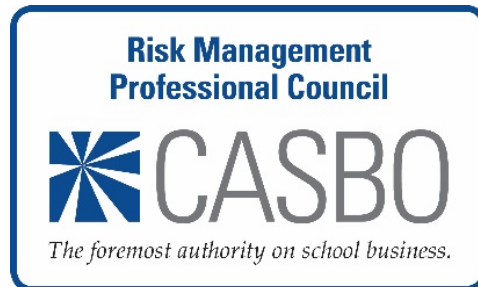


A COLLECTION OF GUIDANCE FOR SCHOOLS AND DISTRICTS

WORKPLACE COMPLIANCE - DURING THE COVID-19 PANDEMIC

&

SCHOOLS AND SCHOOL-BASED PROGRAMS



A PRODUCT OF THE CASBO RISK MANAGEMENT PROFESSIONAL
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STEPS TO TAKE: GUIDANCE FOR BUSINESSES TO SUPPORT A SAFE, CLEAN ENVIRONMENT FOR WORKERS

The guidance below applies to businesses statewide. Review the guidance for your workplace, make a plan, and put it into action. Post your completed checklist so everyone can know the steps you've taken.

1. ESTABLISH A WORKPLACE SPECIFIC PLAN

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Use of face coverings, in accordance with the [CDPH guidance](#).
- Training and communication with workers and worker representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts and infected workers.
- Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance](#). Follow CDC [Guidance for Isolation or Quarantine](#).

GUIDANCE AND CHECKLIST FOR CREATING YOUR WORKPLACE SPECIFIC PLAN

- [Industry Guidance for **Office Workspaces** – Updated: July 2, 2020](#)
- [Industry Guidance Checklist for **Office Workspaces** – Updated: July 2, 2020](#)
- [Industry Guidance for **Schools and School-Based Programs** – Updated: July 17, 2020](#)
- [Industry Guidance Checklist for **Schools and School-Based Programs** – Updated: July 17, 2020](#)

REQUIRED ENTRANCE POSTINGS – COVID-19 ([CDC Available Print Materials](#))

- Your [Workplace Specific Plan/Checklist](#)
- CDC [Entrance Symptom Screening Checklist](#)
- CDC [Face Covering Requirements for General Public](#)

OPTIONAL WORKPLACE POSTINGS – COVID-19 ([CDC Available Print Materials](#))

- CDC [What You Should Know About COVID-19](#)
- CDC [Symptoms of COVID-19](#)
- CDC [Stay Home if You're Sick](#)
- CDC [Face Covering Requirements for Employees](#)
- CDC [Handwashing](#)
- CDC [General Practices for Preventing the Spread of COVID-19](#)
- CDC [How to Protect Yourself and Others](#)

2. PROVIDE REQUIRED WORKER TRAINING

- Information on COVID-19, preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if workers have symptoms such as; a cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
- To return to work after a COVID-19 diagnosis only after 10 days since symptom onset and 72 hours of no fever.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers, including information in the [CDPH guidance](#).
- Information on [paid leave benefits](#), including the Families First Coronavirus Response Act, and workers' compensation benefits under the Governor's Executive Order N-62-20 while that Order is in effect.
- Train any independent contractors, temporary, or contract workers in these policies and ensure they have necessary PPE.
- Healthy Schools Act - [IPM Training for School Staff](#) - Online [Training Options](#)

3. ESTABLISH INDIVIDUAL CONTROL MEASURES AND SYMPTOM SCREENING

- Symptom screenings and/or temperature checks.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide and ensure workers use all necessary PPE.
- Provide disposable gloves to workers as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- Post signage to remind workers that they should use face covers, practice physical distancing, not touch their face, wash hands with soap for at least 20 seconds, and use hand sanitizer.

4. ESTABLISH CLEANING AND DISINFECTING PROTOCOLS

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces and personal work areas.
- Clean and sanitize shared equipment between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent.
- Equip shared spaces with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- Ensure that sanitary facilities stay operational and stocked at all times.
- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and train workers on chemical hazards, product instructions, ventilation requirements, and Cal/OSHA requirements. Follow CDPH asthma-safer cleaning methods.
- Provide time for workers to implement cleaning practices during shifts and consider third-party cleaning companies.
- Install hands-free devices if possible.
- Clean floors using a vacuum with HEPA filter or other methods that do not disperse pathogens into the air.
- Consider upgrades to improve air filtration and ventilation.

5. ESTABLISH PHYSICAL DISTANCING GUIDELINES

- Implement measures to physically separate workers and customers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- Reconfigure office spaces, cubicles, etc. and decrease maximum capacity for conference and meeting areas.
- Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- Stagger worker breaks, in compliance with wage and hour regulations, if needed.
- Reconfigure, restrict, or close common areas and provide alternative where physical distancing can be practiced.
- Limit the number of individuals riding in an elevator.
- Utilize work practices, when feasible and necessary, to limit the number of employees at the office at one time, such as telework and modified work schedules.
- Dedicate staff to direct guests to meeting rooms upon entry so they do not congregate.

FEDERAL GUIDANCE/DIRECTIVES – COVID-19

PUBLIC HEALTH - US CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)

Check for the CDC'S updates on [Twitter](#) and [Facebook](#)

GUIDANCE FOR COVID-19 SYMPTOMS, SCREENING & QUARANTINE

- [CDC Symptoms and Screening Information – Updated: July 16, 2020](#)
- [CDC Guidance for Quarantine due to possible exposure – Updated: July 16, 2020](#)

GUIDANCE FOR BUSINESSES AND EMPLOYERS

- [Plan, Prepare and Respond to Coronavirus Disease 2019 – Updated: July 3, 2020](#)
- [Guidance for Businesses and Employers – Updated: May 6, 2020](#)
- [Employer Information for Office Buildings – Updated: July 9, 2020](#)
- [Resuming Business Toolkit – Updated: May 21, 2020](#)

GUIDANCE FOR SCHOOLS & CHILD CARE

- [Guidance for Child Care, Schools, and Youth Sports – Updated: May 29, 2020](#)
- [Considerations for Schools – Updated: May 29, 2020](#)
- [CDC'S K-12 Schools Readiness and Planning Tool – Updated: July 1, 2020](#)
- [FAQs for Administrators, Teachers, and Parents – Updated: June 3, 2020](#)

GUIDANCE FOR CLEANING AND DISINFECTING

- [Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [Cleaning and Disinfecting Guidance](#)
- [Cleaning and Disinfecting Decision **Tool**](#)

PREVENTION AND SUPPORT

- [Talking with children about COVID-19](#)
- [Checklist for teachers and parents](#)
- [Tips for parents while school is out](#)

WORKER SAFETY – OSHA

Check for OSHA updates on [Twitter](#) and [Facebook](#)

GUIDANCE ON PREPARING WORKPLACES FOR COVID-19

The Occupational Safety and Health Administration (OSHA) developed this COVID-19 planning guidance based on traditional infection prevention and industrial hygiene practices. It focuses on the need for employers to implement engineering, administrative, and work practice controls and personal protective equipment (PPE), as well as considerations for doing so.

PREVENT WORKER EXPOSURE TO CORONAVIRUS (COVID-19)

Employers of workers with potential occupational exposures to coronavirus should follow these practices:

- Assess the hazards to which workers may be exposed.
 - Evaluate the risk of exposure.
 - Select, implement, and ensure workers use controls to prevent exposure, including physical barriers to control the spread of the virus; social distancing; and appropriate personal protective equipment, hygiene, and cleaning supplies
-

PROTECTING WORKERS DURING A PANDEMIC

Principles of worker protection:

- Consistently practice social distancing.
- Cover coughs and sneezes.
- Maintain hand hygiene.
- Clean surfaces frequently

STATE GUIDANCE/DIRECTIVES – COVID-19

OFFICE OF THE GOVERNOR OF CALIFORNIA - CALIFORNIA CORONAVIRUS RESPONSE

Check for the Governor’s updates on [Twitter](#) and [Facebook](#)

- [Statewide Public Health Officer Order – Updated: July 13, 2020](#)
- [Statewide Guidance on Isolation, Quarantine & Contact Tracing – Updated: July 17, 2020](#)

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

Check for California Public Health updates on [Twitter](#) and [Facebook](#)

WORKER SAFETY - CAL/OSHA

Check for Cal/OSHA updates on [Twitter](#) and [Facebook](#)

GUIDANCE FOR BUSINESSES AND EMPLOYERS

- [Industry Guidance for Office Workspaces – Updated: July 2, 2020](#)
- [Industry Guidance Checklist for Office Workspaces – Updated: July 2, 2020](#)
- [CDPH Responding to COVID-19 in the Workplace – Updated: June 16, 2020](#)
- [Guidance for the Use of Face Coverings – Updated: June 29, 2020](#)
- [Cal/OSHA – Guide to Developing Your Workplace Injury and Illness Prevention Program](#)
- [Support for Injury & Illness Prevention Program \(IIPP\) Updates for COVID-19](#)

GUIDANCE FOR SCHOOLS & CHILD CARE

- California Governor’s [Framework for K-12 Schools in California, \(Press Conference Video\)](#) – Updated: July 18, 2020
- [Industry Guidance for Schools and School-Based Programs – Updated: July 17, 2020](#)
- [Industry Guidance Checklist for Schools and School-Based Programs – Updated: July 17, 2020](#)
- [Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19](#)

CALIFORNIA DEPARTMENT OF EDUCATION

Check for California Department of Education updates on [Twitter](#) and [Facebook](#)

- [California Department of Education – Stronger Together Website – added June 8, 2020](#)
- [Stronger Together: A guidebook for the safe reopening of California’s public schools – Published June 8, 2020](#)
- [Additional Coronavirus \(COVID-19\) Resources](#)

[News releases and correspondence from Tony Thurmond, State Superintendent of Public Instruction related to Coronavirus \(COVID-19\)](#)

LOCAL GUIDANCE – COVID-19

County variance local health jurisdictions that meet the criteria set forth by the California Department of Public Health and follow the process in the [county guidance](#) may move further ahead in Stage 2 of the [resilience roadmap](#).

- [Track your County's Data](#)
- [CDC Directory for Health Departments](#)

TRAINING MATERIALS

TOPICS FOR WORKER TRAINING

1. Information on COVID-19, preventing spread, and who is especially vulnerable.
2. Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
3. The importance of not coming to work if workers have symptoms such as; a cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
4. To return to work after a COVID-19 diagnosis only after 10 days since symptom onset and 72 hours of no fever.
5. When to seek medical attention.
6. The importance of hand washing.
7. The importance of physical distancing, both at work and off work time.
8. Proper use of cloth face covers, including information in the [CDPH guidance](#).
9. Information on [paid leave benefits](#), including the Families First Coronavirus Response Act, and workers' compensation benefits under the Governor's Executive Order N-62-20 while that Order is in effect.
10. Train any independent contractors, temporary, or contract workers in these policies and ensure they have necessary PPE.
11. Healthy Schools Act - [IPM Training for School Staff](#) - Online [Training Options](#)

CONTENT FOR WORKER TRAINING

1. Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
 - a. What you need to know:
 - i. Anyone can have mild to severe symptoms.
 - ii. Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.
 - b. Watch for symptoms: People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
 - i. This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.
 - c. When to Seek Emergency Medical Attention:
 - Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:
 - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion
 - Inability to wake or stay awake
 - Bluish lips or face
 - *This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.
 - Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.
 - d. What is the difference between Influenza (Flu) and COVID-19?

- i. Influenza (Flu) and COVID-19 are both contagious respiratory illnesses, but they are caused by different viruses. COVID-19 is caused by infection with a new coronavirus (called SARS-CoV-2) and flu is caused by infection with influenza viruses. Because some of the symptoms of flu and COVID-19 are similar, it may be hard to tell the difference between them based on symptoms alone, and testing may be needed to help confirm a diagnosis. Flu and COVID-19 share many characteristics, but there are some key differences between the two.
- ii. While more is learned every day, there is still a lot that is unknown about COVID-19 and the virus that causes it. This table compares COVID-19 and flu, given the best available information to date.
- e. COVID-19 is thought to spread mainly through close contact from person-to-person. Some people without symptoms may be able to spread the virus. We are still learning about how the virus spreads and the severity of illness it causes.
 - i. Person-to-person spread - The virus is thought to spread mainly from person-to-person.
 - 1. Between people who are in close contact with one another (within about 6 feet).
 - 2. Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
 - 3. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - 4. COVID-19 may be spread by people who are not showing symptoms.
 - ii. The virus spreads easily between people
 - 1. How easily a virus spreads from person-to-person can vary. Some viruses are highly contagious, like measles, while other viruses do not spread as easily. Another factor is whether the spread is sustained, which means it goes from person-to-person without stopping.
 - 2. The virus that causes COVID-19 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggests that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious. In general, the more closely a person interacts with others and the longer that interaction, the higher the risk of COVID-19 spread.
 - iii. The virus may be spread in other ways
 - 1. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about how this virus spreads.
 - iv. Spread between animals and people
 - 1. At this time, the risk of COVID-19 spreading from animals to people is considered to be low. Learn about COVID-19 and pets and other animals.
 - 2. It appears that the virus that causes COVID-19 can spread from people to animals in some situations. CDC is aware of a small number of pets worldwide, including cats and dogs, reported to be infected with the virus that causes COVID-19, mostly after close contact with people with COVID-19. Learn what you should do if you have pets.
 - v. Protect yourself and others

1. The best way to prevent illness is to avoid being exposed to this virus. You can take steps to slow the spread.
 - a. Maintain good social distance (about 6 feet). This is very important in preventing the spread of COVID-19.
 - b. Wash your hands often with soap and water. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
 - c. Routinely clean and disinfect frequently touched surfaces.
 - d. Cover your mouth and nose with a cloth face covering when around others.
 - e. Learn more about what you can do to protect yourself and others.
- f. People Who Are at Increased Risk for Severe Illness:
 - i. Everyone is at risk for getting COVID-19 if they are exposed to the virus. Some people are more likely than others to become severely ill, which means that they may require hospitalization, intensive care, or a ventilator to help them breathe, or they may even die. We learn more about COVID-19 every day, and as more information becomes available, CDC will continue to update and share information about risk for severe illness.
 - ii. Among adults, the risk for severe illness from COVID-19 increases with age, with older adults at highest risk. Severe illness means that the person with COVID-19 may require hospitalization, intensive care, or a ventilator to help them breathe, or they may even die.
 - iii. Risk for Severe Illness Increases with Age - As you get older, your risk for severe illness from COVID-19 increases. For example, people in their 50s are at higher risk for severe illness than people in their 40s. Similarly, people in their 60s or 70s are, in general, at higher risk for severe illness than people in their 50s. The greatest risk for severe illness from COVID-19 is among those aged 85 or older.
 - iv. Underlying Medical Conditions - can also increase your risk for severe illness. By understanding the factors that put you at an increased risk, you can make decisions about what kind of precautions to take in your daily life.
 - v. People of any age with certain underlying medical conditions are at increased risk for severe illness from COVID-19:
 - vi. People of any age with the following conditions are at increased risk of severe illness from COVID-19:
 - Cancer
 - Chronic kidney disease
 - COPD (chronic obstructive pulmonary disease)
 - Immunocompromised state (weakened immune system) from solid organ transplant
 - Obesity (body mass index [BMI] of 30 or higher)
 - Serious heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies
 - Sickle cell disease
 - Type 2 diabetes mellitus
 - vii. People with the following conditions might be at an increased risk for severe illness from COVID-19: (COVID-19 is a new disease. Currently there are limited data and information about the impact of underlying medical conditions and whether they

increase the risk for severe illness from COVID-19. Based on what we know at this time)

- Asthma (moderate-to-severe)
 - Cerebrovascular disease (affects blood vessels and blood supply to the brain)
 - Cystic fibrosis
 - Hypertension or high blood pressure
 - Immunocompromised state (weakened immune system) from blood or bone marrow transplant, immune deficiencies, HIV, use of corticosteroids, or use of other immune weakening medicines
 - Neurologic conditions, such as dementia
 - Liver disease
 - Pregnancy
 - Pulmonary fibrosis (having damaged or scarred lung tissues)
 - Smoking
 - Thalassemia (a type of blood disorder)
 - Type 1 diabetes mellitus
- viii. Children who have medical complexity, who have neurologic, genetic, metabolic conditions, or who have congenital heart disease might be at increased risk for severe illness from COVID-19 compared to other children
2. Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
 3. The importance of not coming to work:
 - If a worker has symptoms of COVID-19 as described by the CDC, such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR
 - If a worker was diagnosed with COVID-19 and has not yet been released from isolation, OR
 - If, within the past 14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).
 4. To return to work after a worker receives a COVID-19 diagnosis only if 10 days have passed since symptoms first appeared, their symptoms have improved, and the worker has had no fevers (without the use of fever reducing medications) for the last 72 hours. A worker without symptoms who was diagnosed with COVID-19 can return to work only if 10 days have passed since the date of the first positive COVID-19 test.
 5. 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.
 - a. When to Seek Emergency Medical Attention:
 - Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:
 - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion
 - Inability to wake or stay awake
 - Bluish lips or face
 - *This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

- Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.
- 6. The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when workers cannot get to a sink or handwashing station, per CDC guidelines).
- 7. The importance of physical/social distancing, both at work and off work time (see Physical/Social Distancing section below).
 - a. What is Physical/Social distancing?
 - i. Physical/Social distancing means keeping a safe space between yourself and other people who are not from your household.
 - ii. To practice physical/social distancing, stay at least 6 feet (about 2 arms' length) from other people who are not from your household in both indoor and outdoor spaces.
 - iii. Physical/social distancing should be practiced in combination with other everyday preventive actions to reduce the spread of COVID-19, including wearing cloth face coverings, avoiding touching your face with unwashed hands, and frequently washing your hands with soap and water for at least 20 seconds.
 - b. Why practice physical/social distancing?
 - i. COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19. Since people can spread the virus before they know they are sick, it is important to stay at least 6 feet away from others when possible, even if you—or they—do not have any symptoms. Physical/social distancing is especially important for people who are at higher risk for severe illness from COVID-19.
 - ii. If you are sick with COVID-19, have symptoms consistent with COVID-19, or have been in close contact with someone who has COVID-19, it is important to stay home and away from other people until it is safe to be around others.
 - iii. COVID-19 can live for hours or days on a surface, depending on factors such as sunlight, humidity, and the type of surface. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. Physical/social distancing helps limit opportunities to come in contact with contaminated surfaces and infected people outside the home.
 - iv. Although the risk of severe illness may be different for everyone, anyone can get and spread COVID-19. Everyone has a role to play in slowing the spread and protecting themselves, their family, and their community. In addition to practicing everyday steps to prevent COVID-19, keeping space between you and others is one of the best tools we have to avoid being exposed to this virus and slowing its spread in communities.
 - c. Tips for Physical/Social Distancing
 - i. When going out in public, it is important to stay at least 6 feet away from other people and wear a cloth face covering to slow the spread of COVID-19. Consider the following tips for practicing social distancing when you decide to go out.

1. **Know Before You Go:** Before going out, know and follow the guidance from local public health authorities where you live.
 2. **Prepare for Transportation:** Consider social distancing options to travel safely when running errands or commuting to and from work, whether walking, bicycling, wheelchair rolling, or using public transit, rideshares, or taxis. When using public transit, try to keep at least 6 feet from other passengers or transit operators – for example, when you are waiting at a bus station or selecting seats on a bus or train. When using rideshares or taxis, avoid pooled rides where multiple passengers are picked up, and sit in the back seat in larger vehicles so you can remain at least 6 feet away from the driver. Follow these additional tips to protect yourself while using transportation.
 3. **Limit Contact When Running Errands:** Only visit stores selling household essentials in person when you absolutely need to, and stay at least 6 feet away from others who are not from your household while shopping and in lines. If possible, use drive-thru, curbside pick-up, or delivery services to limit face-to-face contact with others. Maintain physical distance between yourself and delivery service providers during exchanges and wear a cloth face covering.
 4. **Choose Safe Social Activities:** It is possible to stay socially connected with friends and family who don't live in your home by calling, using video chat, or staying connected through social media. If meeting others in person (e.g., at small outdoor gatherings, yard or driveway gathering with a small group of friends or family members), stay at least 6 feet from others who are not from your household. Follow these steps to stay safe if you will be participating in personal and social activities outside of your home.
 5. **Keep Distance at Events and Gatherings:** It is safest to avoid crowded places and gatherings where it may be difficult to stay at least 6 feet away from others who are not from your household. If you are in a crowded space, try to keep 6 feet of space between yourself and others at all times, and wear a cloth face covering. Cloth face coverings are especially important in times when physical distancing is difficult. Pay attention to any physical guides, such as tape markings on floors or signs on walls, directing attendees to remain at least 6 feet apart from each other in lines or at other times. Allow other people 6 feet of space when you pass by them in both indoor and outdoor settings.
 6. **Stay Distanced While Being Active:** Consider going for a walk, bike ride, or wheelchair roll in your neighborhood or in another safe location where you can maintain at least 6 feet of distance between yourself and other pedestrians and cyclists. If you decide to visit a nearby park, trail, or recreational facility, first check for closures or restrictions. If open, consider how many other people might be there and choose a location where it will be possible to keep at least 6 feet of space between yourself and other people who are not from your household.
8. **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.

- Workers should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings must not be shared and should be washed or discarded after each shift.
9. Information contained in the [CDPH Guidance for the Use of Face Coverings](#), which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.
 10. Ensure any independent contractors, 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.
 11. Information on [paid leave benefits the worker](#) 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 workers' sick leave rights under the Families First Coronavirus Response Act and workers' rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive Order N62-20 while that Order is in effect.

SUPPLEMENTAL INFORMATION - COPING WITH STRESS FOR WORKERS:

Source: <https://www.cdc.gov/coronavirus/2019-ncov/community/mental-health-non-healthcare.html>

Whether you are going into work or working from home, the COVID-19 pandemic has probably changed the way you work. Fear and anxiety about this new disease and other strong emotions can be overwhelming, and workplace stress can lead to burnout. How you cope with these emotions and stress can affect your well-being, the well-being of the people you care about, your workplace, and your community. During this pandemic, it is critical that you recognize what stress looks like, take steps to build your resilience and manage job stress, and know where to go if you need help.

RECOGNIZE THE SYMPTOMS OF STRESS YOU MAY BE EXPERIENCING

- Feeling irritation, anger or in denial
- Feeling uncertain, nervous or anxious
- Lacking motivation
- Feeling tired, overwhelmed or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating

KNOW THE COMMON WORK-RELATED FACTORS THAT CAN ADD TO STRESS DURING A PANDEMIC

- Concern about the risk of being exposed to the virus at work
- Taking care of personal and family needs while working

- Managing a different workload
- Lack of access to the tools and equipment needed to perform your job
- Feeling that you are not contributing enough to work or guilt about not being on the frontline
- Uncertainty about the future of your workplace and/or employment
- Learning new communication tools and dealing with technical difficulties
- Adapting to a different workspace and/or work schedule

FOLLOW THESE TIPS TO BUILD RESILIENCE AND MANAGE JOB STRESS

- Communicate with your coworkers, supervisors, and employees about job stress while maintaining social distancing (at least 6 feet).
 - Identify things that cause stress and work together to identify solutions.
 - Talk openly with employers, employees, and unions about how the pandemic is affecting work. Expectations should be communicated clearly by everyone.
 - Ask about how to access mental health resources in your workplace.
- Identify those things which you do not have control over, and do the best you can with the resources available to you.
- Increase your sense of control by developing a consistent daily routine when possible — ideally one that is similar to your schedule before the pandemic:
 - Keep a regular sleep schedule.
 - Take breaks from work to stretch, exercise, or check in with your supportive colleagues, coworkers, family, and friends.
 - Spend time outdoors, either being physically active or relaxing.
 - If you work from home, set a regular time to end your work for the day, if possible.
 - Practice mindfulness techniques.
 - Do things you enjoy during non-work hours.
- Know the facts about COVID-19. Be informed about how to protect yourself and others. Understanding the risk and sharing accurate information with people you care about can reduce stress and help you make a connection with others.
- Remind yourself that each of us has a crucial role in fighting this pandemic.
- Remind yourself that everyone is in an unusual situation with limited resources.
- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting.
- Connect with others. Talk with people you trust about your concerns, how you are feeling, or how the COVID-19 pandemic is affecting you.
 - Connect with others through phone calls, email, text messages, mailing letters or cards, video chat, and social media.
 - Check on others. Helping others improves your sense of control, belonging, and self-esteem. Look for safe ways to offer social support to others, especially if they are showing signs of stress, such as depression and anxiety.
- If you feel you may be misusing alcohol or other drugs (including prescription drugs) as a means of coping, reach out for help.

- If you are being treated for a mental health condition, continue with your treatment and be aware of any new or worsening symptoms.

KNOW WHERE TO GO IF YOU NEED HELP OR MORE INFORMATION

If you feel you or someone in your household may harm themselves or someone else:

- ❖ National Suicide Prevention Lifeline: Toll-free number 1-800-273-TALK (1-800-273-8255)
- ❖ The Online Lifeline Crisis Chat is free and confidential. You'll be connected to a skilled, trained counselor in your area.
- ❖ National Domestic Violence Hotline: Call 1-800-799-7233 and TTY 1-800-787-3224
- ❖ If you are feeling overwhelmed with emotions like sadness, depression, or anxiety:
- ❖ Disaster Distress Helpline: Call 1-800-985-5990 or Text TalkWithUs to 66746
- ❖ Check with your employer for information about possible employee assistance program resources.
- ❖ If you need to find treatment or mental health providers in your area: Substance Abuse and Mental Health Services Administration (SAMHSA) Find Treatment

MENTAL HEALTH RESOURCES:

- ❖ CDC Coronavirus (COVID-19) Stress and Coping
- ❖ American Psychological Association
- ❖ National Alliance on Mental Illness

COVID-19 RESOURCES:

- ❖ NIOSH Workplace Safety and Health Topic
- ❖ CDC COVID-19
- ❖ CDCINFO: 1-800-CDC-INFO (1-800-232-4636) | TTY: 1-888-232-6348 | Website: [cdc.gov/info](https://www.cdc.gov/info)

SUPPLEMENTAL INFORMATION - CONFLICT DE-ESCALATION TECHNIQUES FOR RESPONDING TO OTHERS:

Source: <https://vividlearningsystems.com/safety-toolbox/conflict-de-escalation-techniques>

FIRST, CALM YOURSELF BEFORE INTERACTING WITH THE PERSON:

- If you're upset, it's only going to escalate the situation. Calm down and then begin to look at the situation and how you can intervene safely.
- Take a deep breath.

- Use a low, dull tone of voice and don't get defensive even if the insults are directed at you.

BECOMING AWARE OF YOUR SITUATION IS ALSO CRITICALLY IMPORTANT. THIS CAN INCLUDE:

- Other people in the room,
- Objects; such as chairs, tables, items on a table,
- And the space around you, like exits or openings, and if you are blocking the person so that they are made to feel trapped.

TRY TO LOOK AS NON-THREATENING AS POSSIBLE:

- Appear calm and self-assured even if you don't feel it.
- Maintain limited eye contact and be at the same eye level. Encourage the customer to be seated, but if he/she needs to stand, stand up also.
- Maintain a neutral facial expression.
- Place your hands in front of your body in an open and relaxed position.
- Don't shrug your shoulders.
- Don't point your fingers at the person.
- Avoid excessive gesturing, pacing, fidgeting, or weight shifting.
- Maintain a public space distance, which is 12 feet or more.

MAKE A PERSONAL CONNECTION. SOMETHING AS SIMPLE AS ASKING, "WHAT'S YOUR NAME?" CAN DIFFUSE A SITUATION QUICKLY:

- People respond positively to their own name and can make the dialogue more personal.

LISTENING TO THE PERSONS CONCERNS. - ACKNOWLEDGE THE OTHER PERSON'S FEELINGS WITHOUT PASSING JUDGMENT ON THEM:

- Empathy needs to be shown during conflict situations. Even if you do not agree with the person's position, expressing an understanding why that person feels a particular way will help resolve the conflict.
- Clarifying, paraphrasing and open-ended questions all help to ensure that the person is aware you have understood their frustrations completely.
- Ask to take notes.
- Ask for their ideas or solutions.
- Help them talk out angry feelings rather than act on them.

SHIFT THE CONVERSATION TO THE FUTURE, CREATE HOPE, AND YOU MAKE YOURSELF LESS THREATENING:

- Using "what" and "we" helps include the person in those future plans.
- **Article:** [5 Things "Difficult" People Are Really Saying](#)