

SAN GABRIEL BASIN WATER QUALITY AUTHORITY REOPENING UNDER COVID-19 GUIDELINES

On May 26, 2020 the County of Los Angeles Department of Public Health issued an order ("Order") that moves the County of Los Angeles ("County") through Stage 2 of California's Pandemic Resilience Roadmap. This Order is issued to align the County with State Executive Orders and State Health Officer Orders that support the phased reopening of the California Pandemic Resilience Roadmap. This revised Order allows all Non-Essential office-based businesses to reopen, **although telework is strongly encouraged.**

All open businesses, including Non-Essential office-based businesses, **must continue to follow "Social (Physical) Distancing"** which means: (1) Maintaining at least (6)-feet of physical distance from individuals who are not members of the same household; (2) Frequently washing hands with soap and water for at least 20 seconds or using hand sanitizer that contains at least 60% alcohol; (3) Wearing a cloth face-covering when in contact with others who do not live in the same household or living unit; and (4) Avoiding all physical interaction outside the household when sick with a fever or cough, except for necessary medical care.

For all Non-Essential office-based businesses, the owner, manager, operator, must, prior to reopening, prepare implement and post the required Los Angeles County Department of Public Health Reopening Protocol Office-Based Worksites, Appendix D, attached for reference. Appendix D provides a checklist of all requirements that must be followed prior to reopening. For any portion of Appendix D that is not applicable to the office there must be an adequate explanation as to why said requirement is believed to be inapplicable.

Appendix D breaks down the critical issues that must be addressed in an effort to ensure all office-based businesses take appropriate steps to plan for reopening and properly protect all workers and consumers. The following five key areas that must be properly addressed as the office begins its reopening protocol include the following: (A) protecting and supporting employee and customer health; (B) Ensuring appropriate physical distancing; (C) Ensuring proper infection control; (D) Communicating with the public; and (E) Ensuring equitable access to services. **Appendix D does not provide an exhaustive list of measures to protect employees and the public and extra steps may always be taken as an additional precaution measure.** Below is a list of suggested and applicable requirements, please note this is not a replacement to Appendix D which must still be filled out and posted accordingly.

Section 1. **To protect employee and customer health** the following requirements must be met when applicable:

- All workers who can carry out their work duties from home must continue to do so

and all offices should attempt to make working from home possible;

- All vulnerable staff (anyone over the age of 65, those who are pregnant, and those with chronic health conditions) should be assigned work that can be done from home and should discuss all concerns with their healthcare provider;
- Alternate, staggered, or shift schedules have been instituted to maximize physical distancing, this includes the scheduling of breaks as well ;
- No employee will be instructed to come to work when sick or after exposure to a person who has COVID-19;
- Each employer will have a plan or protocol in place in the event that one or more employees test positive for COVID-19;
- Symptom checks must be done prior to entering the workspace;
- Employees who come in contact with the public or other employees are offered, at no cost, a cloth face covering;
- Employees are instructed to wash their face coverings daily;
- All occupied desks, individual workstations are separated by at least six feet unless, there are extenuating circumstances that require closer contact;
- All employees, vendors, and delivery personnel have been provided instructions regarding maintaining physical distancing and will use face coverings when around others;
- Break rooms, restrooms, and other common areas are disinfected frequently, set schedule must be posted and followed;
- Disinfectant, hand sanitizer, and related supplies must be available to all employees;
- Employees are allowed frequent handwashing breaks;
- Employees are provided time during their shifts to implement cleaning practices;
- Each employee is assigned their own office supplies, sharing of workspaces and other items is minimized or eliminated. Should they have to be shared they are disinfected between shifts or uses;
- All safety protocols are distributed to every employee.

Section 2. **To ensure proper social distancing** is taking place, the following requirements must be met when applicable:

- Limit number of individuals allowed in the building to ensure everyone maintains at least a six-foot distance from one another at all practicable times;
- Set a maximum number of individuals per facility, per floor, per room, etc.;
- Any area where a line may form has been properly marked to show a six-foot distance between individuals;
- Employees are instructed to maintain six-foot distance from all persons in the same room, on the same floor, in the entire building;
- Elevator capacity is limited to the number of people that can be accommodated while maintaining a 6-foot distance between riders; during peak entry and exit times this number may be adjusted to 4 individuals or fewer for any elevator that

- does not allow for 6-foot physical distance between riders;
- To ease elevator traffic, stairwells have been opened for “up” or “down” traffic with increased cleaning of stairwells;
 - Furniture open to the public is separated to support physical distancing; common areas for employees are closed or restricted to support physical distancing;
 - Customer service windows or reception have been separated by 6-feet to allow for physical distancing;
 - Employees are discouraged from congregating in any area where physical distancing is not possible;
 - Flow of traffic within the workplace is modified to minimize contact;
 - Employees have been instructed to discontinue handshakes or other forms of greeting that break physical distancing;
 - Virtual meetings are encouraged over in person meeting, if in-person meeting is essential they are limited to 10 or fewer participants and all participants must wear cloth face coverings and held in areas that allow for social distancing;
 - Nonessential travel is discontinued.

Section 3. To ensure proper infection control in the work environment, the following requirements must be met when applicable:

- The heating, ventilation, and air conditions systems are all in good, working order; to the maximum extent possible, ventilation has been increased;
- Installation of high-efficiency air cleaners, when possible, or additional modifications to increase the quantity of outside air and ventilation in offices and other spaces;
- Deep cleaning of the entire office space is completed on a regular basis by a professional cleaning service;
- Doors, trash cans, etc. are contactless, when possible;
- Common area and frequently touched objects are regularly disinfected using EPA approved disinfectants and following the manufacturer’s instructions for use;
- Customer service or reception areas have plastic barriers installed to limit contact between employees and visitors;
- When possible, visitors to the worksite are by appointment only and pre-registered in a visitor log. Visitors are encouraged to come to their appointments alone unless they must be accompanied by another person;
- All visitors must wear a cloth face covering during their visit;
- To the extent possible movement of visitors is limited to specifically marked areas;
- Limit the congregation in lobbies or common areas, when possible;
- Children must stay with their parent at all time and avoid touching any item that does not belong to them;
- Restrooms open to the public remain open to the public;
- Hand sanitizing, soap and water, tissues, and trash cans are available to the public;

- Use of digital files rather than paper formats, when possible;
- Sharing of communal food is prohibited;
- Building infrastructure that support bike commuting is open and capacity for bike storage is increased if possible.

Section 4. To ensure that all safety protocols are **effectively communicated to the public**, the following requirements must be met when applicable:

- Copy of this protocol is posted at all public entrances to the facility;
- Clear signage is posted to provide guidance to the public on maintaining safety within the facility;
- Signage posted at all entrances 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 provide clear information about hours, requirement for face coverings, policies in regard to making appointments, and other relevant issues.

Section 5. To ensure that all safety protocols **ensure equitable access to critical services**, the following requirements must be met when applicable:

- Services that are critical to the customers/clients have been prioritized;
- Transactions or services that can be offered remotely have been moved online;
- Measures are instituted that assure access to goods and services for visitors who have mobility limitations and/or are at high risk in public spaces.

Section 6. The list above **is not an exhaustive list** of measures that can be put in place to protect employees and the public, additional steps may always be taken and are highly encouraged as precautionary measures.

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

Business

Contact Name: KEN MANNING

Phone number: 626-338-5555

Date Last Revised:

6/1/20

Protocols for Office Worksites: Appendix D

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 adaptations 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.

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.

Business name: _____

Facility Address: _____

Maximum Occupancy, per Fire Code: _____

Approximate total square footage of space open to the public: _____

1,200

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.

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- 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.
- 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.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- In the event that 5 or more cases are identified within the workplace within a span of 14 days the employer should report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821.
- All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. 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 need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- 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.
- 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 TWICE DAILY
 - Restrooms AFTER USE / NIGHTLY
 - Other _____
- Disinfectant and related supplies are available to employees at the following location(s):
BREAK ROOM
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
- Soap and water are available to all employees at the following location(s):
KITCHEN / BATHROOM
- 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.
- 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: 6

- 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.
- 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.

N/A

- To ease elevator traffic, stairwells have been opened for "up" or "down" traffic with increased cleaning of stairwells.

N/A

- 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.
- 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.

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- 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):
BREAK ROOM
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:
- 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 are instructed that they must wear cloth face coverings during their visit. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
- 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.

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- 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.
- 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: TWICE DAILY
 - Restrooms: AS USED / NIGHTLY
 - Other: _____

- Building infrastructure that supports bike commuting is open and capacity for bike storage increased if possible. *N/A*
- Building fitness centers remain closed. *N/A*
- Sharing of communal food is prohibited.
- Optional-Describe other measures (e.g. providing senior-only hours): _____

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- 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.
- 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.

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