

County Recovery Reconstitution Efforts

PLANNING AND PREPARATION

June 2020

County Recovery: Reconstitution

- The County of Santa Clara has maintained availability of essential services to the public.
 - Provided services are in adherence to the direction of the Public Health Order.
 - The County has implemented the Public Health Department's Social Distancing Protocol and Measures to maintain social distancing.
- The County of Santa Clara's Reconstitution efforts ensure the effective resumption of County services beyond those classified as 'essential'.
 - A cross-departmental team was established and has spent weeks researching best practices to provide a return to a safe environment for employees and clients as the County reopens to a 'new normal'.

Return to On-Site Work Objectives

The following objectives are reconstitution priorities that ensure the successful resumption of on-site work activity:

- **Sanitation of County Facilities**
- **Catalogue and Document Backlogged County Services**
- **Develop Reconstitution *Employee* Communication, Education, and Training Plan**
- **Develop Reconstitution *Client* Communication and Education Plan**

Return to On-Site Work Objectives

- **Develop Plan for Necessary Spatial Changes to County Facilities and Public Areas**
- **Conduct Personal Protective Equipment (PPE) Needs Assessment for All County Departments**
- **Utilize Existing Employee Communication Resources to Provide Updates on County Reconstitution Efforts**
- **Address Safety and Security Concerns**

Social Distancing Protocol
COVID-19 Site-Specific Protection Plan



Business Name: [Redacted]

Facility Address: [Redacted]

This Protocol was most recently updated on: [Redacted]

Maximum number of people allowed in facility at any time: [Redacted]

Total Facility Square Footage: [Redacted]

Total Facility Square Footage Open to Public: [Redacted]

The Person Responsible for Implementing this Protocol

Name: [Redacted] **Title** [Redacted]

Phone number: [Redacted] **Email Address:** [Redacted]

Businesses **must** implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the business.

Signage and Distribution:

- Post signage at each public entrance of the facility to inform personnel and customers of the following:
 - Do not enter the facility if you have COVID-19 symptoms;
 - Maintain a minimum six-foot distance from others, including when in line;
 - Sneeze and cough into a cloth or tissue or, if not available, into your elbow;
 - Face coverings required to enter (except if 6 years of age or under or medically inadvisable);
 - Do not shake hands or engage in any unnecessary physical contact.

- Post signage at appropriate locations throughout the facility reminding customers to maintain social distance.

- Post a copy of your COVID-19 PREPARED Sign and Social Distancing Protocol Visitor Information Sheet at each public entrance to the facility where staff and customers can easily view them.

Personnel Training:

- Copies of this Protocol will be distributed to all personnel.

- Personnel are trained on [COVID-19 information from the CDC](#), how to prevent COVID-19 from spreading, who is especially vulnerable to the disease, and when to seek medical attention.

- Personnel are trained on screening themselves for COVID-19 symptoms, including temperature and/or symptom checks using [CDC guidelines](#).

- Personnel are trained on the need to stay home and get tested if they have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

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Personnel Training (continued)

- Personnel are trained on [County guidelines](#) for when it is safe to return to work if they are symptomatic or have tested positive for COVID-19.
- Personnel are trained on the need for frequent handwashing with soap and water, proper use of face coverings, the importance of social distancing, and other measures in this Protocol.
- Personnel are encouraged to get tested for COVID-19 in accordance with County guidance and given information on test locations: <https://www.sccgov.org/sites/covid19/Pages/covid19-testing.aspx>.
- Personnel have been informed that they can contact the County Office of Labor Standards Enforcement to report any deficiencies in compliance with Social Distancing Protocol requirements by this business:

Office of Labor Standards Enforcement Advice Line: 866-870-7725

- Personnel are trained on new or modified measures immediately upon updating this Protocol.
- Optional—Describe other measures:

[Redacted area]

Individual Control Measures and Screenings:

- All personnel who can carry out their work duties from home have been directed to do so and are doing so.
- All workers have been directed not to come to work if sick or exhibiting symptoms of COVID-19.
- All employees are given temperature and other COVID-19 symptom screenings at the beginning of their shift, and all other vendors, contractors, and other workers are screened before entering the facility.
- Require all persons to properly wear face coverings at all times in the facility (except if 6 years of age or under, medically inadvisable, or the face covering would create a safety hazard for workers under established health and safety guidelines).
- Optional—Describe other measures:

[Redacted area]

Handwashing and Hand-Sanitizing Protocols:

- Encourage frequent handwashing and use of hand sanitizer and provide frequent breaks for handwashing.
- Soap and water are available to all personnel at the following location(s): [Redacted area]
- Hand sanitizer effective against COVID-19 is available to all frontline staff as well as to other personnel at the following location(s): [Redacted area]
- Hand sanitizer and/or soap and water are available to the public at or near the facility entrance, at checkout counters, and at various locations throughout the facility to enable the public and staff to frequently clean their hands.

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Handwashing and Hand-Sanitizing Protocols (continued)

- Ensure that handwashing and other sanitary facilities are operational and stocked at all times.
- Optional—Describe other measures:

Cleaning and Disinfecting Protocols

- Thoroughly and regularly clean high traffic areas and frequently disinfect high-contact surfaces (including doorknobs, handrails, counters, tables, checkout areas, cash registers, telephones, etc.).
- Break rooms, bathrooms, and other common areas are disinfected frequently, on the following schedule:
 - Break rooms:
 - Bathrooms:
 - Other ():
- Disinfectant and related supplies are available to all employees at the following location(s):
- Disinfecting wipes that are effective against COVID-19 are available for use by customers and personnel near shopping carts and baskets.
- Staff are assigned to disinfect carts and baskets regularly.
- Shared equipment and touchable surfaces like payment portals and pens are disinfected after each use.
- Adjust stores hours to provide adequate time for cleaning and stocking with social distancing, and provide time for workers to clean between shifts.
- Optional—Describe other measures:

Measures to Maintain Social Distancing:

- To allow adequate social distancing (6 feet minimum) at all times and comply with any occupancy limitations in the Order, limit the number of people in the facility at any one time to (see applicable County guidance or directive for your facility type).
 1. Total square footage of the facility:
 2. Total square footage open to the public:
- Post an employee near the door to ensure that the maximum number of customers is not exceeded, that all customers are wearing face coverings to enter (except children 6 years of age or under or persons for whom face coverings are medically inadvisable), and that customers comply with other provisions of this Protocol. Ensure that this employee is more than 6 feet away from customers to maintain adequate social distance.



Measures to Maintain Social Distancing (continued)

- Place additional limitations on the number of workers in enclosed areas of the facilities (such as the break rooms) to ensure at least six feet of separation.
- Place per-person limits on goods that are selling out quickly to reduce crowds and lines.
Explain: [REDACTED]
- Place tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery areas to prevent customers from gathering.
- Minimize exposure between cashiers and customers through social distancing or use of barriers where social distancing cannot be maintained. Describe:
[REDACTED]
- Increase remote (online and telephone) purchasing, delivery, and curbside pickup service options.
- Instruct staff to maintain at least six feet of distance from customers and from each other, except staff may momentarily come closer when necessary to accept payment, deliver goods or services, or perform a job duty.
- Stagger personnel breaks, in compliance with wage and hour regulations, to maintain adequate social distancing.
- Minimize any in-person meetings and adjust those that are necessary to ensure adequate social distancing.
- All desks or individual workstations are separated by at least six feet.
- Reconfigure, restrict, or close break rooms and other common areas to maintain social distancing.
- Optional—Describe other measures:
[REDACTED]

Measures to Prevent Unnecessary Contact:

- Close all public seating areas.
- Prevent people from self-serving any food-related items, including from food bars, bulk-item bins, and shared containers in breakrooms. Discontinue product sampling.
- Do not allow customers to use their own cups or other reusable food containers from home for takeaway.
- Require customers using reusable bags from home to bag their own groceries or prevent use of reusable bags from home. Describe:
[REDACTED]

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Measures to Prevent Unnecessary Contact (continued)

- Provide contactless payment systems if possible.
- Optional—Describe other measures (e.g. providing senior-only hours):

Compliance Procedures:

- Regularly evaluate the workplace for compliance with this Protocol and document and correct deficiencies.
- Personnel have been informed that they can call the **County of Santa Office of Labor Standards Enforcement at 1-866-870-7725** to report any deficiencies in compliance with Protocol requirements.
- Customers are informed that they can report any deficiencies in compliance with Protocol requirements to **County of Santa Clara Office of the District Attorney** at www.santaclara-da.org or pubhealthreferral@dao.sccgov.org.

Describe additional health and safety measures implemented for this facility:

Certification

I, , affirm that all information in this Social Distancing Protocol is true and accurate to the best of my knowledge, that all employees will be provided a copy of this Protocol and receive trainings as required in this Protocol, that copies of the COVID-19 PREPARED Sign, Social Distancing Protocol Visitor Information Sheet, and signage will be posted as required herein, and that all applicable measures are being implemented as set forth herein.

Name

Signature

Social Distancing Protocol

Visitor Information



Last updated:

Business Name: _____

Facility Address: _____

The maximum number of people allowed in this facility to ensure that people are easily able to maintain six-foot social distancing, or as required by the Order, is _____.

The total square footage of this facility is _____.

The square footage of this facility open to the public is _____.

Summary of Customer-Facing Requirements

- Handwashing facilities or sanitizer is available near the facility entrance.
- An employee is posted at or near the facility entrance to ensure the maximum number of customers is not exceeded and all persons are wearing face coverings.
- Tape or markings have been placed at least six feet apart where people form lines.

Learn More or Report a Complaint

To report a complaint about this or another business not following a Social Distancing Protocol, visit **www.santaclara-da.org** or email **pubhealthreferral@dao.sccgov.org**.

To view the County Health Officer's Order and other information related to COVID-19, visit **sccgov.org/coronavirus**.

The person responsible for implementing this business's protocol is:

Name

Title

Email

Phone Number

COVID-19 Prepared



This business has completed a **Social Distancing Protocol** to prevent the spread of **COVID-19**.

For more information or to learn how to file a complaint, see this business's Social Distancing Protocol Visitor Information Sheet (required to be posted with this sign) or visit sccgov.org/coronavirus.

Santa Clara County
**PUBLIC
HEALTH**



**QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY
PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS
RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER
INSTITUTIONS**

Company/Organization Name: County of Santa Clara

Industry/Sector: Government/Public Sector

Date: June 3, 2020

1. Are you open or partially open? **YES**

a. Are you an essential business? **YES**

b. Are you open under an exception such as: **NO**

i. Outdoor Business?

ii. Pickup/Delivery?

iii. Curbside Retail?

iv. Food Distribution?

c. Have employees and customers cooperated with the health safety protocols? **YES**

d. To your knowledge, have employees or customers become infected with COVID-19? **YES**

2. How many of your activities can be moved outdoors? **Most essential services are not conducive to being outdoors.**

3. For indoor activities:

a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? **County has implemented the PHD Social Distancing Protocol - Measures to Maintain Social Distancing**

b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?

Following the PHD Social Distancing Protocol; Signage. Providing employees with needed PPE

- c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry? **Current essential employees have been provided with PPE and sanitizer. Visitors and clients are required to wear face coverings.**
- d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? **YES**
- e. Can customers make appointments to gain entry while inside capacity is restricted? **NO**
- f. How can social distancing be maintained inside your premises?
Enforcement of PHD Social Distancing Protocol - each section.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

We are currently assessing anticipated departmental PPE needs. Employees are encouraged to get tested.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

Maintain social distancing protocols. Limit gatherings; Have them in multiple rooms or in different facilities.

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

County is engaged in Case Investigation/Contract Tracing efforts.

7. In order to assist safe and productive re-opening, what are your needs relative to:
- a. Regulation? **Other County Recovery teams are examining this area.**
 - b. Licensure? **Other County Recovery teams are examining this area.**
 - c. Childcare? **There was a need to provide child care for essential workers. County entered into service agreements and child care has been provided.**
 - d. Housing? **There is a JDOC specifically to focus on the needs of our homeless population**
 - e. Digital Inclusion? **County has moved to using Microsoft Teams and Zoom for meetings; have allowed residents to use County buildings public areas for wi-fi**
 - f. Commute-Free Working? **Only essential workers are required to report onsite to work. Telework is encouraged where employee can work remotely.**

8. If you have been opened or partially opened, what challenges have you experienced?

Initially explaining to the public why they could access some County services but not most. Providing clarity on what our essential services were. Explaining that because businesses, etc., are being allowed to re-open, County government has a different plan.

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

The Community's adherence and response has been favorable. There are limited clients and visitors in most facilities (non-health related) and the public that has entered have worn facial coverings, kept to the social distance protocols, and have appreciated the information we have provided.