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# Memorandum

**Date:** July 2, 2020  
**To:** All DIR Employees  
**From:** Katie Hagen, Director  
**Re:** COVID-19 Pandemic Office Protocols Policy

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DIR's core mission is to improve working conditions for all workers, including protecting worker health and safety. Fulfilling this mission begins at home. The safety of our team and the people we serve continues to be the highest priority. As more employees begin to return to our offices or work in the field part time or full time, we want to ensure that we are all doing our part to prevent the spread of the virus and keep all employees and the public safe.

To accomplish our mission safely and resume providing services that have temporarily suspended with a thoughtful, measured approach, DIR has developed the attached COVID-19 Pandemic Office Protocols Policy. The policy identifies specific requirements for all DIR employees, related face coverings, physical (social) distancing protocols, daily employee self-screenings for COVID-19 symptoms, and when to report when undergoing testing or when they have received test results for COVID-19.

## Employee Self-Screening Procedure for COVID-19

All employees who are unable to telework because they perform of essential/critical operations, and continue to come into the office on a full time, rotational, or intermittent basis, are expected to engage in a self-screening process, each day prior to coming into work, to lessen the community spread of COVID-19.

## Face Covering Requirements

All DIR employees are required to wear DIR-provided face coverings while at work, or can wear their own, provided they meet face-covering specifications. Face coverings should also be worn when interacting with the public, in the interests of protecting employees and members of the public. Members of the public are also expected to wear a face covering, and the policy identifies specific protocols for interacting with member of the public not wearing a face covering.

## Physical (Social) Distancing Protocols

All DIR employees must maintain a minimum six-foot distance from one another and the public at all times. As much as possible during the workday while at the office, employees should remain in their designated office/ workstation and avoid congregating in common or high traffic areas such as restrooms, breakrooms and hallways, to lessen the likelihood of coming within six feet of other employees and/or the public. The policy also identifies hygiene practices and etiquette, precautions for employees engaging in field activities, and specific practices that must be avoided.

#### COVID-19 Testing/Diagnosis Notification Requirements

To protect employee health and safety, mitigate the risks of potential transmission of COVID-19, and identify all potential exposures of employees to COVID-19, under specific circumstances employees must notify their supervisor when they receive the diagnostic and/or serology tests for COVID-19, or if they receive a diagnosis of COVID-19. In particular, employees must notify their supervisor if they undergo testing for COVID-19 because:

- They suspect they have COVID-19 because they are experiencing one or more symptoms identified in the self-screening procedures.
- They have been in close contact with someone who has or is suspected to have COVID-19.

All employees are expected to read, understand, comply and adhere to the terms and conditions of the policy. To assist employees understanding their responsibilities and expectations, we have updated the COVID-19 FAQs on [DIR's COVID-19 SharePoint](#) site.

All employees shall complete training related to this policy and related requirements, including viewing the [DIR COVID-19 Infection Procedures](#) training video.

To ensure all employees understand their responsibilities, all employees are expected to complete an electronic acknowledgment of receipt for this policy. Please click the link below to complete the acknowledgement within 7 calendar days. You may be prompted to log in with your Windows log in (usually first name and last name) and password.

[https://dirhelp.service-now.com/dir\\_portal/hrpolicycovid19.do](https://dirhelp.service-now.com/dir_portal/hrpolicycovid19.do)

Thank you again for your hard work, flexibility and patience during this challenging time.

Stay safe.



<i>POLICY TITLE</i> <b>COVID-19 Pandemic Office Protocols</b>	<i>SUPERCEDES</i> <b>N/A</b>	<i>POLICY NUMBER</i> <b>DIR-HR-20-002</b>
<i>POLICY OWNER</i> <b>Division of Administration / Human Resources Office</b>	<i>EFFECTIVE DATE</i>	<i>PAGE</i> <b>1 OF 12</b>
<i>DISTRIBUTE TO</i> <b>All Staff</b>	<i>APPROVED BY</i>	
<i>ISSUE DATE</i> July 1, 2020	<b>Katrina S. Hagen, Director</b>	

**POLICY STATEMENT**

It is the policy of the Department of Industrial Relations (DIR) to adhere to certain Corona Virus Disease 2019 (COVID-19) pandemic office protocols. These COVID-19 protocols include physical (social) distancing, daily employee self-screenings for symptoms, hand hygiene, enhanced cleaning and disinfecting, wearing cloth face coverings while at DIR offices and worksites, and reporting requirements for employees undergoing diagnostic testing, or who have received positive diagnostic and/or antibody (serology) test results.

**APPLICABILITY**

This policy applies to all DIR employees regardless of their specific employment status. This policy also applies to non-employees such as applicants, volunteers or contractors visiting any DIR office or worksite. Finally, it applies anywhere a DIR employee conducts authorized state business.

**PURPOSE**

This policy is intended to identify specific requirements for all DIR employees, volunteers or contractors visiting any DIR office or worksite location until the governor lifts the stay at home order or issues additional guidance.

DIR will administer this policy in compliance with these orders:

**AUTHORITY**

- Executive Order [N-33-20](#)
- [Order of the State Public Health Officer, March 19, 2020](#)
- Executive Order [N-60-20](#)
- [Order of the State Public Health Officer, May 7, 2020](#)
- [California Department of Public Health Guidance For The Use Of Face Coverings](#), June 18, 2020
- [Local public health orders](#), as appropriate
- Applicable CalHR Guidance
- Applicable Memoranda of Understanding (MOU) provisions

If any portion of this policy conflicts with applicable laws, rules, MOU provisions or subsequent guidance issued related to COVID-19, those laws, rules, MOU provisions or subsequent guidance shall be controlling, until this policy can be updated to reflect such controlling provisions/guidance.

**DEFINITIONS**

For the purposes of this policy, these terms and definitions apply.

Term	Definition
Antibody (Serology) Tests	Blood tests that check for proteins (antibodies) that develop in the body when the body responds to infection. It typically takes one to two weeks after someone becomes sick with COVID-19 for their body to make antibodies, some people may take even longer. Depending on when someone was infected and the timing of the test, the serology test may not find antibodies in someone with a COVID-19 infection. Serology tests can help identify who may have had the infection but never had symptoms, since these individuals would also have developed antibodies.
Close Contact	Any of the following persons who were exposed to an individual who was diagnosed with or tested positive for COVID-19, while that individual was infectious: <ul style="list-style-type: none"> <li>• A household member, intimate contact or caregiver;</li> </ul>

COVID-19 Pandemic Office Protocols, *continued*

	<ul style="list-style-type: none"> <li>• An individual who was within 6 feet of the COVID-19 positive or diagnosed individual for more than 15 minutes; or</li> <li>• An individual who had unprotected contact with the COVID-19 positive or diagnosed individual's body fluids and/or secretions, for example, being coughed or sneezed on, sharing utensils or saliva, or providing care without wearing appropriate respiratory protective equipment.</li> </ul>
Diagnostic Tests	Molecular tests that mainly use a laboratory technique known as a polymerase chain reaction (PCR) to check for genetic material from the virus itself. These tests can diagnose active COVID-19 infections.
Face Covering	<p>A covering made of cloth, fabric, or other soft or permeable material, without holes, that covers the nose and mouth, and surrounding areas of the lower face. It can be secured to the head with ties or straps or simply wrapped around the lower face.</p> <p>A face covering does not protect the wearer and is not a respirator or protective equipment. The face covering protects other persons near the wearer.</p> <p>A covering that hides or obscures the wearer's eyes or forehead is not a face covering. A cloth face covering may be store bought or handmade, or can be improvised from household items such as scarfs, t-shirts, sweatshirts, or towels.</p> <p>Examples of face coverings include a scarf or bandana, a neck gaiter, a homemade covering made from a t-shirt, sweatshirt or towel (held on with rubber bands or otherwise), or a mask, which need not be medical-grade.</p>
Hand Hygiene	A way of cleaning one's hands that substantially reduces potential pathogens (harmful microorganisms) on the hands.

	Hand hygiene procedures include hand washing with soap and water and using alcohol-based hand rubs (containing 60%–95% alcohol).
Personal Protective Equipment (PPE)	Protective clothing, helmets, goggles, other garments or equipment, including respiratory protection equipment, designed to protect the wearer from injury or infection by imposing a barrier between the wearer/user and the working environment. This is used to reduce exposure to occupational hazards when engineering controls and administrative controls are not feasible or effective to reduce these risks to acceptable levels. The hazards addressed by protective equipment include, but are not limited to, physical, electrical, heat, chemicals, biohazards, and airborne particulate matter.
Worksite	Any location where work occurs including, but not limited to an office, field location, or other work location. The term “worksite” specifically excludes an employee’s residence.

### General Requirements

#### **EMPLOYEE FACE COVERING REQUIREMENTS**

All DIR employees are expected to wear a face covering, either DIR-provided or their own, while:

- Interacting in-person with any member of the public.
- Working in any space visited by members of the public, whether they are present or not, such as, but not limited to, reception areas, service counters, public restrooms, waiting rooms, service areas, and other spaces used to interact with the public.
- Working in or walking through common areas such as hallways, stairways, elevators, and parking facilities.
- In any room or enclosed area when other people are present.
- Waiting for or riding on public transportation or in a for-hire vehicle, or in a vehicle during work-related travel with others.
- Outdoors in public spaces when maintaining a six-foot physical distance from others is not feasible.

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Employees must engage in hand hygiene before and after using or adjusting face coverings.

All face coverings shall comply with these requirements:

- Shall be made of cloth, fabric, or other soft or permeable material, without holes.
- Cover the nose, mouth and surrounding areas of the lower face.

DIR employees are **not** required to wear face coverings under the following circumstances:

- When an employee is alone in a personal office (a single room or workstation six feet or more from another occupied workstation) as long as the public does not regularly visit the room/space/workstation. An employee must put on a face covering when leaving their workstation, when coworkers are nearby, when meeting a member of the public, and anywhere members of the public or other coworkers are regularly present.
- If wearing a face covering would create a risk to the person related to their work determined by local, state, or federal regulators or workplace safety guidelines.
  - If employees feel their specific work circumstances meet these criteria, **they must discuss with their supervisor** before making such decisions.
- Where a medical condition, mental health condition, or disability prevents the wearing of a face covering.
- For persons who are hearing impaired or communicating with a hearing-impaired person.

If an employee requires a reasonable accommodation related to a health condition or disability related to this requirement, they must engage in the Interactive Process of Reasonable Accommodation (IPRA) and contact the [Return to Work Unit](#) in the Human Resources Office.

- Persons exempted from wearing a face covering due to a medical condition and employed in a position involving regular contact with others may request, through IPRA, a non-restrictive alternative (such as a face shield with a drape on the bottom edge) as long as their condition permits it.

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While wearing a face covering is required under the circumstances identified above, and can help protect people near the wearer, it is not a substitute for the need for safe physical distancing and frequent handwashing.

### Caring for and Discarding Face Coverings

- Employees are expected to appropriately care for and maintain face coverings.
- Face coverings should be washed after each shift.
- Employees shall discard and discontinue the use of a face covering under one or more of these conditions:
  - The ties or straps are damaged or have stretched out.
  - It no longer covers the nose and mouth.
  - It will not stay on their face.
  - It has tears or holes in the fabric.

### Other Face Covering Expectations and Etiquette

Employees are expected to engage in these practices / etiquette as it relates to face coverings:

- Face coverings must not be shared.
- Employees are **never** to approach coworkers who are not wearing a face covering to attempt to enforce any face-covering recommendation or requirement. In these instances, employees should maintain at least a six-foot distance from others and raise any concerns to their supervisor.

### **FACE COVERINGS FOR MEMBERS OF THE PUBLIC**

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Members of the public are asked to wear face coverings when entering a DIR office/worksites. This includes when they are inside of or waiting to enter any DIR office.

Face coverings are not expected for the following individuals:

- Any child aged two years or younger must not wear a face covering because of the risk of suffocation.
  - Persons with a medical condition, mental health condition, or disability that prevents wearing a face covering. This includes persons with a medical condition for whom wearing a face covering could obstruct breathing or who are unconscious, incapacitated, or otherwise unable to remove a face covering without assistance.
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- Persons who are hearing impaired, or communicating with a hearing-impaired person, where the ability to see the mouth is essential for communication.
  - Persons for whom wearing a face covering would create a risk to the person related to their work, as determined by local, state or federal regulators, or workplace safety guidelines.

### Procedure for Interacting with the Public without a Face Covering

Employees should not make an assumption as to why an individual is not wearing a mask and should treat the individual in a professional, neutral manner. Employees shall not confront such individuals, refuse to serve them, or otherwise seek to remove that individual solely based on not wearing a face covering. This is to ensure all employees' health and safety, and to prevent any incidents from escalating in a way that puts employee safety at risk.

If a member of the public enters a DIR office without a face covering, the following procedure shall be followed to protect employee health and safety and to document the incident.

1. Once an individual is observed not wearing a face covering, DIR staff shall discretely notify management as soon as possible, so the situation can be appropriately monitored, documented, and reported.
  2. All DIR staff interacting with the individual shall take the following specific enhanced precautions to ensure all DIR staff remain six or more feet from the individual.
    - a. The individual's identity should be confirmed as soon as possible.
    - b. Once the individual's identity is confirmed, notification to all DIR employees in contact with the individual shall be provided as soon as possible
    - c. All DIR employees in contact with the individual shall ensure enhanced physical distancing precautions (ensuring more than six feet of distance, not just the six foot minimum) can be maintained
    - d. Enhanced sanitation shall be conducted, such as wiping down surfaces with sanitizing wipes (while wearing gloves) that the individual had contact with, upon the individual's exit from the DIR office.
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Enhanced sanitation does not mean a request for office deep cleaning with the Department of General Services or other property manager, unless other specific information is documented that suggests a need for such measures.

3. All details about the incident shall be documented by management in the specific office location, and provided to the Human Resources Office to document specific instances where a member of the public did not wear if potential exposures occurs and to aid in any necessary resulting activities.

Independent from wearing a face covering, if a member of the public is otherwise belligerent, aggressive, hostile, or behaves in a manner that is disruptive to a DIR office, the individual can and should be removed consistent with existing security protocols.

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**PHYSICAL  
(SOCIAL)  
DISTANCING  
PROTOCOLS**

Consistent with state and local public health orders, as appropriate, all DIR employees, volunteers and contractors who are unable to telework because they perform essential/critical operations, and continue to report to the worksite/office on a full-time, rotational or intermittent basis, must maintain a minimum six-foot distance from one another and the public at all times. This includes but is not limited to the following circumstances:

- In-person meetings in any room or enclosed area, if they are necessary, and cannot be conducted via teleconference.
  - During employee breaks and in associated break rooms or other common areas, including restrooms, where employees may congregate.
  - In any space visited by members of the public, such as but not limited to, reception areas, service counters, public restrooms, waiting rooms, service areas and other spaces used to interact with the public, regardless of whether anyone from the public is present at the time.
  - Working in or walking through common areas such as hallways, stairways, elevators, and parking facilities, where employees are likely to interact with each other or the public.
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As much as possible during the workday while at the office, employees should remain in their designated office/ workstation and avoid congregating in common and/or high traffic areas, such as restrooms, breakrooms and hallways, to lessen the likelihood of coming within six feet of other employees and/or the public.

Employees may incidentally come closer to one another or a member of the public when necessary to transfer documents, accept payment, deliver goods or services, or as otherwise necessary when physical distancing is not feasible.

All DIR employees are expected to engage in these practices while at the worksite/office:

- Practice frequent hand hygiene with soap and water for at least 20 seconds (or use hand sanitizer with at least 60% ethanol or 70% isopropanol when a sink or handwashing station is unavailable), especially after blowing their nose, coughing, or sneezing, or after being out of their designated office/workstation.
- Sneeze and cough into a cloth or tissue or, if not available, into their elbow (not into their hands).
- Wear disposable gloves to supplement hand washing/hygiene if they are handling commonly touched items, including frequently exchanging/receiving documents with the public, and/or frequently exchanging physical documents with coworkers.
  - Before wearing gloves, engage in hand hygiene.
  - Gloves must be taken off when they:
    - Are damaged (or non-integrity suspected).
    - Come into contact with a body fluid (sneeze, for example).
    - There is another indication that hand hygiene should take place.
  - After wearing disposable gloves, engage in hand hygiene.

All DIR employees engaging in field activities shall take these additional precautions:

- When travelling to a field worksite and using a state or personal vehicle, employees should drive in separate vehicles where feasible.
  - Don appropriate PPE, as necessary and directed by management, based on the site-specific circumstances.
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- Hold opening and closing conferences/meetings in open areas. Open outdoor areas should be used whenever possible.
- Avoid small offices or areas without ventilation or with limited ventilation.
- Obtain electronic copies of requested documents or photograph documents where feasible.
- Minimize the time at a field worksite to the extent practicable.
- Avoid conducting onsite/in-person interviews to the extent practicable.

DIR employees shall actively avoid engaging in these specific practices at DIR offices/worksites during the COVID-19 pandemic:

- Hand shaking, hugging and other similar greetings that break physical distancing.
  - Touching eyes, nose or mouth, especially with unwashed hands.
  - Sharing of personal items with members of the public or co-workers, including but not limited to dishes, cups, utensils, towels and food.
  - Positioning any personal fans so it causes an employee's exhaled air to be blown toward another employee's face.
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**EMPLOYEE SELF-SCREENING PROCEDURE FOR COVID-19**

All employees who are unable to telework because they perform essential/critical operations and continue to report to the worksite/office on a full-time, rotational or intermittent basis must follow the self-screening process below each day prior to reporting to work, to lessen the community spread of COVID-19:

1. Take their own temperature.
  2. Self-evaluate if they currently or in the last 24 hours have had any of the following symptoms:
    - a. Fever - measured or subjective ("felt warm")
    - b. Cough
    - c. Shortness of breath or difficulty breathing
    - d. Fatigue
    - e. Sore throat
    - f. Headache
    - g. Chills
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- h. Muscle or body ache
  - i. New loss of taste or smell
  - j. Congestion or runny nose
  - k. Nausea or vomiting
  - l. Diarrhea

If an employee has had any of the above symptoms, or if they have a recorded temperature of 100.4 degrees Fahrenheit or greater, they are expected to:

- **Stay home**, and avoid entering DIR offices or other public spaces.
- Contact and work with their supervisor/manager (and their acting supervisor for a specific assignment, if deployed or redirected) on alternate work arrangements and leave options.

While at their office/worksite, employees are expected to continue to check for symptoms throughout the day. If any of the symptoms listed above develop, they must notify their supervisor and immediately leave the office/worksite.

If an employee feels sick under one or more of the following circumstances, they should consult with their medical provider and local public health department to see if they need to be tested for COVID-19 or require other medical intervention. They should remain at home and contact their supervisor/manager to discuss all viable options for telework or leave availability until able to return to work.

- Has had any of the above symptoms
- Has a recorded temperature of 100.4 degrees Fahrenheit or greater
- Has traveled
- Had close contact with a suspected or confirmed positive COVID-19 individual within the prior 14 days.

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**EMPLOYEES  
REQUIREMENTS -  
COVID-19  
DIAGNOSTIC &  
ANTIBODY  
(SEROLOGY)  
TESTS AND  
RESULTS**

To protect health and safety, mitigate the risks of potential transmission of COVID-19, and identify all potential exposures of employees to COVID-19, employees must notify their supervisor when they receive the following types of tests or diagnostics under the circumstances identified below.

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### Employees Undergoing COVID-19 Diagnostic Testing

If any employee is undergoing diagnostic testing for COVID-19 for one of these reasons, they must report that information to their supervisor as soon as possible, but no later than 24 hours after scheduling and/or undergoing testing for COVID-19:

- They suspect they have COVID-19 because they are experiencing one or more symptoms of COVID-19, as identified in the self-screening procedures.
- They have been in close contact with someone who has or is suspected to have COVID-19.

Based on the information reported, employees will be asked to provide additional information to determine if a potential exposure to COVID-19 may have occurred at a DIR office/ worksite, and if additional steps are required. Employees are expected to cooperate appropriately with these requests, and any fact-finding conducted related to potential COVID-19 exposures in the office/worksite.

Employees under these circumstances must abide by all applicable local public health orders and follow instructions to self-quarantine, self-monitor and/or self-isolate.

### Positive COVID-19 Diagnostic Tests or Other Diagnosis Type

If an employee has tested positive for COVID-19 or has otherwise been diagnosed with COVID-19 by a health care provider, they must report this information to their supervisor as soon as possible, but no later than 24 hours after receiving the positive test result.

Based on the information reported, employees will be asked to provide additional information to determine if an exposure to COVID-19 has occurred at a DIR office/worksite and if additional steps are required. Employees are expected to cooperate with these requests as well as any fact-finding conducted related to confirmed COVID-19 exposures in the office/worksite.

Employees under these circumstances must abide by all applicable local public health orders and instructions to quarantine and/or self-isolate.

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### Positive COVID-19 Antibody (Serology) Tests

Employees who test positive for COVID-19 antibodies must report this information to their supervisor as soon as possible, within but no later than 24 hours after receiving the positive serology test result.

Based on the information reported, employees will be asked to provide additional information to determine if an exposure to COVID-19 has occurred at a DIR office/worksites, and if additional steps are required. Employees are expected to cooperate appropriately with these requests, and any fact-finding conducted related to confirmed COVID-19 exposures in the office/worksites.

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## ROLES AND RESPONSIBILITIES

The Division of Administration Human Resources Office is responsible for the maintenance and administration of this policy, including ensuring all DIR employees have received it.

DIR managers and supervisors are responsible for:

- Reviewing and complying with the requirements in this policy
- Effectuating all necessary physical distancing protocols
- Ensuring employee compliance with rules regarding face coverings
- Reporting requirements for diagnostic and serology COVID-19 testing and others suspected to have COVID-19
- Reminding employees of self-screening procedures
- Taking specific, appropriate actions to ensure their employees are aware of physical distancing protocols.

Managers and supervisors are expected to discuss any concerns with the Human Resources Office, Labor Relations, for guidance on handling situations related to compliance with this policy.

All employees are responsible for reviewing this policy and complying with its requirements.

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## CONTACT

Direct questions about DIR's COVID-19 Pandemic Office Protocols Policy to Labor Relations in the Human Resources Office at [LaborRelationsOfficer@dir.ca.gov](mailto:LaborRelationsOfficer@dir.ca.gov)

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**VIOLATIONS**

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All employees must read this policy, view the [DIR COVID-19 Infection Procedures training video](#) and acknowledge their responsibility for compliance with and adherence to its provisions. Employees who violate this policy may be subject to progressive discipline, including dismissal.

The Human Resources Office will review all alleged violations of this policy on a case-by-case basis, and take appropriate action to address based on the facts and circumstances of such violations.

**REVISIONS**

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This policy is the responsibility of the Division of Administration Human Resources Office and determination to revise is the sole responsibility of that office.

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