ In addition to a complete Right-of-Way Encroachment Permit Application/Agreement, the applicant must also submit plans, have an inspection a minimum of forty-eight (48) hours in advance, and provide an



ROADMAP TO REOPEN: TEMPORARY OUTDOOR DINING (CONT.)

approved Traffic Control Plan if any interference with normal traffic movement is proposed.

- ▶ The applicant must agree to indemnify the City, and hold it harmless from any damages that may be incurred on public property.

2. Proof of Liability and Workers Compensation Insurance

- ▶ The Applicant shall, prior to participation in the Temporary Outdoor Dining Program shall thereafter maintain in full force and effect while participating in the program:
 - i. \$1 million commercial general liability insurance in a form, and to cover potential claims for bodily injury, death, or disability, and for property damage which may arise from or be related to the use of the public right-of-way for an outdoor dining area, naming the City, its officers, agents, and employees as additional insureds under the terms of the policy.
 - ii. Workers compensation insurance, in the amount required by California law, which includes a waiver of subrogation.
 - iii. If the Applicant is providing sales of alcoholic beverages, \$1 million liquor liability insurance is required.

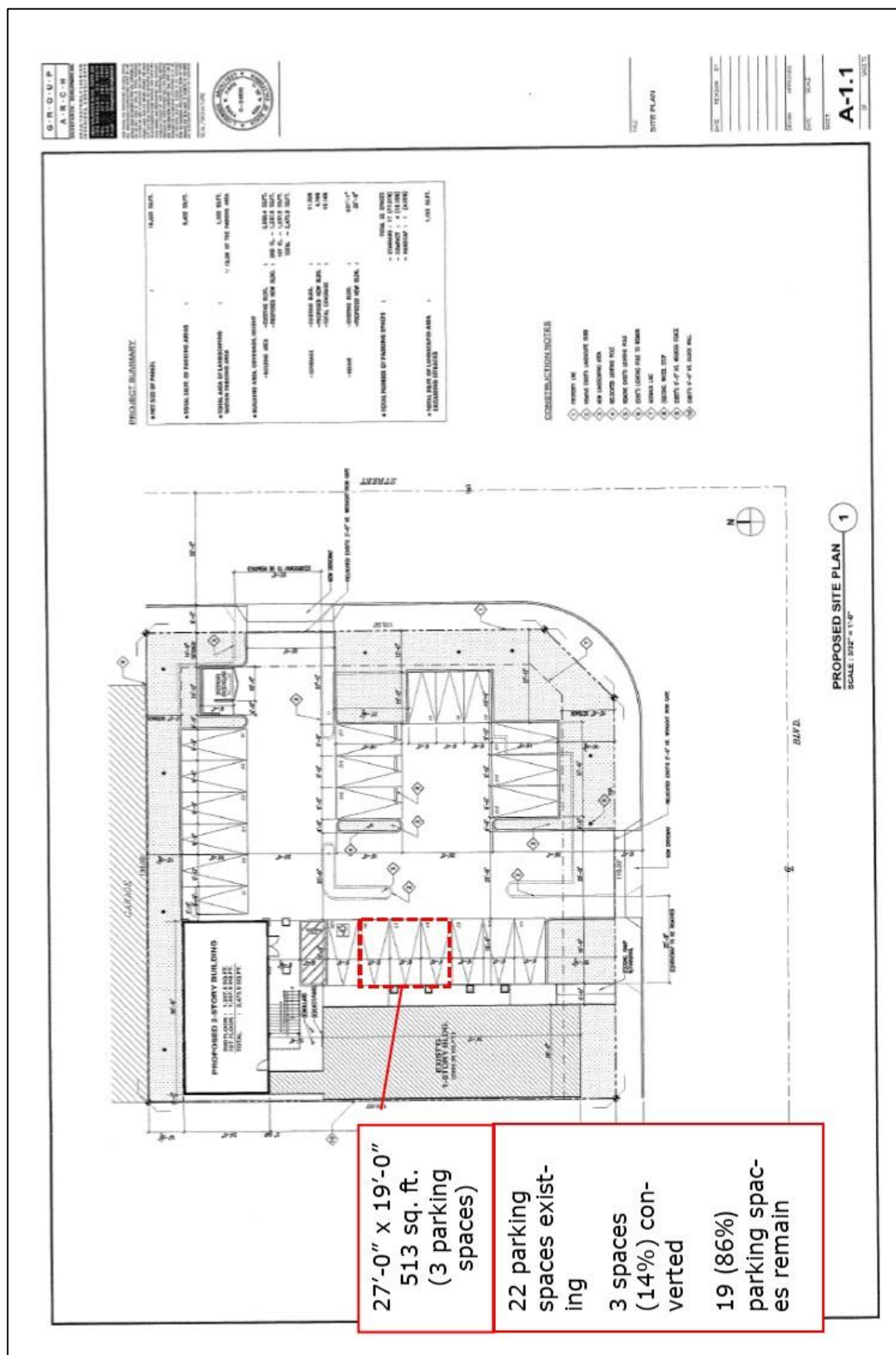
On a dimensioned site plan:

- ▶ Indicate overall dimensions of dining area
- ▶ Indicate total number of parking spaces
- ▶ Indicate number of parking spaces converted to temporary dining area
- ▶ Indicate number of parking spaces to remain
- ▶ Provide overall dimension and square footage of dining area
- ▶ Dimension width of walkways
- ▶ Indicate number of, and distance between tables and chairs
- ▶ Indicate type(s) of barriers used, and required weigh-downs
- ▶ Show and detail any umbrellas, canopies, heaters, or other furnishings

See examples on next page.

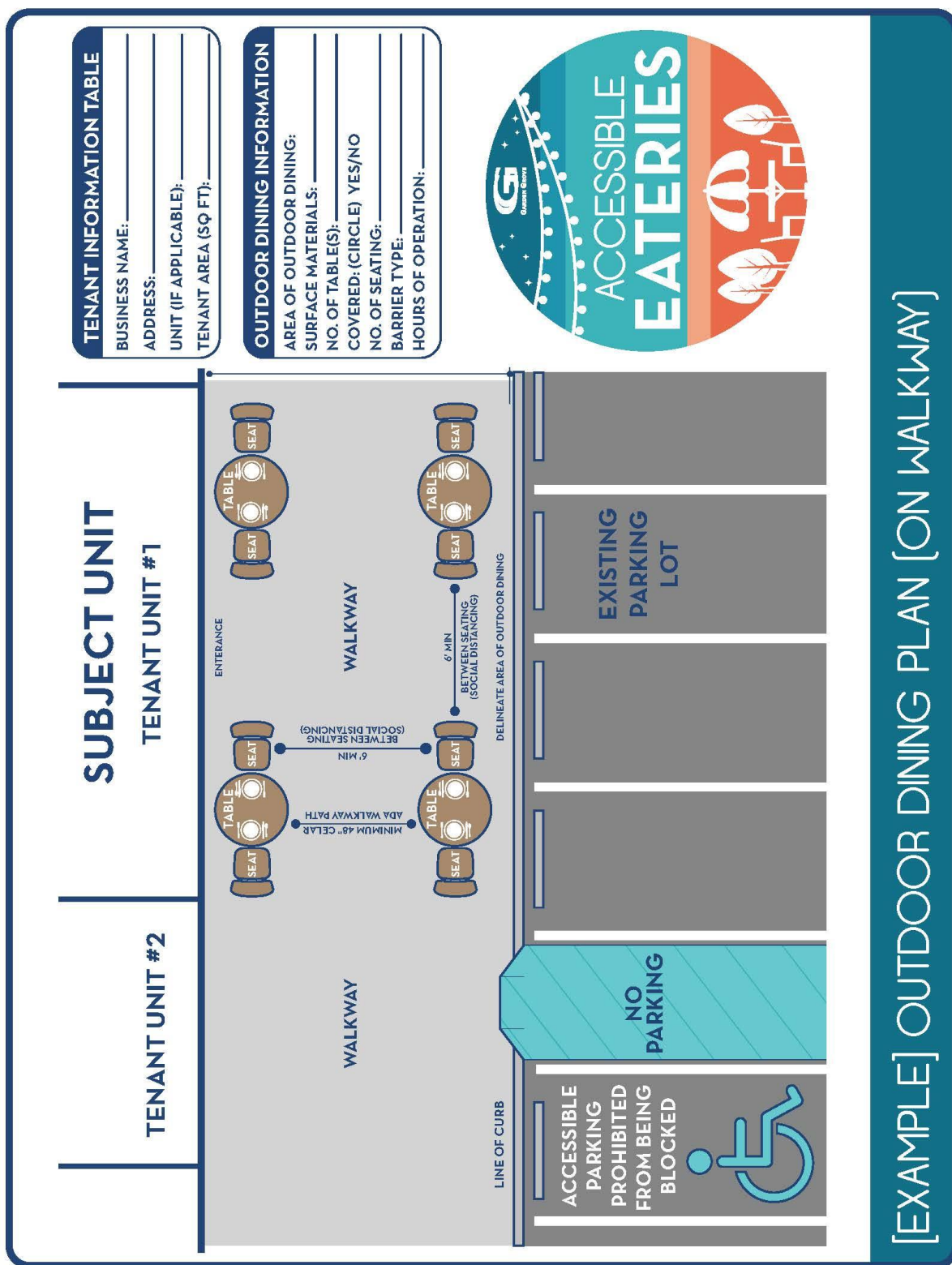


Example of a Site Plan





Example of a Dining Layout – Outdoor Dining Plan (on Walkway)



WORKSITE SPECIFIC PLAN TEMPLATE

GARDEN GROVE

WORKSITE SPECIFIC PLAN TEMPLATE

ggcity.org

GENERAL INFORMATION

Business name, Garden Grove address(es), brief description

PLAN SUMMARY

Person(s) responsible for plan
Names, titles, contact numbers

Summary of measures to prevent coronavirus spread
Provide summary here: Physical distancing, sanitizing, other measures

Summary of employee training and communication
Provide summary here: awareness of state guidelines, training sessions, signs

Procedure for alerting Orange County Health Care Agency to any Covid-19 cases
Describe procedure here: Follow up with sick employees, alert OC with confirmed cases

Describe plans to trace anyone in contact with infected employee
Describe plans here: check schedules for others on duty at time, check work assignments

**Alert OC Health
(833) 426-6411**



WORKSITE SPECIFIC PLAN TEMPLATE (CONT.)

WORKSITE SPECIFIC PLAN TEMPLATE

EMPLOYEE TRAINING

Summary of information provided to employees about coronavirus

Answer here: state guidelines, CDC information, city information, posters, flyers, signs, training sessions

Summary of employee prevention measures

Staying home when sick, self-screening at home, taking temperature, frequent hand washing, use of face masks and coverings and proper cleaning

PHYSICAL DISTANCING

Summary of physical distancing measures

Signs, partitions, floor markings, Plexiglass, minimizing contact between customers and employees, staggering breaks, dedicated entrances or exits



WORKSITE SPECIFIC PLAN TEMPLATE (CONT.)

WORKSITE SPECIFIC PLAN TEMPLATE

CONTROL MEASURES, SCREENING

Summary of control and screening measures

Screening employees for symptoms, temperature checks, keeping sick workers home, hand sanitizer, require or recommend face coverings, use of gloves as needed, spacing out seating

CLEANING, DISINFECTING

Summary of cleaning, disinfecting

Cleaning of high traffic areas, disinfecting of commonly used services, cleaning shared equipment, touchable surfaces, sanitizer at entrances and exits, use EPA disinfectants, adjust shifts or business operations for regular cleaning



This template is a general guide for documenting a Worksite Specific Plan. All businesses are encouraged to access the Garden Grove Business Toolkit at ggcity.org for additional reopening information from the State and County of Orange.



ROADMAP TO REOPEN: REFERENCES + RESOURCES

Guideline	Group	Description
 <p>Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants May 12, 2020</p> <p>This checklist is intended to help dine-in restaurant employers implement their plan to prevent the spread of COVID-19 in the workplace and is representative of the guidance published by Cal/OSHA. Employers should consult with their legal counsel to ensure compliance with applicable laws and regulations.</p> <p>Contents of Written Workplace Specific Plan</p> <ol style="list-style-type: none"> 1. The person(s) responsible for implementing the plan. 2. A risk assessment and the measures that will be taken to prevent spread of the virus. 3. Training and communication with employees and employees' representatives. 4. A process to check for compliance (audit document and check) deficiencies. 5. A process to investigate COVID-19 cases, alert the local health department, and identify and isolate those workers in contact with infected employees until they are cleared. <p>Topics for Employee Training</p> <ol style="list-style-type: none"> 1. Information on COVID-19, preventing spread, and who is especially vulnerable. 2. Self-screening of home, including temperature and/or symptom checklist using CDC guidance. 3. The importance of not coming to work if symptomatic (even if they feel "okay"). 4. New safety distancing rules, including hand hygiene, one-foot social distancing, and use of face masks. 5. When to seek medical attention. 6. The importance of hand washing. 7. The importance of physical distancing both at work and off work time. 8. The proper use of face coverings. 9. Information on basic benefits and worker compensation for employees. <p>Individual Control Measures & Screening</p> <ol style="list-style-type: none"> 1. Symptom screening and/or temperature checks. 	 <p>CALIFORNIA ALL Your Actions Save Lives covid19.ca.gov</p>  <p>California Department of Public Health</p>  <p>STATE OF CALIFORNIA CAL OSHA DEPARTMENT OF INDUSTRIAL RELATIONS</p>	<p>This checklist is intended to help dine-in restaurant employers implement their plan to prevent the spread of COVID-19 in the workplace.</p>
 <p>COVID-19 INDUSTRY GUIDANCE: Dine-In Restaurants May 12, 2020 covid19.ca.gov</p>	 <p>CALIFORNIA ALL Your Actions Save Lives covid19.ca.gov</p>  <p>California Department of Public Health</p>  <p>STATE OF CALIFORNIA CAL OSHA DEPARTMENT OF INDUSTRIAL RELATIONS</p>	<p>This document provides guidance for dine-in restaurants, brewpubs, breweries, bars, pubs and wineries to support a safe, clean environment for workers and customers.</p>
 <p>RESTAURANTS AND BARS DURING THE COVID-19 PANDEMIC</p> <p>The purpose of this tool is to assist businesses in the food service industry with decisions and how to make reopening decisions during the COVID-19 pandemic. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.</p> <p>Should you consider opening?</p> <ul style="list-style-type: none"> Will reopening be consistent with applicable state and local orders? Are you ready to protect employees at high-risk for severe illness? <p>Are recommended health and safety actions in place?</p> <ul style="list-style-type: none"> Proper facility layout, including social distancing and physical barriers? Hand hygiene, ventilation, disinfection, and ventilation? Encourage employees to take the day off if they are sick? Regularly communicate and monitor developments with local authorities and employees? Monitor employee absence and health status before opening and after opening? Be ready to consult with the local health department if there are concerns about the facility or an increase in cases in the local area. <p>Is ongoing monitoring in place?</p> <ul style="list-style-type: none"> Do you have a plan to monitor and respond to changes in the local health situation? Do you have a plan to monitor and respond to changes in the local health situation? <p>DO NOT OPEN (if any "NO" answers)</p> <p>MEET SAFETY FIRST (if any "YES" answers)</p> <p>OPEN AND MONITOR (if all "YES" answers)</p> <p>cdc.gov/coronavirus</p>	 <p>DEPARTMENT OF HEALTH & HUMAN SERVICES CDC</p>	<p>The purpose of this tool is to assist businesses in the food service industry, such as restaurants and bars, in making (re)opening decisions during the COVID-19 pandemic.</p> <p>*It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.</p>
 <p>GUIDANCE FOR CLEANING AND DISINFECTING PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES</p> <p>This guidance is intended for all businesses, whether you own a business, are hired to clean, or are a contractor. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.</p> <p>Cleaning and disinfecting public spaces including your workplace, school, home, and business will require you to:</p> <ul style="list-style-type: none"> Understand the risk. Understand the situation. Understand the situation. <p>For more information, please visit www.cdc.gov/coronavirus.</p>	 <p>UNITED STATES • AGENCY ENVIRONMENTAL PROTECTION AGENCY</p> <p>CDC</p>	<p>This document provides a general framework for cleaning and disinfection practices.</p>

ROADMAP TO REOPEN: REFERENCES + RESOURCES (CONT.)

Guideline	Group	Description
		<p>This guidance is intended for planning purposes based on traditional infection prevention and industrial hygiene practices.</p>
		<p>As state and local governments consider reopening their economies in response to COVID-19, the Association has assembled a group of experts to draft guidance for restaurants that guide state governments and align with opening plans.</p>