

## San Francisco Public Library: Excelsior Branch Library COVID-19 Site-Specific Health and Safety Plan

As the Library seeks to have additional employees return to the workplace and/or resume public-facing services which may require in-person transactions, we have submitted this Site-Specific Health and Safety Plan which details how we propose to safely return employees to the workplace and/or resume public-facing services. The Library has also submitted the City Offices Safety Protocol Certification confirming that this proposed plan meets the requirements set forth in the City Offices Safety Protocol.

### Department Information

Department Name: San Francisco Public Library

Worksite Address: Excelsior (EXC) Branch Library, 4400 Mission Street, San Francisco, CA 94112

You may contact the following person(s) with any questions about this Site-Specific Health and Safety Plan:

Name: Roberto Lombardi, Director of Facilities  
Email: [roberto.lombardi@sfpl.org](mailto:roberto.lombardi@sfpl.org) Phone: 415-786-3052

Name: Jessica Affolter, Facilities Administrative Analyst, Safety Coordinator  
Email: [jessica.affolter@sfpl.org](mailto:jessica.affolter@sfpl.org) Phone: 415-557-4259

Name: Ramses Escobedo, Branch Manager, Worksite Safety Monitor  
Email: [ramses.escobedo@sfpl.org](mailto:ramses.escobedo@sfpl.org) Phone: 415-355-2829

This Site-Specific Health and Safety Plan was reviewed and approved by our department head:



Michael Lambert, City Librarian



Date

### Employee Information

- Total number of employees who worked at each site prior to Shelter in Place order:  
18 (3600 Series)
- Approximate number of employees currently telecommuting for each worksite:  
0
- Average number of employees currently working at each worksite with a breakout by regular shift times and number of employees on site during each shift:  
0 (No staff are regularly scheduled at this worksite currently)
- Any planned changes to the number of employees planned to work from the site over the next 12 months with a breakout by regular shift times and number of employees on site during each shift:

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Approximately 9 employees dependent on proposed staffing and scheduling specific to each branch. See below:

<b>Proposed Staffing: Excelsior Branch Library</b>							
<b>Tuesday - Saturday: 10 a.m. to 6 p.m.</b>							
(Phase 2A - 5 Day/Week Schedule - FT SHIFT: 5 days/8 hrs)							
Position	SAT	SUN	MON	TUE	WED	THU	FRI
(Branch Manager/Lead) 3632 (FT)	9-6	-	-	9-6	9-6	9-6	9-6
(Circ Supervisor/Lead) 3618 (FT)	9-6	-	-	9-6	9-6	9-6	9-6
(Circ Lead) 3616 (FT)	9-6	-	-	9-6	9-6	9-6	9-6
3610 (PT)	9-6	-	-	9-6	9-1	-	-
3610 (PT)	-	-	-	-	2-6	9-6	9-6
3602 (PT)	9-6	-	-	-	-	9-1	9-6
3602 (PT)	-	-	-	9-6	9-6	2-6	-
3602 (PT)	9-6	-	-	-	-	9-6	9-1
3602 (PT)	-	-	-	9-6	9-6	-	2-6
3602 (PT)	9-6	-	-	9-1	-	9-6	-
3602 (PT)	-	-	-	2-6	9-6	-	9-6
Security	9-6	-	-	9-6	9-6	9-6	9-6
Custodial	9-6	-	-	9-6	9-6	9-6	9-6
<b>Total Staffing:</b>	<b>9</b>	<b>-</b>	<b>-</b>	<b>8 to 10</b>	<b>8 to 10</b>	<b>8 to 10</b>	<b>8 to 10</b>

- The worksite will comply with the restrictions and requirements set forth in the applicable items from the Safety Protocol (Certification) as listed below, and current DPH Health Officer Orders and Directives, including the [Order No. C19-07e \(Appendix A: Social Distancing Protocol\)](#), addendum attached) and [Directive No. 2020-18 \(Exhibit B Health and Safety Plan\)](#), addendum attached).
  - 1) The Library will ensure the worksite is complying with applicable and current laws including but not limited to OSHA and Cal-OSHA, with stricter guidance enforced.
  - 2) On-site employees and contractors will be provided with this approved Site-Specific Health and Safety Plan, which must be acknowledged by signature. Other languages will be provided as requested.
  - 3) Everyone entering the worksite must wear facial coverings in compliance with the requirements of the [Health Officer's Order \(No. C19-12b\)](#). The Library will provide facial coverings if requested by staff and appropriate PPE if needed.
  - 4) On-site employees must complete a daily employee health self-assessment certification prior to entering facilities (<https://sf.gov/check-your-health-city-staff>). Certain positions such as Custodians, IT staff, and employees that may not be able to maintain minimum six-foot physical distance, must also have their temperature checked before they can enter for work.
  - 5) Employees are prohibited from sharing phones, facial coverings, and PPE.
  - 6) The Library will and has taken steps to minimize air from fans blowing from one employee directly at another employee by removing and advising against the use of pedestal fans or hard mounted fans within the worksite. Employees shall not use and/or remove personal cooling fans from the workplace to reduce the potential spread of any airborne or aerosolized viruses.

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- 7) Library employees will minimize non-essential travel, between worksites and for business travel outside of San Francisco.
  
- 8) The Library enforces physical distancing requirements at the worksite including, at minimum:
  - a) All individuals at the worksite are always required to physically distance by maintaining a minimum six-foot distance between individuals, except as strictly necessary to carry out a time-limited task.
  - b) The Library has a plan specific to our program's activities and each worksite's floor plan which allows for maintenance of the physical distancing requirements.
  - c) Gatherings at the worksite are prohibited if physical distancing requirements cannot be maintained. Workshops and training will be conducted online or via video to the extent physical distancing cannot be maintained at a physical site as part of the activity.
  - d) Chairs and tables in break rooms and other areas where employees may gather will be removed and/or rearranged to provide for physical distancing and consider alternative areas to accommodate overflow volume for break and lunch areas.
  - e) The Library will identify and control possible "choke points" and "high-risk areas" where employees are unable to maintain minimum six-foot physical distancing and prohibit or limit use to ensure that minimum six-foot distancing can easily be maintained between individuals.
  - f) Visual cues (e.g., floor markings, signs) will be provided as a reminder to employees, contractors, and visitors to maintain physical distancing.
  - g) Employees shall minimize interactions and maintain physical distancing with all worksite visitors. To the extent employees provide in-person transactions at the worksite where lines may form, markings should be indicated at six-foot increments at a minimum establishing where individuals should stand to maintain adequate physical distancing.
  - h) For public-facing service counters where physical distancing is not possible, a physical barrier shall be provided between the employee and public such as a plexiglass temporary barrier.
  - i) Employees are prohibited from using others' phones or desks. Any work tools or equipment that must be used by more than one individual must be cleaned with disinfectants that are effective against COVID-19 before use by another individual. If an employee is using another work area to comply with physical distancing, then the location shall be disinfected before and after use.
  - j) A notice shall be posted in areas visible to all employees, contractors and visitors instructing them to do the following:
    - i. Do not touch your face with unwashed hands or with gloves.
    - ii. Frequently wash your hands with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol.
    - iii. At least daily, clean and disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs.
    - iv. Cover your mouth and nose when coughing or sneezing, or cough or sneeze

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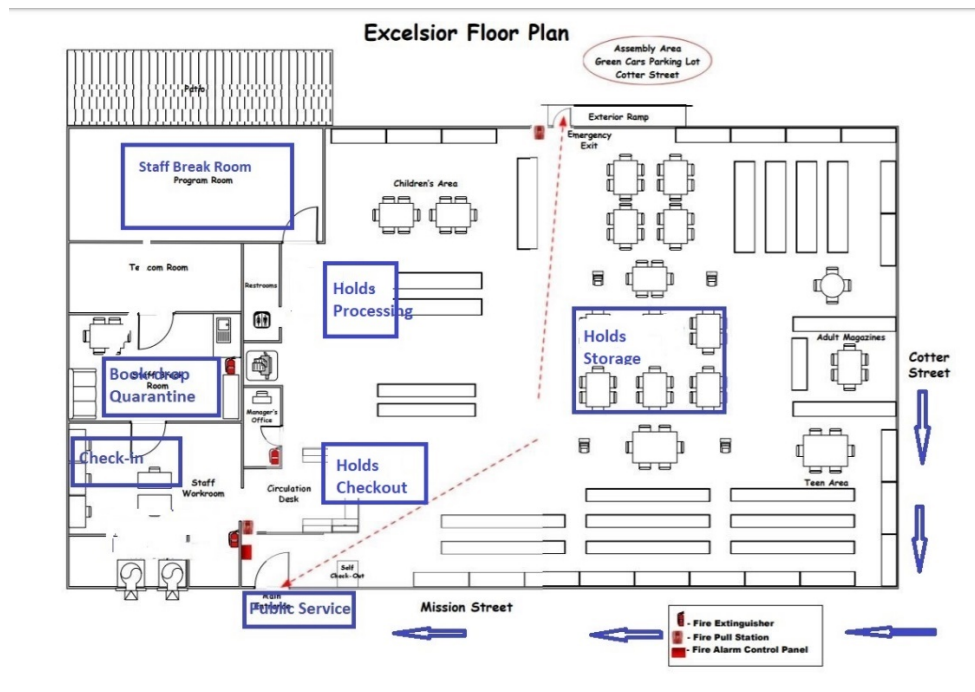
into the crook of your arm at your elbow/sleeve.

- v. Do not enter the worksite if you have a fever, cough, or other COVID-19 symptoms. If you feel sick, or have been exposed to anyone who is sick, stay at home. San Francisco offers free testing through [CityTestSF](#).
  - vi. Constantly observe your work distances in relation to other staff. Always maintain a minimum six feet of separation between individuals.
  - vii. Wear a face covering unless exempted under the Health Order (e.g. young children). This requirement includes while waiting in line, outside or inside.
- k) The notice in section 8.j will be translated as necessary to ensure that all non-English speaking employees, contractors, and visitors are able to understand the notice.
- 9) The Library has implemented cleaning and sanitization practices to frequently clean and sanitize, in accordance with CDC guidelines, all high-traffic and high-touch areas including, at a minimum: meeting areas, lunch and break areas (microwave or refrigerator handles or vending machine touchpads), entrances and exits to the office, and equipment.
- 10) Sharing of any food or beverage is prohibited. Sharing of pens or other writing equipment between employees or with the public is prohibited. Staff shall avoid sharing individual work tools (pens, clipboards, etc.) and personal items (utensils, dishes, etc.) with members of the public or co-workers to the greatest extent possible.
- 11) For the initial phase of the service, there will be no payments involved. Payments may be accepted in the future, and if so, contactless payment systems will be used or, if not feasible to do so, all payment portals, pens, and styluses will be disinfected after each use.
- 12) A COVID-19 Safety Plan Monitor (SPM) or Monitors for your program will be designated for each worksite, to enforce this guidance and ensure the SPM's name and contact information is shared with all employees at the worksite and listed in the Site-Specific Plan. The SPM must:
- a. Ensure implementation of all recommended safety and sanitation requirements regarding the COVID-19 virus at the worksite.
  - b. Report repeated non-compliance with this Safety Protocol and related site-specific plans to the appropriate worksite supervisors and a designated City Administrator representative.
  - c. Establish a system for employees to notify their supervisors if they are experiencing signs or symptoms of COVID-19 or if they have recent contact with a suspected or confirmed COVID-19 case.
- 13) In the event of a confirmed case of COVID-19 at a worksite, the Library will take the following actions (see more detailed information available at [www.sfcdcp.org/covid19](http://www.sfcdcp.org/covid19) under Businesses and Employers):
- a. Immediately remove the infected individual from the worksite with directions to seek medical care and follow applicable self-isolation requirements.
  - b. Decontaminate and sanitize each location at which the infected employee was present.
  - c. Notify the Public Health Department Communicable Disease Control (CD Control) immediately at (415) 554-2830 and the Department of Human Resources. The Library will

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follow all directives and complete any additional requirements by the health officials, including full compliance with any tracing efforts by the City.

- Below is an example of the location's floor plan accompanied by location-specific detailed explanation of how physical distancing and/or cleaning and sanitization requirements will be met. (Please also read below on the section on mitigation measures specific to "SFPL-To-Go" service at this worksite.)



### Excelsior Branch – specific modifications:

- Furniture and other movable fixtures will be positioned to comply with physical distancing protocols
- Staff will open all windows upon arriving at the branch
- Task specific workstations will be set up and identified
- Full-time Custodian dedicated to this location will clean and sanitize per established guidelines
- Staff will wipe down workstations before and after use with appropriate cleaning agent
- Staff will ensure that public outside of the branch library adheres to physical distancing protocols (6-foot) as well as encouraging the public to wear facial coverings in accordance with current DPH Health Orders.

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## Public-facing Services and In-person Transactions

- The public-facing services and/or in-person transactions the Library wants to resume providing from this worksite:  
Provide “SFPL-To-Go” contactless front door pickup service: In the first phase resumption of library services, library staff will be executing a plan for contactless front door pickup of library materials. This activity will focus staff workload at the 4400 Mission Street entrance. This service will be supplemented by telephone and email information services. To provide for contactless front door pickup, specific tasks to be performed include:
  - Pulling the requested materials from the shelves
  - Check-out of materials in Sierra (library circulation software) to fulfill patron request
  - Contactless front door pickup of materials by patron at 4400 Mission Street entrance
  - Quarantine of returned materials, perform check-in and, finally, re-shelving of the materials
- Explanation of why each service requires in-person transaction:  
To provide physical materials to patron by contactless front door pickup service for when patrons request library materials through the SFPL website or by calling the TIP Line, they can choose to pick up materials in person at the Branch Library. They can return previously-circulated library materials in the same trip.
- Average daily number of public (non-worksites employees) expected at the worksite related to each service:  
33 (determined by the Library’s Research, Strategy, and Analytics Division)
- The Library is proposing a plan to phase in services over a period and is providing a detailed description of the plan covering the phase in of services and the expected number of the public on-site at each stage:  
Please see [SFPL Reopening Plan](#) (addendum attached) for more information.
- The mitigation measures planned in accordance with the Safety Protocol for public-facing services will be practiced in order:  
For Excelsior Branch Library to provide access to physical materials through the implementation of “SFPL-To-Go” contactless front door pickup service at the 4400 Mission Street entrance.
  - Minimal staff and patron contact with limited operations of Tuesday through Saturday, 10:00am to 5:30pm, with table protected by plexiglass set up across the branch (4400 Mission Street) entrance. Table will be sanitized at beginning of each employee’s shift. Staff will wear facial coverings and gloves.
  - Controlled distribution of materials as items are checked out by patrons in advance per Materials Handling Guidelines to ensure the limiting of patrons being served and proper preparation of items.
  - The patron queuing area outside the Library will include markings to denote the 6-foot physical distancing protocol. Signage will be posted to remind patrons to wear facial coverings in accordance with current DPH Health Orders.
  - Library facilities to be limited to staff at capacity of approximately 9 employees. No public entry into library facilities. Six-foot distances will be marked in high traffic areas in the branch (restrooms, entrance to workroom, entryway, etc.). Hand sanitizing station will be readily available to staff.
  - External return book drops are open at the Branch Library with returned materials subjected to isolation for a minimum of 72 hours per CDC Guidelines and/or IMLS study guidance. No items will be taken directly from patrons at point of service (including library cards and returned materials).

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- Information about “SFPL-To-Go” process available at SFPL.org.
- Staff will follow the established [Materials Handling Guidelines](#) (addendum attached) to prepare held items for patrons.
- Additional information needed to understand how the department proposes to safely provide public-facing services specific to each site:
  - SFPL has drafted a phased approach to reestablishing library service for the community. This first phase requires new protocols for safe physical distancing in the workplace, with careful attention to handling of materials. The goal is to offer contactless front door pickup of library materials at the 4400 Mission Street entrance in compliance with the City’s guidelines for retail pickup. Excelsior Branch staff assigned to offer these services will achieve a healthy and safe work environment in all staff and public areas, through scheduled rotations of task-defined workloads in limited teams. Staff time spent in office areas will be planned and staggered for minimal overlap to achieve physical distancing goals. The staffing plan for this limited first phase will be supported by a regular schedule of cleaning by Custodial staff and can be coordinated with staff task rotations.
  - The Library will follow all the recommended practices outlined in the [California Department of Health, CAL/OSHA Industry Guidance for Retail, updated June 15, 2020](#) (attached addendum).
  - The Library will take measures, including posting signage in strategic and highly visible locations, to remind the public that they should use face coverings and to practice physical distancing while picking up library materials.
  - A Library Buildings and Grounds Patrol Officer will be present during all operational hours to assist in maintaining social distancing protocol.

### **Attached Addendum Items:**

- [Health Officer Order No. C19-07e Appendix A: Social Distancing Protocol -EXC](#)
- [Health Officer Directive No. 2020-18 Exhibit B Health and Safety Plan -EXC](#)
- [SFPL Reopening Plan](#)
- [Materials Handling Guidelines](#)
- [CAL/OSHA Industry Guidance for Retail, updated June 15, 2020](#)

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*In order to keep Employee Acknowledgement on separate page when double-side printing.*



**San Francisco Public Library: Excelsior Branch Library  
COVID-19 Site-Specific Health and Safety Plan**

**Employee Acknowledgement**

I affirm that I have received a copy of the Excelsior Branch Library's COVID-19 Site-Specific Health and Safety Plan, and I understand that it is my responsibility and the Library's to ensure that it is followed.

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DSW #	Employee Name	Employee Signature	Date
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*\*Please give this page to the Worksite Safety Monitor or person who distributed this document to you and retain the remainder for your reference. Once signed, the Worksite Safety Monitor, will forward to the Safety Coordinator in the Facilities Office.*

*\*\*If you have questions, please notify the contacts listed in the Department Information section (on page 1) and/or you may email [facilities@sfpl.org](mailto:facilities@sfpl.org).*



**Health Officer Order No. C19-07e**  
**Appendix A: Social Distancing Protocol** (revised 6/1/2020)



Each business operating in San Francisco must complete, post onsite, & follow this Social Distancing Protocol. See the attached **Instructions and Requirements** for details on what is required and how to complete this checklist.

Check off all items below that apply and list other required information.

*Business/Entity name:*

*Contact name:*

*Facility Address:*

*Phone / Email:*

*(You may contact the person listed above with any questions or comments about this protocol.)*

**SIGNAGE & EDUCATION**

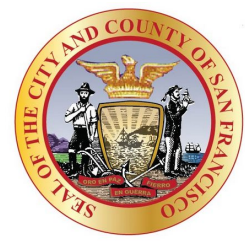
- Post signage at each public entrance of the facility requiring of everyone:
  - (1) avoid entering if experiencing COVID-19 symptoms;
  - (2) maintain a minimum six-foot distance from others in line and in the facility; and
  - (3) wear a Face Covering
- Post a copy of this two-page Social Distancing Protocol checklist at each public entrance
- Post signage showing maximum number of patrons who can be in line and in the facility
- Educate Personnel about this Protocol and other COVID-19 related items

**PROTECTIVE MEASURES**

- Follow Sections 2.1 through 2.4 below, including:
  - Ensure Personnel stay home or leave work if they are sick
  - Provide a copy of the Attachment to Personnel to ensure they understand when to stay home; translated versions of the Attachment are available online
  - Ensure Personnel review health criteria before each shift and advise Personnel what to do if they are required to stay home
- Require Personnel and patrons to wear a face covering as required by Health Officer orders
- Implement a plan to keep site Personnel safe, including by limiting the number of Personnel and customers onsite to a number that ensures physical distancing and favoring allowing Personnel to carry out their duties from home when possible

**MEASURES TO PREVENT UNNECESSARY CONTACT**

- Tell Personnel and patrons to maintain physical distancing of at least six feet, except Personnel may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary
- Separate all desks or individual work stations by at least six feet
- Place markings in patron line areas to ensure six foot social distancing (inside and outside)
- Provide for contactless payment systems or, if not feasible, disinfect payment systems regularly. Describe:
- Maintain Plexiglas or other barriers between patrons and Personnel at point of payment (if not possible, then ensure at least six foot distance)



**Health Officer Order No. C19-07e**  
**Appendix A: Social Distancing Protocol** (revised 6/1/2020)

- Limit the number of patrons in the store at any one time to:
- Separate order areas from delivery areas or similarly help distance patrons when possible
- Optional—Describe other measures:

**SANITIZING MEASURES**

- Regularly disinfect high touch areas, and do so continuously for surfaces patrons touch (countertops, payment systems, pens, and styluses)
- Provide disinfecting wipes that are effective against SARS-CoV-2 near shopping carts, shopping baskets, and high-touch surfaces and provide hand sanitizer
- Have Personnel disinfect carts and baskets after each use
- Provide hand sanitizer, soap and water, and/or disinfecting wipes to patrons and Personnel at or near the entrance of the facility, at checkout counters, and anywhere else where people have direct interactions
- Disinfect break rooms, bathrooms, and other common areas frequently, on the following schedule:
  - Break rooms:
  - Bathrooms:
  - Other:
- Prevent people from self-serving any items that are food-related:
  - Provide lids and utensils for food items by Personnel, not for patrons to grab
  - Limit access to bulk-item food bins to Personnel—no self-service use
- Prohibit patrons from bringing their own bags, coffee mugs, or other reusable items
- Prohibit Personnel from using shared food prep equipment for their own use (e.g., microwaves, water coolers), but microwaves may be used if disinfected between each use and hand sanitizer is available nearby
- Optional—Describe other measures (e.g., providing senior-only hours):

**INDUSTRY-SPECIFIC DIRECTIVES**

- Ensure that you have read and implemented the attached list of requirements.
- In addition to complying with the Social Distancing Protocol, many businesses must comply with additional, industry-specific directives. Go to [www.sfdph.org/directives](http://www.sfdph.org/directives) and check to see if your business is subject to one or more additional directives. For each one, you must review the Health and Safety Plan (HSP) requirements and post an additional two-page checklist for each one that applies. In the event that any directive changes the requirements of the Social Distancing Protocol, the more specific language of the directive controls, even if it is less restrictive. Check this box after you have checked the list and posted any other required HSP.

\* Any additional measures may be listed on separate pages and attached.

## Checklist

### Health Officer Directive No. 2020-18 (Exhibit B) Health and Safety Plan (issued 6/13/2020)

Each Office Facility must complete, post onsite, and follow this Health and Safety Plan.

Check off all items below that apply and list other required information.

*Business/Entity name:*

*Contact name:*

*Facility Address:*

*Contact telephone:*

*(You may contact the person listed above with any questions or comments about this plan.)*

- Office Facility is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-18, available at <http://www.sfdph.org/directives>.
- Completed any necessary adjustments to the layout of the Office Facility to allow for proper social distancing.
- Plumbing is functioning and, if the Office Facility was dormant, the pipes are flushed.
- Completed any necessary improvements to the ventilation of the Office Facility.
- Developed a plan to ensure Personnel comply with social distancing requirements and to limit the number of people in the Office Facility at a given time, consistent with the requirements in the Stay-Safe-at-Home Order.
- Modified policies for using elevators and stairs, including placing signage regarding any applicable limits on use of elevators.
- Personnel and members of the public who enter the Office Facility are required to wear Face Coverings as provided in the Face Covering Order.
- Developed and implemented a plan and implement daily COVID-19 symptom self-verifications for all Personnel as required by the Social Distancing Protocol.
- Developed and implemented a plan and implemented sanitization requirements.
- Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
- High touch surfaces in common areas are cleaned and disinfected routinely throughout the day.

#### **Additional Requirement Applicable to Non-Essential Businesses:**

- Adjusted maximum occupancy rules based on the size of the facility to limit the number of people (including Personnel and members of the public) in the Office Facility.

#### **Additional Measures**

Explain:

# SFPL REOPENING PLAN

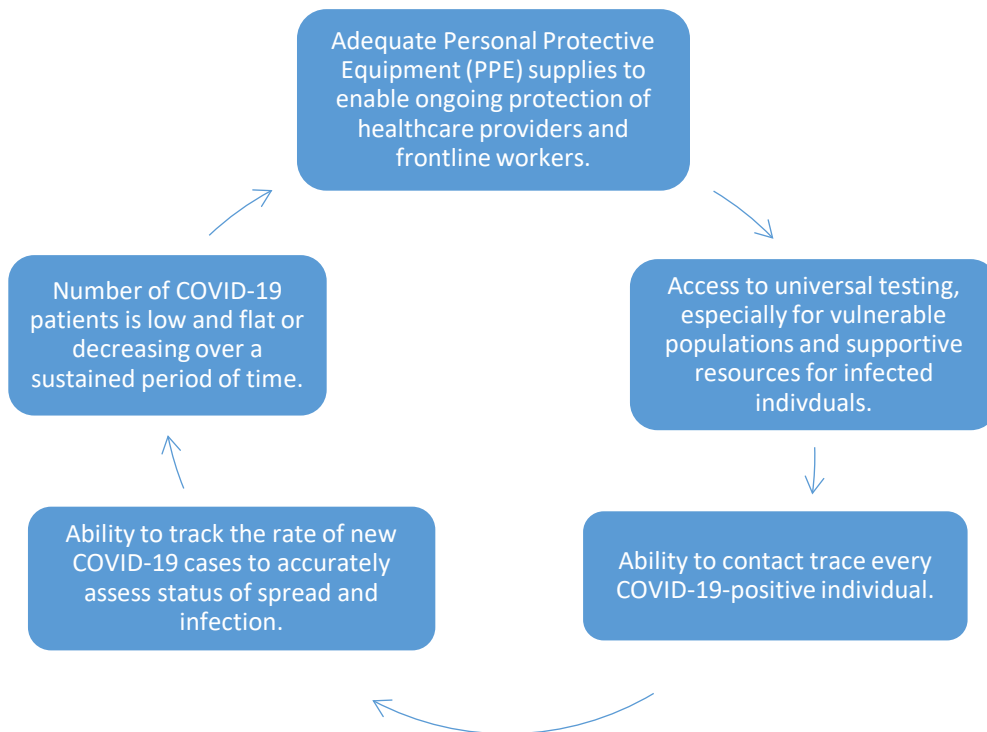
## INTRODUCTION

San Francisco Public Library is dedicated to providing safe and welcoming library services for all. Since March 14, all 28 libraries in the SFPL system have been closed in accordance with state and city government shelter-in-place orders intended to reduce the spread of the novel coronavirus (COVID-19).

While apart, the Library has continued to offer limited library services including telephone and email reference services, virtual storytimes and programs, remote library card registration, and a robust online collection of materials including eBooks, audiobooks, streaming music and videos, news, research and homework help resources, and more.

In anticipation of the eventual easing of restrictions and reduced threat of the virus, the Library is planning for the reopening of its neighborhood libraries in phases to ensure that library users and staff are protected while gradually resuming the sharing of materials and access to in-person services that the community relies upon.

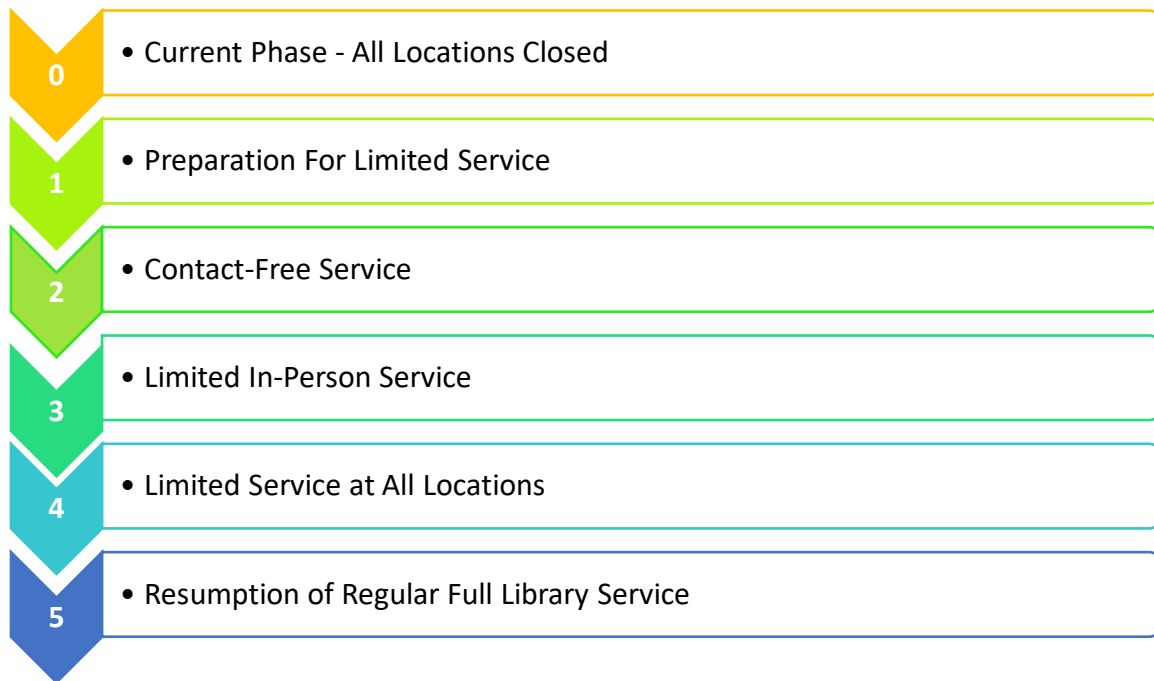
Our gradual reopening will be guided by the five progress indicators outlined by the San Francisco Department of Public Health:



Reverse indicators are defined as follows:

- Positive cases of COVID19 begin to trend upward in the City or region
- Positive cases of COVID19 appear in the workforce
- Positive cases of COVID 19 appear in the community served
- Maintenance of inventory of PPE necessary for service level becomes unsustainable
- Maintenance of SF Department of Public Health and OSHA recommendations becomes unsustainable

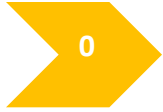
## OVERVIEW: PHASED RESTORATION OF LIBRARY SERVICES



## OBJECTIVES

- Limit employee and community exposure to COVID-19 virus by complying with local and state guidance specific to this emergency
- Identify and put in place safety procedures that will permit the restoration of Library services to the community in as safe a manner as possible
- Identify local indicators that will move operations forward or draw them back
- Remain flexible and nimble to adapt operations to changing conditions

**NOTE: All phases contingent on staffing levels.**



Current Phase: All Locations Closed to the Public

March 14, 2020 - TBD

## INDICATORS

Infection risks remain high. Limited PPE supplies available to comply with public health safety requirements and to accommodate staff reporting to Disaster Service Worker (DSW) sites.

Public attendance: No public in the Main Library.

## OPERATIONS

- All 28 libraries and bookmobiles are closed to the public in accordance with strict shelter-in-place and social distancing public health orders.
- Main Library is activated as Department Operations Center (DOC) with limited hours and minimal staffing to maintain safety.
- Most SFPL public services staff are activated as Disaster Service Workers, telecommuting or on furlough.
- Custodial staff support rigorous cleaning efforts per health recommendations.
- Library Service Center (190 9th Street) is activated to support the work of the Collections and Technical Services division with limited hours and minimal staffing.
- COB staff working remotely.
- Critical support for security and custodial at all library assets is maintained by the Facilities division.

## SERVICES

Library is offering a range of interim services to the community: website and electronic resources over the internet; online e-card registrations, SFUSD and SF private school scholar card activations; Telephone Information Program's ready reference service and handling patron accounts; Talking Books and Braille Center support to registered patrons of their service; online youth and jobs/careers programming; limited ordering and receiving of new materials; Social Work Team outreach to unhoused patrons; Facilities Division maintains buildings and protects infrastructure; Human Resources and Finance continue administrative functions; Community Programs and Partnerships supporting public relations and social media contact with the community; IT division supports technology assets; and Department Operations Center (DOC) efforts to support citywide response to crisis through the Emergency Operations Center (EOC).

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## Preparation for Limited Service

Anticipated start TBD – minimum of 2 weeks

Public attendance: No public in the Main Library.

### INDICATORS

- Shelter in place restrictions begin to be relaxed or lifted
- COVID-19 cases have peaked and are on the decline
- Local businesses prepare to reopen for limited service following state/municipal guidelines to make work as safe as possible.
  - Physical and workflow adaption
  - Essential workforce safety net
  - Make PPE more widely available
  - Individual behavior changes
- Local government offices begin providing in-person services with social distancing
- Size of gatherings remain highly restricted

### OPERATIONS

- All 28 libraries and bookmobiles remain closed to the public.
- Main Library and selected branch locations are open to staff to begin preparing for minimal public service.
- Staff work is focused on setting up workspaces in accordance with local and OSHA guidance for individual distancing.
- Goal is readiness for implementation of contact-free holds pickup service and resumption of accepting returned materials from patrons.

### STAFFING CAPACITY

- Main Library - 38 FTE staff
- Large Branches – 8-10 staff
- Small & Medium Branches – 4-5 staff
- 1<sup>st</sup> week – Team Leads at each site
- 2<sup>nd</sup> week – Full team at each site



2

## Contact-Free Service

Anticipated start at least two weeks after Phase 1 – to date TBD

Public attendance: Expected attendance at the Main Library of 250 to 500 per day; access is limited to the Larkin Street vestibule.

### INDICATORS

- Shelter in place restrictions continue to be relaxed or lifted
- COVID-19 cases have peaked and continue to decline
- Sufficient PPE supply to meet demand
- Sufficient testing capacity to meet demand
- Contact tracing capacity statewide
- Local businesses reopen with adaptations to ensure social distancing such as curbside pick-up
- Local government offices begin to reopen with adaptations to ensure social distancing

### OPERATIONS & SERVICES PLAN 2A – STOREFRONT HOLDS PICK-UP

- Main Library and up to 13 selected Branches (Excelsior, Chinatown, Richmond, Ortega, Visitacion Valley, Mission Bay, Merced, Bayview, Eureka Valley, Ingleside, Portola, Western Addition, and Marina) provide access to physical materials through the implementation of “SFPL To Go”, a Contact Free Pick-up Service outside library buildings.
- Hours of operation are reduced to 5 days per week at neighborhood branches, Tuesday – Saturday (10:30 a.m. – 6 p.m.)
- The Main Library will continue to operate 7 days per week
- Service will expand to additional neighborhood location locations as possible.
- Structure and staff are in place to support safe and orderly lines outside libraries.
- External return book drops are open at the Main Library and the selected Branches providing holds pick-up service. Returned materials are isolated for a minimum of 72 hours per CDC Guidelines and/or IMLS study guidance. Access to library facilities is limited to staff.
- All other library locations and book drops remain closed to staff and the public.
- Specific hours for vulnerable patrons.

## STAFFING CAPACITY

- Main Library - 38 FTE staff
- Large Branches – 8-10 staff
- Small & Medium Branches – 4-5 staff

## OPERATIONS & SERVICES PLAN 2B – REFERENCE SUPPORT + HOLDS PICK-UP

### Anticipated Date approximately 1 week after start of Phase 2A.

- Services and processes identified in Phase 2 Plan A continue +
- Location staff at limited branches, reference list in Plan 2A, resume providing Reference and Readers Advisory Services to Library patrons through chat, phone calls, and emails. This addition enhances access to collections by allowing patron-initiated holds via phone, chat and email.

## STAFFING CAPACITY

- Main Library – 38 FTE staff
- Large Branches – 8-10 staff
- Small & Medium Branches – 4-5 staff



### Limited In-Person Service

**Anticipated Date is dependent on local and state assessment of risk.**

Public attendance: Expected attendance at the Main Library of up to 1000 per day.

## INDICATORS

- Shelter-in-place for high risk individuals is lifted
- The curve for COVID 19 cases flattens
- Higher risk environments with adaptations and limits on size of gatherings reopen
  - Restaurants and bars
  - Personal care (hair and nail salons, gyms)
  - Entertainment venues (movie theaters, sports without live audiences)
- Public Libraries, museums, and visitor services are open
- Size of gathering increased further

## OPERATIONS & SERVICES PLAN 3A – LIMITED BROWSING + INDOOR HOLDS PICK-UP

- The Main Library and selected branches reopen for limited browsing of physical materials, but with reduced hours and access to stacks.
- Holds Pick-up service is transitioned inside to a self-service model. Self-checkout is available.
- Library staff at these locations continue assisting patrons with Reference and Readers Advisory through chat, phone calls, emails and limited face-to-face interactions.
- Location hours remain reduced.
- External book drops are open at the Main Library and the selected Branches.
- Building capacity and time spent in the building is monitored and limited.
- Public seating is removed.
- Study and meeting room use is prohibited, and in-person public programming remains suspended.
- All other library locations and book drops remain closed to staff and the public.
- Specific hours for vulnerable patrons.

## STAFFING CAPACITY

- Main Library - TBD staff
- Large Branches – 8-10 staff
- Small & Medium Branches – 4-5 staff

## LOCATIONS

- Main Library
- Wave 1 Branches: Excelsior, Chinatown, Ortega, Mission Bay, Merced, Bayview, Eureka Valley, Ingleside, Portola, Western Addition, and Marina
- Additional locations TBD

## OPERATIONS & SERVICES PLAN 3B – LIMITED PUBLIC COMPUTER ACCESS

- Services and processes identified in Phase 3 Plan A continue.
- The Main Library and selected Branches provide limited public computer access with reduced hours.
- Public computing spaces and seating arrangements are established in compliance with social distancing guidance from DPH. Laptops may be used rather than desktops, and meeting room spaces may be converted to labs.
- Staff assistance for computer questions is handled from Library information desks.

- No access to stacks is available at limited computing locations.
- Specific hours for vulnerable patrons.

**NOTE:** Branches can either implement Plan 3A or 3B. One site cannot do both in phase 3. At least ½ will do limited browsing. A smaller number will do limited computing.

## STAFFING CAPACITY

- Main Library - TBD staff
- Large Branches – 8-10 staff
- Small & Medium Branches – 4-5 staff

## LOCATIONS

- TBD (Visitacion Valley, Richmond, Ingleside)



Limited Service at All Locations

**Anticipated Date is dependent on local and state assessment of risk.**

Public attendance: Expected attendance at the Main Library up to 2000 per day.

## INDICATORS

- End of Shelter-in-Place Order
- Cases of COVID 19 are below action levels
- All public spaces are open
- No restriction on gatherings of any size
- Highest risk workplaces open
  - Concerts
  - Convention Centers
  - Live audience sports

## OPERATIONS & SERVICES

- Limited in-person library services are expanded to all 27 Branches
- Regular service hours resume at all locations.
- Limited in-person materials browsing, and limited public computer services are provided.
- Seating is gradually re-introduced and configured based on social distancing recommendations.
- Limited staffing allowed at the service desks.

- Additional library services may be reintroduced at library locations where physical layout can accommodate the services.
- Locations may be able to resume some public programming with limitations on group size.
- Specific hours for vulnerable patrons may be established.

## STAFFING CAPACITY

- Main Library – all location staff
- Large Branches – all location staff
- Small & Medium Branches – all location staff

## LOCATIONS

- Main Library
- Wave 1 Branches: Excelsior, Chinatown, Richmond, Ortega, Visitacion Valley, Mission Bay, Merced, Bayview, Eureka Valley, Ingleside, Portola, Western Addition, and Marina
- Service will expand to additional locations when possible.



Resumption of Regular Full Library Service  
**Anticipated Date is dependent on local and state assessment of risk.**

Public attendance: Expected attendance at the Main Library up to 5000 per day.

## INDICATORS

- Availability of vaccine is readily or effective treatments for COVID-19

## OPERATIONS & SERVICES

- Full resumption of library services based on “new normal”
- Full public programming and community meeting room use is resumed
- Inbound and outbound class visits resume
- Regular bookmobile routes resume
- Outreach activities allowed at off-site locations

## Resources

**Update on California's Pandemic Roadmap**

<https://www.gov.ca.gov/wp-content/uploads/2020/04/Update-on-California-Pandemic-Roadmap.pdf>

**OSHA: Guidance for preparing workplaces for COVID 19, March 2020**

<https://www.osha.gov/Publications/OSHA3990.pdf>

**SF GOV resource for businesses**

<https://sf.gov/check-if-business-essential>

<https://sf.gov/curbside>

# San Francisco Public Library

## Safe Material Handling Procedures

### (No patrons in libraries)

This guide is a resource on the current best practices for handling materials in the safest manner during the COVID-19 pandemic. It will be updated as new information and guidelines are available.

#### **SAFETY FIRST**

**For your safety, please wear gloves while handling materials.** Wash your hands immediately after removing gloves. **Wear a face mask and practice social distancing** (at least 6 feet), including staff, patrons and delivery personnel.

#### **SAFE GLOVE USE**

Gloves are used to protect the wearer from getting the virus on their hands. It may be possible that the virus will get on a glove's surface. **When wearing gloves, do not touch your face or glasses with your hands**, which is the same as touching your face without gloves; gloves are worn as a reminder not to touch your face. Wearing a mask also serves as a reminder not to touch your face. After you have completed the activity requiring gloves, immediately remove and discard your gloves and wash your hands for at least 20 seconds.

## **HANDLING RETURNS AND NEW MATERIALS**

### **RETURNED MATERIALS – Bookdrops will be opened**

1. Open bookdrops five days prior to launch of holds pickup. Staff will determine an emptying schedule that will work best for their location.

### **RETURNED MATERIALS - QUARANTINE AND CHECK-IN PROCEDURE**

1. Establish a quarantine area for all returned materials and ensure staff know where it is located to avoid unnecessary contact.
  - a. The quarantine area does not have to be completely isolated from areas where staff are present. Viruses, including coronavirus which causes COVID-19, cannot re-aerosolize once it lands on a surface, such as a book or DVD case. In other words, the virus cannot “jump” off the surface of an item and infect someone.
2. Put on gloves. Prepare a slip for the cart for incoming materials, noting the date and time. Add additional signage to the cart as needed so that staff do not accidentally handle the material before quarantine ends.
3. Retrieve materials from the book drop. Place items on the cart.
4. Avoid contact with door handles and other contact points after you've touched materials. If you can prop open your doors, do so before you touch any returned items. Move the cart to the identified quarantine area.
5. Remove gloves and promptly wash your hands.

6. After items have been on the cart for **(timeframe determined by IMLS<sup>1</sup>)** you can check-in them in as normal in Sierra. This includes fulfilling holds and sending items in transit.

## **RETURNED MATERIALS – DAMAGED ITEMS**

1. For returned items that are wet, damp, or soiled:
  - a. Place item in a plastic bag
  - b. Check in item in Sierra, removing it from patron's account
  - c. Withdraw item from collection in Sierra
  - d. Dispose of items by **placing in receptacle for landfill**
2. Staff should use their discretion and err on the side of removing a potentially infected item from the collection.

### **RETURNED MATERIALS – LINK+ & ILL ITEMS**

1. Link+ and ILL material will temporarily be allowed through book drops.
2. After items have been on the cart for **(timeframe determined by IMLS)**, set aside LINK+ and ILL items to be checked **in separately per LINK+/ILL procedure.**

## **NEW MATERIALS – CTS TO BRANCHES & MAIN CHECK-IN PROCEDURE**

1. Red bins will be held **(timeframe determined by IMLS)** in CTS prior to shipment to Main and branches.
2. Upon arrival at destination, you can remove items from bins to a cart, check-in the items in Sierra, and shelve them as you normally would.

## **REPAIRED MATERIALS – PRESERVATION TO BRANCHES & MAIN CHECK IN PROCEDURE**

1. Packages will be held **(timeframe determined by IMLS)** in CTS prior to shipment to Main and branches.
2. Upon arrival at destination, you can remove items from bins to a cart, check-in the items in Sierra, and shelve them as you normally would.

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<sup>1</sup> If IMLS is not complete at time of opening, default to 72 hour quarantine.



## **HOLDS PROCESSING AND DELIVERY**

### **HOLDS PROCESSING – Running Paging list**

1. Put on gloves
2. Follow new create list procedure to pull local holds. (see attached)
3. Assign pulling of items from paging list per instructions below under HOLDS Processing - Limit # of items pulled and - Pulling items from paging list

### **HOLDS Processing – Limit # of items pulled**

4. To ensure staff and public safety and allow for social distancing, the number of holds pulled each day may be pre-determined, as needed to minimize the number of patrons' visiting a library to pickup holds
5. Staff assigning pulling of holds will assign only the pre-determined number of items for filling holds if needed

### **HOLDS PROCESSING – Pulling items from paging list**

1. One person should be responsible for pulling holds during each shift, to limit the number of people who have contact with the material.
  - a. At locations like Main and large branches, the paging list can be divided among 2 or more staff as needed; each staff member will complete the tasks 2-7 below for the items on their list.
2. Put on gloves
3. Pull the materials on paging list
4. Check items in Sierra trigger hold
  - a. Items for local pick up, place on book cart with hold slip in alphabetical order by patron last name. Let items sit overnight.
  - b. Items for pick-up at another location, place in transit bin

### **HOLDS PROCESSING – PRE-CHECK OUT AND BAGGING (this process happens during closed business hours)**

1. One person should be responsible for checking out items for patrons (Items will be checked out for 28 days)
  - a. At locations like Main and large branches, the paging list can be divided among 2 or more staff as needed; each staff member will complete the tasks 2-7 below for the items on their list.
2. Follow **Change Due Date/Vacation Loan Procedure** to check out the items to patron. Change due date to be 4 weeks from current date.
3. Follow **Print to Email Instructions** from Sierra 5.1 (pending)
  - a. If patron does not have an email, print check out slip and attach to bag.
  - b. Call patron to let them know their holds will be ready the next day.
4. Place checked out item(s) for each patron in paper bag and attach hold slip to bag.
5. Date bag for 10 days out, for clear holds shelf (check in items) process.
6. Place bag with hold slip on book cart to be ready for patron pick-up the next day.

### **NO-CONTACT HOLDS PICK-UP – For Building-Entrance Pick-Up**

1. Follow set-up instructions for your location that prevent patrons from entering building and ensure safe social distance for staff and patrons
2. Put on gloves and wear a mask
3. At a distance of 6 feet, patron verbally provides last name and last 3 digits of barcode number
  - a. Last name and last 3 digits of barcode number are on holds slip attach to paper bag.
  - b. If patron does not know last 3 digits of library card, ask to see a holds notice or picture ID.
4. Staff picks up bag with checked-out items by grabbing it from the bottom and not touching the bag handles
5. At a safe social distance of at least 6 feet, staff delivers bag of items to patron by:
  - a. Patron stands back from table at marked location ensuring 6 feet between patron and staff
  - b. Staff places bag on table and steps back to ensure 6 feet distance from patron
  - c. Patron steps up to table, retrieves bag and confirms items as theirs

### **CLEAR HOLDS (ITEMS NOT PICKED UP) – For Building-Entrance Pick-Up**

1. Items that are not picked up by patrons 10 days from check-out will be checked in and re-shelved. (This date will be written on the slip attached to the bag.)

## NEW MATERIAL FROM VENDORS TO CTS – QUARANTINE PROCEDURE

1. Limit contact with delivery drivers; wear a mask and maintain a distance of at least 6 feet.
2. Put on gloves and place the boxes in predetermined holding location.
3. Hold deliveries for **(timeframe determined by IMLS)** before unboxing.
4. Unbox shipments and send to Processing and Cataloging as normal.
5. **Breakdown boxes as normal.**

## INFORMATION ON DISINFECTING MATERIALS

Based upon information from Belfor Property Restoration, it is not recommended to try to clean books, CDs, DVDs and other circulating materials. Sanitizing solutions leave residue on materials that can damage books and the pages inside. Additionally, we cannot guarantee that we have alcohol-sanitized every touchable surface of a DVD or CD and its case if we tried to clean them, so the safest option is to quarantine all materials so that if they have any virus on them, the virus will die without us touching it.

## BACKGROUND INFORMATION – RESOURCES/ARTICLES

OCLC and IMLS Study - *Reopening Archives, Libraries and Museums (REALM) Information Hub: A COVID-19 Research Project* <https://www.webjunction.org/explore-topics/COVID-19-research-project.html> Information will be added as it becomes available.

California Occupational Health and Safety / California Department of Public Health. **COVID 19 Industry Guidance: Retail** <https://covid19.ca.gov/pdf/guidance-retail.pdf>; see also Cal OSHA/COVID 19 General Checklist at <https://covid19.ca.gov/pdf/checklist-retail.pdf>. Provides guidance for safely reopening retail businesses, including libraries.

California Occupational Health and Safety / California Department of Public Health, **COVID 19 Industry Guidance: Office workspaces** <https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf>; see also Cal OSHA/COVID 19 General Checklist at <https://covid19.ca.gov/pdf/checklist-office-workspaces.pdf>. Provides guidance for safely reopening office workplaces.

California State Library. **Restoring In-Person Services in California's Libraries** <https://www.library.ca.gov/Content/pdf/services/toLibraries/COVIDGuidanceLibraries.pdf>. Provides additional guidance for safely providing curbside holds delivery.

San Francisco Department of Public Health, **Health Officer Directive No. 2020-10 (issued 5/17/20), including Exhibit A: Best Practices for Retail Businesses with Curbside Pickup** <https://www.sfdph.org/dph/alerts/files/Directive2020-10-CurbsidePickup-05172020.pdf>. San Francisco Health Officer directive prescribing safety standards for retail curbside pick up operation; exhibit A can be turned into template for Health and Safety Plan that directive requires, see [https://www.sfdph.org/dph/alerts/files/2020.05.16-FillableForm\(Directive2020-10\)CurbsidePickup.pdf](https://www.sfdph.org/dph/alerts/files/2020.05.16-FillableForm(Directive2020-10)CurbsidePickup.pdf).

Institute of Museum and Library Services. **Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections, March 30, 2020** Transcript: <https://www.imls.gov/sites/default/files//webinar/transcripts/covid-19-webinar-transcript.pdf> Relevant quote from this presentation: *However, if you were concerned about the book having something the virus on it, you could leave it aside for an up to 24-hour period which should be sufficient for that. For the DVDs or other products, if you're not wiping them down, again a 24-hour period should be fine. If you're very*

concerned you can leave it for up to 48 hours, but 24 hours should be more than sufficient just based on the fact that, again, for a lot of these surfaces an incidental contact from someone is not going to be a very high transmission risk. It's going to be if someone was very sick on the material and had shed a lot of virus on it that would be of concern. At the 19:20 mark, Dr. Berendes begins his talk on general hygiene procedures. At 30:16 mark, Dr. Berendes explains that 24 hours is sufficient for external contamination of books.

Connecting to Collections Care, a part of the Institute of Museum and Library Services' (IMLS) national initiative, Connecting to Collections (C2C). **Collections Care in the Age of COVID-19** webinar:

<https://www.connectingtocollections.org/collections-care-covid-19/>. Advises against fumigants or other liquids, including alcohol to clean materials. Recommends isolation as the best way to handle potential contamination. Need to wait for research to catch up in terms of how long isolation is needed for non-paper surfaces (24-72 hours). The MD participant said you cannot get COVID from RNA fragments, in the same way that you cannot get pregnant from DNA fragments (in reference to the Diamond Princess report on RNA fragments in the ship). Think about time-entry into buildings and exhibits. Hand-washing is better than hand-sanitizing in terms of protecting books from potentially damaging chemicals.

Lewis, Tanya. "How Coronavirus Spreads through the Air: What We Know So Far." *Scientific American* website. <https://www.scientificamerican.com/article/how-coronavirus-spreads-through-the-air-what-we-know-so-far1/> (accessed May 15, 2020).

University of Pittsburgh Medical Center. "**Hand washing versus sanitizer: which is better?**" <https://www.upmcmymatters.com/hand-sanitizer-vs-hand-washing-better/> This article explains that hand-washing is your first choice if you have access to a sink and soap and water.

US Department of Labor, Occupational Safety and Health Administration. **Covid-19: Control and Prevention.** <https://www.osha.gov/SLTC/covid-19/controlprevention.html#health>. This page has guidance for different occupations. Most of the guidance is for workers who are at higher risk (healthcare workers, etc.). There are a few paragraphs for workers at low-risk, which focus on hand-washing and staying at least six feet away from other people.

US Department of Labor, Occupational Safety and Health Administration. **Guidance for Preparing Workplaces for COVID-19.** <https://www.osha.gov/Publications/OSHA3990.pdf>. Explains how employers should make adjustments to schedules, workplace layouts, provide PPE, etc. based on potential exposure risks. CTS staff would be considered low-risk due to ability to be six feet away from co-workers. Public service staff would be between low-risk and medium-risk, depending on how well they are able to distance themselves from the public. Emphasis is on person-to-person transmission as that is the primary way that people get infected. Surface transmission is not considered very likely.

US Department of Labor, Occupational Safety and Health Administration. **COVID-19 Guidance for Retail Workers.** <https://www.osha.gov/Publications/OSHA3996.pdf>. Provides general guidance about making sure that staff: know proper handwashing procedure; social distance; do not come to work when sick; take advantage of curbside pickup; wear a face mask if required.

US Department of Labor, Occupational Safety and Health Administration. **U.S. Department of Labor Issues: Alert to Keep Package Delivery Workers Safe During COVID-19 Pandemic.** <https://www.osha.gov/news/newsreleases/national/04132020>. Focus is on limiting driver/delivery-receiver contact. CTS staff should not be standing on the dock while the delivery is made. Mentions cleaning some deliveries, but we will quarantine instead.

van Doremalen, Neeltje, Ph.D. et. al. *New England Journal of Medicine*. Letters to the Editor. "**Aerosol and Surface Stability of SARS-CoV 2 as Compared with SARS-CoV 1.**" <https://www.nejm.org/doi/full/10.1056/NEJMc2004973>. This is the famous letter on how SARS-CoV2 lasts longer than SARS-CoV1 on surfaces in ideal lab conditions. It gives the plastic survival rate at 3-6 days in lab conditions. The half-life of the virus (deposited as a drop) was 6.8 hours. So only half of the virus was left after 6.8

hours and kept halving every 6.8 hours. People know this article if they have been reading up on it. Cardboard survival is 24 hours. Does not clarify if virus was infectious as well as present, just that particles of virus were present.



# COVID-19 INDUSTRY GUIDANCE: Retail

June 15, 2020

[covid19.ca.gov](https://covid19.ca.gov)



## OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

## PURPOSE

This document provides guidance for retailers to support a safe, clean environment for workers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.<sup>1</sup> Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional guidance [for businesses and employers](#) and for [food and grocery retailers](#).



## Worksite Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person and alternate at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



## Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as [described by the CDC](#) such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).



- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% (preferred) ethanol or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Face coverings must cover the nose and mouth.
  - Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching eyes, nose, and mouth.
  - Face coverings should be washed or discarded after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-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](#).



## Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.

- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use face coverings and all required protective equipment, including eye protection and gloves where necessary. This includes protections for cashiers, baggers, and other workers with regular and repeated interaction with customers.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Employees should also be provided and use protective equipment when offloading and storing delivered goods. Employees should inspect deliveries and perform disinfection measures prior to storing goods in warehouses and facilities when there are signs of tampering.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them in retail facilities, offices, parking lots or garages, or in company-owned vehicles. Face coverings must not be shared. Employers are generally encouraged to provide face coverings but must provide them when required by employer rules or these guidelines.
- Babies and children under age two should not wear face coverings, in accordance with [CDC guidelines](#).
- Retailers must take reasonable measures, including posting signage in strategic and highly-visible locations, to remind the public that they should use face coverings and practice physical distancing.

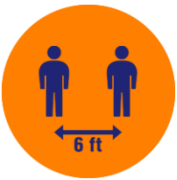


## Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas, such as break rooms, lunch areas and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces, including shopping carts, baskets, conveyor belts, registers (including self-checkout), scanners, register telephones, hand-held devices, counters, door handles, shelving, ATM PIN pads, customer assistance call buttons, handwashing facilities, etc.

- Clean and sanitize shared equipment, including but not limited to, pallet jacks, ladders, supply carts, time clocks, payment portals, and styluses between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.
- Equip customer entrances and exits, checkout stations, customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, take steps to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.
- Provide resources to promote employees' personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for hand-washing, alcohol-based hand sanitizers, disinfectants, and disposable towels.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health.
- Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking. Stagger stocking so that associates are in different aisles.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments 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.

- Install hands-free devices, if possible, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems.
- Encourage the use of debit or credit cards by customers, for example, through signage, encourage customers to clean their reusable bags frequently through in-store signage, and require customers who bring reusable bags to bag their own purchases.
- 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.



## Physical Distancing Guidelines

- Retailers should create clearly-marked curbside or outside pickup points that maintain physical distance with visual cues or other measures, and have purchased goods available there or available through home delivery.
- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or employees should stand).
- Take measures at checkout stations to minimize exposure between cashiers and customers, such as Plexiglas barriers. Employees should also wear face coverings and customers are strongly recommended to wear face coverings as well. Some jurisdictions already require face coverings outside the home. Display signage at entrances, checkout lanes, and registers to remind customers of physical distancing at every opportunity.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Adjust in-person meetings, if they are necessary, to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines.
- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation to limit transmission of the virus.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- Dedicate shopping hours for vulnerable populations, including seniors and those medically vulnerable, preferably at a time following a complete cleaning.
- Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pick-up.
- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- Adjust maximum occupancy rules based on the size of the facility to limit the number of people in a store at one time, using no more than 50% maximum occupancy.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues.
- Encourage employees to practice physical distancing during pickup and delivery by talking with the customer through a passenger window, loading items directly into the customer's trunk without contact, or leaving items at their door.
- Make some locations pickup- or delivery-only to minimize employee/customer contact, where possible.
- Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.
- Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing face coverings and PPE.

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<sup>1</sup>Additional requirements must be considered for vulnerable populations. The retail industry must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.

