Protocols for Office Worksites: Appendix D

Recent Updates: (Changes are highlighted in yellow)

7/17/20: Additional information provided regarding employee and visitor face coverings and symptom checks

7/8/20: Information regarding employee leave benefits added

The Los Angeles County Department of Public Health (Public Health) is calling on the public, all business owners and community organizations to support the safe reopening of businesses and public spaces. Through our collective Safer at Home efforts, we have successfully slowed the number of new COVID-19 cases and hospitalizations, allowing for a phased reopening of many aspects of regular life with adaptions and infection control measures.

To aid in this transition, Public Health asks all businesses and institutions to take appropriate steps to plan for reopening, in alignment with the Recovery Plan. The following issues are critical and must be addressed to ensure that workers and consumers remain reduce the risk of spread as we transition to a more open phase:

(1) Protecting and supporting employee and customer health

(2) Ensuring appropriate physical distancing

(3) Ensuring proper infection control

(4) Communicating with the public

(5) Ensuring equitable access to services

These five key areas must be addressed as your facility develops any reopening protocols.

Note that Office-Based Worksites that operate retail establishments, restaurants or gyms and fitness establishments should adhere to the following protocols, as appropriate:

- ☐ DPH Protocols for **Retail Establishments**
- ☐ DPH Protocols for Restaurants
- ☐ DPH Protocols for Gyms and Fitness Establishments

All businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

County of Los Angeles Public Health

Business name:	AIDS Healthcare Foundation
Facility Address:	1710 N La Brea, Los Angeles, CA 90046
Maximum Occupancy, per Fire Code:	[Researching]
Approximate total square footage of space open to the public:	Facility is not open to the public

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- ☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- ☐ Additional protections like shifts in job duty that allow employees that are vulnerable to work from home have been provided whenever possible.
- ☐ All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- ☐ Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20. On intranet
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on responding to COVID-19 in the workplace.
- ☐ Employee screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.

- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.

- ☐ Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.
- ☐ Employees are instructed to wash their face coverings daily.
- ☐ All occupied desks, individual workstations or individuals on production lines are separated by at least six feet unless there are extenuating circumstances that require closer contact for brief periods of time. (Or unless there are partitions between spaces and employees are masked)
- ☐ In compliance with wage and hour regulations, breaks are staggered to ensure that physical distancing can be maintained in break rooms.
- ☐ All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
- ☐ Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
  - ☐ Break rooms — Nightly deep clean (whole facility)
  - ☐ Restrooms — \Morning and night
  - ☐ Other _____
- ☐ Disinfectant and related supplies are available to employees at the following location(s):
  Bottles placed throughout floors, including break/conference rooms, and for individual use
- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
  Bottles placed throughout floors, including break/conference rooms, and for individual use
- ☐ Soap and water are available to all employees at the following location(s):
  Bathrooms
- ☐ Employees are allowed frequent breaks to wash their hands.
- ☐ Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties.

- ☐ Each worker is assigned their own tools, equipment and defined workspace whenever possible. Sharing of workspaces and held items is minimized or eliminated. Where items must be shared, they are disinfected between shifts or uses, whichever is more frequent, including the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared work stations, etc. with a cleaner appropriate for the surface.
- ☐ Copies of this Protocol have been distributed to all employees. On intranet
- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ The number of employees in the building is limited at any one time such that employees can easily maintain at least a six-foot distance from one another at all practicable times.

  Maximum number of employees in facility limited to:

  Maximum number of employees in facility per floor is limited to:
- ☐ Tape or other markings have been placed at least six feet apart anywhere where individuals may have to line up, both inside the workplace and outside its public entrances, with signs directing employees and visitors to use the markings to maintain distance. Not applicable
- ☐ Employees have been instructed to maintain at least six feet distance from customers, guests and from each other; employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- ☐ Elevator capacity is limited to the number of people that can be accommodated while maintaining a 6-foot physical distance between riders; during peak building entry and exit times, this number can be adjusted to 4 individuals or fewer at a time for any elevator that does not allow for 6-foot physical distance between riders. All riders are required to wear cloth face coverings. Consider elevator sizes, number of building floors, and daily number of employees and visitors to establish physical distancing guidelines appropriate for elevator riders. Not applicable
- ☐ To ease elevator traffic, stairwells have been opened for "up" or "down" traffic with increased cleaning of stairwells. Not applicable
- ☐ Furniture in areas that are open to the public (e.g., lobby, reception areas, or waiting rooms) is separated to support physical distancing.
- ☐ Customer service windows or reception counters have been separated by 6 feet to allow for physical distancing. Not applicable
- ☐ Workspaces, cubicles, etc. are redesigned to ensure for six feet between employees.
- ☐ Common areas (e.g., break rooms and kitchenettes) are closed or restricted, using barriers, or by increasing physical distance between tables/chairs in breakrooms and kitchenettes where personnel are likely to congregate and interact.
- ☐ Employees are discouraged from congregating in any area, but especially common areas or high traffic areas such as break rooms, bathrooms, hallways and stairwells.
- ☐ To the extent possible, flow of traffic within the workplace is modified to minimize contacts (e.g., doors for entry or exit only; directional hallways or passageways have been established for foot traffic in a way that prevents employees from passing by one another).

- ☐ Employees have been instructed to discontinue handshakes or other forms of greeting that break physical distance.
- ☐ In-person meetings are strongly discouraged in favor of virtual meetings. If in-person meetings are essential, they are limited to 10 or fewer participants and all participants must wear cloth face coverings and are held in rooms large enough to maintain physical distancing.
- ☐ Nonessential travel is discontinued.

C. MEASURES TO ENSURE INFECTION CONTROL (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- ☐ Shared materials or objects (e.g., staplers, three-hole punches pens, coffee mugs etc.) have been eliminated, to the greatest extent possible.
- ☐ Deep cleaning of entire office space is completed on a regular basis by a professional cleaning service.
- ☐ To the extent possible, doors, trash cans, etc. are contactless.
- ☐ Common areas and frequently touched object such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, elevator switches and buttons, touch screens, printers/copiers, and handrails are regularly disinfected using EPA approved disinfectants and following the manufacturer's instructions for use.
- ☐ Disinfectant and related supplies are available to all employees at the following location(s): see above
- ☐ Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe: Not applicable
- ☐ If possible, customer service or reception areas have plastic barriers installed to limit contact between employees and visitors.
- ☐ To the extent possible, visitors to the worksite are by appointment only and are pre-registered in a visitor log that includes a visitor's name, phone number and email address. Visitors are instructed to come to their appointments alone. If a visitor must be accompanied by another person (e.g., for translation assistance, or because the visitor is a minor, or has minor children) their information is captured in the visitor log.
- ☐ Visitors arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
- ☐ Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.

- ☑ To the extent possible, movement of visitors to the worksite is limited to designated areas such as the reception or lobby area, customer service area, conference or meeting rooms, and public rest rooms.
- ☑ If necessary, staff are available to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas.
- ☑ Visitors arriving at the worksite with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- ☐ Restrooms normally open to the public remain open to the public if the public can enter the facility. Not applicable
- ☑ Hand sanitizer, soap and water, tissues and trash cans are available to the public at or near the entrance of the facility, at reception, and anywhere else inside the workplace or immediately outside where people have direct interactions.
- ☑ Use of digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) is encouraged.
- ☑ Break rooms, restrooms, and other common areas are being disinfected frequently, on the following schedule:
  - ☑ Break rooms: see above
  - ☑ Restrooms: see above
  - ☐ Other: _____
- ☑ Building infrastructure that supports bike commuting is open and capacity for bike storage increased if possible.
- ☐
- ☑ Sharing of communal food is prohibited.
- ☐ Optional-Describe other measures (e.g. providing senior-only hours):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

Facility is not open to public: N/A

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ Signage has been posted to provide clear guidance to the public about how to maintain safety within the facility (e.g., maintaining physical distance, wear face covering, etc.).
- ☐ Signage is posted at each public entrance of the facility to inform all employees and visitors that they should: Avoid entering the facility if they have a cough or fever.
- ☐ Online outlets of the workplace (website, social media, etc.) provide clear information about hours, required use of face coverings, policies in regard to making appointments, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☑ Services that are critical to the customers/clients have been prioritized.
- ☐ Transactions or services that can be offered remotely have been moved on-line. Not applicable
- ☐ Measures are instituted to assure access to goods and services for visitors who have mobility limitations and/or are at high risk in public spaces. Not applicable

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:	Miguel Ortiz	**Phone number:**	(323) 436-8900 x 5834
Date Last Revised:	7/30/2020		