

PUBLIC HEALTH REOPENING GUIDANCE HEALTHCARE FACILITIES AND SERVICES

PROTECTING STAFF, PATIENTS, AND VISITORS FROM COVID-19

In the midst of the COVID-19 pandemic, healthcare facilities must take steps to reduce the risk of an outbreak occurring among visitors, patients and staff. Depending on the situation, public notification of an exposure to COVID-19 may be required. Ensure staff are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Staff can call 211 for information on health insurance and primary care physicians.

- **Healthcare facilities are required to make an immediate report to the Pasadena Public Health Department any time a staff member or visitor with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms.** Healthcare facility operators must call (626) 744-6089 or email nursing@cityofpasadena.net and provide all information requested by the Health Department. The operator is expected to provide or ensure testing for all staff that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the staff member's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate staff to contact their supervisor if a staff member, patient or visitor is feeling sick.** The supervisor should send the ill staff member home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the staff member, the worker's compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare visitor, patient and personnel records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all staff who were within 6 feet of the infectious person for 15 minutes or more. Implement measures recommended by the Health Department.

Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

Steps to Reopen

- ✓ Complete and implement all relevant Public Health Reopening Protocols (e.g., Office Protocol, Retail Protocol)
- ✓ Provide a copy of the Public Health Reopening Protocols to each staff member and conduct education.
- ✓ Post a copy of Public Health Reopening Protocols in a conspicuous location that is visible to staff and visitors and post to your website.
- ✓ Implement evidence-based/best practice COVID-19 healthcare protocols according to the US Centers for Disease Control and Prevention Guidance and relevant guidance from healthcare professional organizations or specialty associations.

Helpful Contact Information

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

REOPENING PROTOCOL AND INFORMATION – REDUCING RISK OF COVID-19 TRANSMISSION

Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS	
Facility Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

PROTOCOLS THAT MUST BE IMPLEMENTED IN ORDER TO REOPEN (if applicable)

Protocols relevant to operations must be followed:

<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Retail – Public Health Reopening Protocol
- Office Workspace – Public Health Reopening Protocol

Healthcare Facilities must follow evidence-based/best practice COVID-19 healthcare protocols provided by the US Centers for Disease Control and Prevention Guidance and relevant guidance from healthcare professional organizations or specialty associations. This guidance includes, but is not limited to:

Healthcare settings:

- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/framework-non-COVID-care.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-hcf.html#outpatient-ambulatory>
- Optimize telehealth when appropriate. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html>
- <https://www.cmadocs.org/Portals/CMA/files/public/CMA%20COVID-19%20Guidelines%20for%20Reopening.pdf>

Dental settings:

- <https://www.cdc.gov/oralhealth/infectioncontrol/statement-COVID.html>
- <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Guidance-for-Resuming-Deferred-and-Preventive-Dental-Care--.aspx#>