



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

COMMISSIONER NICOLE "NIKKI" FRIED

Regional Office Safety Guidelines

Upon reopening the Division of Licensing Regional Offices will implement new safety procedures in response to COVID-19. Please read the following instructions carefully to ensure your safety as well as the safety of our staff and other customers. Thank you for your patience and understanding during this difficult time.

- Only customers with scheduled appointments will be permitted to enter our regional office(s). No one may accompany a customer into the regional office during a scheduled appointment, except for customers who require assistance completing the application process (e.g. translators or individuals assisting a person with disabilities).
- Customers who come to a regional office without an appointment will be given a document with information on how to schedule an appointment online.
- When making appointments, customers will receive confirmation of the date and time by text message.
- When they arrive for their appointments, customers will notify the regional office of their arrival by responding to the confirmation text message that they received when scheduling the appointment. Customers will wait in their vehicle or outside of the office until they receive a text response indicating that a staff member is ready to assist them. Customers who do not receive a confirmation text or a timely response to their arrival message may check in with the security officer at the door at the time of their scheduled appointment.
- Customers will be asked screening questions upon entering the building and will be expected to use hand sanitizer while in the regional office.
- Customers and staff will follow Centers for Disease Control and Prevention (CDC) social distancing guidelines and maintain a minimum distance of 6 feet between other customers and staff.
- Customers must wear a mask covering their nose and mouth throughout their appointment except when being photographed for their license photo.