

CITY OF LOS ANGELES

CALIFORNIA

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DATE: August 25, 2020

TO: LA's Workforce Development System

FROM: Gerardo Ruvalcaba, Director
Workforce Development System 

**SUBJECT: WDS DIRECTIVE No. 21-05
HEALTH AND SAFETY PLAN (HSP) GUIDANCE FOR REOPENING
WORKSOURCE AND YOUTHSOURCE CENTERS DURING COVID-19**

EFFECTIVE DATE

This directive is effective upon issuance.

PURPOSE

The purpose of this directive is to provide WorkSource (WSC) and YouthSource (YSC) Centers health and safety reopening plan requirements and guidelines.

BACKGROUND

On July 30, 2020, the State of California Employment Development Department (EDD) released Information Notice WSIN 20-07, "Guidance to Reopen America's Job Center of California Offices". The notice indicated that a Health and Safety Plan (HSP) is to be developed by offices and other businesses that addresses preparedness and responses to guide protective actions against COVID-19. Reopening efforts are to be accomplished in accordance with the Governor's office, the Centers for Disease Control, the California Department of Public Health (CDPH), and the County of Los Angeles Department of Public Health (DPH). All WSCs and YSCs shall develop a written HSP and update it as new requirements become available.

Health and Safety Plan (HSP)

Existing or newly developed HSPs must include COVID-19 guidance and take the following steps:

- Establish or update a written HSP for each office.
- The site director at each WSC/YSC shall be designated as the Health and Safety Single Point of Contact (SPOC) responsible for implementing the plan.
- Perform a comprehensive assessment of work and communal areas to align with state and local guidance.

- Develop a communication plan with Workforce Development System (WDS) partners to communicate information about COVID-19 outbreaks in the office. Identify appropriate WDS partner contacts to ensure each entity is notified and appropriate protocols are deployed.
- Communicate the HSP with employees.
- Develop a schedule to routinely evaluate the office for HSP compliance and correct identified violations.
- Confidentially investigate COVID-19 employee illnesses and determine if any work-related factors contributed to the spread of the virus. Identify close contacts and work areas of an infected employee and take preventative measures to avoid additional COVID-19 infections, including disinfection protocols.
- Update the HSP as necessary to prevent further cases.
- The HSP shall be completed within 45 days of the issuance date of this directive. The HSP shall be sent to the WSC's/YSC's program monitor to be kept on file.

Services

EDD will work with the City and workforce system partners to establish an appropriate service model, services that will be offered, and referral process. These services shall be provided in a manner that promotes the health and safety of employees and meets the workforce needs of our customers. The following services may be provided either in-person by appointment, remotely/virtually, or a combination of both:

- Labor exchange services, including job search and placement assistance;
- WIOA Title I Adult, Dislocated Worker and Youth programs and services;
- Outreach, intake, referrals, and orientation for services available through the WSCs/YSCs;
- Unemployment Insurance (UI) information and assistance in UI Online navigation.

County of Los Angeles Department of Public Health Order of the Health Officer

In accord with the County of Los Angeles Department of Public Health (DPH) Order of the Health Officer recently revised on July 18, 2020, the following issues shall be addressed in the HSP to ensure that workers and customers 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.

1. Protecting and Supporting Employee and Customer Health

The following are Workplace Policies and Practices to Protect Employee Health contained in the "County of Los Angeles Department of Public Health Order of the Health Officer –Protocols for Office Worksites: Appendix D" (revised on July 17, 2020). The HSP must indicate all practices that apply to the facility:

- a. Everyone who can carry out their work duties from home has been directed to do so.
- b. 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; vulnerable staff should also discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- c. Alternate, staggered, or shift schedules have been instituted to maximize physical distancing.
- d. Additional protections, such as shifts in job duties that allow employees that are vulnerable to work from home, have been provided whenever possible.
- e. 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 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.
- f. Employees are provided information on employer or governmental-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.
- g. Upon being informed that one or more employees test positive for, or have 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 who had a workplace exposure to the case(s). The employer's plan must 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. [Refer to public health guidance on responding to COVID-19 in the workplace.]
- h. Employee screenings are conducted before employees may enter the workplace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills, and if the employee has had contact with a person known to be infected with COVID-19 in the last 14 days. These checks can be done remotely or in person upon the employees' arrival. A temperature check shall also be done at the worksite if feasible.
- i. In the event that three (3) or more cases are identified within the workplace within a span of 14 days, the employer shall report the cluster to the County DPH at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the County DPH 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.

- j. 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 in contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering shall 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 shall 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. Please review the State, County, and City mask mandates for more information on mask requirements and regulations.
- k. Employees are instructed to wash their face coverings daily.
- l. 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.
- m. In compliance with wage and hour regulations, breaks are staggered to ensure that physical distancing can be maintained in breakrooms.
- n. All employees, vendors, and delivery personnel have been provided instructions regarding maintaining physical distancing and the use of face coverings when around others.
- o. Breakrooms, restrooms, and other common areas are disinfected frequently. Along with the proposed HSP, **all WSCs/YSCs must submit a schedule of cleaning/disinfection of the worksite's breakrooms, restrooms, and common areas to the WSC/YSC's program monitors within 45 days of the issuance date of this directive.**
- p. Disinfectant and related supplies are available to employees according to federal, state, and local guidelines.
- q. Hand sanitizer effective against COVID-19 is available to all employees according to federal, state, and local guidelines.
- r. Soap and water are available to all employees according to federal, state, and local guidelines.
- s. Employees are allowed frequent breaks to wash their hands.
- t. Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments must be assigned during working hours as part of the employee's job duties.
- u. 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, but not limited to, the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, and staplers; surfaces in reception areas; and shared work stations, etc., with a cleaner appropriate for the surface.
- v. Copies of this protocol have been distributed to all employees.

In addition to the above protocols from the Order of the Health Officer, it is the responsibility of the WSCs/YSCs to acquire sufficient Personal Protective Equipment (PPE) for all employees physically working at the facilities.

2. Ensuring Appropriate Physical Distancing

The following are measures to ensure physical distancing contained in the “County of Los Angeles Department of Public Health Order of the Health Officer – Protocols for Office Worksites: Appendix D (recently revised on July 17, 2020). The HSP must indicate all practices that apply to the facility:

- a. The number of employees in the building is limited to any one time such that employees can easily maintain at least six-foot distance from one another at all practicable times. The HSP must provide the following information:
 - i. The maximum number of employees allowed in the facility
 - ii. The maximum number of employees in facility allowed per floor
- b. 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.
- c. 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.
- d. Elevator capacity is limited to the number of people that can be accommodated while maintaining a six-foot physical distance between riders; during peak building entry and exit times, this number can be adjusted to four (4) individuals or fewer at a time for any elevator that does not allow for six-foot physical distance between riders. All riders are required to wear 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.
- e. To ease elevator traffic, stairwells have been opened for “up” or “down” traffic with increased cleaning of stairwells.
- f. Furniture in areas that are open to the public (e.g., lobby, reception areas, or waiting rooms) is separated to support physical distancing.
- g. Customer service windows or reception counters have been separated by six feet to allow for physical distancing.
- h. Workspaces, cubicles, etc. are redesigned to ensure for six feet between employees.
- i. Common areas (e.g., breakrooms 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.
- j. Employees are discouraged from congregating in any area, but especially common areas or high traffic areas such as breakrooms, bathrooms, hallways, and stairwells.

- k. To the extent possible, flow of traffic within the workplace is modified to minimize contact (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).
- l. Employees have been instructed to discontinue handshakes or other forms of greeting that break physical distance.
- m. In-person meetings are strongly discouraged in favor of virtual meetings. If in-person meetings are essential, they are limited to ten (10) or fewer participants. All participants must wear face coverings, and meetings are held in rooms large enough to maintain physical distancing.
- n. Nonessential travel is discontinued.

3. Measures to Ensure Infection Control

The following are measures to ensure infection control contained in the “County of Los Angeles Department of Public Health Order of the Health Officer – Protocols for Office Worksites: Appendix D” (revised on July 17, 2020). The HSP must indicate all practices that apply to the facility:

- a. 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.
- b. Shared materials or objects (e.g., staplers, three-hole punches, pens, coffee mugs, etc.) have been eliminated, to the greatest extent possible.
- c. Deep cleaning of entire office space is completed on a regular basis by a professional cleaning service.
- d. To the extent possible, doors, trash cans, and other commonly touched openings are contactless.
- e. Common areas and frequently touched objects 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.
- f. Disinfectant and related supplies are available to all employees according to federal, state, and local guidelines.
- g. If possible, customer service or reception areas have plastic barriers installed to limit contact between employees and visitors.
- h. 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.
- i. 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), the visitor’s companion’s information is captured in the visitor log.

- j. Visitors arriving at the worksite are required to wear a face covering at all times while in the establishment or on the grounds of the worksite. This applies to all adults and to children two (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.
- k. 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 online check-in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms shall not enter the premises. Temperature checks of visitors may be conducted using infrared thermometers, which may be purchased as part of supplies.
- l. 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 restrooms.
- m. If necessary, staff are available to direct guests to meeting rooms upon entry to the office space rather than congregating in lobbies or common areas.
- n. 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.
- o. Restrooms normally open to the public may remain open to the public if the public can enter the facility.
- p. Hand sanitizer, soap and water, tissues, and trash cans are available to the public at or near the entrance of the facility, at the reception area, and anywhere else inside the workplace or immediately outside where people have direct interactions.
- q. Use of digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) is encouraged.
- r. Breakrooms, restrooms, and other common areas are being disinfected frequently. Along with the proposed HSP, **all WSCs/YSCs must submit a schedule of cleaning/disinfection of the worksite's breakrooms, restrooms, and common areas to the WSC/YSC's program monitors within 45 days of the issuance date of this directive.**
- s. Building infrastructure that supports bike commuting is open and capacity for bike storage increased if possible.
- t. Sharing of communal food is prohibited.

4. Measures That Communicate to the Public

The following are measures that communicate to the public contained in the "County of Los Angeles Department of Public Health Order of the Health Officer – Protocols for Office Worksites: Appendix D" (revised on July 17, 2020). The HSP must indicate all practices that apply to the facility:

- a. A copy of this protocol is posted at all public entrances to the facility.

- b. 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.).
- c. Signage has been posted at each public entrance of the facility to inform all employees and visitors that they shall avoid entering the facility if they have a cough or fever.
- d. Online outlets of the workplace (website, social media, etc.) provide clear information about hours, required use of face coverings, policies regarding making appointments, and other relevant issues.

In addition to the above Order of the Health Office protocols, information and signage is translated to support limited English proficiency clients and conforms to the Americans With Disabilities Act guidelines.

5. Measures that Ensure Equitable Access to Critical Services

- a. Services that are critical to the customers/clients have been prioritized.
- b. Transactions or services that can be offered remotely have been moved online.
- c. 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.

Temporary Closure Guidelines

A. Communications Protocol – Known Risk Is Identified

1. The WSC/YSC is responsible for proposing and maintaining a communications protocol with required partners and customers regarding when all or part of a WSC/YSC must temporarily close to staff and the public and when it is preparing to reopen, including updating outgoing voice messaging. Signage on entryways and common areas must state the hours of operations, closures, and planned reopening date, as well as contact information (email address and/or phone) and web address for continued services.
2. Required partners are responsible for working with the appropriate entity to ensure content on the WSC/YSC's website is updated to inform the public about the closure and availability of programming timeline for reopening.

B. Service Delivery Protocol – Unexpected, Temporary Closure To Public

1. Required partners communicate plans to the WSC/YSC operator and each other for staffing and service delivery methods that will ensure minimal disruption of service delivery if all or portions of the WSC/YSC were to close on short notice.
 - a. It is critical that WSC/YSC managers communicate with required partners in the local area so they are aware whether the individual programs and activities provided by the WSC/YSC would be available if the WSC/YSC were to close temporarily.
2. Each partner staff must ensure their work areas are prepared for cleaning services as needed. WSCs/YSCs should coordinate partners to ensure proper sanitation and cleaning is conducted prior to reopening the WSC/YSC to staff and the public.

C. WSC/YSC Safety – Temporary Closure

1. If applicable, WSC/YSC management must ensure entry and exit doors are locked during closure and signage must be visible notifying customers of the closure.
2. Agencies and partners must ensure security is available to escort staff in and out of the building during regular business hours (or extended hours, if available).
3. WSC/YSC management will develop plans to ensure heightened security is available to assist in deterrence.
 - a. Security is trained with consistent messaging to customers trying to access the WSC/YSC.
 - b. Additional security is arranged, if needed, to have a visible presence at the WSC/YSC.

D. Staff Training

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:

1. Social distancing, hand-washing, and proper use of face coverings;
2. Self-screen at home, including temperature and symptom checks;
3. Importance of not coming to work if ill;
4. When to seek medical attention if symptoms become severe;
5. Which underlying health conditions may make individuals more susceptible to contracting and suffering from severe case of the virus; and
6. Facilities must screen workers (if required by local health department) at each shift by ensuring the following:
 - a. Worker is not experiencing any symptoms such as fever or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle or body aches, runny nose, congestion, new loss of taste or smell, nausea, vomiting, or diarrhea.
 - b. Worker has not had close contact with an individual diagnosed with COVID-19. Close contact means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within six (6) feet of a person who has tested positive for COVID-19 for fifteen (15) minutes or more, or coming in direct contact with secretions from a person who has tested positive for COVID-19 while that person was symptomatic.
 - c. Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official.
 - d. Workers who fail to meet the above criteria must be sent home.

E. Cleaning and Disinfecting

1. Clean commonly touched surfaces in restrooms frequently and in accordance with CDC and local guidelines;
2. Conduct frequent cleaning and disinfection of site;
3. Keep cleaning logs that include date, time, and scope of cleaning;
4. Conduct frequent disinfecting of heavy transit areas and high-touch surfaces; and
5. Clean shared spaces between use and supply cleaning products.

In addition to the above protocols for temporary closures, WSCs/YSCs must:

1. Facilitate the continuity of services remotely and ensure minimal disruption to WSC/YSC operations, including the issuance of work cell phones and possible laptop or computer equipment to staff, as needed. WSCs/YSCs shall conduct an internal assessment of the equipment needs of all employees that are assigned to work remotely.
2. Send daily correspondence during the temporary closure to the EWDD to document all mitigation efforts and to provide status updates that include information on: the WSC/YSC cleaning/disinfecting schedule, virtual services being rendered, assurance that phone lines are being answered/messages retrieved, anticipated reopening date, etc.

REQUIRED ACTION

Please bring this directive to the attention of all relevant staff. As noted in the directive, please submit a copy of your HSP to your program monitor within 45 days of the issuance date of this directive. The HSP must include the cleaning schedule and all other requested information noted in the directive.

Review your office HSP on a regular basis and adjust accordingly as new federal, state, and/or local guidance is available. Please also note that as this crisis evolves, future guidelines will be added to the Frequently Asked Questions attached to this directive and will be considered incorporated by reference into this directive.

Additionally, WSCs/YSCs are required to submit pictures to confirm compliance of the following: staff wearing and having PPE, signage as noted in the directive, and social distancing marks on the floors inside and outside of the facility. The EWDD has the right to request updated pictures be submitted as needed to ensure compliance continues. The first set of pictures shall be submitted within 45 days of the issuance date of this directive.

WDS CONTACT

If you have any questions regarding this directive, please contact your assigned program monitor.

HEALTH AND SAFETY PLAN GUIDANCE FREQUENTLY ASKED QUESTIONS (FAQ)

The FAQ will be used to provide updates to this Directive as information is updated by all sources (federal, state, county, and local). The FAQ will contain links of all federal, state, county, and local sources due to the frequency of updates as the pandemic progresses.

RS:GR:MV:DB:DG:MB:FL:RS:cg

- Attachments:
1. Health and Safety Plan Guidance Frequently Asked Questions (FAQ)
 2. County of Los Angeles Department of Public Health Order of the Health Officer – Protocols for Office Worksites: Appendix D
 3. COVID-19 Health and Safety Plan Sample
 4. California Department of Public Health COVID-19 Poster
 5. How to Protect Yourself and Others
 6. How to Safely Wear and Take Off a Cloth Face Covering