

Cal/OSHA COVID-19 General Checklist for Limited Services

October 20, 2020

This checklist is intended to help limited services providers that do not generally require close customer contact to implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Limited Services](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Use of face coverings, in accordance with the CDPH guidance.
- Training and communication with workers and worker representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected workers.
- Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance and recommendations and orders from the local health department](#).
- A process to notify in writing all employees and employers of subcontracted employees present when there is an outbreak, and report outbreaks to the local health department, as required under [AB 685](#).



Topics for Worker Training

- Information on COVID-19, preventing spread, and who is [especially vulnerable](#).
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if workers have a cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they live with have been diagnosed with COVID-19.
- To return to work after a COVID-19 diagnosis only after meeting [CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis](#).
- When to seek medical attention.

- The importance of hand washing and types of hand sanitizer to use.
- The importance of physical distancing, both at work and off work time.
- Proper use of face coverings, including information in the [CDPH guidance](#).
- Information on paid leave benefits, including the [Families First Coronavirus Response Act](#) and other [government programs supporting sick leave and workers' compensation for COVID-19](#).
- Train any independent contractors, temporary, or contract workers in these policies and ensure they have necessary PPE.
- Mechanical tradespeople who work near plumbing vents, HVAC exhaust, or other exhaust fans: Exhaust air could contain the virus that causes COVID-19 if infected persons are in the building.
- Mechanical tradespeople who work on sewage, plumbing, and custodial or janitorial services: The virus that causes COVID-19 has been found in the feces of some persons with COVID-19.



Individual Control Measures & Screening

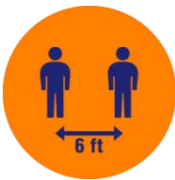
- Symptom screenings and/or temperature checks.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Provide and ensure workers use all necessary PPE.
- Consider providing gloves as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- Provide secondary barriers (e.g., face shield, safety goggles) to workers who must consistently be within six feet of guests or co-workers (e.g., fitting and securing guests with safety equipment) and ensure they use them in addition to face coverings.
- For mechanical tradespeople working near plumbing vents and rooftop HVAC exhaust or other types of exhaust fans: Provide a face shield and a NIOSH-approved particulate respirator. If respirators are not available, provide an ASTM-rated surgical mask.
- For mechanical tradespeople working on sewage plumbing: Provide and use a face shield and an impermeable face cover. If the work may disperse sewage droplets into the air (such as sewer drain snaking), provide a NIOSH-approved particulate respirator, if available.
- Post signage and send reservation confirmations to remind the public to wear face coverings, practice physical distancing, not to touch their face, frequently wash their hands with soap and water, and use hand sanitizer.



Ventilation, Cleaning, and Disinfecting Protocols

- Where possible, install upgrades to improve air filtration and ventilation.
- Check the [CDPH website](#) periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces.

- ❑ Regularly clean and sanitize shared equipment and any other equipment when transferred to a new customer or worker.
- ❑ Avoid sharing phones, tablets, laptops, desks, pens, other work supplies, wherever possible. Never share PPE.
- ❑ Place dirty linens in closed, non-porous containers and wash at a high temperature, then store in a closed cabinet or covered shelving. Provide proper PPE for workers performing this function.
- ❑ Provide time for workers to implement cleaning practices during shifts.
- ❑ Ensure that sanitary facilities stay operational and stocked at all times.
- ❑ [Ensure all water systems are safe to use](#) to minimize risk of [Legionnaires' disease](#).
- ❑ Post signs in workplace and common areas emphasizing basic infection prevention measures, including posting hand-washing signs in restrooms.
- ❑ Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and train workers on chemical hazards, product instructions, ventilation requirements, and Cal/OSHA requirements. Follow CDPH asthma-safer cleaning methods.
- ❑ Clean floors using a vacuum with HEPA filter or other methods that do not disperse pathogens into the air.



Physical Distancing Guidelines

- ❑ Implement measures to ensure physical distancing by at least six feet between and among workers and customers, using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ❑ Use Plexiglas or other barriers where physical distancing cannot be maintained.
- ❑ offer workers who request modified duties options that minimize their contact with customers and other workers.
- ❑ Use an appointment system, stagger appointments, and reduce walk-ins.
- ❑ Clearly mark areas where customers or employees queue to maintain physical distancing, or use alternative entry requirements.
- ❑ Implement strategies to have customers wait outside where possible, such as “no-contact” pick-up or delivery or curbside payment.
- ❑ Designate drop-off and pick-up locations away from high traffic areas.
- ❑ Clearly designate entrances and separate exits if possible.
- ❑ Prop doors open if they do not open and close automatically.
- ❑ Stagger shifts, split or rotate work schedules, and stagger worker breaks, in compliance with wage and hour regulations, to minimize worker overlap and maintain physical distancing protocols.
- ❑ Reconfigure reception and waiting areas, lobbies, workstations, and worker breakrooms, if possible, to allow for at least six feet of distance between customers and employees.
- ❑ Do not allow people to congregate in high-traffic areas.

- Establish directional hallways and passageways for foot traffic, if possible, to eliminate customers and workers from passing by one another.
- Avoid handshakes and similar greetings or other behaviors that break physical distance.
- Adjust any staff meetings to ensure physical distancing and use phone or webinars if possible.
- Limit the number of workers in enclosed areas.
- In break rooms, use barriers or increase distance between tables/chairs. Provide outdoor break areas with shade and seating arrangements that ensure physical distancing.



Additional Considerations for Services that Require Entry to Residential, Commercial, or Public Buildings

- Provide personal hand sanitizer to workers who enter private residences or commercial or public buildings.
- Contact customers in advance to confirm the appointment and ask if any member of the household or personnel on-site has any symptoms, has been sick, or been exposed to someone who has been sick. Reschedule to at least 10 to 14 days in the future if the answer is yes.
- During the advance call, request customers use face coverings during the appointment and emphasize the importance of physical distancing from the worker.
- Use talking points for workers to use upon arrival on-site to determine if it is safe to enter the building.
- Allow workers to call a “safety stop” when they are reluctant to enter a residence or building due to unsafe or unhealthy work conditions related to COVID-19 hazards.
- Provide virtual customer service support where possible.
- Instruct workers that when working in a private residence, they should minimize contact with customers’ personal belongings. In commercial or public buildings, workers should limit their interaction in the facility and avoid touching surfaces where possible. Instruct the worker that where possible, they should make sure the appliances or other items the worker must touch is cleaned with disinfecting wipes prior to and after the service is performed.
- Conduct virtual safety briefings weekly or as needed.
- After completion of work at a residence or building, workers must remove all PPE and face coverings and wash their hands and face. Face coverings must be washed before being reused.



Considerations for Homeowners and Building Residents

- ❑ Homeowners and residents must postpone all non-emergency, in-home services if there are any COVID-19 positive persons, persons with COVID-19 symptoms, or persons under quarantine in the residence.
- ❑ For emergency service repairs, inform workers if any COVID-19 positive persons, persons with COVID-19 symptoms, or persons under quarantine in the residence are in the home before the emergency in-home services and take measures to minimize exposure risks to any person entering the home.

These measures include:

- ❑ Air out the home if weather permits.
- ❑ Clean and disinfect surfaces in areas where the service person may work or need to access.
- ❑ Maintain physical distancing of at least six feet when letting the service person into the home.
- ❑ Wear face coverings at all times during the visit, unless unable to per the exemption criteria in the CDPH face coverings guidelines.
- ❑ Stay out of the area where the repair person will be working.



Additional Considerations for Those Limited Services That Operate Out of Vehicles

- Make hand sanitizer available on all work trucks and vehicles and all workers should sanitize their hands when arriving on-site.
- Provide workers with an adequate supply of materials required to clean and disinfect frequently touched surfaces of the delivery vehicle. Provide lined trash receptacles to be placed in delivery vehicles.
- Clean and disinfect the cabs of work trucks and vehicles.
- Where physical contact with delivery-related items cannot be avoided, wipe down and disinfect equipment shared with customers after each use.
- Workers should limit contact with frequently touched surfaces during deliveries.
- Inform workers where they can access hand-washing materials and provide hand sanitizers.
- Provide alternative restroom locations in case the normally accessible ones on the route are closed, and allow time for use.



Additional Considerations for Auto Repair Shops

- Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use.
- Allow for customers to drop off and pick up vehicles after hours using a “night drop” box or slot to limit personal contact, and consider allowing use of a drop box style system during working hours.
- Request customers to wear face coverings when dropping off the vehicle and interacting with workers. Request that customers remove personal items from the vehicle. Ask customers not to bring others with them.
- Discontinue any customer pick-up or drop-off services and ensure customers know that they are responsible for their own travel to and from the repair shop.
- Clean touchable surfaces regularly, including tools, handles and latches, and controls on stationary and mobile equipment.
- Thoroughly clean the surfaces in the cab of any shared vehicle whenever a new driver uses it.
- Sanitize keys, key fobs, and the vehicle before and after servicing a customer’s vehicle. Wipe down all surfaces and controls touched by the driver or technician.
- Communicate with customers via text, email, or phone to provide estimates and get repair authorizations. Implement digital vehicle inspections, where possible, to identify service needs and provide estimates.
- Close waiting rooms if possible, or reconfigure the space to maintain physical distancing.



Additional Considerations for Car Washing Operations

- Regularly clean payment terminals, vacuum hoses, bay guns, wash selector equipment, vending machines, and cleaning machines and high traffic areas like waiting rooms or lounges.
- Consider requiring customers to make reservations for in-person services that are not automated, e.g. detailing.
- Request customers to bring and use face coverings during the appointment and ask that customers remove personal items from the vehicle. Ask customers not to bring others with them.
- Ventilate vehicles with a blower and recirculate air through the vehicle before workers clean them.
- Limit interior vehicle cleaning to one worker at a time.
- Clean vacuum nozzles after every use.
- Customers should line up in their cars at facilities with automated car washing and not exit the vehicle.
- For self-serve car wash operations, remove dirty towels or cloth wipes after each customer interaction. Place them in a closed container where they cannot be used again until properly laundered.
- For self-service car washes, provide disposable gloves for customers to use when handling hoses, wands, vacuum hoses and other cleaning devices. Frequently clean and disinfect these surfaces.
- Close waiting rooms if possible, or reconfigure them so that physical distancing can be maintained.



Additional Considerations for Cleaning and Janitorial Services

- Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use.
- Tell janitorial or custodial workers if they are going to be working in a location where an infected person has been so they can take the necessary precautions to protect themselves and can provide needed cleaning and disinfecting services.
- Ventilate any area where an infected person has been, according to Table 1 in the [Guidelines for Preventing the Transmission of Mycobacterium Tuberculosis](#) at 99.9% removal efficiency before workers can enter.
- Provide proper PPE and hazard training before janitorial or custodial workers are asked to disinfect an area with known COVID-19 confirmed cases.
- Train all workers to use and provide an adequate supply of all-purpose cleaners and disinfectants when needed.
- Follow Cal/OSHA requirements and manufacturer instructions for safe use and required personal protective equipment for cleaning products.
- Provide enough ventilation (air flow) in areas when disinfecting.
- Provide bandages or other items to cover any cuts, scratches, or open wounds.
- Remind customers to maintain six-foot distance from workers.



Additional Considerations for Pet Grooming and Dog Walking

- Evaluate existing cleaning and sanitation protocols to determine what additional measures are needed.
- Thoroughly clean and disinfect all items and equipment, including tables, baths, and grooming tools, between each pet appointment.
- Require customers to make reservations and stagger appointments.
- Use a contactless process to have customers drop off pets.
- Use slip leads to transfer pets to and from grooming services, and do not handle anything belonging to pets.
- Place tape on the grooming room floors and other areas to indicate where customers should stand and where groomers can walk. Maintain six feet of distance between people, including fellow groomers.
- Limit the number of groomers in the facility.
- Dog walking services should establish protocols to ensure customers cancel their dog walking service if any person in the household has been diagnosed with COVID-19 or is sick or exhibiting any symptoms.
- Dog walking services should maintain regular contact with customers to ask about any such issues if not told by the customer in advance. If the dog walker or pet owner has any COVID-19 symptoms, has been sick, or has been exposed to someone who has, cancel dog walking services.
- Limit interactions with pet owners for dog walking. Discuss important pet care details virtually or use six-foot physical distancing for any in-person interaction.
- Use contactless hand-offs of pets.
- If a lead hand-off is necessary, keep the interaction quick and wash hands after or use proper hand sanitizer.
- When the pet owner is not home, they should make sure the pet is easily accessible and should gate the pet near the entry area whenever possible.
- If the pet owner is dropping the dog off at the dog walker's residence, the dog walker should ensure the drop-off occurs at the home's door or, in a multi-family building, an established common area, preferably outdoors.
- When possible, the dog walker should bring and use their own lead and disposable waste bags. Clean and sanitize all materials, including leads, food containers, water, and food bowls before and after a walk.



Additional Considerations for Landscaping and Yard Maintenance Services

- Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use.
- Avoid contact with touch points at the jobsite.
- Whenever possible, workers should drive separately to job sites unless a vehicle is large enough to maintain social distancing.
- If workers meet at a central location and travel to job site in company-owned vehicles, assign one truck to one crew and do not rotate the vehicle. Clean the vehicle cab and all touch points at the end of each work day.
- Eliminate customer contact whenever possible. When customers are present, maintain six-foot social distance at all times. Announce yourself by phone instead of ringing the doorbell. Take payment over the phone or online, if possible.



Additional Considerations for Laundromats, Dry Cleaning, and Other Laundry Services

- Ask customers to bring garments in a sealed bag. Leave it sealed for at least 24 hours and handle as little as possible.
- Avoid shaking the garments once they are removed from the bag. Workers should wear disposable gloves and wash hands before wearing and after removing them.
- Disinfect counters, pay terminals, and other commonly touched items between each customer visit.
- Limit the total number of customers in laundromats to ensure physical distancing can be maintained.
- If linens are to be transported on routes, properly clean and disinfect any containers used to transport clean linens, if previously used for soiled linens. Label containers appropriately.

