

## Road to Re-Opening for CBOs and Nonprofits in Santa Clara County

June 9, 2020

### Questions and Answers Submitted During the Webinar Session

#	Question	Answer(s)
1	Is it correct to say that the County is on Stage X - or is that only at the State level?	The County is not applying a “staged” re-opening. The County has opened most businesses that are allowed under the State’s Stage 2.
2	Is the County following the same "Stages" that the state has posted? If so, what phase/stage is the County at?	The County is not applying a “staged” re-opening. The County has opened most businesses that are allowed under the State’s Stage 2.
3	Has the county established/published specific data-driven criteria that would result in pulling back on some of the opening up from the June 5 changes, e.g. test positivity rate, #cases per 100k population, hospitalizations, etc.? If yes, what are they?	Yes, there are 5 indicators. Case count, hospitalization numbers, available PPE, testing capacity, contact tracing capacity. The Health Officer is also taking additional data into account such as the reproduction rate and positivity rate, trends in counties around us, the state, and the nation.
4	Is there a protocol for after COVID-19 that nonprofits can use as a template for when going back to the office?	Appendix A is the current social distancing protocol. It may continue to evolve as the Health Officer evaluates what’s working and what is not. The upcoming webinars in this series will provide more information.
5	Please explain Appendix A...	Appendix A (Social Distancing Protocol) is required to be implemented for any business/CBO/nonprofit who is going to have staff, clients, customers in any facility in the County. Much has been explained during this webinar. Check the recording of the webinar and the CADRE and SVCN Resources.
6	If we already have the old version of Appendix A. Do we need to do the newer Appendix A, do we do both, or does this new protocol replace Appendix A	Fill out NEW Appendix A there are new requirements. May 18 Order said it must be completed by May 22.
7	If we are closed to the public and employees technically, do we still need to fill out Appendix A?	If anyone is entering the building, Appendix A should be filled out and distributed to any personnel using the facility, and signage needs to be posted.

8	<p>What form does the training requirement on the new Appendix A need to be provided in? Can emails of the all the required information on the training list (protocols, CDC info, etc.) meet the training requirement? Or does it have to be a formal, Power Point style training?</p>	<p>Training is not defined as a specific format in either the Order or the FAQs. Things to consider – what format has worked for training for the business previously and how can they train within the social distancing guidance.</p> <p>Per <a href="#">section 15-h of the Order</a>, “<i>Training personnel on COVID-19 information, self-screening for symptoms, testing guidelines, how to prevent COVID-19 from spreading, and measures in the Social Distancing Protocol;</i>”</p> <p>Per the <a href="#">FAQs</a>, “<b>Do I need to implement every measure in the Social Distancing Protocol template for my business facility?</b> Yes, you must implement all measures applicable to your type of facility. Most measures apply to all facilities – like the requirements for personnel safety training, signage, individual control measures and screenings, and many of the measures regarding hand-washing, sanitization, social distancing, and compliance. Some measures, though, are unique to certain types of facilities. For instance, facilities that are not used for customer retail do not need to implement the measures concerning reusable bags, contactless payment systems, and other measures specifically applicable to retail operations. You must be prepared to explain why any measure not implemented is inapplicable to your facility.”</p>
9	<p>How can we get a copy of the forms for employees and customers?</p>	<p>Download from the Public Health website. Appendix A is the protocol. There are also posters on the Public Health website and in the CADRE &amp; SVCN Resources.</p> <p><a href="https://www.sccgov.org/sites/covid19/Pages/order-health-officer-05-18-20.aspx#updates">https://www.sccgov.org/sites/covid19/Pages/order-health-officer-05-18-20.aspx#updates</a></p>
10	<p>So we need to post all 5 pages of the “Social Distancing Protocol COVID-19 Site-Specific Protection Plan” at the entrance of our facility?</p>	<p>You do not post the Protocol. You share it with all employees. You only post the signs at the entrances. Summary, Checkmark and a sign that tells people</p> <p><input type="checkbox"/> Do not enter the facility if you have COVID-19 symptoms;</p> <p><input type="checkbox"/> Maintain a minimum six-foot distance from</p>

		<p>others, including when in line;</p> <p><input type="checkbox"/> Sneeze and cough into a cloth or tissue or, if not available, into your elbow;</p> <p><input type="checkbox"/> Face coverings required to enter (except if 6 years of age or under or medically inadvisable);</p> <p><input type="checkbox"/> Do not shake hands or engage in any unnecessary physical contact.</p> <p><input type="checkbox"/> Post signage at appropriate locations throughout the facility reminding customers</p>
11	Just to confirm, you only have to post the last 2 pages of the appendix A with the check mark not the whole form?	Correct. See more details in answers above. Note that you also have to post signage.
12	It sounds like the county intends to rely completely on voluntary compliance on the part of businesses, with no plans for surveillance. Is this true?	No. There is active enforcement of the Order.
13	If we are able to continue our business remotely is that recommended instead of being in office?	Yes, remote work is required whenever a job duty can be carried out remotely.
14	Are there COVID-19 screening questions everyone (volunteers, clients and staff) can be asked prior to gaining access to an event?	Appendix A discusses screening. Do you have a fever? Do you have COVID-19 systems? etc.
15	Do we actually have to take temperatures of staff when they come in or can we just ask them to verify they self-checked before they come in? And why is 100.4 the cutoff for fever?	Actual screening is not required. Screening requires asking whether the individual has a measured or felt fever. The County guidance is to refuse entry to anyone with a temperature higher than 99 degrees.
16	When taking temperatures at the forehead... At what temperature should entry to an establishment be refused.	If temperatures are taken, County guidance is to refuse entry to people with temperatures above 99 degrees.
17	How do you work with employees who don't feel comfortable returning to work and working with coworkers or volunteers?	Talk to your HR. Consider accommodation options, staggered shift, working remotely, etc.
18	If an employee enters an office building wearing a mask while they are in common areas -- do they need to continue wearing a mask once they are alone in their own private office?	Yes. Employees must wear face coverings whenever they are at a business facility, however employees may take off their face coverings if they are alone in a fully enclosed office or room with the door shut.
19	Are in-person meetings allowed with social distancing (6 feet and wearing mask) if so, is there a max number of participants	Yes, if a business is allowed to operate, meetings may take place in compliance with the social distancing protocol and wearing a face covering. Meetings should be minimized.

20	Is there an occupancy calculation for essential services? Businesses are 300 sq ft for employee and 200 sq ft for customers	<p>Essential Businesses must maintain density limitations that allow for easy separation of at least 6’ at all times except when necessary. It’s facility specific. You don’t want there to be a situation where people have to be in closer contact unless there is some type of transaction that needs to take place. Understand the size of the building, the flow of people.</p> <p>For some businesses listed in Appendix C1 – There are specific density limitations for certain types of business. In-store retail 1 personnel per 300 sq ft, customer 200 sq ft of publically-facing area. Manufacturing 1 per 300 sq ft.</p>
21	Guidance says to have regularly scheduled cleaning of break rooms and bathrooms (pg 3). What is considered an appropriate schedule?	Look at the CDC website for guidance. It depends on the facility
22	I'm wondering how the portable parties should be taking care of?	Port-a-potties? Should be cleaned like restrooms on a schedule.
23	What about AC? or heaters?	HVAC can be used. There is guidance available about filtration. Local space heaters should be okay if they’re not blowing air.
24	How do we know if our business is allowed to begin volunteering in an enclosed space?	Public Health website, under Orders, has a current list of businesses that are opened. Additional openings are generally evaluated every 14 -21 days.
25	Is social distancing protocol mandatory for outdoor events?	Yes, anywhere that you have any facility, including outdoor event facilities (park areas, campgrounds, etc). Post a sign at the place where people check in. Except construction sites – have their own protocols. Social Distancing s mandatory for outdoor events for employees or customers or other people.
26	Is it on SCC Public Health radar nonprofits that take small groups of adults from different households out to parks? This is safer than gyms re-opening and I don't see it as any of the listed activities	Review the Orders to determine whether these activities are allowed.
27	As summer returns and families return to going out together, do families count in the space limitations? How do we count them?	Yes. Inside a facility, each member of the household counts as an individual person.

28	Is social distancing required if people are wearing masks?	Yes, should always keep at least 6 feet distance
29	For Hard of Hearing people masks make life difficult. Are face shields OK for employees?	Face shields are not an adequate substitute for face coverings. There is a limited exemption that allows for a removal of face covering if someone is communicating with hearing impaired and they need to lip read, and some other instances. For the most part, they need to be worn at all times.
30	If an employee who meets with clients in the community wears a face mask and a face shield on top, does this provide better protection? or it is not necessary? Think a homeless person.	If you can't reach your doctor, first try to leave a message with your doctor's emergency/after-hours answering service. If this option is not available, you may contact the Santa Clara Valley Medical Center, Valley Connections Line at <b>1-888-334-1000</b> and ask to speak to an advice nurse. Do not go to the emergency room or urgent care without an appointment. <ul style="list-style-type: none"> <li>○ Here is additional information on <a href="#">what to do if you think you are sick</a> and <a href="#">what to do if someone tests positive for COVID</a>.</li> <li>○ And here is <a href="#">information for businesses with a sick employee</a>.</li> </ul>
31	If someone has difficulties breathing, do they need a letter to ensure they don't have to comply with face coverings?	No
32	What about infants who are not movers?	Children under 6 do not need to wear masks
33	If someone comes to the business without a mask, are they supposed to tell you that they are in the exception class? (Medically inadvisable or under 6 years old)?	Anyone who enters the facility has to wear a face covering except for people who have a health condition or under age 6 or otherwise unable to wear it because they can't remove it on their own. Generally, order does require that the business enforce a mask violation. You can remind them that masks are required and they may tell you they're exempt.
34	If an employee tests positive for COVID-19, are we permitted to disclose their identity to a limited number of staff in order to identify potential close contacts?	Discuss with internal counsel.
35	If an employee or a member of their household has COVID symptoms, are we	Discuss with internal counsel.

	allowed to ask them if they plan to get tested and share the results with us?	
36	Why get tested if not sick? If test negative, how often to get tested?	Many people are asymptomatic carriers.
37	FYI, according to state of CA orders, in the case of a Covid infection, there is a "presumption" it was caught at work (if the person is employed and working in an office/facility).	We are not aware of this.
38	What is the number to call if a staff member gets COVID-19?	Awaiting County response.
39	What are the employer responsibilities in respect to contact tracing?	Cooperate with Public Health in order to keep the spread to others. There are other requirements for some - In appendix C2, for example, outdoor religious activities must keep a list of the people who attend in order to notify them if there was an exposure. Employees who COVID 19, call 408-885-4214 or coronavirus2phd.sccgov.org
40	Guidance says to Temperature check vendors, contractors and other workers. Why not customers?	<p>Temperature does not have to be taken by the employer. There needs to be a screening about temperature. Ask if they measured their temperature or feel feverish.</p> <p>If temperature is taken, it's optional. If people are above 99 degrees, send home.</p>
41	The suggested waiver templates will be posted on which website? Could you please provide the url?	The Risk Waivers mentioned are in the CADRE & SVCN Resources.
42	Should we have Staff and Volunteers sign a liability waiver for coming to work?	Each organization will need to consult its own legal counsel on this question. County does not have a position on this question nor does it have a recommendation.
43	Will the recording, slides and Q&A be available to presentation attendees?	Slides, video recording will be available after the webinar on both the <a href="#">CADRE website</a> and <a href="#">SVCN website</a> on the workshops and training pages respectively.
44	Panelists have mentioned videos for employees to watch and have shown various signs in their facilities. Can you please provide links to these?	We'll have links in the resources document that we post with the recording and PowerPoint.

45	From Page 9 of order -- Is there a definition of "Economically Disadvantaged" and "Otherwise Needy Individuals" for the purpose of food distribution?	No.
46	I know that we can't use drinking fountains but what about hydration stations to fill water bottles?	Touchless hydration stations can stay open.