

PUBLIC HEALTH REOPENING PROTOCOL OFFICE WORKSITES

Effective Date: Wednesday, May 5, 2021, 12:01 AM

Recent Updates: (Changes are highlighted in yellow)

5/4/2021:

- Effective May 5, 2021, the Health Officer order for the City of Pasadena allows for sector reopenings consistent with **Tier 4, Minimal (Yellow)** of the State of CA Public Health Order Blueprint for a Safer Economy.
- Office-based businesses and workspaces must limit indoor occupancy when necessary to allow for physical distancing. Telework is encouraged where possible.
- Communicate to employees regarding new paid sick benefits available in 2021.
- Frequency reduced for cleaning and disinfection of certain surfaces to once daily to align with updated CDC guidance.

At this time, all public health jurisdictions in Los Angeles County, including the City of Pasadena, are in **Tier 4, Minimal (Yellow)** of the State of CA Public Health Order [Blueprint for a Safer Economy](#).

Office-based businesses and workspaces may reopen for indoor operations with modifications. Telework is encouraged where possible. Office-based businesses **must limit indoor occupancy as necessary to allow for physical distancing**.

PROTECTING CUSTOMERS AND STAFF FROM COVID-19

In the midst of the COVID-19 pandemic, businesses must take steps to reduce the risk of an outbreak occurring among patrons and staff. Depending on the situation, public notification of an exposure to COVID-19 may be required. Help 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.

- **Employers are required to make an immediate report to the Pasadena Public Health Department any time a visitor or staff member 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 or receiving a positive test (if asymptomatic).** Employers must email nursing@cityofpasadena.net or call (626) 744-6089 and provide all information requested by the Health Department. The employer 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 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 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 customers and staff who were in contact within 6 feet of the infectious person for a cumulative 15 minutes or more in a 24-hour period, and other individuals as specified by the Health Department. 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 A HIGH QUALITY MASK



PERFORM DAILY HEALTH SCREENINGS

Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each employee and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to employees and customers and post to your website.

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>.

PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

OFFICE WORKSITES

REDUCING RISK OF COVID-19 TRANSMISSION

Business must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the site. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises. 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	
Business Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed and are available at:
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

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

EXTERNAL COMMUNICATION

- Post signage reminding customers to maintain a distance of at least 6 feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing customers to wear a face mask at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of

taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 [symptoms](#).

- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures and the use of face masks.
- Post a copy of all pages of this completed Protocol in a conspicuous location that is easily visible to employees, customers, and the public.
- Provide copies of the completed Protocol to all employees.

INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to employees on all sections of the Protocol including:
 - Information on [COVID-19](#).
 - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
 - The importance of not coming to work if they are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
 - Proper use and care of face masks ([CDC guidance on masks](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on [government programs](#) supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the [2021 COVID-19 Supplemental Paid Sick Leave Law](#).
- Maintain records of each employee's schedule and work area or assignment.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

PROTECTION OF EMPLOYEE HEALTH

Access to COVID-19 Vaccine

Individuals ages 16 years and older are currently eligible to obtain a vaccine effective against COVID-19. Provide information and registration assistance to staff. [Individuals may sign up at \[myturn.ca.gov\]\(https://myturn.ca.gov\), call the CA COVID-19 Hotline 1-833-422-4255, access the Pasadena \[On-call Form\]\(#\), or may call the Pasadena Citizen Service Center at 626-744-7311 for assistance.](#) Links to vaccine appointments at pharmacies and other federal, state, and county sites are available at the [PPHD website](#).

Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. The screening prior to arrival must include asking if the employee has had contact with a person known to be infected with COVID-19 in the last 14 days, and whether the individual is currently under isolation or quarantine orders. Consult the CDC website for the most current list of COVID-19 [symptoms](#).

- ❑ Send employees home immediately if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.
- ❑ Notify employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. Employers must comply with Cal-OSHA requirements for quarantine and isolation, if stricter than the Pasadena Public Health Department (PPHD). For the purposes of PPHD, employees who are fully vaccinated for COVID-19 do not need to quarantine after exposure to someone with COVID-19 if asymptomatic, and may come to work if asymptomatic. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19. It also requires individuals to self-quarantine for 10 days from last contact with someone with COVID-19, unless fully vaccinated. Anyone who is a close contact with someone with COVID-19 must check for symptoms for 14 days regardless of vaccination status. The employee must isolate from others immediately if symptoms develop within 14 days of exposure. Quarantine must be maintained for 10 days, even if test results are negative (no virus detected).
- ❑ Require a sick employee to stay home for at least 10 days, or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- ❑ Review and modify workplace leave policies to ensure employees are not penalized when they stay home due to illness.
- ❑ Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for a cumulative total of 15 minutes or more over a 24-hour period, regardless of whether a mask was worn) with the ill employee, except fully vaccinated individuals who are asymptomatic. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test) if they are not fully vaccinated. However, contacts must still maintain quarantine for 10 days, even with a negative test, if they are not fully vaccinated.
- ❑ Screen visitors for symptoms upon arrival, ask customers whether they are currently under isolation or quarantine orders, and ask them to use hand sanitizer and to wear a face mask.

Verifying Full Vaccination

- ❑ **Individuals are considered fully vaccinated for COVID-19:**
 - 2 weeks or more after they have received the second dose in a 2-dose vaccine series (Pfizer-BioNTech or Moderna), or
 - 2 weeks or more after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen).
- ❑ **With a photo ID, the following are acceptable as proof of full vaccination for COVID-19 and must include the name of person vaccinated, type of vaccine provided and date last dose was administered (a photo ID is not required for children/minors):**
 - Vaccination card or
 - A printed or digital photo of the person's vaccination card stored on a phone or electronic device or
 - Documentation of full vaccination from a healthcare provider

Scheduling Employees

- Limit the number of employees who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.
- Group employees into teams and schedule them consistently, by team, on the same shifts to reduce potential exposures.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- Provide time for employees to implement cleaning practices during their shift. Cleaning should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

Face Masks*

- Provide, at no cost, a 2-or more layer cloth face mask and/or disposable masks for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), face mask over the nose and mouth at all times during the workday. Employees who have been instructed by their medical provider that they should not wear a face mask 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 may not be used. Face masks are optional when alone in a room or private office.
- [Double masking](#), as described by the CDC, can increase protection if it improves the seal and filtration, so one option is wearing a multi-layer disposable mask with a multi-layer, well-fitting cloth mask that pulls the edges of a disposable mask against the face.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face masks are worn consistently and correctly.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a face mask hazardous are exempted from this requirement. Children under age 2 years should not wear a face mask. Refer to the [CDC guidance on masks](#) for additional information on use and care of the face mask.*

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in multiple locations in customer areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trashcans must be made available to the public at or near the entrance.

Gloves and Protective Equipment

- Provide disposable gloves for employees who handle returns and worn clothing, use cleaners and disinfectants, handle commonly touched items, and provide temperature screenings.

Restrooms

- Place trashcan near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Clean and disinfect restrooms at least once per day or as often as determined is necessary using EPA approved disinfectants and following the manufacturer's instructions for use.
- Designate an employee to ensure restrooms stay operational and stocked at all times.

PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

- For staff at higher risk for severe symptoms of COVID-19 (above age 65, or underlying health conditions), assign work that can be done from home when possible.
- In-person meetings are strongly discouraged in favor of virtual meetings. If in-person meetings are absolutely necessary, these meetings should be limited to a small a number of participants as possible, not to exceed 50 individuals or 50% capacity of the defined space (whichever is fewer), all participants must wear face masks and refrain from eating or drinking during the meeting, and the meeting must be held in a room that is large enough for participants to easily maintain physical distancing of 6 feet or greater from other participants.
- Reconfigure customer waiting areas and lines, office spaces, workstations and breakrooms to allow for at least 6 feet of physical distancing between individuals. Separate individuals and workstations using partitions, and utilize floor markings or signs to indicate where customers should stand or line up.
- Close public seating areas.
- Reconfigure office spaces, breakrooms, and workstations to allow for at least six feet of distance between employees. Use measures such as physical partitions or visual cues (floor markings, colored tape, or signs) to indicate where people should sit or stand.
- Designate separate entry and exit points if possible to minimize crowding, monitor occupancy, and allow for health screenings as employees enter.
- Establish directional hallways or passageways for foot traffic.
- Instruct employees to maintain at least six feet of distance from customers and from each other, except employees may momentarily come closer when necessary to accept or deliver goods.
- Stagger stocking activities so that associates are in different aisles.
- Require employees not to use handshakes and similar greetings that break physical distance.
- Instruct employees to maintain at least 6 feet of distance from customers and from each other, except employees may momentarily come closer when necessary to complete a transaction.
- Where possible, provide outdoor break areas with shade covering and seating/tables spaced 8 feet apart, and encourage employees to take breaks alone and away from the establishment.
- Establish the following physical distancing measures for elevators, escalators, and stairwells:

- Limit elevator capacity to ensure 6 feet of distance between riders. Use floor markings to indicate where individuals should stand.
- Provide signage at escalators directing individuals to leave 6 feet of distance when boarding.
- Open stairwells for “up” or “down” traffic with increased disinfection of handrails.
- ❑ Enlist employees as peer educators to reinforce physical distancing and infection control.

Physical Distancing – Customers

- ❑ Assign a staff person to manage the flow of customers at the entrance and exit during peak times, and designate a separate entrance and exit if possible.
- ❑ Stagger customer appointment times to reduce crowding.
- ❑ Reconfigure customer waiting area tables and seats to ensure a distance of at least six feet, and use visual cues (floor markings, colored tape, or signs) to indicate where people should sit or stand.
- ❑ Install protective, plastic barriers in locations where close interactions with cashiers, receptionists, or salespeople are necessary.

CLEANING AND DISINFECTION

- ❑ Develop an appropriate plan, in adherence to [CDC Guidance](#) that identifies the surfaces to be cleaned and disinfected, the frequency, and the person assigned to the task.
- ❑ Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)](#) list and follow product instructions and Cal/OSHA requirements.
- ❑ Disinfect commonly touched surfaces such as doorknobs, railings, light switches, handles, faucets, trashcans, fixtures, dispensers, and display cases daily.
- ❑ Disinfect equipment including credit card machines, pens, printers, phones, keyboards, staplers, fax machines, time clocks, counters, and protective barriers daily.
- ❑ Provide disinfection supplies in multiple locations readily available to employees.

Deliveries and Vendors

- ❑ Review workflows and make changes if needed to permit physical distancing when receiving deliveries.
- ❑ When other parties (truck drivers, delivery agents, vendors) play a role in the workflow, instruct them to wear face masks and to comply with symptom checks and physical distancing.

BUILDING SAFETY

Water Safety

- ❑ Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).

Ventilation

- Consider HVAC upgrades to improve air filtration (targeted filter rating of at least MERV 13) and increase fresh air ventilation.
- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters, and make other modifications to increase the quantity of outside air and ventilation in all working areas.
- Consider opening windows, if feasible, safe, and compliant with Fire Code and ADA requirements.
- If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly at another.
- Review and follow the California Department of Public Health's [Interim Guidance for Ventilation, Filtration, and Air Quality in Indoor Environments](#).