



## COVID-19 Public Health Emergency – Worksite Protocol

### Table of Contents

COVID-19 Workplace Protections .....	2
Face Coverings .....	2
Enhanced Hand Washing, Sanitizing and Disinfecting.....	2
Frequent sanitizing: .....	3
Physical Distancing / Social Distancing .....	3
Employee Self Screening / Symptom Check / Temperature Self Checks.....	4
Employee Comes to Work Sick or with Symptoms .....	4
If an Employee Tests Positive for COVID 19 .....	5
Employee has had Close Contact with Person who Tests Positive .....	5
Multiple COVID-19 Infections and COVID Outbreaks .....	6
COVID-19 Outbreak Testing Requirements.....	6
County COVID-19 Testing .....	6
Alternative Testing Resources .....	7
Exclusion of COVID-19 cases.....	7
Investigation of Workplace COVID-19 Illness .....	7
COVID-19 Investigation, Review and Hazard Correction .....	7
Notifications to the Local Health Department.....	7
COVID Training .....	7
Facility Signage .....	8
Employees Working in the Field .....	8
Employees Who Are at Higher Risk for Severe Illness .....	9
Paper Handling – Best Practices .....	9
Meetings and Training - Cancel, Postpone, Conduct Electronically .....	9
Employee Travel.....	9
Additional COVID 19 - Resources .....	9
COVID 19 Training, Posters, Benefit & Leave Information.....	9
Addendum I	FAQ's for Managers and Supervisors (with table of contents)
Addendum II	Home Quarantine Instructions for Close Contacts to COVID-19
Addendum III	(a) COVID-19 Investigative Form with instructions (for Employee Confirmed COVID-19 Test) (b) COVID-19 Exposure Notification Form
Addendum IV	Cal OSHA Frequently Asked Questions Related to COVID-19
Addendum V	CDC Guidelines for Cleaning and Disinfecting Your Facility
Addendum VI	Department Self Certification
Addendum VII	Informational Attachments, Training, Signage, & Posters

## **COVID-19 Workplace Protections**

All County offices will maintain a supply, and when reasonable and necessary, shall require the use of the following:

- Face Coverings
- Disinfecting wipes or spray disinfectant and paper towels Hand sanitizer
- Gloves
- Protective shields at customer service counters

### **Face Coverings**

The Emergency Temporary Standards (ETS) requires employers to provide employees with face coverings (or reimburse employees for the cost) and ensure they are worn over the nose and mouth when indoors and when outdoors, and within 6 feet of another.

Exceptions include: when an employee is alone in a room, when eating or drinking, when using a respirator or respiratory protection, when an employee cannot use a face covering due to a medical or mental condition; if hearing impaired or communicating with a hearing-impaired person; when specific work tasks cannot be performed with a face covering. Other measures to protect against COVID-19 infection must be implemented when face coverings cannot be used.

Unless exempt, all Californians must wear face coverings when in “high-risk situations,” as defined by [State guidance issued November 16, 2020](#).

In consultation with Human Resources and County Counsel, Department Heads will reasonably accommodate employees meeting any exemption criteria detailed in the guidance linked above.

In any in-person interactions where a member of the public cannot wear a face covering and there is no option of either six-foot social distancing or protective shielding, the County employee should courteously advise the individual that when the County's workplace COVID-19 safety protocols cannot be followed, service must be provided to the individual by telephone or other means that do not require in-person interaction.

Employees are responsible for regularly washing and/or sanitizing their face coverings. See [State Face Covering](#) and [sector-specific occupational guidance](#) for further information.

This protocol is not intended to, and shall not, replace or supplant the Personal Protective Equipment (PPE) requirements of those certain County positions which mandate said use.

### **Enhanced Hand Washing, Sanitizing and Disinfecting**

To reduce the spread of COVID-19, it is essential that employees practice frequent hand washing and sanitizing of high-touch areas such as door handles, desk phones and cell phones, remote controls, countertops, tables, desktops, light switches and restroom fixtures.

### **Handwashing technique:**

Wet hands with clean, running water (warm or cold), turn off the tap, and apply soap. Lather hands by rubbing them together with the soap. Lather the backs of hands, between fingers, and under nails. Scrub hands for at least 20 seconds.

### **Additional key times to wash hands include:**

- After blowing one's nose, coughing, or sneezing.
- After using the restroom.
- Before eating or preparing food.
- After contact with animals or pets.
- Before and after providing routine care for another person who needs assistance.

### **Frequent sanitizing:**

- Train employees on proper disinfecting guidelines.
- Clean and disinfect surfaces frequently touched.
- Encourage employees to clean and disinfect work surfaces and equipment.
- Do not reuse wipes to wipe down multiple surfaces.
- Do not dry the surface after wiping.

In addition:

- Provide gloves for employee use when handling cash, checks, credit cards, and paperwork from the public.
- Provide hand sanitizer and hourly relief to customer service employees, to provide an opportunity to frequently wash hands.
- Review and complete refresher training with janitorial staff on sanitizing, general cleaning and site specific protocols.

### **Physical Distancing / Social Distancing**

Social distancing means avoiding large gatherings and maintaining distance of at least 6 feet from others when possible. This includes employee work areas.

Social distancing strategies include:

- Practice 6 foot social distancing.
- Continue to allow telework when possible and as needed to make social distancing feasible.
- Allow flexible work hours, such as staggered shifts.
- Increase physical space between employees and the public such as; installing protective shielding, erecting partitions, and marking floors to guide spacing at least six feet apart.
- Advise employees not to use other employee's phones, desks, offices, or other work tools and equipment, when possible.
- Encourage "no contact greetings"; do not shake hands or touch elbows when greeting.
- Deliver services remotely, without in-person contact by phone, email, video, or web.
- Cease working in or visiting other County Departments or Offices, except in situations where in-person contact is unavoidable due to court obligations and state law requirements, or where limited in-person contact is necessary for purposes of service of process, recordation of property-related documents, and/or providing fiscal services

- to public entities and independent special districts.
- Limit employee use of common areas, including breakrooms, coffee areas, copy machines, printers to one person at time, with each user responsible to sanitize at the close of his or her use to ensure the safety of the next user.

## **Employee Self Screening / Symptom Check / Temperature Self Checks**

Under the California Occupational Safety and Health Act (“Cal-OSHA”), employers are required to maintain safe and healthy working conditions for employees.

During the Public Health Emergency, if an employee comes to work sick, is symptomatic, or has a medical diagnosis of COVID-19, the responsible manager must immediately send the employee home to quarantine for ten (10) days in order to manage the risk to other employees and to the public.

Before an employee starts work each day, for the safety of **all** of us, s/he must ask himself/herself the following questions:

- Am I currently experiencing (or have I experienced in the last 14 days) one or more of the following symptoms: temperature over 100 degrees, difficulty breathing, sore throat, new or worsening cough, muscle pain, headache, chills, and new loss of taste or smell?
- Have I had contact with anyone with confirmed COVID-19 in the last 14 days?

**If an employee answers yes to any of the above, s/he must take responsibility for the safety of fellow employees and the public and not enter any County facility or report to work. S/he must quarantine, call his or her primary care provider for further direction, and notify the supervisor as soon as possible.**

Some departments have elected to provide no-touch thermometers for employee temperature self-checks and this practice may be offered to employees on a voluntary basis.

It is essential that thermometers must be sanitized after each use.

If an employee has a temperature of 100 degrees or higher during a self-temperature check, s/he must notify the supervisor, quarantine, and call the primary care provider for further direction.

## **Employee Comes to Work Sick or with Symptoms**

During the Public Health Emergency, employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other employees, customers, and visitors and sent home. Employees who develop symptoms outside of work should notify their supervisor and stay home.

COVID-19 symptoms mean that the employee has any one of the following signs or symptoms:

- Fever
- Runny or congested nose
- Cough
- Sore Throat
- Shortness of Breath, Difficulty Breathing
- Chills, or Repeated Shaking/Shivering

- Feeling Unusually Weak or Fatigued
- New Loss of Taste or Smell
- Muscle pain
- Headache
- Diarrhea

In the event an employee is sick, s/he must quarantine up to 10 days, while either working remotely (subject to department approval), using paid leave accruals or taking leave without pay.

The employee may return to work in less than ten (10) days if cleared to do so by his/her health care provider.

### **If an Employee Tests Positive for COVID 19**

1. S/he must quarantine up to 10 days since symptoms first appeared **and**
2. 24 hours with no fever without the use of fever-reducing medications **and**
3. Other symptoms of COVID-19 are improving

If an employee has clinical questions or concerns, s/he is encouraged to contact his or her health care provider directly.

### **Employee has had Close Contact with Person who Tests Positive**

Prolonged contact with the affected person within 6 feet for greater than 15 minutes in a 24 hour period.

1. Instruct the employee to quarantine up to 10 days, while either working remotely (subject to department approval), using paid leave accruals or taking leave without pay.
2. The employee should contact the County Department of Public Health.
3. The employee should contact and follow any instructions/orders from their health care provider.
4. Notify other employee(s) within one day that may have been in prolonged contact with the affected employee (within 6 feet for greater than 15 minutes in a 24 hour period). Do not disclose the identity of any person, in the workplace, who tested positive for COVID-19.
5. Temporarily close the general area where the positive employee worked until cleaning and sanitizing of the area where the employee worked and may have been, including cubes, offices, file rooms, common areas, break rooms, restrooms and County-owned vehicles (if applicable) can be completed.
6. If there has been a possible exposure to any employee(s) in the workplace, due to prolonged contact with the affected employee, client, or member of the public, send the exposed employee(s) to quarantine for up to 10 days, and complete Workers Compensation claims forms.

The employee cannot come back prior to quarantining 10 days since the last contact, even with a negative test.

## **Multiple COVID-19 Infections and COVID Outbreaks**

- COVID-19 outbreak is defined when there are three or more COVID-19 cases in an exposed workplace within a 14-day period.
- Major outbreak is defined when there are 20 or more COVID-19 cases within a 30-day period in an exposed workplace.

## **COVID-19 Outbreak Testing Requirements**

We will provide COVID-19 testing to all employees in our exposed workplace except for employees who were not present during the period of an outbreak identified by a local health department or the relevant 14-day period.

COVID-19 testing will be provided at no cost to employees during employees' working hours.

COVID-19 testing consists of the following:

1. All employees in our exposed workplace will be immediately tested and then tested again one week later. Negative COVID-19 test results of employees with COVID-19 exposure will not impact the duration of any quarantine period required by, or orders issued by, the local health department.
2. After the first two COVID-19 tests, we will continue to provide COVID-19 testing of employees who remain at the workplace at least once per week, or more frequently if recommended by the local health department, until there are no new COVID-19 cases detected in our workplace for a 14-day period.
3. We will provide additional testing when deemed necessary by Cal/OSHA.

## **COVID-19 Major Outbreak Testing Requirements**

We will provide twice a week COVID-19 testing, or more frequently if recommended by the local health department, to all employees present at our exposed workplace during the relevant 30-day period(s) and who remain at the workplace. COVID-19 testing will be provided at no cost to employees during employees' working hours.

## **County COVID-19 Testing**

OptumServe is now offering testing services

- SCHEDULE ONLINE AT [HTTPS://LHI.CARE/COVIDTESTING](https://lhi.care/covidtesting)
- Call 888-634-1123 for assistance with scheduling.

Testing is available Monday through Saturday, 7 am - 7 pm, excluding holidays at the following locations:

- Mondays, Fridays & Saturdays: City of Lakeport Silveira Community Center (500 N. Main Street)
- Tuesdays, Wednesdays & Thursdays: Lower Lake at Town Hall (16195 Main Street)
- **Appointments are highly recommended; limited on-site registration is available.**

## **Alternative Testing Resources**

- Rite Aid is conducting Drive-Thru testing in Clearlake and Ukiah. Appointments can be made online at <https://www.riteaid.com/pharmacy/services/covid-19-testing>. Insurance is not required.
- Lake County Tribal Health offers testing by appointment to established patients with or without symptoms. For appointments, call 707-263-1000. For pediatric appointments, call 707-263-1010.

## **Exclusion of COVID-19 cases**

We will ensure COVID-19 cases and employees who had COVID-19 exposure are excluded from the workplace in accordance with our COVID Prevention Plan (CPP) Exclusion of COVID-19 Cases and Return to Work Criteria requirements, and local health officer orders if applicable.

## **Investigation of Workplace COVID-19 Illness**

We will immediately investigate and determine possible workplace-related factors that contributed to the COVID-19 outbreak in accordance with our CPP Investigating and Responding to COVID-19 Cases.

## **COVID-19 Investigation, Review and Hazard Correction**

In addition to our CPP Identification and Evaluation of COVID-19 Hazards and Correction of COVID-19 Hazards, we will immediately perform a review of potentially relevant COVID-19 policies, procedures, and controls and implement changes as needed to prevent further spread of COVID-19.

## **Notifications to the Local Health Department**

- Immediately, but no longer than 48 hours after learning of three or more COVID-19 cases in our workplace, we will contact the local health department for guidance on preventing the further spread of COVID-19 within the workplace.
- We will provide to the local health department the total number of COVID-19 cases and for each COVID-19 case, the name, contact information, occupation, workplace location, business address, the hospitalization and/or fatality status, and North American Industry Classification System code of the workplace of the COVID-19 case, and any other information requested by the local health department. We will continue to give notice to the local health department of any subsequent COVID-19 cases at our workplace.

## **COVID Training**

We will provide effective training and instruction that includes:

- Our COVID-19 policies and procedures to protect employees from COVID-19 hazards.

- Information regarding COVID-19-related benefits to which the employee may be entitled under applicable federal, state, or local laws.
- The fact that:
  - COVID-19 is an infectious disease that can be spread through the air.
  - COVID-19 may be transmitted when a person touches a contaminated object and then touches their eyes, nose, or mouth.
  - An infectious person may have no symptoms.
- Methods of physical distancing of at least six feet and the importance of combining physical distancing with the wearing of face coverings.
- The fact that particles containing the virus can travel more than six feet, especially indoors, so physical distancing must be combined with other controls, including face coverings and hand hygiene, to be effective.
- The importance of frequent hand washing with soap and water for at least 20 seconds and using hand sanitizer when employees do not have immediate access to a sink or hand washing facility, and that hand sanitizer does not work if the hands are soiled.
- Proper use of face coverings and the fact that face coverings are not respiratory protective equipment - face coverings are intended to primarily protect other individuals from the wearer of the face covering.
- COVID-19 symptoms, and the importance of obtaining a COVID-19 test **and not coming to work if the employee has any COVID-19 symptoms.**

## Facility Signage

Signage, regarding requirements for face coverings, social distancing and other practices to reduce or prevent the spreading of germs, will be placed at each public entrance and throughout interior areas including customer service counters, elevators, lobbies, and employee work areas of County facilities to inform employees and the public.

## Employees Working in the Field

For employees working in the field, for example, to do home inspections or client home meetings, if a face to face meeting outside the office is required and no other form of remote contact is available or allowable:

- Call ahead to determine if the individual(s) to be contacted are symptomatic (temperature over 100 degrees, difficulty breathing, sore throat, new or worsening cough, muscle pain, headache, chills, and new loss of taste or smell.) or have had contact with anyone with confirmed COVID-19 in the last 14 days?
  - If YES, reschedule after a 14 day period has passed, and restart this process when the new date is imminent. OR, if rescheduling is not possible due to program mandates, consult with supervision.
  - If NO, proceed with the face to face meeting utilizing all safety measures outlined in this protocol to the fullest extent.

## **Employees Who Are at Higher Risk for Severe Illness**

Adults 65 years and older and/or those who have serious underlying medical conditions are at higher risk for severe illness from COVID-19 and the Governor's guidance continues to strongly encourage such persons to shelter in place.

The following strategies will be used to support employees who are at high risk:

- Strongly encouraged to Shelter in Place.
- Allowing telework, when possible.
- Supporting flexible work schedules.

## **Paper Handling – Best Practices**

While the risk of transmission of the virus through paper handling is considered to be low, employees should be provided the option to wear gloves and of course, reminded of the need for frequent hand washing. When possible, setting paper received from an outside source aside for 24 hours is reasonable.

## **Meetings and Training - Cancel, Postpone, Conduct Electronically**

- All in person meetings should be avoided when possible. Meetings should be conducted electronically.
- When videoconferencing or teleconferencing is not possible, employees and the public must wear face coverings, meet in open, well-ventilated spaces, and practice minimum 6 foot social distancing.

## **Employee Travel**

All non-essential travel, as defined by the Department Head, is canceled until further notice.

When more than one employee must travel to the same essential destination, to the greatest extent possible, employees should travel separately. When separate travel is not possible, employees traveling together must use face coverings.

## **Additional COVID 19 - Resources:**

- CDC COVID: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- U.S. Department of Health & Human Services:  
<https://www.hhs.gov/coronavirus/index.html>
- Lake County Public Health: <http://health.co.lake.ca.us/Coronavirus.htm>
- CDC guidance for cleaning your office / facility: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

## **COVID 19 Training, Posters, Benefit & Leave Information:**

- Lake County Intranet: <http://lcnet.co.lake.ca.us/Departments/HR/COVID-19.htm>
- [http://www.lakecountyca.gov/Government/Directory/Human\\_Resources/COVID-19.htm](http://www.lakecountyca.gov/Government/Directory/Human_Resources/COVID-19.htm)