



**City of El Segundo Injury and Illness Prevention Program
COVID-19 Supplement**

Policy Title:	Administrative Policy – Injury and Illness Prevention Program, Covid 19 Supplement
Term and expiration:	Effective date of adoption through end Covid -19 pandemic (July 6, 2020 - until further notice)
Approved by City Manager: 	Date approved by City Manager: 06 July 2020


OASD HR Director
7/6/2020

Introduction

On May 14, 2020, Cal/OSHA revised the [Interim General Guidelines on Protecting Workers from COVID-19](#). The new guideline outlines **mandatory** control measures most California employers must implement and document within their written Injury & Illness Prevention Program (IIPP).

California employers are required to establish and implement an IIPP ([Title 8 Section 3203](#)) to protect employees from workplace hazards, which the City of El Segundo established in 2008. Under the hazard assessment requirement, employers are required to determine if COVID-19 infection is a hazard in their workplace. If it is a workplace hazard, then employers must implement infection control measures, including applicable and relevant recommendations from the Centers for Disease Control and Prevention (CDC).

This COVID-19 IIPP Supplement includes the infection prevention measures outlined in the Cal/OSHA guidance posted on May 14, 2020.

In their guidance, Cal/OSHA sets out the following key practices:

- ✓ Physical distancing of a minimum of 6 feet or to the maximum extent possible
- ✓ Use of face coverings by employees (where respiratory protection is not required) and customers/clients
- ✓ Frequent hand washing and regular cleaning and disinfection
- ✓ Training employees on these and other elements of covid-19 prevention plan

The City is committed to providing a safe and clean environment for our employees. To provide for the safety of City employees as we begin phasing into reconstituting core functions at City facilities, the City will follow the below guidelines that incorporate Cal/OSHA identified key practices.

Designated Person:

The City Manager serves as the City’s Chief Executive Officer, and oversees all City operations and all City staff. The City Manager delegates operations to the Deputy City Manager and all Department Heads, who will each be the designated person for their department and responsible for implementation of this plan. The Department Director has the authority and responsibility for:

- Implementing the infection control measures as outlined in this supplement
- Ensuring the outlined sanitation and disinfection efforts are conducted
- Conducting regular inventories in their departments to ensure all needed supplies and personal protective equipment (PPE) are available
- Making certain COVID-19 training (as outlined in the training section) has been conducted and documented for all their employees

Managers & Supervisors

Managers and supervisors are responsible for implementing and maintaining the infection control measures in their work areas. They are responsible for answering employee questions and setting a good example by following the guidance in this supplement.

Employees

All employees are responsible for understanding and following the infection control measures and for asking questions when direction is unclear. Employees are expected to immediately report any unsafe conditions to their supervisor.

Local Public Health Department:

The City of El Segundo is within the jurisdictional boundary of Los Angeles County. The City of El Segundo does not operate a Public Health program, consequently the City is under the jurisdiction of the Los Angeles County Public Health Department. The City shall communicate information about Covid-19 outbreaks among employees to:

Los Angeles County Public Health Department
9800 S. La Cienga Boulevard, #850
Inglewood, CA 90301
Phone: (310) 338-3200

Symptoms of Covid-19:

Based upon information currently available on the CDC website, California Department of Public Health (CDPH) website, and Los Angeles County Public Health Department (LACPHD) people with Covid-19 can have a wide range of symptoms – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. The following are symptoms reported by those with Covid-19:

- Fever or chills; and/or repeated shaking with chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches

- Headache
- New loss of taste or smell
- Sore Throat
- Congestion or running nose
- Nausea or vomiting
- Diarrhea
- Persistent pain or pressure in the chest
- New confusion
- Bluish lips or face

While at work, should you experience any one or more of these symptoms, please inform your Department Head or supervisor immediately. The City will then implement and follow the General Employee Covid-19 Employee Illness Decision-Making Guidelines, which is posted in each department and available on the City's Intranet.

Reconstitution (reopening) of City Facilities:

- I. The following guidelines and protocol will be in place City – wide (Particular worksites may need to be amended based on specific needs):
 - A. Each Department will be responsible for evaluating and coordinating with Public Works/Facilities regarding fabrication/installation of Plexiglass barriers at public counters; and to review and coordinate any additional Plexiglass barrier requests for use in-between workstations (where workstations are so configured that employees cannot maintain physical distancing).
 - B. All telecommuters will begin to return to the work site in a phased approach to maintain physical distancing, and allow the Department Head, Managers and Supervisors to manage the worksite consistent with CDC, California Department of Public Health, and Los Angeles County Public Health Department orders.
 1. Department Heads may continue, where appropriate, to minimally utilize the City's Emergency Telecommuting policy (Telecommuting).
 2. Department Heads have authority to review and recommend staggered work hours or alternative work schedules after consulting with Human Resources for any required meet/confer obligations (if applicable) and before implementation.
 - C. Where feasible, each Department shall establish a single point of entry/egress for employees arriving for their start-of-day (e.g., Library, Recreation & Parks, City Yards, Police Department, and Fire Department). For City Hall there will be one single point of entry at start-of-day for all employees assigned to City Hall. This will be located at the entry door on Holly Street.
 - D. Temperature Checks/Health and Safety Self-Assessment: Upon arrival at the work site each day, employees are required to take their own temperature via temporal thermometer or have it taken by designated department personnel; and complete the Health and Safety Self-Assessment (HSSA), which will be collected

at the various City facilities and then forwarded to Human Resources, along with a list of staff scheduled to work out of that facility.

1. Department Directors for each department located at facilities outside of City Hall will need to designate an individual on site to collect and be responsible for sending the forms to City Hall.
 2. Employees will be expected to clean, disinfect, sanitize temporal thermometer, and common-use pens, and table-top when checking in at the start of day (if you arrive at work, but there is no station attendant to assist you).
 3. If your temperature check at the beginning of shift is 100.4° F or higher, the employee must immediately notify their supervisor, who shall follow the City's General Employee Covid-19 Employee Illness Decision-Making guidelines.
 4. Employees are not to come to work when they are sick/ill, but instead seek telecommute arrangements or use of appropriate leave through the respective Department Head and immediate Manager/Supervisor
- E. The City, with the exception of the Fire and Police department will continue to follow the City of El Segundo General Employees Covid-19 Employee Illness and Decision-making Guidelines (copy attached).

Please note: Fire and Police Department employees will follow their respective Department's Covid-19 Employee Illness and Decision-making Guidelines, which are posted in their respective Departments.

- F. Hand-washing reminders/signage will be posted throughout facilities. For those employees at a public counter-space the following will be expected:
1. Employees should frequently wash their hands with soap and water, as recommended by the CDC, California Department of Public Health, and/or Los Angeles County Public Health Department.
 2. Employees should wash their hands following each customer service encounter (when feasible), and to utilize hand-sanitizer between customer service encounters at all times.
 3. Employees should wash their hands per recommended CDC, California Department of Public Health, and/or Los Angeles County Public Health Department guidelines, following the handling of mail, packages, or plans.
- G. Public use hand sanitizer options will be available at entry points to City facilities and at public counter spaces.
- H. Employees should be reminded to cough and sneeze into the bend-of-elbow; keep face covering/mask over face when coughing/sneezing to protect against aerosolizing of bodily fluids.

- I. Public Entry to City Hall: Public access will be limited to one ingress/egress for members of the public through the main electronic double doors (no-touch).
 - 1. Facility doors are a no-touch entry/exit way (employees are encouraged to use no-touch entry/exits throughout the day, except when first coming on duty).
 - 2. Install signage at Public Entry way identifying, :
 - a. Do not enter if you are experiencing symptoms of respiratory illness, including fever or cough.
 - b. The public's use of hand-sanitizer is encouraged upon entry into facility, and when engaging a City employee at a customer service counter.
 - c. Everyone entering is required to wear face coverings.
 - d. Maintain Physical Distancing from one another.
 - 3. Place floor markings to maintain 6-ft physical distancing between all entrants to City facilities; and for those patrons utilizing customer service counters.
- J. Remove all furniture from public lobby areas (when warranted to maximize social distancing; and compliant with ADA standards for facilities usage).
- K. Physical (Social) Distancing: City employees will continue to follow Physical Distancing protocol – maintaining a minimum of 6 feet distance where practicable;
 - 1. Employees will be encouraged to stay to the right when walking through City facilities (allows for distancing); to not walk in tandem and instead walk in single file with minimum 6 feet distancing when practicable.
- L. City employees while at work will continue to utilize cloth face coverings as recommended or required by the California Department of Public Health, and/or the County Public Health Department, and as directed by your Department Head
 - 1. Employees are not required to wear face coverings while working alone in their office or cubicle with Plexiglass partition separators (not all cubicles have Plexiglass, depending on adjacency), or if they are able to maintain physical distancing of 6 feet. However, employees are required to wear face coverings when working with a member of the public or are in close contact with other City employees where appropriate physical distancing cannot occur.
 - 2. Face coverings are to be changed or washed daily, as recommended by the CDC, and/or California Department of Public Health, Los Angeles County Public Health Department.

3. A face covering has been provided to employees. If an employee did not receive one from the City, the employee can request one from Human Resources. It is recommended that each department request a small number of face coverings to have on-site in case an employee forgets to bring one to wear.
- M. Workstations and work areas will maintain 6 feet distance where space allows or is practicable. An alternative is to utilize mobile Plexiglass shields between work stations or work areas.
1. Immediate work areas should be cleaned/disinfected on a regular basis throughout the day;
 - a. Custodial services will perform cleaning/disinfecting/sanitizing of common spaces twice per day (2x per day), including all employee and public restrooms.
 - b. Employees working within an area with public counter space, with Plexiglass barriers, will be requested to clean/disinfect/sanitize the counter or any other area touched after each customer service call/interaction (and in between providing service to the next customer). Plexiglass barriers should be cleaned/disinfected/sanitized twice a day.
 2. Custodial staff will normally clean/disinfect/sanitize office door knobs, office entry-door keypads, and other common-touch areas around the office workspace; Employees will be responsible for cleaning/disinfecting/sanitizing their own immediate workspace, desktop, telephone, keyboard, etc...and may at times be asked to assist with doing the same in the office workspace.
- N. Break/lunch room:
1. There will be minimal usage allowed to prevent "gatherings" and to maintain 6 ft. social distancing among any staff using the break/lunch room.
 2. Employees will be required to clean, disinfect, and sanitize, the table-top, and chair that they use.
 3. Employees will be required to clean, disinfect, and sanitize the counter-top area, drawer-pulls and cabinets, refrigerator handles, sink faucet handles following their use.
 4. Vending Machine: When employees purchase items from the vending machine in the break/lunch room, they should wipe-down the vending machine, money-drop area, and selection keypad with sanitizing wipes, to help protect the next person who uses the machine.
- O. Restrooms:
1. Restrooms will receive cleaning/disinfecting/sanitizing twice per day (2 x per day) by custodial staff (Please note this is an increase in scheduled cleaning).

P. Elevators:

1. On a temporary basis, elevators should be limited to a maximum of 2 persons per use, and face coverings must be worn (unless excused as per CDC, California Department of Public Health, or Los Angeles County Public Health Department exceptions)
2. Signs will be placed on exterior and interior of Elevator informing riders of the temporary 2-person maximum per use (subject to adjustment with respect to ADA compliance); and face coverings requirement.

Q. Other Non-Public areas

1. Locker rooms/changing rooms for staff:
 - a. Shall be limited to current City personnel, uniform pick-up and delivery; and custodial servicing. Departments may need to maintain physical distancing by staggering shifts by 15 minutes to limit number of users as needed.
 - b. Custodial services for cleaning/disinfecting/sanitizing shall increase to twice per day (2 x per day)
2. Lactation rooms at City facilities:
 - a. Shall be limited to current City staff, on as needed basis.
 - b. Custodial servicing for cleaning/disinfecting/sanitizing shall be increased to twice per day (2 x per day)
 - c. Individual users shall be responsible for cleaning/disinfecting/sanitizing before, and immediately after their personal use.

R. ADA Service Efforts: Departments will follow and provide public services and make facilities accessible in compliance with ADA standards, and adherence to Covid-19 Reconstitution Guidelines.

S. Use of touchless payment systems (Apple Pay/Samsung pay, etc...);

1. Those departments who utilize card/chip reader equipment for high touch payments (credit card or cash) need to clean/disinfect and sanitize after each use.
2. If cash payments are accepted, and change given, the City employee shall wear non-latex nitrile gloves, and shall practice appropriate donning and doffing techniques as well as follow recommended frequency of glove changes.

Please Note: Departments where cash handling will occur may obtain glove donning and doffing training through the Incident Management Team.

3. All used gloves shall be disposed of properly in the waste basket, following appropriate procedures.

T. Training

1. All employees will receive training that is readily understandable to them. Training will include a review of this Guidelines for Reopening Supplement and the following topics:
 - a. General description of COVID-19, symptoms, when to seek medical attention, how to prevent its spread, and the employer's procedures for preventing its spread at the workplace.
 - b. How an infected person can spread COVID-19 to others even if they are not sick.
 - c. How to prevent the spread of COVID-19 by using cloth face covers, including:
 - d. CDC guidelines that everyone should use cloth face covers when around other persons.
 - e. How cloth face covers can help protect persons around the user when combined with physical distancing and frequent hand washing.
 - f. Information that cloth face covers are not protective equipment and do not protect the person wearing a cloth face cover from COVID-19.
 - g. Instructions on washing and sanitizing hands before and after using face coverings, which should be washed after each shift.
 - h. Cough and sneeze etiquette.
 - i. Washing hands with soap and water for at least 20 seconds after interacting with other persons and after contacting shared surfaces or objects.
 - j. Avoiding touching eyes, nose, and mouth with unwashed hands.
 - k. Avoiding sharing personal items with co-workers (i.e., dishes, cups, utensils, towels).
 - l. Providing tissues, no-touch disposal trash cans, and hand sanitizer for use by employees.
 - m. Safely using cleaners and disinfectants, which includes:
 - n. The hazards of the cleaners and disinfectants used at the worksite.
 - o. Wearing PPE (such as gloves).
 - p. Ensuring cleaners and disinfectants are used in a manner that does not endanger employees.

II. Additional Department Plans for Facilities and Services

A. Police Department Individual Needs

See Attachment B

B. Fire Department Individual Needs

See Attachment C

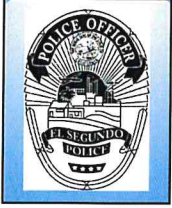
C. El Segundo Public Library Phased Service Descriptions (Amended 5/30/2020)

See Attachment E.

All COVID-19 related training records, inspections, and investigations will be maintained by the City in Human Resources.

This plan may be amended from time-to-time, based upon new information from CDC, California Department of Public Health, the Los Angeles County Public Health Department, or other health/safety reasons. Such amendments will be noted within this document by including the following "(Amended {insert date})".

Police Department Individual Needs



CITY OF EL SEGUNDO POLICE DEPARTMENT

348 MAIN STREET, EL SEGUNDO, CA 90245

Non-Emergency: (310) 524-2200

Beginning Monday, July 6, the El Segundo Police Department will be reopening its lobby under specific social distancing safety guidelines.

These guidelines are in accordance with CDC requirements to keep citizens and Police Department employees safe.

- Lobby hours: 07:00 AM – 07:00 PM
- Days open: Monday thru Friday, Closed Saturday and Sunday, including holidays
- Citizens must wear a face mask inside and while waiting outside of the police station
- The following services will be provided:

Vehicle Releases

Citation Sign-off

Police Reports Taken

Records Request

Records Checks

Parking Sign-off/Payment

Property Inquiry/Release

Animal Control License/Payment

- Only three individuals per transaction will be allowed in the lobby area, others will continue to maintain distance and wait outside the doors until ask to be entered by police personnel.
- In the lobby there will be one window at a time available for services.
- Citizens will continue practice social distancing while inside and outside the lobby. Physical distancing between all citizens will be strongly enforced through signs and staff interventions. Distancing markers will be placed on the ground in the lobby and outside area, each distance 6 foot increments.
- Lobby restrooms will be closed.
- Citizens who are invited inside the building past the lobby will be greeted and screened for temperature by police personnel who will meet them at a pre-arranged location outside the building.
- Citizens who exhibit symptoms of illness will be asked to leave and call the police department at (310) 524-2200 for assistance

The El Segundo Police Department is committed to keeping its staff personnel safe as well as protecting the citizens. As everyone cooperates, together we will have a safe community.



El Segundo Fire Department

COVID-19 Operational Practices

EMS practices should be based on the most up-to-date COVID-19 clinical recommendations and information from appropriate public health authorities and EMS medical direction. Actions should follow airborne exposure control. The purpose of these operational practices are to provide best practices and address questions or concerns reading COVID-19.

Contact vs. Exposure

COVID-19 Contact

Encounter with an expected or confirmed COVID-19 patient **WHILE WEARING ALL APPROPRIATE PPE** (medical Gloves, Goggles, N95 or N100 Mask, Gown)

“NO NOTIFICATION NEEDED”

COVID-19 Exposure

Contact with an expected or confirmed COVID-19 patient with 6 feet or less distance while **NOT WEARING APPROPRIATE PPE**

“FOLLOW COVID-19 ESFD EXPOSURE DECISION/RETURN TO WORK GUIDELINE”

Required Personal Protective Equipment (PPE)

- In this period of COVID-19 response, required PPE for all medical aids shall include: safety glasses, N95 mask, and gloves.
- ESFD personnel who will directly care for a patient that has COVID-19 related symptoms or who will be in the transport ambulance shall wear the following PPE (refer to the COVID-19 PPE Safety Donning & Doffing Job Aid) :
 - Two pair of disposable patient examination gloves. Change gloves if they become torn or heavily contaminated,
 - Disposable isolation gown,
 - Respiratory protection (i.e., N-95 or higher-level respirator), and

- Eye protection (i.e., goggles or disposable face shield that fully covers the front and sides of the face).
- After completing care for COVID-19 symptomatic patients, personnel clearing the response shall remove and dispose of PPE and perform hand hygiene to avoid soiling the compartment.
- All personnel should avoid touching their face while working.
- On arrival at the ED, after the patient is released to the facility, ESFD should remove and discard PPE and perform hand hygiene. Used PPE should be discarded in red bio-hazard bag in accordance with routine procedures.

Dispatch, Public Contact and Patient Assessment

All responses requiring face-to-face interaction on arrival will be COVID-19 prescreened by dispatchers. Due to the confidential nature of the call, personnel will be required to view incident details on the MDC.

Personnel shall wear safety glasses, N95, and gloves to all dispatched medical aid responses where prescreening procedures did meet criteria for suspicion of COVID-19 related symptoms. All medical aids that did not meet that criteria shall be field screened to confirm that status by the incident Company Officer, prior to entering a residence, business, or confined area. In addition to medical aids, ESFD 1-in/4-out practices shall be in place for all applicable fire responses (i.e., non-immediately life threatening/hazardous to the community). Companies shall take precautions to limit their exposure to COVID-19 on such responses.

- A COVID-19 symptomatic patient shall be screened by one crew member (1-in/4-out) in required PPE to make first contact with the patient.
- When dispatched on COVID-19 symptomatic responses, personnel shall don required PPE prior to leaving quarters.
- If the nature of the call seems questionable for COVID-19 related concerns and not communicated upon dispatch, the incident Company Officer shall request further information to make an informed decision on appropriate level of PPE.
- A facemask shall be placed on the patient for source control. If a nasal cannula is in place, a facemask should be worn over the nasal cannula. Alternatively, an oxygen mask can be used if clinically indicated. If the patient requires intubation, see below for additional precautions for aerosol-generating procedures.
- During transport, limit the number of personnel in the patient compartment to essential personnel to minimize possible exposures.

- For patients with mild symptoms, emphasize non-transport and physician follow-up (treat and refer/Policy 834.1). Per public health agencies, these patients should remain isolated at home and contact their primary care physician. Patients in moderate/severe distress or with advanced age, comorbidities, abnormal vital signs, work of breathing, etc. should still be transported.

ESFD Transport of a Patient with Confirmed COVID-19 to a Healthcare Facility

If a symptomatic COVID-19 suspected patient requires transport to a healthcare facility for further evaluation and management (subject to EMS medical direction), the following actions shall occur during transport:

- ESFD shall notify the receiving healthcare facility that the patient has an exposure history and signs and symptoms suggestive of COVID-19 so that appropriate infection control precautions may be taken prior to patient arrival.
- Family members and other contacts of COVID-19 symptomatic patients should **not** ride in the transport vehicle, if possible. If riding in the transport vehicle, they shall wear a surgical face mask.
- When possible:
 - During transport, vehicle ventilation in both compartments should be on non-recirculated mode to maximize air changes that reduce potentially infectious particles in the vehicle.
 - If the vehicle has a rear exhaust fan, use it to draw air away from the cab, toward the patient-care area, and out the back end of the vehicle.
 - Some vehicles are equipped with a supplemental recirculating ventilation unit that passes air through HEPA filters before returning it to the vehicle. Such a unit can be used to increase the number of air changes per hour.
 - Upon arrival at the receiving hospital, remove the patient and gurney from the rear compartment of the ambulance and wait for hospital staff to evaluate the patient (**outdoors**) before bringing the patient into the Emergency Room.

Precautions for Aerosol-Generating Procedures

- If possible, consult with medical control before performing aerosol-generating procedures for specific guidance.
- In addition to the PPE described above, ESFD should exercise caution if an aerosol-generating procedure (e.g., bag valve mask (BVM) ventilation, oropharyngeal suctioning, endotracheal intubation, nebulizer treatment, continuous positive airway pressure (CPAP), or resuscitation involving emergency intubation or cardiopulmonary resuscitation (CPR) is necessary.
 - BVMs, and other ventilation equipment, should be equipped with HEPA filtration to filter expired air.

- If possible, the rear doors of the transport vehicle should be opened and the HVAC system should be activated during aerosol-generating procedures. This should be done away from pedestrian traffic.

Documentation of patient care

- Documentation of patient care should be done after ESFD personnel have completed transport, removed their PPE, and performed hand hygiene.
 - Any written documentation should match the verbal communication given to the emergency department providers at the time patient care was transferred.
- EMS documentation should include a listing of EMS personnel and ESFD providers involved in the response and level of contact with the patient (for example, no contact with patient, provided direct patient care). This documentation may need to be shared with local public health authorities.

Follow-up and/or Reporting Measures by ESFD personnel After Caring for a PUI/Patient with Confirmed COVID-19

ESFD personnel should be aware of the follow-up and/or reporting measures they should take after caring for a person under investigation/patient with confirmed COVID-19:

- Local public health authorities should be notified about the patient so appropriate follow-up monitoring can occur.
- EMS personnel who have been exposed to a patient with suspected or confirmed COVID-19 should notify their chain of command to ensure appropriate follow-up.
 - Any unprotected exposure (e.g., not wearing recommended PPE) should be reported to a supervisor, or a designated infection control officer for evaluation.
 - ESFD personnel should be alert for fever or respiratory symptoms (e.g., cough, shortness of breath, sore throat). If symptoms develop, they should self-isolate and notify their supervisor, following the ***COVID-19 Employee Illness Decision Making Guideline*** for appropriate evaluation.

ESFD reduction strategies:

- If you are sick “stay home”:
 - ESFD employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
 - During these emergency procedures, a doctor’s note for a department member with acute respiratory illness will not have to validate their illness or to return to

work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.

- The El Segundo Fire Department recognizes that employees may need to stay at home to care for sick children or other sick family members and are encouraged to do so, utilizing accrued leave banks. In addition, please notify the on duty Battalion Chief of your status.
- **Social separation**
 - Members are encouraged to follow the CDC interim guidance for risk assessment and public health management recommended, including the practice social distances of six feet (6') whenever possible. This includes, consuming of food, apparatus/station maintenance, physical fitness and recreation periods.
- **Supervisor responsibility to separate sick employees:**
 - In the event an employee appears to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or becomes sick during the day, the supervisor should separate the employee from other employees and send the sick employee home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
- **Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:**
 - The ESFD will place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene in each fire station.
 - Fire department supervisors and staff shall instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
 - The ESFD will provide soap and water and alcohol-based hand rubs in the workplace. We will ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- **Perform routine environmental cleaning:**
 - All suppression personnel are encouraged to routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
 - Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
 - ESFD members shall disinfect dorm rooms at shift change or prior to relinquishing dorm to a relief member.

El Segundo Library Individual Plan

Stages:

- Stage 1 (Safer at Home) – Main Library closed to public access; minimal staff on site with most teleworking or deployed to Incident Management Team assignments; essential administrative functions and patron support without any building-based contact between staff and customers
- Stage 2 (Library to Go) – No more than 9 staff members on site at any time; select staff teleworking or deployed to Incident Management Team assignments; essential administrative functions and patron support continue with gradual introduction of contactless curbside pickup of existing holds, opening of book drops, and allowing new holds to be placed
- Stage 3 (Limited Access) – More individuals allowed on site. Depending on LA County Department of Public Health directives, Main Library will gradually introduce building-based services and programs requiring minimal in-person interaction with staff and other community members
- Stage 4 (Semi-Limited Access) – Return to normal hours of operation, increase limit for number of individuals who enter Main Library at a given time, room reservations and rentals permitted with adherence to distancing and infection control protocols
- Stage 5 (Full Access) – Library returns to normal operations

Timeline: Variable, based on LA County Public Health orders and staffing availability due to Incident Management Team deployment, medical leaves of absence, and teleworking schedules. Stage 2b – Library to Go – is scheduled to begin June 1, 2020.

Service/Program	Stage 1 (Safer at Home)	Stage 2 (Library to Go)	Stage 3 (Limited Access)	Stage 4 (Semi-Limited Access)	Stage 5 (Full Access)
Digital Access Card	X	X	X	X	X
Virtual Services and Programs	X	X	X	X	X
Limited Service Hours	X	X	X		
Account Maintenance	X	X	X	X	X
Phone/Email Reference	X	X	X	X	X

Hold's Pickup		X	X	X	X
Book Drops Open		X	X	X	X
Summer Reading Program Prizes			X	X	X
Wireless Print Service			X	X	X
Timed Library Entry			X	X	
Special Hours for At-Risk Populations			X	X	
In-person Check in & Check out			X	X	X
New Library Card Registration/Upgrade			X	X	X
Interior Book Return Open			X	X	X
Public Computers and Copiers*			X	X	X
In-person Library Programs*			X (30 or fewer)	X (50 or fewer)	X
Room Reservations and Rentals*				X	X

*: Require strict adherence to Public Health distancing and infection controls

** : Youth under 13 must be accompanied by an adult for library use until Stage 5

***: Summer Reading Program will be online this year (June 18-August 27, 2020)

Stage 2a – Main Library Open for Staff, Not the Public

1. Have janitorial service clean the Main Library following City protocol and CDC guidelines and procedures. Continued ongoing extra high-touch cleaning at all facilities with attention to door knobs, fixtures and restrooms on a daily basis. Ensure janitorial services has been trained to use social distancing, and they are in compliance. HVAC systems cleaned. Contact stakeholders to notify them of staff return, building cleaning protocol, and steps in this overall plan as needed.

NOTE: Step 1 must be completed before moving on to any additional steps.

2. Ensure library facility has a supply of cleaning spray, wipes, tape, cloth face masks and gloves on hand to last for a period of one month minimum; i.e., 5 bottles of spray, 5 packets of wipes, 5 boxes of gloves, 1 face coverings for each employee, and 1 large tape roll minimum. One thermometer must be at the library facility. Ensure these supplies are replenished every month at the beginning of the month as needed. Onsite staff members are responsible for ensuring these supplies are on hand every day, and notifying Library Administration immediately if these supplies are not available. NOTE: It is assumed the library facility cannot operate under Stage 2a (or subsequent Stages 2b-4) without these supplies and PPE available to staff.
3. Ensure staff has been trained on all guidelines in this document, most importantly including social distancing protocols. Ensure that social distancing guidelines are in place and posted for staff at all library facilities, as found in Appendix A of the Public Health

Order from April 9, 2020. NOTE: Onsite staff members are responsible for ensuring social distancing protocols are maintained at all times. Employees should report any discrepancies to their supervisor immediately.

4. Library staff members return to work at the Main Library or assigned facility during their normally assigned work hours as needed, but employee work hours/schedules may be adjusted to ensure social distancing can occur and to meet staffing needs (maximum of 9 staff members in a facility at a time).
5. Symptom checks must be conducted before employees may enter the workplace, including a check-in concerning cough, shortness of breath or fever. Temperatures of library staff members will be taken before entering any library or City of El Segundo facility, and those with temperatures of 100.4 degrees or higher may not enter such facility and must follow all City protocols regarding self-isolation at home. It is acceptable for library employees to take their own temperatures, and thermometers will be provided for them at each facility. Ideally, temperature taking should be set up as close to the entryway as possible and staff members should enter all facilities through a designated entrance during this time, keeping ADA accessibility in place.
6. Supervisors should refer to the City of El Segundo's Administrative Policies for more information and procedures in handling personnel related to this topic, including those who may be or become ill, may not be able to work for other reasons, may be reassigned, or may be assigned to telework.
7. U.S. Mail and new library materials and supplies deliveries resume. Staff will wear gloves, and face coverings as recommended, while working in City facilities at all times, especially when they are handling deliveries and mail, and opening boxes of new library materials. Staff will not share library equipment, workspaces, staff restrooms/break room spaces, except when absolutely necessary, but must wipe equipment/surfaces clean after every use and/or shift.
8. Outside mail personnel, delivery personnel, and library vendors who are allowed into the library facilities during this time must be done so only with social distancing guidelines in place. Members of the public are otherwise not allowed into the library facilities during Stage 2a. Restrooms are not available for public use.
9. Exterior book drops for materials return by customers remain closed.
10. Ensure press, publicity, signs, Codes of Conduct, policies, and public information is prepared, posted and disseminated regarding services as needed.
11. Library staff will ensure they maintain best efforts to follow CDC standards for personal cleanliness and hygiene by not touching their faces, or any food or drink items they may consume, without washing their hands first. They will wash their hands as often as possible, but before and after each work shift at a minimum.
12. During Stage 2a, staff will perform duties as needed while using social distancing guidelines. Staff work areas will be rearranged as needed to ensure social distancing. These duties may include working on staff computers, answering or making phone calls, and getting prepared to move into Stage 2b. Staff will continue to maintain online storytimes, post social media content, and provide other virtual programming and services.

13. It is recommended that Stage 2a be in place for at least one week to allow for adequate preparation.

Stage 2b – Curbside Pickup and Return of Library Materials

1. All Library staff members return to work as needed at the Main Library or assigned facility during their normally assigned work hours. Staff shall work alternating work schedules if needed to reduce the number of people in the building at a time (maximum of 9 at a time). This count may be temporarily exceeded within reasonable limits to accommodate brief deliveries, maintenance repairs, IT service technicians, mail deliveries, safety personnel, or other brief and temporary approved visitors to the facility. Operating hours of the Main Library may be adjusted/closed if needed due to unavailability of staff or resources.
2. Open exterior book return bins for materials return by customers upon implementation of Stage 2b.
3. All guidelines in Stage 2a still apply regarding enhanced cleaning of workspaces and equipment, symptom checks and temperature taking for staff, and use of PPE.
4. Ensure press, publicity, signs, Codes of Conduct, policies, and public information is prepared, posted and disseminated regarding services as needed. Publicity should include information letting customers know that services may be temporarily suspended or closed if resources are not available. Publicity should also be sure to make customers aware of the three-day quarantine of materials before they are checked into the library catalog, and they should expect this delay before items are removed from their records. No fines/fees will be incurred.
5. Within specific guidelines and limitations listed below, customers may pick up/check out print and AV materials as applicable that they have on hold.
6. Customers must return print and AV materials to exterior return bins only.
7. Ensure social distancing protocols are in place at all library facilities as found in Appendix A of the Public Health Order from April 9, 2020.
8. Customers are allowed to place holds in the library's online catalog remotely only or through staff over the phone or email (not at library computers) effective with the implementation of Stage 2b.
9. Library staff members will process holds at the Main Library only.
10. The library courier delivers books between regional libraries per their regularly assigned routes, using PPE and social distancing protocols as described above.
11. Library staff is responsible for removing materials from book drops on a very regular basis, and must use safety precautions such as wear gloves and face coverings at all times. If customers approach a staff member who is emptying a book drop to give the staff member returned items, the staff member should not take the items but ask the customer to place the items in the book drop instead, maintaining social distancing.

12. When materials are brought into the libraries from return bins by staff, they are set aside on library book carts or tables for three days, and then checked into the library's online catalog, and put back on library shelves or put on hold for customers on library hold shelves. Staff should clearly mark each book cart or table with the date the items on that cart will end the three-day quarantine. Books carts and tables with returned materials should be removed from other work areas.
13. When staff members are not assisting customers with the pickup of holds, they may perform other duties as needed while using social distancing guidelines. These duties may include things like shelving books, working on staff computers, answering or making phone calls, collection development, cataloging materials, and pulling and preparing library holds. Staff will continue to maintain online storytimes, develop social media content, and provide other virtual programming and services.

Customer Pickup of Library Materials

1. The doors to the Main Library are kept closed and locked, and tape and/or stanchions used to mark off six foot intervals on the pavement outside one entrance for people to wait in line in person; and/or, stanchions used to direct drive up customers in vehicles to pick up holds using guidelines below. Restrooms are not available for public use.
2. Customers wait in line separated by 6 feet distances in front of the entrance as indicated by tape markers and/or stanchions or they wait in vehicles parked in designated Library to Go parking spots. Customers in either location call a staff member inside the library for service. Tables will be placed in between the staff member and vehicles and staff member and queue for staff to place materials for customers to retrieve. Social distancing will be maintained at all times.
3. Customers may call ahead of time to let staff know they will be coming to pick up items at a particular time or to place items on hold, but must wait in line to receive service upon arrival.
4. Staff may not issue new physical library cards in-person, but can direct customers to phone or email service to renew library cards or issue digital library cards as needed for the checkout of electronic materials. There is no item limit on checkout of items, except within the parameters of normal library policy and procedure. (Holds shelves/held items may need to be temporarily relocated closer to the entrance.)
5. Surfaces of the service tables will be wiped down by library staff on an hourly basis during business hours using EPA approved disinfectants. Staff will continue to wear gloves and face coverings while assisting with Library to Go and working in the Main Library. Customers over the age of 2 must wear a face covering to be served.
6. Library staff will follow CDC standards for personal cleanliness and hygiene by not touching their faces, or any food or drink items they may consume, without washing their hands first. Staff will wash their hands as often as possible, but before and after each work shift at a minimum.
7. Library materials continue to be quarantined for three days after return, and should be clearly marked during the quarantine period and placed on special quarantine carts and in areas clearly marked and blocked off.

8. Customers needing special accommodations should call the library or ring the bell at the Main Library entrance for assistance.
9. Customers who do not adhere to library direction and policies may be asked to leave.

Stages 3 and 4 – Main Library Open to Public on Limited/Semi-Limited Basis

(Hours of operation, number of people using the facility at a time, and attendance during group activities increase in Stage 4)

1. Library customers will be allowed into the library facility to pick up and checkout items that are on hold, and curbside/exterior pick up is stopped. In this scenario, library customers will wait in line at one entrance (ADA accessible) that is clearly marked with six foot intervals, and approach the library facility and will be allowed into the building by library staff as needed to maintain occupancy thresholds in respect to social distancing. Signs at entrances clearly indicate these procedures. Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
2. Library staff will make an exception only for people coming in together if needed, such as families, a mother with young children or someone needing special assistance.
3. Customers may call ahead of time to let staff know they will be coming to pick up items at a particular time or to place items on hold, but must queue up to receive service upon arrival.
4. Customers are able to go to the service desks only where they must use social distancing along with staff by staying six feet in front of the staff member when communicating with them, and when customers over the age of 2 are wearing face coverings. Tape and arrows on floors/signs may be used to guide and direct customers as needed. Measures are taken to minimize exposure between employees and customers, such as Plexiglas barriers.
5. Interior book return bins are opened upon implementation of Stage 3.
6. Staff only will go to the Hold Shelf and pick up the customers' items, and check out the materials for the customer. A customer may either read his/her Library Barcode number to the staff member, or identify key pieces of information for the staff member to look the customer up (i.e.; email address, phone number, address) and check the items out. If for any reason these options are not possible, a customer may place his/her library card on the end of the service desk, where the staff member will go and pick it up after the customer retreats back to the six foot interval, maintaining social distancing at all times.
7. Verbal communication of library customer barcodes/item barcodes (and/or key pieces of information to identify the customer) may be used to check out materials for customers, or to check in items prior to the items being placed into interior or exterior return bins by the customer by request. Customers must return materials to book return bins only for the three-day quarantine, and materials cannot be accepted by staff in person at service desks.

8. Library staff will set the checked out items (and library card/ID, if applicable) on the end of the service desk and maintain six feet distance from the customer at all times, who will then go pick up the items from the service desk and exit the building.
10. Staff may now issue new physical library cards in person, but must use social distancing protocols, and wear gloves, and face coverings if recommended, when giving/accepting physical library card applications and library cards to patrons, and viewing patron IDs. For example, patrons may set completed applications/IDs down on desks and step back/aside while the staff member reviews the items, and prepares the new library card. The staff member then returns the ID and new card to the customer by setting it down on the counter, stepping back/aside, and the customer approaches to pick them up.
11. Staff members are responsible for wiping down the counter after each customer transaction.
12. Staff may also place holds for customers in person in Stage 3.
13. Other library services, programs and/or resources may be made available during Stages 3 and 4, including self-checkout of items, use of computers and study areas, and limited programming if distancing and infection controls are in place. Group activities limited to 30 or fewer in Stage 3 and 50 or fewer in Stage 4 per LA County's Public Health Recovery Framework.
14. All guidelines in Stage 2b still apply regarding enhanced cleaning, temperature taking for staff, sharing staff workspaces and equipment, and use of PPE.
15. Library staff is responsible for ensuring all social distancing protocols in Appendix A are in place at all facilities.
16. No cash handling will be available at this time, and customers may only pay fines/fees online from home if needed or when the libraries return to full capacity. No food or drink allowed in facilities.
17. Restroom facilities are available for members of the public if janitorial services are available to clean regularly throughout the day.
18. Surfaces of the service desk will be wiped down by library staff on an hourly basis during business hours using EPA approved disinfectants. Staff will continue to wear gloves (and face coverings if recommended), while directly helping customers with library materials and equipment in the Main Library at all times.
19. Library staff will ensure they maintain best efforts to follow CDC standards for personal cleanliness and hygiene by not touching their faces, or any food or drink items they may consume, without washing their hands first. They will wash their hands as often as possible, but before and after each work shift at a minimum.
20. Library materials continue to be quarantined for three days after return, and should be clearly marked during the quarantine period and placed on special quarantine carts and in areas clearly marked and blocked off.

21. Ensure press, publicity, signs, Codes of Conduct, policies, and public information is updated and disseminated/posted regarding services as needed. Publicity should include information letting customers know that services may be temporarily suspended or closed if resources are not available.
22. Customers who do not adhere to library direction and policies may be asked to leave.

Stage 5 – Main Library Returns to Normal Operations

1. Full implementation of all library services, programs outreach, and meetings. However, social distancing is implemented wherever possible, including spacing at service desks/lines, and arranging library computers and seating six feet apart whenever possible. Meetings and program may be limited in size. All material types are now allowed for checkout per normal procedures.
2. Food and drink allowed where appropriate per normal library policies.
3. All guidelines in Stage 3 still apply regarding enhanced cleaning, sharing workspaces and equipment, and use of PPE unless directed otherwise.
4. Restrictions lifted regarding maximum numbers of people and staff allowed in library facilities at one time. Quarantine of library materials upon return is lifted.
5. Signs and policies and procedures are posted and distributed as applicable.
6. All Internet computers, self-checkout, copiers, printing, scanning/faxing services reopened without usage restrictions with staff responsible for regular cleaning protocols through the day (and by janitors daily). Hand sanitizer is made available near equipment and at service points/entrances as needed.
7. All public restrooms are available.
8. Volunteer (including Friends of the Library, History Committee, Library Board, and Arts and Culture Advisory Committee) meetings and activities can resume without limitation. Volunteer services to resume include volunteer book sales and acceptance and handling of donations. Volunteers should use PPE and cleaning procedures and other protocols and guidelines as directed by Public Health officials.
9. Cash handling resumes. Waiving of fines may continue for customers who have COVID-19 justifications/concerns for not returning items.
10. Library staff will ensure they maintain best efforts to follow CDC standards for personal cleanliness and hygiene by not touching their faces, or any food or drink items they may consume, without washing their hands first. They will wash their hands as often as possible, but before and after each work shift at a minimum.
11. Staff will determine a combination of in-person and virtual library programming as needed and desired to meet community demand for such services.

12. Ensure press, publicity, signs, Codes of Conduct, policies, and public information is updated, posted and disseminated regarding services as needed.
13. Customers who do not adhere to library direction and policies may be asked to leave.