

Worksite Specific Plan Template

Department: Department of Human Services

Contact(s): Senior Human Resources Managers Debbie Davis, davidd@kerndhs.com, 661-633-7375 or Adrianna Kessler, kesslea@kerndhs.com, 661-633-7373

Worksite Location(s): OC Sills- 100 East California Ave, Bakersfield, CA 93302, DHS Columbus Center- 3711 Columbus Ave, Bakersfield, CA 93306, DHS Delano- 1816 Cecil, Delano, CA 93215, DHS Lake Isabella- 7050 Lake Isabella Blvd, Suite 130, Lake Isabella, CA 93240, DHS Lamont- 8300 Segrue Rd, Lamont, CA 93241, DHS Mojave- 2340 Hwy 58, Mojave, CA 93501, CSC 2300 Hwy 58, DHS Ridgecrest- 145 E. Ridgecrest, CA 93555, CPS 136 Garnet Blvd., Ridgecrest DHS Shafter- 115 Central Valley Hwy, Shafter CA 93263, DHS Taft- 119 North 10th Street, Taft, CA 93268, S St Warehouse 1400 S St. Bakersfield, CA 93302, Commerce 4901 Commerce Drive, Bakersfield, CA 93309, Kinship Center- 3041 Wilson Rd. Bakersfield, CA 93304, Jamison Center – 1010 Shalimar, Bakersfield CA 93306.

A. Individual Control Measures and Screening

Provide a detailed explanation of what your Department is doing with regard to the following:

Temperature and/or Symptom Screening

DHS will provide temperature checks for all employees from 6:30 AM to 10 AM at the beginning of an employee's shift and for all customers/vendors/visitors entering the facility during hours we are open to the public/vendors. DHS will use contactless thermometers and will designate staff members to conduct temperature checks while wearing face coverings, gloves, and face shields. These designated staff members will be trained on how to properly use contactless thermometer and asked to take their own temperatures prior to conducting temperature checks on others. Employees, customers, visitors and vendors will be required to socially distance while waiting for their turn to be checked. Markers are placed at employee/customer entrances identifying where to stand to allow for 6 feet of social distance. DHS will not maintain physical records of temperature checks. Staff who take temperatures will rotate every hour and staff who arrive prior to 6:30 AM or after 10:00 AM will be asked to self-monitor before they enter the workplace.

Any employee registering a temperature of 100.4 or higher will be asked to step into another designated screening area for a secondary review by a supervisor or above. Any employee who has a temperature of 100.4 or higher after a second temperature check will be advised to go home and will be denied entry into the DHS facility. (See attachment #1 and #2)

Employees with temperature of 100.4 or higher:

Any employee denied entry due to temperature of 100.4 or higher will be issued an instruction handout titled "Employees with Possible COVID-19 Symptoms" that will include the following:

- Handout will explain the employee is being sent home and is unable to report to work due to high temperature or possible COVID-19 Symptoms.

- Handout will include information regarding when the employee will be permitted to return to work and what the procedures will be for such return.
- Handout will explain emergency paid sick leave under the Families First Coronavirus Response Act (FFCRA), individual paid sick leave balances or other accruals, and the Sick Leave Advance option. Employee will be advised to contact DHS HR for more information.
- Handout will include a COVID-19 symptoms list and COVID-19 Testing Centers list.
- Employees sent home will be required to continue to call in daily to their supervisor unless they have completed paperwork and are placed on a leave.

All employees who are sent home with a temperature will be reported to DHS HR Manager by temperature checkers immediately by phone call or email. Temperature checkers will keep employees names confidential. DHS HR Manager will advise the employee's supervisor that they were sent home. (See Attachment #3)

Customers, Visitors and Vendors with temperature of 100.4 or higher:

Customers, visitors, and vendors registering a temperature of 100.4 or higher will be advised they are not allowed to enter the lobby/DHS facility due to temperature of 100.4 or higher. Customers will be given the "Facts About COVID-19" handout to include the following: (no secondary test done)

- Handout will include a COVID-19 symptoms list and COVID-19 Testing Center list.
- Handout will include a list of options to access services remotely such as Call Center phone number, self-service options and a phone number to call if they are homeless and need services.
- Handouts will be provided in English/Spanish.

(See Attachment #4)

Handling Sick Customers at the Worksite

Should a customer develop symptoms after being screened and admitted into our facilities the following process will be implemented.

- Supervisor or above will immediately isolate that person away from other employees/other personnel/customers.
- Customers will be given the "Facts About COVID-19" handout to include the following:
 - o COVID-19 symptoms list and COVID-19 Testing Center list.
 - o A list of options to access services remotely such as Call Center phone number, self-service options and a phone number to call if they are homeless and need services.
- Handouts will be provided in English/Spanish.
- Supervisor will advise the customer that they will need to leave the facility and escort the person out of the building maintaining at least 6-feet social distancing and wearing a face covering. Security guard will be available to assist as needed.

- Supervisor will complete a Project Management Request for rapid response to clean and disinfect the affected area. For housekeeping during regular work hours call 661-631-6741 or 661-631-6869. For housekeeping after hours call 661-706-0501.
- Supervisor will complete the “Non-Employee Accident/Injury Report” form (KCDHS 8) and forward immediately to DHS HR. This form can be found under the Human Resources tab on MyDHS by clicking on the Employee Forms tab.

Handling Sick Visitors/Vendors at the Worksite

Should a Visitor/Vendor develop symptoms after being screened and admitted into our facility, the following process should be implemented:

- Supervisor or above will immediately isolate that person away from other employees/other personnel/customers.
- Supervisor will advise the visitor/vendor that they will need to leave the facility and escort the person out of the building maintaining at least 6-feet social distancing and wearing a face covering.
- Supervisor will complete a Project Management Request for rapid response to clean and disinfect the affected area. For housekeeping during regular work hours call 661-631-6741 or 661-631-6869. For housekeeping after hours staff call 661-706-0501.
- Supervisor will complete the “Non-Employee Accident/Injury Report” form (KCDHS 8) and forward immediately to DHS HR. This form can be found under the Human Resources tab on MyDHS by clicking on the Employee Forms tab.

Handling Sick Employees While at the Worksite

Should an employee develop symptoms after being screened and admitted into our facility the following process will be implemented:

- Supervisor will immediately isolate the sick employee from other employees/customers.
- Supervisor will screen the employee for COVID-19 symptoms using the “Employees with Possible COVID-19 Symptoms” handout.
- Supervisor will consult manager or DHS HR Manager regarding whether the employee needs to be sent home.
- If the employee is going to be sent home, the Supervisor will provide the employee the “Employees with Possible COVID-19 Symptoms” handout.
- Handout will explain the employee is being sent home and is unable to report/stay at work due to high temperature or possible COVID-19 Symptoms.
- Handout will include information regarding when the employee will be permitted to return to work and what the procedures will be for such return.
- Handout will explain emergency paid sick leave (FFCRA), individual paid sick leave balances or other accruals, and the Sick Leave Advance option. Employee will be advised to contact DHS HR for more information.

- Handout will include a COVID-19 symptoms list and COVID-19 Testing Centers list.
- Supervisor will instruct the employee to call DHS HR Manager to report any positive COVID-19 test results.
- Employees sent home will be required to continue to call in daily to their supervisor unless they have completed paperwork and are placed on a leave.
- Supervisor will escort the employee out of the building maintaining strict 6-feet social distancing and wearing a face covering.
- Supervisor will complete a Supervisor Incident Report (SIR) and notify DHS HR Manager that employee was sent home for possible COVID-19 symptoms. This form can be found on MyDHS under the Human Resources Tab and clicking on the Workers Compensation tab.
- Supervisor will complete a Project Management Request for rapid response to clean and disinfect the affected area. For housekeeping during regular work hours call 661-631-6741 or 661-631-6869. For housekeeping after hours call 661-706-0501.

DHS HR Manager will follow up with employees who are sent home with temperatures to see how they are feeling and to determine if they tested positive for COVID-19. If an employee reports a COVID-19 infection, DHS HR Manager will notify the Department of Public Health Services immediately. DHS HR Manager will identify and report close contacts (within six feet for 10 minutes or more) of an infected employee to the Department of Public Health. DHS Manager will work directly with Department of Public Health to provide all relevant information to the exposure to assist with its investigation. If requested by Department of Public Health, DHS HR Manager will inform close contacts of the exposure to COVID-19. DHS staff will maintain confidentiality as required by the Americans with Disability Act. DHS Manager will offer employee emergency paid sick leave (FFCRA), individual paid sick leave balances or other accruals, and the Sick Leave Advance option. DHS HR Manager will ensure the appropriate workplace injury form has been completed and submitted to Risk Management.

Handling Employees who call in Sick

Employees who are experiencing symptoms related to COVID-19 prior to reporting to a DHS facility (i.e., fever, cough, or shortness of breath, etc.) will be asked to stay home and the following process will be implemented.

Supervisors will screen employees who are calling in sick for COVID-19 symptoms using the “Employees with Possible COVID-19 Symptoms” handout. If the employee has symptoms of COVID-19 the supervisor will instruct the employee to stay home and will mail/email the employee the “Employees with Possible COVID-19 Symptoms” handout:

- Handout will explain the employee is being asked to stay home and is unable to report to work due to high temperature or possible COVID-19 Symptoms.
- Handout will include information regarding when the employee will be permitted to return to work and what the procedures will be for such return.

- Handout will explain emergency paid sick leave (FFCRA), individual paid sick leave balances or other accruals, and the Sick Leave Advance option. Employee will be advised to contact DHS HR for more information.
- Handout will include a COVID-19 symptoms list and COVID-19 Testing Centers list.
- Supervisor will instruct the employee to call DHS HR Manager to report any positive COVID-19 test results.
- Employees who remain home will be required to continue to call in daily to their supervisor unless they have completed paperwork and are placed on a leave.
- Supervisor will complete a Project Management Request for rapid response to clean and disinfect the affected area. For housekeeping during regular work hours call 661-631-6741 or 661-631-6869. For housekeeping after hours call 661-706-0501.
- All employees who are asked to remain home with a temperature/symptoms will be reported to DHS HR Manager immediately by phone call or email.

Employees Who Report A Sick Family Member at Home with COVID-19:

For employees who are well but report they have a sick family member at home with COVID-19 the Supervisor will instruct the employee to remain home and implement the following process:

Supervisor will mail/email the COVID-19 Instruction Handout “Employees with a Family Member at Home with COVID-19” to the employee.

- Handout will include a COVID-19 symptoms list and COVID-19 Testing Centers list.
- Handout will include information regarding when the employee will be permitted to return to work and what the procedures will be for such return.
- Handout will explain emergency paid sick leave (FFCRA), individual paid sick leave balances or other accruals, and the Sick Leave Advance option. Employee will be advised to contact DHS HR for more information.
- Supervisor will instruct the employee to call DHS HR Manager to report any positive COVID-19 test results.
- Employee will be required to continue to call in daily to their supervisor unless they have completed paperwork and are placed on a leave.
- Supervisor will complete a Project Management Request for rapid response to clean and disinfect the affected area. For housekeeping during regular work hours call 661-631-6741 or 661-631-6869. For housekeeping after hours call 661-706-0501.

(See attachment #5)

Employees who report COVID-19 Positive Results

If an employee reports a COVID-19 infection, DHS HR Manager will notify the Department of Public Health Services immediately. DHS HR Manager will identify and report close contacts (within six feet for 10 minutes or more) of an infected employee to the Department of Public Health. DHS Manager will work directly with Department of Public Health to provide all

relevant information to the exposure to assist with its investigation. If requested by Department of Public Health, DHS HR Manager will inform close contacts of the exposure to COVID-19. DHS staff will maintain confidentiality as required by the Americans with Disability Act. DHS Manager will offer employee emergency paid sick leave (FFCRA), individual paid sick leave balances or other accruals, and the Sick Leave Advance option. DHS HR Manager will ensure the appropriate workplace injury form has been completed and submitted to Risk Management.

Strict adherence to confidentiality must be maintained by all employees concerning results of COVID 19 testing. If testing results are reported to you, in no circumstances, should this information be discussed with any staff member other than the employees direct Supervisor or DHS HR Manager.

If testing results are reported to you, than under no circumstance, should information regarding testing results be shared with anyone other than the direct Supervisor or DHS HR Manager.

Employee, Customer, Vendor or Visitor who Refuses to have Temperature Checked

If an employee, customer, vendor or visitor refuses to have temperature checked, they will be denied entry into the facility and their Employee ID # or name will be forwarded immediately to DHS HR Manager by call or email. Employees refusing to be checked are subject to disciplinary action.

Face Coverings

Describe in detail how your Department will require, permit, and provide face coverings at each worksite. Include any concerns you have regarding your Department's ability to maintain sufficient supplies of face coverings.

DHS will require all employees/customers/visitors and vendors to wear face coverings when entering the facilities or when 6 foot social distancing cannot be maintained. The department is providing face-coverings to employees and customers when needed.

Signs will be posted in public lobbies and employee entrances to notify all persons of this requirement prior to entry. Signs for customers will be in English/Spanish. A face covering policy has been created and provided to all employees. Screeners will be located at all designated employee entrances and lobby entrances to ensure all persons entering the offices are wearing face masks.

While the Department has ample supply of face coverings at this time, we will continue to make purchases as employees, customers, vendors and guests are required to wear face coverings. Should there be a nationwide shortage of face coverings, this could present a problem in procuring additional face coverings. (See attachment #6)

Protecting High-Risk Employees

Provide a detailed explanation of what your Department is doing with regard to the following:

Identifying High-Risk Employees

How has the department adequately assessed which of their employee population is potentially high-risk?

DHS HR has continued to update our review of staff that are age 65 or over. Further, we have reviewed and will continue to review requests submitted for work accommodations, including the accommodation to work from home. Currently we have 867 staff that are situated to work from home. Although obtaining additional technology to continue to expand this effort has become challenging, we are committed to expanding our efforts for allowing compromised staff, when their duties allow for it, the option of working from home.

In Child Protective Services, essentially all staff who had work duties conducive to work from home were given that option. In Employment and Financial Services, our largest Bureau, we have deployed 250 employees, with another 106 being deployed to work from home rather than return to the office on June 1, 2020.

Additionally, the E&FS staff still out on FFCRA medical or other medical leaves nearing an end, were contacted and offered the option to work from home rather than return to the office when their leave ends. As a result we have 6 additional staff that we have reserved equipment for so that these high-risk individuals can be immediately deployed when current medical leave ends.

Of the high risk staff we have identified, or who have self-identified, the majority of them have been situated to work from home. Other staff who have assignments that will not allow for work from home have been provided accommodations such as more secluded workspaces or private offices, assignments removing them from public contact, and adequate PPE.

As more staff return and self-identify the Department will continue to conduct Interactive Process meetings in order to determine what reasonable accommodations we are able to make. Regarding IP meetings, we currently have a large meeting room where we can safely distance an IP meeting of eight or fewer attendees, and we also provide the option of participation remotely via telephone or through other electronic meeting tools such as TEAMs.

While maintaining confidentiality and privacy, has the department provided an opportunity for employees to request accommodation if they or a member of their household is high-risk?

Yes, our employees are very forthcoming regarding requested accommodations related to the COVID 19 health concerns, or others issues. DHS staff are able to request accommodations through various channels. They may speak with their supervisor or manager, or they may contact Human Resources directly regarding accommodations. These matters are always handled as personal and confidential.

Does the department have procedures in place to allow employees to request accommodation if they believe there has been a change in status if they or a member of their household becomes high-risk?

Regardless of the reason an employee finds themselves needing an accommodation, DHS staff are able to request accommodations through various channels. They may speak with their supervisor or manager, or they may contact Human Resources directly regarding accommodations.

Include an estimate of the total number of high-risk employees.

We have identified 24 employees that are age 65 or older, and we have 116 additional employees that self-identified as being high risk through use of the requested FFCRA (non-childcare related). Based upon the expanded risk factor list that the CDC has provided however (to include pregnancy, obesity, heart disease, etc.), we are confident that there are many others who meet some form of high risk criteria but have not self-identified or requested accommodation. Many of these individuals are likely not identifying because they have already been set up for work from home. As indicated earlier in this document, at this time we have deployed 867 individuals to work from home and our intension is to continue using the work from home option at this time. This not only helps the high-risk employee who is working from home, but also allows us more distancing options for the staff remaining on site.

Protecting High-Risk Employees

What has the department offered to accommodate high-risk employees?

As indicated earlier, we have identified high risk individuals work who currently have work from home arrangements. When this has not been practical or when the employee has indicated a preference to remain on site, we have allowed use of alternate work schedules, including early start (as early as 6:30 am), and 4/10's or 9/80 schedules to decrease their number of days or hours on site with other staff present. In some instances we have provided high risk staff that must be on site with offices when work location permits this. We have not required any staff that have identified as being high-risk with an assignment that requires they work in our lobbies interacting face to face with clients. Additionally, we have made available to all staff, masks, gloves, hand sanitizer and face shields. Finally, if we are not able to accommodate, employees are made aware of the paid and/or non-paid leave options available to them including but not limited to Emergency Paid Sick Leave, FMLA, use of normal Sick Leave and the Sick Leave Advance option.

When accommodation has not been made, describe the process used to resolve the lack of accommodation.

In situations where accommodations are requested, we continue to engage in the interactive process, and if reasonable accommodations cannot be made, the employee may take a leave of absence using their available leaves and/or accruals.

B. Physical Distancing

Provide a detailed explanation of what your Department is doing with regard to the following:

Telework Options

What telework arrangements (including for high-risk employees) has your Department implemented?

To limit the number of employees on-site at work locations, employees who have requested to work from home (including high-risk employees) and are authorized to work from home are set up to do so. These arrangements have been expanded to include when possible non-essential employees returning to work. Deployments began in March and are ongoing as requests are made by employees. DHS has allowed these employees to work remotely utilizing laptops, desktop computers and County issued cell phones. As of May 14, 2020, DHS has deployed 451 laptops, 416 computers, 722 monitors, 320 Ipads and 666 cell phones.

What process has been put in place to ensure supervisors are educated on monitoring work and ensuring engagement for teleworkers?

Supervisors are continuing to hold regular conferences with their staff to talk about their individual cases, to share information on best practices and to monitor work progress or listen to concerns. They are holding team meetings and conferences using the Microsoft Teams application. Supervisors are also reading cases and monitoring work progress by using online tools such as Safe Measures for CPS and conducting audits in the C-IV system to monitor productivity for eligibility staff. Supervisors are also communicating with their Programs Specialists, Assistant Program Directors and Program Directors on a regular basis by text, calls, emails and use of Microsoft TEAMS. Management teams meet weekly to discuss current issues, policies and practices and county-wide issues. Communication ebbs and flows on a daily basis via phone, text, email or virtual contacts.

What limitations are in place that prevent additional telework?

The main limitation to more staff teleworking is the lack of equipment/technology/webcams. Approximately 40 webcams were ordered over a month ago, but are not scheduled to be delivered until July 2020. Webcams are needed for staff who were deployed with desktops so they can actively participate in virtual meetings. Some staff are on probation and telework would not afford them the opportunity to be successful or to provide adequate customer service based on their limited experience and knowledge. Additionally, we have staff who by the nature of their assignment cannot work at home such as maintenance, housekeeping, and staff who see clients face to face. Some staff choose not to telework or don't

have adequate resources at home to telework: such as no WiFi; inadequate child care to allow for telework and provide care.

What has your Department done to engage with ITS for creative solutions (e.g. for remote system access, video-conferencing meetings, access to work phones, etc)?

DHS met with IT to discuss the possibility of integrating Microsoft Teams with our phone system. This would give DHS the ability to answer and establish phone calls remotely utilizing our desk phone number.

Please include an estimate of the number of employees with telework arrangements. DHS has 727 employees who are working remotely full time and 132 employees working remotely part time and part time in office. DHS has 681 employees working in the office full time.

Scheduling Adjustments

What has your Department done to reduce the number of staff on-site at any given time (i.e., staggered shifts, flexible schedules, etc.)?

DHS is allowing staff working 100% in the office the option to work a 9/80 or 4/10 flex schedule for a limited amount of time during this emergency. DHS is also allowing additional alternate work schedules to increase staggering of shifts for maximum social distancing in our buildings.

Please include the number of employees who have altered schedules/shifts.

DHS has 137 employees with flex shifts 9/80 or 4/10.

Workstation Adjustments

Describe how employee workstations are ensured to meet 6 feet distancing at all times?

All occupied desks or individual workstations have been separated by at least six feet or with adequate barrier protection (such as Plexiglass) or cubicle partitions are in place.

If 6 feet of distancing is not possible at all times, what steps is your Department taking to ensure proper physical distancing?

DHS is requiring employees, customers and vendors to wear face-coverings at all times when six-foot social distancing is not possible. The department is providing face-coverings to employees and customers when needed.

Other Physical Distancing Strategies

What has your Department done to restrict/limit access to common areas (i.e., break rooms, lunch rooms, etc.)?

DHS has posted Maximum Occupancy signs for all breakrooms, conference rooms and elevators throughout each DHS facility. In addition, social distancing markers have been placed at employee entrances, and other common locations such as conference rooms, breakrooms, lobbies and cafeterias, directing staff to maintain six-feet social distancing. Chairs have been adjusted to restrict seating in common areas, breakrooms, and conference rooms to maintain six-feet social distancing.

What has your Department done to ensure meetings meet 6 feet distancing requirements?

DHS has advised employees to not hold in-person meetings without practicing six-foot physical distancing and encourages all meetings to be held virtually if possible using Microsoft Teams.

What large gatherings has your Department temporarily postponed and the steps your Department is taking to hold those virtually in the future?

DHS has cancelled all in person trainings, social gatherings and employee morale events. In-person meetings are held virtually or through conference call when necessary.

What steps has your Department done with respect to the following?

- a. Establish directional hallways and passageways for foot traffic; DHS has recommended employees wear face coverings when social distancing is not possible in hallways and passageways.
- b. Designate separate routes for entry and exit into office spaces; DHS has added directional arrows in the Cafeteria at the OC Sills location to specify entry and exit for maximizing flow and social distancing.
- c. Limit the number of individuals riding in an elevator; Maximum Occupancy signs have been posted at all elevators and riders are instructed to wear face coverings.
- d. Staggering employee breaks; Employees take breaks on their own schedule.
- e. Discontinue non-essential travel; All non-essential travel has been discontinued.
- f. Direct guests to meeting rooms to avoid congregation in lobbies; Guests will be handled by appointment only and escorted to the necessary office area.
- g. Utilize virtual tools or bulletin boards to hand-off information between staff. Information is distributed to staff using MYDHS website or through email.

C. Additional Measures to Limit Exposure to the Public

Provide a detailed explanation of what your Department is doing with regard to the following:

What measures has your Department taken to reduce public access to your facilities?

Current procedures for allowing minimal customers in the lobby have been extended and ensures six-feet social distancing is maintained between employees and customers. Each office has established a maximum number of customers allowed in the lobby. Employees are stationed at the customer entrance of all lobbies to triage services and ensure maximum number of customers is not exceeded. Phone banks were installed in the OC Sills lobby to allow customers to use the phone to call their worker to conduct necessary business rather than through face to face contact. Phones are cleaned after use.

In addition, benefit program flexibility waivers have been implemented allowing our services delivery model to be mostly over the phone or online. DHS provided information to our customers about how to access benefits via phone and online by posting it on our social media sites, public website, and signage located at customer entrances of all of our buildings. Our Call Center capacity has been increased to reduce response time of callers and increase the number of customers we can serve over the phone. Our public access hours have been reduced to 7:30 AM – 1:00 PM, Monday through Friday.

Current procedures for Child Protective Services include continued closures of our lobbies and the Children's Visitation Center to the public. We continue to follow State Guidelines that allow virtual face to face contact with the families we serve as well as virtual family visits between parents and their children. When contacts with clients are warranted and are safe to conduct, then staff are equipped with personal protective equipment such as gloves, face masks, hand sanitizer and face shields. Staff have been provided with training and resources on how to protect themselves and the families we serve when a face-to-face contact is required. The majority of all CPS staff will continue to work from home. Staggered schedules and staggered work spaces will be utilized for staff that will be coming back to work in the office to ensure social distancing.

We have limited the days that clients can come to the office and receive bus passes. We currently issue bus passes from the main OCS lobby. Moving forward clients will be scheduled to come between 10 and 12 noon two days per week where bus passes will be distributed at the Child Visitation Center location. In regard to our court hearings all parties are appearing by phone, although the parents do have the option of attending in person, however face masks are required to enter the court building. County Counsel is appearing on behalf of the Department, so unless requested, Social Workers are not attending. Additionally, we have made resources and trainings available on-line for all of our Resource Families and for our Social Workers. Lastly, a drug testing referral form has been created to allow Social Workers to email request for drug testing directly to our provider, which allows our social workers to send clients directly to the lab instead of the social workers drug testing the clients in our office.

In all district DHS locations, clients who require a face-to-face interview are escorted to a conference room, provided with a phone to call the HST who is at their desk. If paperwork needs to be signed, HST wearing proper PPE will see them face-to-face.

If public access cannot be reduced, what processes has your Department implemented to maintain adequate physical distancing both among members of the public and between the public and employees?

DHS is requiring employees, customers and vendors to wear face-coverings at all times when six-foot social distancing is not possible. Social distancing markers have been placed in all lobbies, customer entrances, and down sidewalks outside DHS facilities directing customers to maintain six-foot social distancing. Chairs have been adjusted in all lobbies to restrict seating and maintain six-foot social distancing. Plexiglass has been installed in some public access areas and other areas are being assessed. Glass windows for the two reception desks at the Columbus office are on order and are to be installed in June 2020; plexiglass is being used temporarily pending the glass installation. Plexiglass has been installed in some public access areas as well as clerical stations throughout the employee work areas and other areas continue to be assessed.

What limitations are there to enforcing adequate physical distancing at this worksite?

Hallways, breakrooms, bathrooms and the cafeteria are high traffic areas with sometimes limited spacing, making it difficult for staff to maintain social distancing. Because of this, it is critical that staff adhere to the Department's face covering policy in these areas. Further, there are staff at various locations who enjoy taking group walks during their breaks and it will be difficult and/or impossible to enforce face coverings and distancing at these times when they are together, but off campus. Though monitoring may be difficult, we will continue to reinforce and remind staff of the policies regarding use of face coverings and social distancing.

How will these limitations be addressed?

DHS will address employees who fail to follow the Face Covering Policy and requirement to social distance on a case by case basis.

D. Ensuring a Clean and Hygienic Work Environment A,C,D

Provide a detailed explanation of what your Department is doing with regard to the following:

What is your Department's plan for maintaining cleanliness in the worksite?

Disinfecting wipe dispensers are being installed throughout all facilities for use in cleaning shared items (i.e. KIOSKS, microwaves, and copiers). All common areas have been cleaned and disinfected including break and lunch areas, conference rooms, entrances and restrooms. Daily and weekly cleaning protocols have been instituted that meet CDC and our local Public Health guidelines. Personal Protective Equipment (PPE) has been made available for employee protection.

Cleaning supplies are also available to employees to clean their workstations and equipment. In addition, whenever an employee has tested positive for COVID19, has taken a COVID 19 test and is pending results, or is showing any symptoms associated with COVID 19, housekeeping staff are assigned to clean the affected areas on the same date. The Department is in the

process of purchasing one handheld professional cordless electrostatic sprayer and one backpack electrostatic sprayer that will aid in disinfecting areas that may have been contaminated with COVID 19.

Describe the adequacy of your Department's cleaning supplies, including those that have been procured for employees reporting to the worksite?

DHS has been proactively purchasing cleaning supplies. Supplies are currently adequate to keep offices clean. Housekeeping vendors for district offices have been contacted and have increased their housekeeping regiments in light of COVID 19. The Department has procured sanitizer, wipes, and disinfectant aerosol spray. Wipes are difficult to acquire, but the Department has consistently, if not daily, searched for them and we have been able to maintain a limited supply. Alternatives offered to staff include use of disinfectant spray with towels for wiping down areas.

Do employees have access to necessary products for sanitization (i.e. hand sanitizer, soap)? Yes. **Are employees allowed extra time for handwashing?** Yes.

Have employees been supplied with disinfectant/cleaner for their workstations? Yes.

Have employees been given extra time to disinfect/clean their workstation at the start and end of their shift and as needed? Yes.

Has hand sanitizer been made available to members of the public? Yes.

Have employees been asked to bring their own face coverings or have disposable face coverings been provided to employees? Yes employees have been advised they can use their own face coverings if they choose or they will be provided a face covering for immediate use.

Will members of the public be refused entry without a face covering or will disposable face coverings be made available to visitors? Yes.

E. Training and Communication of Managers/Supervisors/Employees

Provide a detailed explanation of what your Department is doing with regard to the following:

Training and Communication of Managers/Supervisors/Employees

What is your Department's plan to communicate and train all staff on your Worksite Specific Plan and the Guidelines for Safely Returning Kern County to Work?

DHS created a "DHS COVID-19 Return to Work Guide" that incorporates the guidelines contained in the "Guidelines for Safely Returning Kern County to Work." Supervisors will train staff and submit a DHS training attendance verification that will be added to the Department's training records. Posters of this guide were created and are displayed in common areas throughout our facilities.

How have you communicated the County's goals in protecting employees and the public from infection to managers and supervisors?

DHS held frequent daily Microsoft "TEAMS" meetings with managers to review and discuss the County's goals for protecting employees and the public. This information was shared with supervisors in regular supervisor staff meetings held via Microsoft "TEAMS".

How have you trained supervisors to isolate and send home any employees exhibiting symptoms of COVID-19?

DHS created a "Supervisor Guide for Handling Sick Employees", which provides specific instructions on what to do in the following situations:

- Handling sick employees while at the worksite (employee comes directly to supervisor, supervisor observation, or report from co-worker).
- Handling employees who call in sick.
- Handling employees who report a sick family member at home with COVID-19.

Training will be provided to all supervisors and above. (See attachment #8)

Have all staff been provided with the Guidelines for Safely Returning Kern County to Work?

The guidelines are posted on the County HR website as a resource to all employees.

Have these guidelines been discussed within the department?

The "Guidelines for Safely Returning Kern County to Work" were thoroughly reviewed and discussed in team meetings with DHS managers. Using those guidelines, a "DHS COVID-19 Return to Work Guide" was created and will be distributed to all staff. Supervisors will be trained on this document by their managers and subsequently provide training to staff. (See Attachment #7)

What is your Department's process for receiving employee inquiries about deficiencies in the implementation of your Worksite Specific Plan?

Employee inquiries about deficiencies in the implementation of our Worksite Specific Plan are addressed through the employee's chain of command. Inquiries not resolved through the employee's chain of command, are reviewed, discussed, and resolved by management and the Department's COVID-19 point-of-contact and Senior Human Resources Manager.