



West Bay Sanitary District  
Coronavirus (COVID-19) Preparedness  
and Response Program

Prepared by



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# TABLE OF CONTENTS

<b>Revision History Log</b> .....	<b>iii</b>
<b>1.0 INTRODUCTION</b> .....	<b>1</b>
<b>2.0 REFERENCES</b> .....	<b>1</b>
<b>3.0 DEFINITIONS</b> .....	<b>1</b>
<b>4.0 RESPONSIBILITIES</b> .....	<b>2</b>
4.1 MANAGEMENT .....	2
4.2 ADMINISTRATOR .....	2
4.3 SUPERVISORS.....	3
4.4 EMPLOYEES .....	3
<b>5.0 CLASSIFYING WORKER EXPOSURE</b> .....	<b>4</b>
<b>6.0 CORONAVIRUS SYMPTOMS</b> .....	<b>4</b>
<b>7.0 PROCEDURES</b> .....	<b>6</b>
7.1 PREVENTION .....	6
7.2 PROCEDURES FOR OPERATIONS STAFF (AND ANY OTHER STAFF WORKING AROUND WASTEWATER).....	7
7.3 PROCEDURES FOR OPERATIONS STAFF (EMERGENCY PERMITS AND INSPECTIONS FOR HOME OR BUSINESS) .....	7
7.4 DECONTAMINATION AND CLEANING .....	8
7.5 HAND HYGIENE .....	9
7.6 SICK EMPLOYEES .....	10
7.7 SOCIAL DISTANCING PROTOCOL.....	10
<b>8.0 PERSONAL PROTECTIVE EQUIPMENT</b> .....	<b>10</b>
<b>9.0 TRAINING</b> .....	<b>11</b>
<b>10.0 BUSINESS CONTINUITY CONSIDERATIONS</b> .....	<b>11</b>
10.1 ESSENTIAL GOVERNMENTAL FUNCTIONS .....	12
10.2 STATE OF EMERGENCY WORK SCHEDULE (MARCH 20, 2020) .....	13

## Table of Contents Continued

### **Appendices**

- A Handwashing: Clean Hands Save Lives
- B Links to Interim Guidance and Guidelines
- C Pandemic Influenza Checklist
- D Social Distancing Protocol



## 1.0 INTRODUCTION

Cal/OSHA's regulations require protection for workers exposed to airborne infectious diseases such as the 2019 novel coronavirus disease (COVID-19), first identified in Wuhan City, China in December 2019.

This WBSD safety program follows the guidance provided in OSHA 5990, "Guidance on Preparing Workplaces for COVID-19," dated March 2020. OSHA 5990 recommends that employers develop an infectious disease preparedness and response plan. This program is developed in compliance with OSHA 5990 and is an integral part of the WBSD Injury and Illness Response Plan (IIPP) and is part of the District's Emergency Action Plan (EAP).

This program is developed during the mandatory Shelter-in-Place (SIP) and the requirements specified here are consistent with this SIP. When the SIP is lifted, this plan will be revised with new procedures and safety measures as needed.

## 2.0 REFERENCES

- a) OSHA 5990, "Guidance on Preparing Workplaces for COVID-19", March 2020
- b) CDC Guidance for Reducing Health Risks to Workers Handling Human Waste or Sewage, located at URL:  
[https://www.cdc.gov/healthywater/global/sanitation/workers\\_handlingwaste.html](https://www.cdc.gov/healthywater/global/sanitation/workers_handlingwaste.html)
- c) San Mateo County Health Officer Statements and Orders, located at URL:  
<https://www.smchealth.org/post/health-officer-statements-and-orders>
- d) WBSD, Injury and Illness Prevention Program (IIPP)
- e) WBSD, Emergency Action Plan (EAP)

## 3.0 DEFINITIONS

### Term

### Definition

"CDC"

United States Centers for Disease Control and Prevention.

"Respirator"

A device which has met the requirements of 42 CFR Part 84, has been designed to protect the wearer from inhalation of harmful atmospheres and has been approved by NIOSH. for the purpose for which it is used.

## **4.0 RESPONSIBILITIES**

### **4.1 MANAGEMENT**

Because this safety program is being implemented during a pandemic emergency, special attention is required to ensure the safe and effective work of the District. Therefore, all members of management will assist in the implementation of this safety program as directed by the Program Administrator and as necessary. When necessary, the duties to assist with the safety of District staff for this pandemic emergency take precedence over all other assigned duties.

### **4.2 ADMINISTRATOR**

This program is administrated by the District Manager ( the Water Quality Manager is designated as the alternate administrator) who is responsible for the following:

- a) Establish, implement, and maintain this program.
- b) Provide employees with accurate and up-to-date information from the CDC and/or County Health Dept.
- c) Assess the general public's accessibility to employee work area breathing zones (within 6 feet of an employee), how the virus could be transferred and what precautions can be established to prevent the virus from being transmitted to others. These precautions include:
  - Engineering controls: physical barriers between employees and the public. For example, plexiglass barriers or deep countertops.
  - Separation efforts: employee-only bathrooms, single-use cooking and eating utensils
  - Identify employees that could work from home, provide them with equipment to do so, and be prepared to release them to work from home if an outbreak occurs.
  - Provide appropriate Personal Protective Equipment (gloves, N-95 masks, etc.)
  - Provide sanitizer: Purel, alcohol wipes, cleaning solution of 10% bleach or 50% alcohol, etc.
  - Provide employee training on the coronavirus, how to prevent it and the specific requirements of this program.
- d) When notified of a suspected case of coronavirus, report it to the County Health Dept. and communicate with all exposed employees. Communication should be limited to confidentiality laws such as conforming to HIPPA (Health Insurance Portability and Accountability Act).

- e) When the District Manager is not available, the Water Quality Manager is the alternate administrator with full authority to act and provide for the elements of the program administrator.
- f) Require sick employees to stay home. Assess employee health and send anyone home who exhibits symptoms of COVID-19.
- g) Provide information and training to employees on:
  - a. Enforce social distancing for all employees and employees from the public
  - b. Wearing the appropriate PPE when working when a potential COVID-19 risks exists
  - c. Cough and sneeze etiquette
  - d. Proper hand-washing techniques
  - e. Avoiding touching eyes, nose, and mouth with unwashed hands
  - f. Avoiding sharing personal items with co-workers (i.e. dishes, cups, utensils, towels)
  - g. Avoid handling human waste and wash your hands immediately after any such exposure
- h) Perform routine environmental cleaning of shared workplace equipment and furniture (disinfection beyond routine cleaning is not recommended).
- i) Allow flexible worksites, telecommuting and flexible work hours to increase physical distance among employees.
- j) Postpone or canceling work-related meetings or events. Look for alternate meeting formats using phone, group teleconferencing and webinar formats.

#### **4.3 SUPERVISORS**

- a) Enforce the workplace safety provisions specified in this program
- b) Help communicate administrative, engineering and PPE control measures regularly – multiple times daily.
- c) Ensure PPE required (masks, gloves, disinfectant materials) are available and provided to employees when needed.
- d) Report any employee who exhibits COVID-19 symptoms immediately to the program administrator. With other members of management determine what cleaning and other precautionary measure should be taken if an employee with symptoms is sent home.

#### **4.4 EMPLOYEES**

- a) Take responsibility for your own safety. Take the precautions directed by this program. Wear PPE when needed even if not required.
- b) Report any COVID-19 symptoms to your supervisor immediately.



- c) Employees are to be trained in this program; take responsibility for your safety by asking for additional training you think is needed.

## 5.0 CLASSIFYING WORKER EXPOSURE

OSHA's 5990 Guidance creates four worker classifications in terms of exposure to COVID-19. These classifications are:

- Very High – high exposure risk due to medical work with known COVID-19 cases
- High – Similar to very high risk, medical staff working with patients with known or suspected exposure to COVID-19
- Medium – frequent and/or close contact with the public – such as airport staff, retail staff and school staff)
- Lower Risk (Caution) – job duties do not require contact with people known or suspected of being exposed to COVID-19 and do not have regular and ongoing contact with the public during the shelter-in-place. Workers can generally maintain 6 feet of clearance from other staff.

In addition to the above guidelines, the Centers for Disease Control (CDC) have released information on risk to water and wastewater employees. The guidelines indicate that COVID-19 is possible, no transmissions in wastewater have been documented (as of March 2020). The wastewater treatment system may be sufficient to inactivate the virus, so employees exposed to wastewater in collections or early treatment stages are at greatest risk.

Based on these classifications, all WBSD staff are categorized as Lower Risk (Caution). However, some District staff have greater exposure than others. Operations staff that perform collections maintenance have exposure to wastewater and members of the public. Operations staff therefore are at higher risk than other District employees and will receive specific procedures, training and PPE to keep them safe.

The CDC indicates that standard safe work practices, hygiene and PPE used in wastewater treatment should be adequate to control exposure. There is no vaccination for COVID-19 at this time.

## 6.0 CORONAVIRUS SYMPTOMS

### Symptoms:

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus.

Symptoms may appear 2-14 days after exposure:

- Fever
- Cough
- Shortness of breath

### **When to Seek Medical Attention:**

If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**.  
Emergency warning signs include\*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

### **Spread:**

#### **Person-to-Person Spread**

- The virus is spread mainly from person-to-person contact.
- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

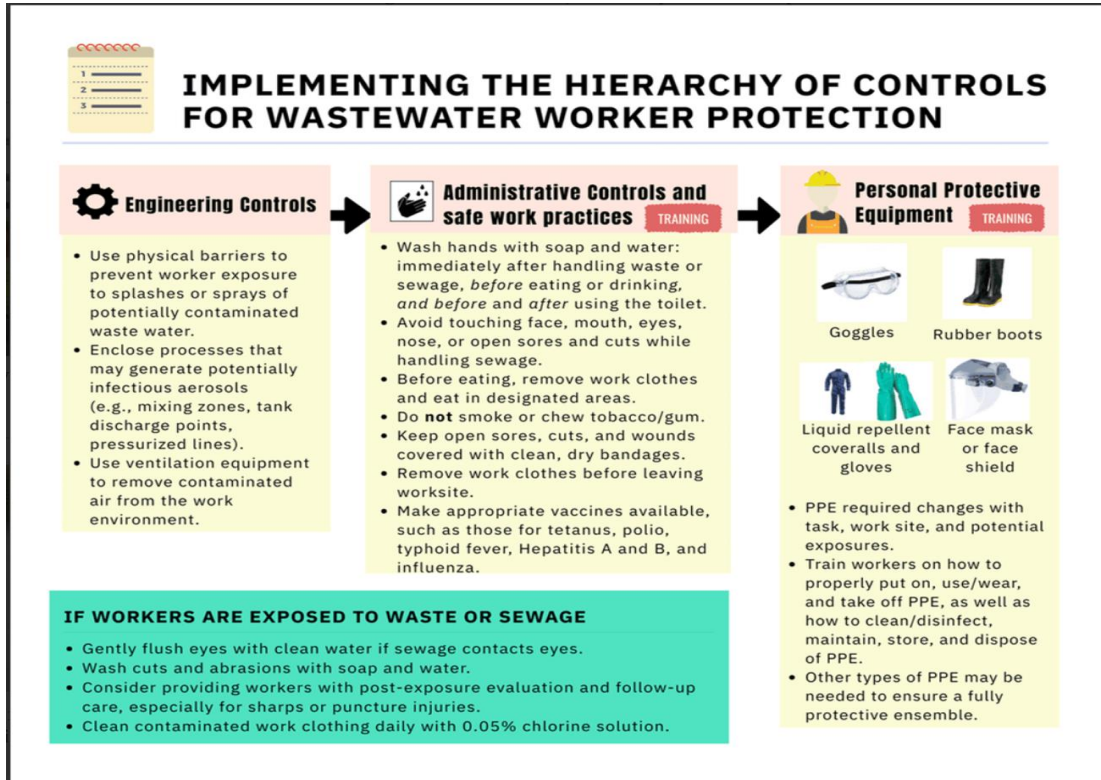
#### **Spread from contact with infected surfaces or objects**

It is possible that a person can get the virus by touching a surface or object that has the virus on it and then touching their mouth, nose, or their eyes.

The virus is spreading easily in the community (“community spread”). Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

## 7.0 PROCEDURES

The following graphic from Treatment Plant Operator magazine is provided to summarize the safety procedures:



### 7.1 PREVENTION

The best way to prevent illness is to avoid being exposed to this virus. Everyday preventive actions can help prevent the spread of respiratory diseases, including:

- Avoid close all contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If tissue isn't immediately available, sneeze into your elbow pit.
- Don't shake hands
  - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial

for health workers and people who are taking care of someone in close settings (at home or in a health care facility).

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

## **7.2 PROCEDURES FOR OPERATIONS STAFF (AND ANY OTHER STAFF WORKING AROUND WASTEWATER)**

- Wash hands (and any other body part exposed – such as your face) with soap and water immediately after handling sewage or using the bathroom
- Avoid touching face, mouth, eyes, nose or open sores and cuts while handling sewage
- Regardless of any previous handwashing, wash your hands again prior to eating or drinking)
- Remove any soiled clothing prior to eating, eat in a designated area away from sewage and at least 6-feet from any other person
- Do not smoke, chew tobacco or gum when exposed to wastewater
- Cover all sores and cuts with a bandage, replace the bandages often and immediately if they are exposed to wastewater
- If your face or eyes are exposed to wastewater, gently flush with water – wash your face with soap and water
- Use waterproof gloves when working around wastewater
- Wear rubber boots when working around wastewater
- Remove gloves and boots before leaving the worksite.
- Clean any contaminate work clothing with .05% chlorine solution daily.

## **7.3 PROCEDURES FOR OPERATIONS STAFF (EMERGENCY PERMITS AND INSPECTIONS FOR HOME OR BUSINESS)**

- For emergency sewer permits, inspections or a sewer emergency at homes or business. Please call (650) 321-0384 to arrange remote permitting or appointments if needed.
- Sewer permits will only be issued for sewer repairs which are deemed an emergency by the District Manager. An emergency repair would include those without a functioning sewer system. Please call (650) 321-0384 for more information.

To schedule service calls and inspections customers will be asked the following questions:

- Have you or anyone in your household been in contact with anyone with the Corona Virus in the last 30 days?
- Do you or anyone in your household have symptoms such as fever, cough, shortness of breath?
- Have you or anyone in your household traveled outside of the US in the last 30 days?
- Is this a sewer emergency?
- WBSD PDF Link – Corona Virus Notice (Customers) :



WBSD CORONA  
VIRUS NOTICE 3.20.2

## 7.4 DECONTAMINATION AND CLEANING

### 7.4.1 Cleaning and Disinfection of Surfaces

- Regularly (daily) clean with a disinfectant surface with regular human contact at your workplace.
- These areas can include vehicles, doors, offices, bathrooms, kitchen areas, areas of common usage such as the operations office and copier area in the administration area.
- In addition to regular cleaning, employees are encouraged to clean common areas as you leave them to ensure the minimal potential spread of the virus.

### 7.4.2 How to Clean and Disinfect Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 60% alcohol, and most common EPA-registered household disinfectants should be effective.
  - Diluted household bleach or alcohol solutions can be used if appropriate for the surface. Follow the manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
  - 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water
  - Products with EPA-approved emerging viral pathogens claims are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, if the items can be laundered, launder items in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the items and then dry items completely. Otherwise, use products with the EPA-approved emerging viral pathogens that are suitable for porous surfaces
- [CDC Link - Coronavirus Disease 2019 \(COVID-19\) Detailed Disinfection Guidance](#)
- [Environmental Protection Agency Link - List N: Disinfectants for Use Against SARS-CoV-2](#)

**Linens, Clothing, and Other Items That Go in the Laundry**

- Wash items as appropriate in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people’s items.
- Clean and disinfect hampers or other carts for transporting laundry according to the guidance above for hard or soft surfaces.

**7.5 HAND HYGIENE**

- Staff should wash their hands often, including immediately after removing gloves and after contact with any other person. Wash with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- Additional key times to clean hands include:
  - After blowing one’s nose, coughing, or sneezing
  - After using the restroom
  - Before eating or preparing food
  - After contact with animals or pets
  - Before and after providing routine care for another person who needs assistance (e.g., a child)
  - [CDC Video Link: What You Need To Know About Handwashing](#)

## 7.6 SICK EMPLOYEES

- Employees that exhibit symptoms of the virus (see above) leave work immediately or do not come to work:
  - Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are tested and free of the virus.
  - You do not require any medical clearance to stay home sick if you exhibit symptoms of the virus – you are only required to notify your supervisor
  - Any employee not feeling well or experiencing flu like symptoms such as fever, cough, shortness of breath should notify their supervisor immediately, go home and call or visit your doctor.
  - Those experiencing a fever will be asked not to return to work until at least 24 hours after the fever has returned to normal temperature.
  - All Employees who miss work due to illness, will be required to provide a written physicians certification that states the employee is able to return to work.
  - If you believe you have been in contact with someone with the COVID-19 please notify your supervisor immediately so the District can take further actions to protect staff and the public.
  - WBSD PDF Link - Memorandum Internal RE: COVID-19 & Other Illnesses:



WBSD  
Memorandum.pdf

## 7.7 SOCIAL DISTANCING PROTOCOL

The Health Officer of San Mateo County has issued a new, generally more restrictive Shelter-In-Place Order effective at 11:59 pm on March 31, 2020. You can find the order [here](#). This Order is in effect until May 3, 2020.

By 11:59 pm on April 2, 2020, all businesses permitted to continue operations are required to draft and post a Social Distancing Protocol at or near the business entrance that shall be easily viewable by the public and employees.

West bay Sanitary District has adopted the following protocol: Reference Appendix D.

## 8.0 PERSONAL PROTECTIVE EQUIPMENT

- Operators Staff (or any staff with potential contact with wastewater)
  - Googles
  - Protective face mask or splash proof shield
  - Liquid repellent coveralls

- Waterproof gloves
- Rubber boots
- Administrative Staff (or any staff with no contact with wastewater)
  - No specific PPE, but gloves and mask may be worn as needed

## 9.0 TRAINING

All staff will receive COVID-19 awareness training initially with refresher training provided as needed throughout the shelter-in-place. After the shelter-in-place is lifted training on COVID-19 precautions will be integrated into the Working Safely with Chemicals class which is offered annually. The COVID-19 awareness

Operations staff will receive additional training to include the specific of PPE and cleaning procedures. This training may be provided during tailgate or similar training and offered as needed.

## 10.0 BUSINESS CONTINUITY CONSIDERATIONS

All employers need to consider how best to decrease the spread of acute respiratory illness and lower the impact of the coronavirus in their workplace. Appendix C is a checklist that can assist in considering what should be in place. West Bay Sanitary District will identify and communicate their objectives, which may include the following:

- a) reducing transmission among staff,
- b) protecting people who are at higher risk for adverse health complications,
- c) maintaining business operations, and
- d) minimizing adverse effects on other entities in their supply chains.

Some of the key considerations when making decisions on appropriate responses are:

- The need to keep staff segregated if possible so that one sick person does not require quarantine for an entire department.
- Identify backup staff who may have to fill in for sick co-workers.
- Maintain the 6-feet social distance (or more) when working around coworkers to avoid spread of the virus.
- Cross-training of personnel to perform essential functions so that the workplace can operate even if key staff members are absent.

West Bay Sanitary District has established the following Business Continuity changes during the State of Emergency :



## 10.1 ESSENTIAL GOVERNMENTAL FUNCTIONS

The Order issued by the San Mateo County health officer (“the order”) states: “ all first responders, emergency management personnel, emergency dispatchers, court personnel, and law-enforcement personnel, and others who need to *perform essential services are categorically exempt* from this Order. Further, nothing in this Order shall prohibit any individual from performing or accessing ‘ Essential governmental functions,’ as determined by the governmental entity performing those functions. Each government entity shall identify and designate appropriate employees or contractors to continue providing and carrying out any Essential Governmental Functions.”

On March 19, governor Newsom released executive Order N– 33–20 (“ Executive Order“), mandating “ all individuals living in the state of California to stay at home or at their place of residence except as needed to maintain continuity of operations of the federal critical infrastructure sectors[.]” In accordance with the Executive Order, State Public Health Officer designated certain workers as essential to critical infrastructure’s. These workers include the following:

- Operation staff at wastewater treatment and collection facilities
- Workers are repairing wastewater conveniences and required sampling or monitoring
- Service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences; and
- Workers that support the effective removal, storage, and disposal of solid waste and hazardous waste.

The West Bay Sanitary District is a special district under the State of California providing essential sanitary and sewer services. The West Bay Sanitary District has determined that employees and contractors performing “**Essential Government Function[s]**” through the provision of, but not limited to, *waste water services, removal, storage, and disposal of waste, and performing other critical infrastructure operations*, are appropriate contractors and employees of the District as defined by the Order. Additionally, the employees and contractors performing the above services are also needed to maintain the continuity of operations for “critical infrastructure sectors” as defined by the Executive Order.

Therefore, West Bay Sanitary District meets the Essential Governmental Functions and its employees are authorized to travel and work for the purpose of continuing essential governmental and emergency services during this health crisis, and to support the operation of critical infrastructure sectors.

- [Link - March 16, 2020 - Health Officer’s Shelter in Place Order \(Formal Order\)](#)

- WBSD PDF Link – Essential Governmental Functions Letter (March 24,2020) :



WBSD Letter  
Providing Essential :

## 10.2 STATE OF EMERGENCY WORK SCHEDULE (MARCH 20, 2020)

This schedule is subject to change as the Emergency situation changes and will terminate once Emergency restrictions are lifted.

### Projects, Water Quality and Maintenance hours:

- Staff alternating days off on Monday and Friday, including Bobby and Dave. (I.E. each employee will be off one Monday every two weeks and off one Friday every two weeks)
- Sergio and Heath and Bob, telecommute alternating on Monday and Friday,
- Jed telecommute on Wednesday
- Bill telecommute on alternate Mondays

### Administrative Staff:

- Desiree 8am-3:30 pm Mon-Friday. Off every other Friday starting on 3/27 – B schedule
- Annette 8am-4:30pm M,W,Th, telecommute on Tuesday, on “A” team off every other Friday 3/20, 4/3, 4/17. Every other Friday work 8 to 3:30pm
- Carrie 8:30 am-3:30pm Mon thru Thursday. Telecommute Fridays
- Todd 9am-4:30pm Mon, Tues, Thurs. & Friday, telecommute on Wednesdays

West Bay Sanitary District Lobby is closed to public and phone lines are open from 8:00am-4:30pm.

WBSD PDF Link - Memorandum Internal RE: State of Emergency Work Schedule:



WBSD Emergency  
Work Schedule 3-20

## Appendix A

### Hand Washing: Clean Hands Save Lives

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

Handwashing is one of the best ways to protect yourself and your family from getting sick. Learn when and how you should wash your hands to stay healthy.

#### **Wash Your Hands Often to Stay Healthy**

You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- **Before, during, and after** preparing food
- **Before** eating food
- **Before** and **after** caring for someone at home who is sick with vomiting or diarrhea
- **Before** and **after** treating a cut or wound
- **After** using the toilet
- **After** changing diapers or cleaning up a child who has used the toilet
- **After** blowing your nose, coughing, or sneezing
- **After** touching an animal, animal feed, or animal waste
- **After** handling pet food or pet treats
- **After** touching garbage

#### **Follow Five Steps to Wash Your Hands the Right Way**

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.

## Use Hand Sanitizer When You Can't Use Soap and Water



You can use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based [hand sanitizer](#) that contains at least 60% alcohol. You can tell if the sanitizer contains at least 60% alcohol by looking at the product label.

Sanitizers can quickly reduce the number of germs on hands in many situations. However,

- Sanitizers do **not** get rid of all types of germs.
- Hand sanitizers may not be as effective when hands are visibly dirty or greasy.
- Hand sanitizers might not remove harmful chemicals from hands like pesticides and heavy metals.

**Caution!** Swallowing alcohol-based hand sanitizers can cause alcohol poisoning if more than a couple of mouthfuls are swallowed. Keep it out of reach of young children and supervise their use.

### How to use hand sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

## **Appendix B**

### **Links to Interim Guidance and Guidelines**

CDC Guidance for Reducing Health Risks to Workers Handling Human Waste or Sewage, including:

- Basic Hygiene Practices
- Personal Protective Equipment
- Training for Workers
- Vaccination Recommendations for Workers
  
- [https://www.cdc.gov/healthywater/global/sanitation/workers\\_handlingwaste.html](https://www.cdc.gov/healthywater/global/sanitation/workers_handlingwaste.html)

Cal OSHA Recommendations for Protecting Workers in General Industry

- [Cal/OSHA Interim Guidelines for General Industry on 2019 Novel Coronavirus Disease \(COVID-19\)](#)

Other Resources

- [FAQs on laws enforced by the California Labor Commissioner's Office](#)
- [CDPH webpage on Coronavirus Disease 2019 \(COVID-19\)](#)
- [CDC webpage on Coronavirus Disease 2019 \(COVID-19\)](#)
- [Federal OSHA webpage on COVID-19](#)

## **Appendix C**

### **Influenza Pandemic Checklist**

All organizations are encouraged to adopt robust and flexible generic business continuity management plans which will help ensure that the impact of any disruptions to your organization will be minimized. Current advice from the Center for Disease Control (CDC) is that businesses and municipalities should be planning for a possible influenza pandemic like the Coronavirus. In the event of a pandemic, businesses and Cities will have a key role to play in reducing the risk to employee's health and safety as far as possible, as well as maintaining essential operations. Given the highly uncertain nature of a pandemic, you cannot know in advance how serious it will be and who will be most affected, it is therefore important that plans are developed which can address a range of scenarios.

When building a pandemic plan, the principal concern is the availability of staff. Employees who contract the coronavirus may not be able to perform their daily activities for a few weeks to possibly a few months. Begin the process by completing a risk assessment that identifies critical company operations, as well as the systems and the staff needed to support them. Next, prioritize the business functions in terms of the most critical to the organization's survival. In collaboration with your human resources department, identify the employees who are deemed crucial to supporting critical business functions.

To assist you in developing and reviewing plans, Du-All Safety has developed the following checklist specifically regarding pandemic influenza. It identifies important and specific activities that organizations can do to prepare for a pandemic.

This checklist is not exhaustive. It is a guide to help you start thinking about what you may need to plan for.

Complete	In Process	Not Started	Item
			Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from a wide range of stakeholders e.g. health and safety representatives and trade union officials.
			Identify the critical activities undertaken by your business which would have to continue during a pandemic, as well as the employees and other inputs that support those activities (e.g. raw materials, suppliers, subcontractor services/products, logistics, process controls, security). Consider how internal resources could be re-allocated to ensure those activities are maintained. Discuss with your suppliers/sub-contractors whether they have robust Business Continuity plans in place – your organization is only as good as those on whom it depends.
			Consider preparing an additional pool of workers to undertake key tasks and provide training where appropriate (e.g. contractors, cross-train employees, retirees). Consider making arrangements with a local hotel for priority in rooms and meeting rooms during a pandemic.
			Determine the potential impact of a pandemic on your business-related travel (e.g. should international travel be curtailed in certain countries due to quarantines and/or border closures). Note that current planning assumes that domestic travel will not be restricted, although the Government may advise against non-essential travel. Find up-to-date, reliable pandemic information on the Department of Health Website.
			Establish an emergency communications plan and revise periodically. This plan should identify key contacts (with back-ups), chain of communications (including suppliers, customers, and employees), and processes for tracking and communicating business and employee status.

			Implement an exercise to test your plan, and revise periodically taking into account updated advice and guidance from Government.
			Collaborate with insurers, health plans, and major local healthcare facilities to share your pandemic plans and understand their capabilities and plans.
			Collaborate with federal, state, and local public health agencies and/or emergency responders to participate in their planning processes, share your pandemic plans, and understand their capabilities and plans.
			Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.
			Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way, including redundancies in the emergency contact system.
			Identify community sources for timely and accurate pandemic information (domestic and international) and resources for obtaining countermeasures (e.g. vaccines and antivirals).
			Disseminate information to employees about your pandemic preparedness and response plan.
			Provide information for the at-home care of ill employees and family members.

Further information can be found at [www.pandemicflu.gov](http://www.pandemicflu.gov) and [www.cdc.gov/business](http://www.cdc.gov/business)





## APPENDIX D: Social Distancing Protocol (Updated April 29, 2020)

Business name:

Facility Address:

Approximate gross square footage of space open to the public:

**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.**

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### Signage:

Signage at each public entrance of the facility to inform all employees and customers that they should: avoid entering the facility if they have COVID-19 symptoms; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; wear face coverings, as appropriate; and not shake hands or engage in any unnecessary physical contact.

Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

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### Measures To Protect Employee Health (check all that apply to the facility):

Everyone who can carry out their work duties from home has been directed to do so.

All employees have been told not to come to work if sick.

Symptom checks are being conducted before employees may enter the work space.

Employees are required to wear face coverings, as appropriate.

All desks or individual work stations are separated by at least six feet.

Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:

Break rooms:

Bathrooms:

Other (Click or tap here to enter text.): Click or tap here to enter text.

Disinfectant and related supplies are available to all employees at the following location(s): Click or tap here to enter text. Storage room, supply room, and front counter area.

Hand sanitizer effective against COVID-19 is available to all employees at the following location(s): Click or tap here to enter text. Storage room, supply room, and front counter area.

Soap and water are available to all employees at the following location(s): Click or tap here to enter text. Bathrooms, kitchen Boardroom

Copies of this Protocol have been distributed to all employees.





Optional—Describe other measures: [Click or tap here to enter text.](#)

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**Measures To Prevent Crowds From Gathering (check all that apply to the facility):**

Limit the number of customers in the store at any one time to [Click or tap here to enter text.](#), which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.

Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded.

Placing per-person limits on goods that are selling out quickly to reduce crowds and lines. Explain: [Click or tap here to enter text.](#)

Optional—Describe other measures: [Click or tap here to enter text.](#)

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**Measures To Keep People At Least Six Feet Apart (check all that apply to the facility)**

Placing signs outside the store reminding people to be at least six feet apart, including when in line.

Placing 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.

All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

Optional—Describe other measures: [Click or tap here to enter text.](#)

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**Measures To Prevent Unnecessary Contact (check all that apply to the facility):**

Preventing people from self-serving any items that are food-related.

Lids for cups and food-bar type items are provided by staff; not to customers to grab.

Bulk-item food bins are not available for customer self-service use.

Not permitting customers to bring their own bags, mugs, or other reusable items from home.

Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe: [Click or tap here to enter text.](#)

Optional—Describe other measures (e.g. providing senior-only hours): [Click or tap here to enter text.](#)

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**Measures To Increase Sanitization (check all that apply to the facility):**

Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.



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- Employee(s) assigned to disinfect carts and baskets regularly.
- Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else where people have direct interactions.
- Disinfecting all payment portals, pens, and styluses after each use.
- Disinfecting all high-contact surfaces frequently.
- Optional—Describe other measures: [Click or tap here to enter text.](#)

\* Any additional measures not included here should be listed on separate pages and attached to this document.

**You may contact the following person with any questions or comments about this protocol:**

**Name:**

**Phone number:**