



**DIRECTIVE OF THE HEALTH OFFICER No. 2020-12**

**DIRECTIVE OF THE HEALTH OFFICER OF  
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST  
PRACTICES FOR WAREHOUSE AND LOGISTICAL SUPPORT BUSINESSES**

**(PUBLIC HEALTH DIRECTIVE)**  
**DATE OF DIRECTIVE: May 17, 2020**

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that certain Additional Businesses and Essential Businesses providing goods and services described below must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 6 and Appendix C-1 of Health Officer Order No. C19-07d issued on May 17, 2020 (the “Stay-Safe-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect immediately upon issuance but provides for an implementation grace period requiring compliance before an Additional Business covered by this Directive is permitted to begin operations under Appendix C-1 of the Stay-Safe-At-Home Order. In addition, any Essential Business that has already been operating under Sections 15.f.xviii or 15.f.xix of the Stay-Safe-At-Home Order and that is covered by this Directive has an implementation grace period requiring compliance by 11:59 p.m. on May 25, 2020. This Directive remains in effect until suspended, superseded, or amended by the Health Officer, as further provided below. This Directive has support in the bases and justifications set forth in the Stay-Safe-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safe-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE  
SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS  
FOLLOWS:**

1. This Directive applies to all owners, operators, managers, and supervisors of any Additional Businesses that the Stay-Safe-At-Home Order permits to be open to the public in the City and County of San Francisco (the “City”) and that provide services or perform work as described in subsection (1).b.iii of Appendix C-1 of the Stay-Safe-At-Home Order where the services include the function of warehousing and logistical support to the retail stores offering curbside or outside pickup of goods (“Warehouse and Logistical Support Businesses”). This Directive also applies to all owners, operators, managers, and supervisors of any Essential Businesses that the Stay-Safe-At-Home Order permits to operate and that provide services or perform work as described in Sections 15.f.xviii or 15.f.xix of the Stay-Safe-At-Home Order where the services include the function of warehousing and logistical support to other businesses permitted to operate (also “Warehouse and Logistical Support Businesses”).
2. Attached as Exhibit A to this Order is a list of best practices that apply to Warehouse and Logistical Support Businesses (the “Best Practices”). This Directive



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and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Warehouse and Logistical Support Business must stay updated regarding any changes to the Stay-Safe-At-Home Order and this Directive by checking the City Administrator's website (<https://www.sfgsa.org>) or the Department of Public Health website (<https://www.sfdph.org/dph/alerts/coronavirus.asp>) regularly.

3. Each Warehouse and Logistical Support Business must create, adopt, and implement a written health and safety plan (a "Health and Safety Plan") addressing all applicable Best Practices attached to this Directive as Exhibit A. Warehouse and Logistical Support Business that provide services or perform work as described in subsection (1).b.iii of Appendix C-1 of the Stay-Safe-At-Home Order must create, adopt, and implement the Health and Safety Plan before beginning operations under this Directive. Warehouse and Logistical Support Business that provide services or perform work as described in Sections 15.f.xviii or 15.f.xix of the Stay-Safe-At-Home Order must create, adopt, and implement the Health and Safety Plan by 11:59 p.m. on May 25, 2020.

The Health and Safety Plan must address each requirement listed in the Best Practices, whether by describing the plan for implementing the requirement or indicating why the requirement does not apply. The Best Practices attachment is not itself intended to serve as the Health and Safety Plan, such as by having the Essential Business simply check off items that have been or will be done. Rather, the contents of the Best Practices must be adapted into a separate Health and Safety Plan that describes how the business will comply with each listed requirement. A form-fillable electronic document that may be used for this purpose is available online at <https://www.sfgsa.org> or <https://www.sfdph.org/dph/alerts/coronavirus.asp>, as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses the substance of all the listed requirements in the Best Practices. If an aspect, service, or operation of the Warehouse and Logistical Support Business is also covered by another Health Officer directive, then the Warehouse and Logistical Support Business must comply with all applicable directives, and its Health and Safety Plan must address the applicable sections of each directive.

4. Depending on the nature of the Warehouse and Logistical Support Business covered by this Directive, there are certain people associated with the Warehouse and Logistical Support Business who are subject to this Directive. Collectively those people are referred to by this Directive and the Best Practices as "Personnel", and those people include all of the following who provide goods or services associated with the Warehouse and Logistical Support Business in the City: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors (such as "gig workers" who perform work via the Additional Business's or Essential Business's app or other online interface, if any); vendors who are permitted to sell goods onsite (such as farmers or others who sell at stalls in farmers' markets); volunteers; and other individuals who regularly provide services onsite at the request of the Additional Business or Essential Business. This Directive requires the Warehouse and Logistical Support Business to ensure that Personnel who perform work associated with the Warehouse and Logistical Support Business are addressed by



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the Health and Safety Plan and comply with those requirements.

5. Each Warehouse and Logistical Support Business subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12 issued on April 17, 2020 and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related supplies to Personnel and to the public, all as required by the Best Practices. If any such Warehouse and Logistical Support Business is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant operation, any such Warehouse and Logistical Support Business is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safe-At-Home Order.
6. Each Warehouse and Logistical Support Business is required to take certain steps in the Health and Safety Plan related to its Personnel, including the actions listed in Sections 2.1 through 2.4 of the Best Practices if Personnel are sick. Each Warehouse and Logistical Support Business is prohibited from taking any adverse action against any Personnel for staying home in the circumstances listed in Sections 2.1 through 2.4 of the Best Practices. Personnel of each Warehouse and Logistical Support Business are prohibited from coming to work if they are sick and must comply with the Directive, including the rules for returning to work listed in Sections 2.1 through 2.4 of the Best Practices.
7. Each Warehouse and Logistical Support Business must (a) make the Health and Safety Plan available to a member of the public and Personnel on request, (b) provide a summary of the plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the plan at any storefront and at the entrance to any other physical location that the Warehouse and Logistical Support Business operates within the City.
8. Implementation of this Directive augments—but does not limit—the obligations of each Warehouse and Logistical Support Business under the Stay-Safe-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 6 and subsection 15.h of the Stay-Safe-At-Home Order. The Warehouse and Logistical Support Business must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safe-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.

**This Directive is issued in furtherance of the purposes of the Stay-Safe-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safe-At-Home Order, constitutes an imminent threat**



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and menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

A handwritten signature in blue ink that reads "Tomás Aragón".

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Tomás J. Aragón, MD, DrPH,  
Health Officer of the  
City and County of San Francisco

Date: May 17, 2020



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Exhibit A to Health Officer Directive No. 2020-12 (issued 5/17/20)

### **Best Practices for Warehouse and Logistical Support Businesses**

**In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 6 and subsection 15.h of Health Officer Order No. C19-07d (the “Stay-Safe-At-Home Order”), each owner, operator, manager, or supervisor of a Warehouse and Logistical Support Business that operates in the City must, as further provided in Section 6 and Appendix C-1 of the Stay-Safe-At-Home Order and Health Officer Directive No. 2020-12 to which these Best Practices are attached, create, adopt, and implement a Health and Safety Plan that addresses each item below.**

**Directions:** The Health and Safety Plan must address each item listed in each section below. The sections include: Signage and Education; Personnel and Customer Protection and Sanitation Requirements; and Other Requirements. The Health and Safety Plan must describe the plan for implementing the requirement or indicate why the requirement does not apply. The list below is not intended to be used as the Health and Safety Plan by simply checking off items as having been done. Rather, the Health and Safety Plan must be a separate document. A form-fillable electronic document for this purpose allowing descriptions after each listed item is available online at <https://www.sfcdep.org/covid19> (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section), as is a sample Health and Safety Plan. But a Health and Safety Plan may be hand-written or otherwise completed in any format that addresses all the listed requirements.

### **Requirements:**

#### **1. Section 1 – Signage and Education:**

- 1.1.** Post signage at each public entrance of the facility or location (if any) to inform all Personnel and customers that they must: avoid waiting in line or entering the facility or location if they have a cough or fever, maintain a minimum six-foot distance from one another while in line or in the facility or location, wear a face covering or barrier mask (a “Face Covering”) at all times, and not shake hands or engage in any unnecessary physical contact. Criteria for Face Coverings and the requirements related to their use are set forth in Health Officer Order No. C19-12, issued on April 17, 2020 (the “Face Covering Order”). Sample signs are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.2.** Post a copy of the Social Distancing Protocol at each public entrance to the facility or location.
- 1.3.** Post a copy of the Health and Safety Plan at each public entrance to the facility or location.
- 1.4.** Distribute to all Personnel copies of the Social Distancing Protocol and the Health and Safety Plan (or a summary of each item with information on how copies may be obtained) and any educational materials required by the Health and Safety Plan.
- 1.5.** Create and implement an education plan for all Personnel covering all items required in the Social Distancing Protocol and the Health and Safety Plan that apply to them.
- 1.6.** Update the Health and Safety Plan as appropriate while the Directive is in effect.



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### **2. Section 2 – Personnel and Customer Protection and Sanitation Requirements:**

- 2.1. Instruct all Personnel orally and in writing not to come to work or the facility if they are sick.
- 2.2. Provide a copy of the attachment to this Exhibit, titled “Information for Personnel (Employees, Contractors, Volunteers) of Additional Business and Other Businesses Permitted To Operate During the Health Emergency” (the “Attachment”), to all Personnel who regularly work at the facility or location in hardcopy format or electronically. PDF and translated versions of the Attachment can be found online at [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19) (open the “Businesses and Employers” area of the “Information and Guidance for the Public” section). If the Attachment is updated, provide an updated copy to all Personnel.
- 2.3. Review the criteria listed in Part 1 of the Attachment on a daily basis with all Personnel in the City who regularly work at the facility or location before each person enters work spaces or begins a shift. If such a review is not feasible because the Warehouse and Logistical Support Business does not directly interact with some Personnel onsite daily, then that Warehouse and Logistical Support Business must for those Personnel (1) instruct such Personnel to review the criteria before each shift in the City and (2) have such Personnel report to the Warehouse and Logistical Support Business that they are okay to begin the shift such as through an app, website, or phone call.

Instruct any Personnel who answered yes to any question in Part 1 of the Attachment to return home or not come to work and follow the directions on the Attachment.

- 2.4. Instruct Personnel who stayed home or who went home based on the criteria listed on the Attachment that they must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (available online at [www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp)) before returning to work. If they are required to self-quarantine or self-isolate, they may only return to work after they have completed self-quarantine or self-isolation. If they test negative for the virus (no virus found), they may only return to work after waiting for the amount of time listed on the Attachment after their symptoms have resolved. Personnel are not required to provide a medical clearance letter to return to work as long as they have met the requirements outlined on the Attachment.
- 2.5. In the coming weeks the Department of Public Health may issue guidelines requiring Warehouse and Logistical Support Businesses and other permitted businesses to comply with COVID-19 testing requirements for employers and businesses. Periodically, check the following website for any testing requirements for employers and businesses: [www.sfdcp.org/covid19](http://www.sfdcp.org/covid19). If requirements are added, ensure that the Health and Safety Plan is updated and that the Warehouse and Logistical Support Business and all Personnel comply with testing requirements.
- 2.6. If an aspect of the Warehouse and Logistical Support Business is allowed to operate and is covered by another directive (such as for delivery of goods, which is covered by Directive No. 2020-06), then the Warehouse and Logistical Support Business must comply with all applicable directives, and its Health and Safety Plan must include all applicable components from those directives. Copies of other directives are available online at <https://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp>.



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- 2.7. Instruct all Personnel and customers to maintain at least six-feet distance from others, including when in line and when shopping or collecting goods on behalf of customers, except when momentarily necessary to facilitate or accept payment and hand off items or deliver goods. Note that if the Warehouse and Logistical Support Business cannot ensure maintenance of a six-foot distance within the facility between Personnel or other people onsite, such as by moving work stations or spreading Personnel out, it must reduce the number of Personnel permitted in the facility accordingly. The maximum number of Personnel permitted by Appendix C-1 to the Stay-Safe-At-Home Order may be too high for such an entity to safely operate, and the number must be reduced in that instance.
- 2.8. Provide Face Coverings for all Personnel, with instructions that they must wear Face Coverings at all times when at work, as further set forth in the Face Covering Order. A sample sign is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Allow Personnel to bring their own Face Covering if they bring one that has been cleaned before the shift. In general, people should have multiple Face Coverings (whether reusable or disposable) to ensure they use a clean one each day. The Face Covering Order permits certain exceptions, and the Warehouse and Logistical Support Business should be aware of those exceptions (for example, children 12 years old or younger or based on a written medical excuse). When Personnel do not wear a Face Covering because of an exception, take steps to otherwise increase safety for all.
- 2.9. If customers wait in line outside or inside any facility or location operated by the Warehouse and Logistical Support Business, require customers to wear a Face Covering while waiting in line outside or inside the facility or location. This includes taking steps to notify customers they will not be served if they are in line without a Face Covering and refusing to serve a customer without a Face Covering, as further provided in the Face Covering Order. The Warehouse and Logistical Support Business may provide a clean Face Covering to customers while in line. For clarity, the transaction must be aborted if the customer is not wearing a Face Covering. But the Warehouse and Logistical Support Business must permit a customer to obtain service who is excused by the Face Covering Order from wearing a Face Covering, including by taking steps that can otherwise increase safety for all.
- 2.10. Provide a sink with soap, water, and paper towels for handwashing, for all Personnel working onsite at the facility or location and for customers. Require that all Personnel wash hands at least at the start and end of each shift, after sneezing, coughing, eating, drinking, smoking (to the extent smoking is allowed by law and the facility), or using the restroom, when changing tasks, and, when possible, frequently during each shift. Personnel who work off-site, such as driving or delivering goods, must be required to use hand sanitizer throughout their shift.
- 2.11. Provide hand sanitizer effective against COVID-19 at points of purchase for all customers and elsewhere at the facility or location for Personnel. Sanitizer must also be provided to Personnel who shop, deliver, or drive for use when they are shopping, delivering, or driving. If sanitizer cannot be obtained, a handwashing station with soap, water, and paper towels will suffice for Personnel who are on-site at the Warehouse and Logistical Support Business's location. But for Personnel who shop, deliver, or drive in relation to their work, the Warehouse and Logistical Support Business must provide hand sanitizer effective against COVID-19 at all times; for any period during which the Warehouse and Logistical Support Business does not provide sanitizer to such shopping, delivery, or driving Personnel, the Warehouse and Logistical Support Business is not allowed for that aspect of its service to





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operate in the City. Information on hand sanitizer, including sanitizer effective against COVID-19 and how to obtain sanitizer, is available online from the Food and Drug Administration here: <https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19>.

- 2.12. Provide disinfectant and related supplies to Personnel and require Personnel to sanitize all high-touch surfaces under their control, including but not limited to: shopping carts and baskets used by Personnel; countertops, food/item display cases, refrigerator and freezer case doors, drawers with tools or hardware, and check-out areas; cash registers, payment equipment, and self-check-out kiosks; door handles; tools and equipment used by Personnel during a shift; and any inventory-tracking or delivery-tracking equipment or devices which require handling throughout a work shift. These items should be routinely disinfected during the course of the day, including as required below. A list of products listed by the United States Environmental Protection Agency as meeting criteria for use against the virus that causes COVID-19 can be found online here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- 2.13. Ensure that all shared devices or equipment are cleaned and/or sanitized by Personnel on frequent schedules, not less than at the beginning and end of each Personnel member's work shift and during the shift.
- 2.14. Direct all Personnel to avoid touching unsanitized surfaces that may be frequently touched, such as door handles, tools, or credit cards, unless protective equipment such as gloves (provided by the Warehouse and Logistical Support Business) are used and discarded after each use or hand sanitizer is used after each interaction.
- 2.15. Frequently disinfect any break rooms, bathrooms, and other common areas. Create and use a daily checklist to document each time disinfection of these rooms or areas occurs.
- 2.16. For any facility or location operated by the Warehouse and Logistical Support Business that has carts, baskets, or other equipment for use by Personnel, assign Personnel to disinfect carts, baskets, or other equipment after each use and take steps to prevent anyone from grabbing used carts, baskets, or other equipment before disinfection.
- 2.17. Establish adequate time in the work day to allow for proper cleaning and decontamination throughout the facility or location by Personnel including, but not limited to, before closing for the day and opening in the morning.
- 2.18. Suspend use of any microwaves, water coolers, drinking fountains, and other similar group equipment for breaks until further notice.
- 2.19. When possible, provide a barrier between the customer and the cashier such as a plexi-glass temporary barrier. When not possible, create sufficient space to enable the customer to stand more than six feet away from the cashier while items are being scanned/tallied and bagged.
- 2.20. Provide for contactless payment systems or, if not feasible, sanitize payment systems, including touch screens, payment portals, pens, and styluses, after each customer use. Customers may pay with cash but to further limit person-to-person contact, Personnel should encourage customers to use credit, debit, or gift cards for payment.





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- 2.21. For any larger facility or location, appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the Center for Disease Control and Prevention.
- 2.22. If an employee or other Personnel tests positive for COVID-19, follow the guidance on "Business guidance if a staff member tests positive for COVID-19," available online at <https://sf.gov/business-guidance-if-staff-member-tests-positive-covid-19>.
- 2.23. Post signs to advise customers of the maximum line capacity to ensure that the maximum number of customers in line is not exceeded. Once the maximum number of customers is reached, customers should be advised to return later to prevent buildup of congestion in the line.
- 2.24. Place tape or other markings on the sidewalk or floor at least six feet apart in customer line areas with signs directing customers to use the markings to maintain distance.
- 2.25. When stocking shelves, if any, ensure that Personnel wash or sanitize hands before placing items on shelves, making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.
- 2.26. Ensure that all Personnel who select items on behalf of customers wear a Face Covering when selecting, packing, and/or delivering items.
- 2.27. Require Personnel to wash hands frequently, including:
  - When entering any kitchen or food preparation area
  - Before starting food preparation or handling
  - After touching their face, hair, or other areas of the body
  - After using the restroom
  - After coughing, sneezing, using a tissue, smoking, eating, or drinking
  - Before putting on gloves
  - After engaging in other activities that may contaminate the hands
- 2.28. Assign Personnel to keep soap and paper towels stocked at sinks and handwashing stations at least every hour and to replenish other sanitizing products.

### **3. Section 3 – Other Requirements:**

- 3.1. On May 12, 2020, the State of California issued industry guidance titled "COVID-19 Industry Guidance: Logistics and Warehousing Facilities" (the "Industry Guidance"), which is available online at <http://covid19.ca.gov/pdf/guidance-logistics-warehousing.pdf>. A copy of the Industry Guidance is attached to the Directive as Exhibit B and is incorporated into the Directive by this reference. The Warehouse and Logistical Support Businesses must review the Industry Guidance and must address each of the considerations and requirements listed in the Industry Guidance in the Warehouse and Logistical Support Business's Health and Safety Plan. The Warehouse and Logistical Support Businesses must updated its Health and Safety Plan based



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on any updates to the Industry Guidance in the future. The Health and Safety Plan must ensure that all Personnel, customers, and members of the public are protected.

- 3.2. The Health Officer may revise this Directive and add additional requirements in the future in order to ensure that Warehouse and Logistical Support Businesses are operated in the safest possible manner during this pandemic.

**City and County of San Francisco Health Officer Directive - Attachment**  
**Handout for Personnel (Employees, Contractors, Volunteers) of Essential Business and**  
**Other Businesses Permitted to Operate During the Health Emergency (May 18, 2020)**

Any business or entity that is subject to a Health Officer Directive to which this handout is attached (each "Business") must give a copy of this handout to Personnel who work in the City outside their household during this emergency. Go to [www.sfgcdcp.org/covid19](http://www.sfgcdcp.org/covid19) for more info or a copy of this form.

**All Personnel:** If you work outside your household in the City during this local health emergency, you may qualify for a free test for the virus that causes COVID-19, even if you have no symptoms. Contact your healthcare provider or go to **CityTestSF** at <https://sf.gov/get-tested-covid-19-citytests> to sign up for a free test.

**Part 1 – You must answer the following questions before starting your work every day that you work.**

You may be required to provide the answers in person or via phone or other electronic means to the Business before the start of each shift. If any answers change while you are at work, notify the Business by phone and leave the workplace.

1. Within the last 10 days have you been diagnosed with COVID-19 or had a test confirming you have the virus?
2. Do you live in the same household with, or have you had **close contact\*** with someone who in the past 14 days has been in isolation for COVID-19 or had a test confirming they have the virus?

If the answer to either question is "yes", do not go to work and follow the steps listed in **Part 2** below.

3. Have you had any one or more of these symptoms today or within the past 24 hours, which is new or not explained by another reason?

- |  |                           |
|--|---------------------------|
| • Fever, Chills, or Repeated Shaking/Shivering | • Loss of Taste or Smell  |
| • Cough  | • Muscle pain             |
| • Sore Throat                                  | • Headache                |
| • Shortness of Breath, Difficulty Breathing    | • Runny or congested nose |
| • Feeling Unusually Weak or Fatigued           | • Diarrhea                |

If the answer to Question 3 is "yes", do not go to work and follow the steps listed in **Part 3** below.

**Part 2 –**

- If you answered **yes to Question 1**: you are subject to the Health Officer Isolation Directive. Do not go to work. **Follow Isolation Steps** at: <https://www.sfgcdcp.org/Isolation-Quarantine-Packet>
- If you answered **yes to Question 2**: you are subject to the Health Officer Quarantine Directive. Do not go to work. **Follow Quarantine Steps** at: <https://www.sfgcdcp.org/Isolation-Quarantine-Packet>
- Do not return to work until the Isolation or Quarantine Steps tell you it is safe to return!
- The meaning of **\*Close Contact** is explained in this document: <https://www.sfgcdcp.org/Isolation-Quarantine-Packet>

**Part 3 – If you answered yes to Question 3:**

You may have COVID-19 and **must be tested for the virus** before returning to work. Without a test, the Business must treat you as being positive for COVID-19 and require you to stay out of work for at least **10** calendar days. In order to return to work sooner and to protect those around you, you must get tested for the virus. Follow these steps:

1. Contact your usual healthcare provider about getting tested for the virus, or sign up for free testing at CityTestSF <https://sf.gov/get-tested-covid-19-citytests>. If you live outside the City, you can check with the county where you live, get tested by your usual healthcare provider, or use CityTestSF.
2. Wait for your test results at home while minimizing exposure to those you live with. A good resource is <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
- If your result is positive (confirms that you have the virus) go to **Part 2** above and follow **Isolation Steps**.
- If your result is negative, do not return to work until you have had at least 3 days in a row without fever and with improvement in your other symptoms. Consult with your healthcare provider to decide.

If you have questions about any part of this Handout, please see FAQs at [www.sfgcdcp.org/covid19](http://www.sfgcdcp.org/covid19) under "Isolation & Quarantine Directives" or call 3-1-1



# COVID-19 INDUSTRY GUIDANCE:

## Logistics and Warehousing Facilities

May 12, 2020

[covid19.ca.gov](https://covid19.ca.gov)



# OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

## Purpose

This document provides guidance for businesses operating in the logistics/warehousing industry to support a safe, clean environment for employees. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.<sup>1</sup> Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their Cal/OSHA COVID-19 [Infection Prevention for Logistics Employers and Employees](#) webpage. CDC has additional requirements in their guidance for [businesses and employers](#) and specific guidance for [mail and parcel delivery](#).



## Worksite Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



## Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- 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](#).



- 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 or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- 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.
  - Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching eyes, nose, and mouth.
  - Face coverings should be washed after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee 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 employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).



## Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.

- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including face coverings and gloves where necessary. Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly encouraged when employees are in the vicinity of others. Workers should have face coverings available and wear them when at work, in offices, or in a vehicle for work-related travel with others. Face coverings must not be shared.



## Cleaning and Disinfecting Protocols

- Perform thorough cleaning on high traffic areas such as break rooms, lunch areas, and changing areas, and areas of ingress and egress including stairways and stairwells, handrails, elevator controls. Frequently disinfect commonly used surfaces, including tables, amenities, doorknobs, toilets, and handwashing facilities.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, machinery, tools, equipment, shelves, storage rooms, handles, latches and locks, and controls on stationary and mobile equipment.
- Require employees to wash hands or use sanitizer between use of shared equipment, such as time clocks and forklifts, and allow work time to do so. Avoid sharing phones, other work tools, or equipment wherever possible. Never share PPE.
- Clean delivery vehicles and equipment before and after delivery, carry additional sanitation materials during deliveries, and use clean personal protective equipment for each delivery stop.
- For delivery drivers, normally accessible restrooms on routes (e.g., restaurants, coffee shops) may be closed. Employers should provide employees alternative restroom locations and allow time for employees to use them.

- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed. Provide additional sanitary facilities (portable toilets and handwashing stations) if necessary and practical.
- Stagger breaks if feasible to ensure physical distancing and the chance to clean restrooms frequently.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 included on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
- Employees should be provided and use protective equipment when offloading and storing delivered goods. Employees should inspect deliveries and perform disinfection measures prior to storing goods in warehouses and facilities when deliveries appear tampered with.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in work and break areas.



## Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between workers, including transportation personnel. These can include use of physical partitions or visual cues such as floor markings, colored tape, or signs to indicate to where workers should stand.
- Minimize transaction time between warehouse employees and transportation personnel. Perform gate check-ins and paperwork digitally if feasible. Require employees to put on face coverings prior to interfacing with transportation personnel and other people entering and exiting the facility.

- Redesign workspaces and shared outdoor spaces to allow for at least six feet between employees.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing administrative needs through telework).
- Use the following hierarchy to prevent transmission of COVID-19 in work areas especially where physical distancing is difficult to maintain: engineering controls, administrative controls, and PPE.
  - Engineering controls include creating physical or spatial barriers between employees such as Plexiglas or other sturdy and impermeable partitions.
  - Administrative controls include increasing the number of shifts to reduce the number of personnel present at one time and ensure adequate physical distancing.
  - PPE includes face shields, some masks, and impermeable gloves. Note that some disposable equipment such as some face shields and respirators are prioritized for health care workers and workers that handle pathogens and should not otherwise be used.
- Adjust safety and other meetings to ensure physical distance and conduct smaller individual meetings at facilities to maintain physical distancing guidelines.
- Utilize work practices, when feasible, to limit the number of workers on the jobsite at one time. This may include scheduling (e.g., staggering shift start/end times) or rotating crew access to a designated area during a shift. Stage the jobsite to stagger work and limit overlap of work crews.
- Place additional limitations on the number of workers in enclosed areas, where six feet of separation may not be sufficient to limit transmission of the virus.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Close common areas where personnel are likely to congregate and interact (e.g., kitchenettes, break rooms, etc.). Discourage employees from congregating in high traffic areas.

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<sup>1</sup>Additional requirements must be considered for vulnerable populations. The logistics and warehousing industry must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.

