

PROTOCOL FOR REOPENING COUNTY OFFICES

The safety and health of the workforce, clients, and residents is the County' primary focus and as such it is essential that each Department implement the following protocols to reduce the risk of transmission and exposure of COVID-19 as offices reopen.

Interventions recommended by CDC and other scientific and enforcement agencies and the County Health Officer are intended to prevent the spread of COVID-19. These interventions, when implemented collectively, have shown to be effective to address transmission.

Supervisors and managers are responsible for monitoring their workplaces to ensure that the below interventions are implemented and followed by members of their workforce, the public and others in their facilities. Supervisors and managers will work with their facilities staff and department Facilities Management to implement the below protocols.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

Department Name: **OFFICE OF THE ASSESSOR**

Facility Address: **500 West Temple Street, (1st thru 3rd Floors, Basement)
Los Angeles, CA 90012**

Date Posted: **April 26, 2021**

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- ☒ Offering telework for workforce members that can carry out their work duties from home, to avoid crowding of work-spaces.
- ☒ Instituting alternate, staggered, or shift schedules to maximize physical distancing.
- ☒ Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- ☒ All employees have been told not to come to work if sick. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable.
- ☒ 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). See the public health guidance on [responding to COVID-19 in the workplace](#).
- ☒ Entry screening is conducted, in compliance with the [LACDPH Entry Screening guidance](#), before employees, contractors, or vendors may enter the workplace or start work in the field each day. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check-in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms may not enter the premises.
 - ☐ If the person has no symptoms, is not currently under isolation and quarantine orders, and no contact to a known or suspected COVID-19 case in the last 14 days, they can be cleared to participate for that day.
 - ☐ If the person has had contact to a known or suspected COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter or start work in the field and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - ☐ If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or start work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation
- ☒ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer must report this cluster to the Los Angeles County Department of Public Health (LAC DPH) at (888) 397-3993 or (213) 240-7821 or online at www.redcap.link/covidreport.
- ☒ Employees are required to adhere and follow the [travel advisory](#).
- ☒ Employees who have contact with others are offered an appropriate face mask 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 into contact with others. The County Code and County policies make it clear that employees are prohibited from wearing face coverings with graphics and/or messages deemed inappropriate for a professional work environment.
- ☒ Employees are instructed to wash or replace their face masks daily.

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- ☒ Employees who have been instructed by their medical provider that they should not wear a face mask must 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 must not be used.
- ☒ All employees must wear a face mask at all times except when working alone in private offices with closed doors or when eating or drinking. For questions related to reasonable accommodations requests or required medical certification, departments should consult with their internal Human Resources Return-to-Work Coordinator or designee, County Counsel, or the Department of Human Resources Occupational Health/Leave Management Division for guidance.
- ☒ To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers. COVID-19 transmission is more likely to occur when employees are present together when not wearing face coverings.
- ☒ Employees are discouraged from congregating in any area, but especially in common area or high-traffic areas such as break rooms, bathrooms, hallways, and stairway.
- ☒ Occupancy is reduced and space between employees is maximized in any room or area used employees for meals and/or breaks. This has been achieved by:
 - ☐ Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
 - ☐ Placing tables eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
 - ☐ Employers and employees should not provide communal meals to employees, and should not make food available in common areas where employees may congregate.
- ☒ Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for employees who are screening others for symptoms or handling commonly touched items.
- ☒ All workstations are separated by at least six feet. (Physical distancing is enforced when work stations are not six feet or more apart.)
- ☒ Disinfectant and related supplies are available to employees at the following location(s):
Division Chief completes/approves PPE Request Form (ADS-10) and submits to ASSR-DER@assessor.lacounty.gov.
- ☒ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
Touchless hand sanitizer dispensers are located throughout all Assessor locations along with pump bottles near common high traffic areas.
- ☒ Employees are allowed frequent breaks to wash their hands.
- ☒ Employees are provided disinfecting wipes for disinfecting shared workstations and high touch office equipment (e.g. copiers). Remind employees to follow products' label directions and to wash their hands after cleaning or disinfecting.

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- ☒ A copy of this protocol has been distributed to each employee and reminded that they also have a duty to be alert to unsafe and/or unhealthy practices or conditions. Concerns or issues should be reported to their immediate supervisor. Employee non-compliance with the County's Public Health Officer Order may result in corrective action, which may include discipline, up to and including discharge from County service.
- ☒ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ☒ The number of employees and customers is low enough to ensure physical distancing.
- ☒ Where possible, provide a single, clearly designated entrance and separate exits to help maintain physical distancing.
- ☒ For county offices that are open to the public, be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a cloth face mask may be posted near the door but at least 6 feet from the nearest customers to monitor occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.
- ☒ Measures are implemented to ensure physical distancing of at least six feet between employees and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and/or employees should stand.)
 - Arrange chairs in reception or other communal areas by turning, draping (covering chair with tape or fabric so seats cannot be used), spacing, or removing chairs to maintain social distancing.
 - Close or limit access to common areas where workers are likely to congregate and interact.
- ☒ Measures have been taken at customer counters to minimize exposure between employees and customers, such as Plexiglass barriers. Signs are posted near entrances, in facility and counters to remind customers of physical distancing.
- ☒ Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in all areas of the business. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- ☒ Employees are encouraged to use virtual meeting tools, including phone and virtual teleconference, in lieu of in-person meetings, whenever possible.
- ☒ Employee restrooms are not available for customer use.
- ☒ Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet
- ☒ Encourage the use of outdoor seating areas and social distancing for any small-group activities such as lunches, breaks, and meetings.
- ☒ Encourage employees to take stairs when possible, especially when elevator lobbies are crowded or when only going a few flights.
- ☒ Use floor markings in elevator lobbies and near the entrance to escalators to reinforce social distancing. Please decals inside the elevator to identify where passengers should stand.

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- ☒ Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.
- ☒ Non-employee truck drivers, delivery agents, or vendors who enter the business are required to wear face masks.

C. MEASURES FOR INFECTION CONTROL

- ☒ If applicable, the HVAC system for the business is in good, working order; to the maximum extent possible, ventilation has been increased. Effective ventilation is one of the most important ways to control small aerosol transmission.
- ☒ Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly.
- ☒ Workspaces and the entire facility are cleaned regularly, with common areas, elevators, restrooms, breakrooms and frequently touched areas/objects cleaned at least daily. In buildings that have large numbers of employees and/or customers, common areas, elevators, restrooms, breakrooms, and frequently touched areas/objects should be cleaned more frequently.
- ☒ Visitors arriving at the establishment are reminded to wear a face mask at all times while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Individuals who have been instructed not to wear a face mask by their medical provider must wear a face shield with a drape 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 must not be used. To support the safety of your employees and other visitors, a face mask should be made available to visitors who arrive without them.
- ☒ Symptom checks are conducted before visitors/customers may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for that day.
 - Positive Screen (Not Cleared):
 - If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.

- ☒ Customers arriving at the site with children must ensure that their children stay next to a parent,

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avoid touching any other person or any item that does not belong to them, and are masked if age permits.

- ☒ Customers are reminded that they are not permitted to eat or drink while in the County building, unless in a designated dining area.
- ☒ Hand sanitizer, tissues and trash cans are available to employees, and if applicable, to the public at or near the entrance of the facility, at reception on each floor, and anywhere else inside the workplace or immediately outside where people have direct interactions.
- ☒ Place signs reminding employees and visitors to wash their hands and avoid touching their face after holding on to handrails or touching buttons on elevators.
- ☐ If vending machines are used, provide and require cleaning and disinfecting wipes to wipe down after each use.
- ☒ Conference rooms that are used should be disinfected on a daily basis.
 - If in-person meetings are essential, consider limiting meetings to 10 people or less.
 - Disinfecting wipes should be left in each conference room and employees should be encouraged to wipe down all surfaces touched during conference room meetings.
 - Lingering and socializing before and after meetings should be discourage

SPECIAL CONSIDERATIONS FOR EMPLOYEES THAT REQUIRE ENTRY INTO RESIDENTIAL, COMMERCIAL OR PUBLIC BUILDINGS

- ☐ Limit exposure for workers not providing direct client/patient services who must enter private residences or building by, where appropriate, implementing virtual customer service support or service provision. This could include self-install/repair strategies through phone consultations or support through video calls and instructional videos, if possible.
- ☒ Employees that enter into private residences to complete their work must be provided personal hand sanitizer in addition to appropriate PPE including an appropriate face mask and face shield.
- ☐ Customers who are receiving services in their home should be contacted in advance of their appointment, whenever possible, to confirm their appointment and determine whether:
 - The customer or any member of their household is exhibiting one symptom(s) of COVID-19 first appear within the last 10 days: fever (at or over 100.4°F or 38°C) or chills, cough, shortness of breath or difficulty breathing, feeling tired, muscle or body aches, headache, sore throat, nausea or vomiting, diarrhea, congestion or runny nose, or new loss of taste or smell.
 - The customer or any member of their household 1) is currently under isolation orders for COVID-19 or 2) has a confirmed or suspected diagnosis of COVID-19 or pending COVID test.
 - The customer or any member of their household 1) is currently under quarantine orders or 2) has spent time with another individual who has been diagnosed with COVID-19 or has a suspected diagnosis of COVID-19 within the last 14 days.
 - If the customer answers in the affirmative to any of these questions, the appointment must be rescheduled at least 10 to 14 days in the future; emergency situations should be discussed with the appropriate supervisor.
- ☐ During the advance call, remind customers that they (and any members of their household) must wear a face mask during the appointment and emphasize the importance of maintaining a safe

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distance of at least 6 feet from the worker at all times. Where feasible, encourage customers to increase ventilation within the residence by opening windows and doors.

- ☐ Employers must develop a process for workers to assess a residence or building on-arrival and empower workers to call a "safety stop" when they are reluctant to enter a residence or building due to specific and substantiated unsafe or unhealthy work conditions related to COVID-19 hazards. During such situations, workers should call a supervisor, if feasible, and discuss what work is essential to complete immediately and proper precautions to take. Based on an evaluation of the circumstances, supervisors should inform workers if they should not enter the residence, avoiding workers feeling pressured to make the decision. In emergency situations when a supervisor cannot be reached, workers should also be able to make that determination themselves without fear of reprisal or retaliation.
- ☐ When working in a private residence, workers not providing patient/customer care, should, when possible, minimize contact with customers and with customers' personal belongings. Similarly, in commercial or public buildings, workers should limit their interaction in the facility and avoid touching surfaces, where possible.
- ☐ Conduct virtual safety briefings weekly, or as needed, with workers prior to them going on service calls and develop internal communications that can be regularly updated on the use of personal protective equipment and other public health requirements.
- ☐ After completion of work at the residence or building, workers must remove all PPE and face masks and wash their hands or use hand sanitizer. Face masks must be washed, if applicable, or replaced daily. Face shields should be cleaned/disinfected as per the manufacturer's instructions.

SPECIAL CONSIDERATIONS FOR EMPLOYEES THAT OPERATE OUT OF VEHICLES

- ☒ All work trucks and vehicles must have hand sanitizer available and all workers should sanitize their hands when arriving on-site.
- ☒ Provide workers with an adequate supply of materials required to clean and disinfect frequently touched surfaces of the delivery vehicle. Provide lined trash receptacles to be replaced in delivery vehicles to properly dispose of disinfectant wipes and other items.
- ☒ Clean and disinfect the cabs of work trucks and vehicles, including dashboard controls, steering wheel, handles, etc., as well as other touch points on the vehicle such as handles and latches. Disinfect any equipment, including pens, clipboards, electronic signature pads or credit card terminals after every transaction.
- ☒ If feasible, workers should not ride in vehicles together. If workers must ride together in vehicles, all vehicle occupants must wear a face mask at all times and windows should remain open during travel to the maximum extent practicable to ensure adequate ventilation. Distancing in the vehicle should be maintained whenever possible.

SPECIAL CONSIDERATIONS FOR CLEANING AND JANITORIAL SERVICES

- ☐ Janitorial or custodial workers must be informed if they are going to be working in a location where an infected person has been so they can take the necessary precautions to protect themselves and can provide cleaning and disinfecting services.
- ☐ Any area where an infected person has been must be ventilated according to Table 1 in the Guidelines for Preventing the Transmission of Mycobacterium Tuberculosis at 99.9% removal efficiency before workers can enter.

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- ☐ If janitorial or custodial workers are asked to disinfect an area with known COVID-19 confirmed cases, they must not start operations until the employer has provided the proper personal protective equipment and hazard training, or a refresher training.
- ☐ Employers must ensure that all workers have been trained to use and have an adequate supply of all-purpose cleaners and disinfectants. Follow the complete CDC guidelines for cleaning and disinfection.
- ☐ Workers have enough ventilation in areas where they are disinfecting. If cleaning in a bathroom or other small space, make sure that the door is propped open. Follow the safer cleaning methods recommended by the California Department of Health Services.
- ☐ Workers should be supplied with bandages or other items to cover any cuts, scratches, or open wounds on skin and must have a sufficient supply to change bandages often.
- ☐ Customers must be reminded to maintain at least six feet of distance from janitorial or custodial staff and that customers are wearing face masks. Implement a process to regularly check-in with workers to ensure customers are following this protocol.

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☒ A copy of this protocol, or if applicable, the facility's printed COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility.
- ☒ Signage at the entry and/or where customers line up has been posted to provide clear guidance about how to maintain safety within the facility (e.g. maintaining physical distance, wear face masks, no eating and drinking inside, etc.).

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Dedicated public hours for vulnerable populations, including seniors and those medically vulnerable have been instituted, if appropriate, preferably at a time following a complete cleaning.
- ☐ 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 customers who have mobility limitations and/or are at high risk in public spaces.

Contact the following person with any questions or comments about this protocol:

**Business Contact
Name:**

Dara Smith, Administrative Deputy

Phone number:

213-974-3101

Date Last

Revised:

April 26, 2021