



Boulder County Safety Protocol Complete Guidance

June 1-30, 2020

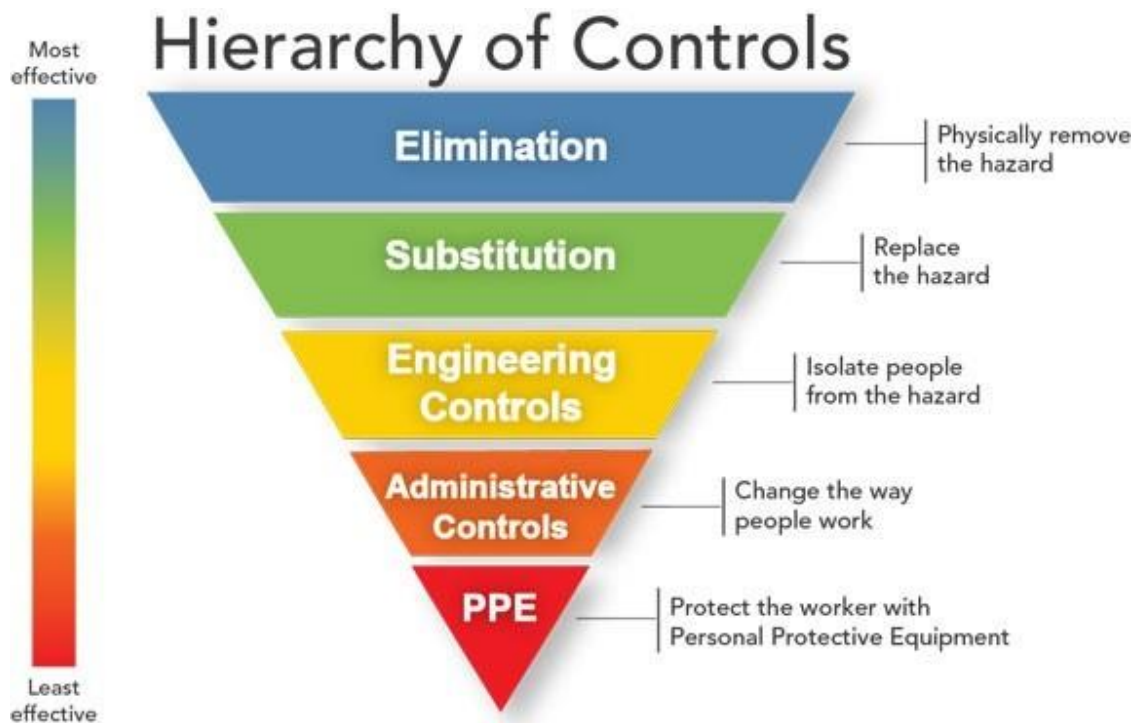
Providing public service safely during a pandemic requires the cooperation of everyone involved. This document outlines public health guidance to help you understand what is expected of employees and the public. Generally, in-person public services are by appointment only. Any questions or concerns about this guidance, please reach out to Boulder County staff by emailing COVID19Info@bouldercounty.org

This document is intended to centralize information related to the SARS-COV-2 (COVID-19) pandemic and provide up-to-date guidance and operating procedures to ensure Boulder County services are reinstated using a series of prevention strategies and established best practices. New information regarding COVID-19 and how the virus is transmitted continues to evolve. As a result, guidance for protecting employees and the public will also change over time. Boulder County employees are encouraged to reference this document regularly, and when creating new procedures and protocols for workflows and client-facing activities.

All buildings will have a workplace coordinator(s) charged with addressing COVID-19 issues (COVID-19 Workplace Coordinator).

Hierarchy of Controls

Controlling exposures to occupational hazards is the fundamental strategy of protecting our workforce. The goal of this framework is centered in the philosophy that the 'control' methods at the top of the graphic are more effective and protective than the methods identified at the bottom of the upside-down pyramid. This pyramid is included to provide context to the broad scope of interventions used to reduce occupational hazards while prioritizing safety for employees and members of the public during the reinstatement of our essential work functions. The policies put in place refer back to this pyramid as a way to reduce exposure to COVID-19.



Social Distancing

Changes have been made to county buildings to assist compliance with six-foot social distancing requirements. Depending on the building, this may include directional signage, floor decals and plexiglass. Employees are required to follow social distancing guidance.

Creating distance between people can slow community spread of COVID-19. Slowing the spread of the virus will decrease the number of new people who become ill and hospitalized due to the disease. Fewer hospitalized people at one time are needed to make sure our hospitals have the staff and equipment they need to take care of the sickest people.¹

Employees should maintain a 6-foot minimum distance from coworkers and the public. Situations where 6-foot distancing cannot be maintained, such as when passing in hallways, should be kept as brief as possible and/or a face covering should be used.

- Maintain at least 6 feet of distance from others whenever possible. When distances of 6 feet between people cannot be maintained, employees and members of the public must wear face coverings or masks.
- Limit building capacity to 50% whenever possible (We understand that statutory requirements exist for several offices which will make it difficult to meet this requirement, including the Office of the Clerk & Recorder and the Motor Vehicle Division).
- Groups of 10 or more people are not allowed to congregate in any indoor or outdoor area unless complying with legal orders.

Personal Protective Equipment

Face Coverings and Masks

All employees are required to wear masks/face coverings in shared spaces and during any interactions where you are unable to maintain social distancing of at least six feet. This guidance is in accordance with Boulder County Public Health's Facial Covering Order requiring every person older than 12 years of age wear a face covering when in public anywhere in Boulder County where social distancing of 6 feet cannot be maintained. Facial coverings can reduce the spread of droplets from the wearer to others. They do not protect the wearer from others.

The Order defines "face covering" as a covering made of cloth, fabric, or other soft or permeable material, without holes, that covers only the nose and mouth and surrounding areas of the lower face. They may be factory-made or handmade and improvised using ordinary household materials. Masks will be provided to staff and to members of the public that do not have one.

Employees may request a reasonable accommodation if the recommended personal protective equipment (PPE), including face coverings, impacts the employee's medical condition.

Employees should wear the lowest level of PPE appropriate to protect them from the risks associated with the tasks that they are performing. PPE will be provided to staff.

In general, employees returning to work will be given surgical masks or cloth face coverings, unless they work directly with members of the public, in which case they may be provided a KN95 mask.

NOTE: *Employees wearing PPE should routinely perform "self-checks" to monitor their health. If employees are having difficulty breathing, feeling over-heated, or are otherwise comprised, employees should immediately remove themselves from the environment requiring the PPE, properly remove the PPE. Once recovered, the employee should put their mask back on and recommence work. Employees should notify their supervisor if this problem persists.*

NOTE: *Homemade and disposable facial coverings do not meet the standard for Personal Protective Equipment (PPE) and should not be used for tasks that require PPE, such as biohazard clean up or handling concentrated chemicals.*

MASKS SHOULD:

- Be clean and in good repair
- Fit snugly, but comfortably against the side of the face
- Be secure
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be laundered or machine washed daily if they are reusable cloth masks

MASKS SHOULD NOT:

- Have anything hanging off that would create a safety hazard.
- Have holes or tears.
- Be shared with others.

WEARING MASKS:

- Wash your hands before and after putting a facial covering in place.
- Do not touch the facial covering again until you remove it.
- Position the face covering so that there is no need to adjust or otherwise touch the face frequently. If the wearer touches any part of the mask other than the straps, they should immediately wash their hands.
- Remove masks that become soiled or hard to breathe through and do not wear them until laundered.
- Remove masks to eat and drink. If the mask is still in good repair, it may be used for the duration of the shift.
- Be careful not to touch eyes, nose, and mouth when removing face coverings and wash hands immediately after removing.

The following videos demonstrate the proper use, reuse, and storage of masks and cloth face coverings:

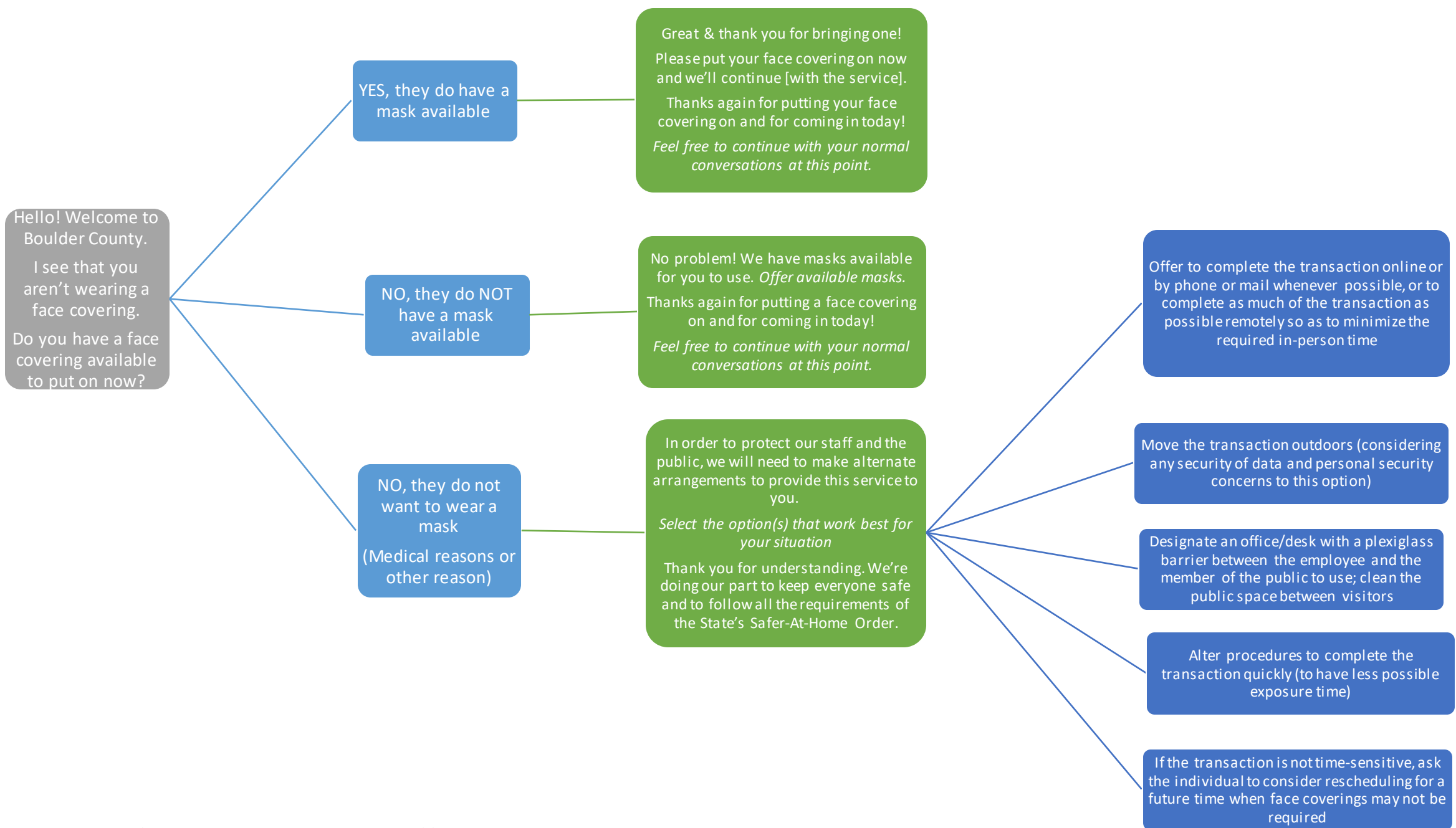
- [Donning, Doffing and Disposing of Procedural Masks](#)
- [Re-using Procedural Masks](#)
- [Donning, Doffing and Care for Cloth Masks](#)

Mask Wearing for Members of the Public

All members of the public are expected to wear a face covering at all times in a county building unless you are specifically asked to remove it. Children aged 12 and younger are not required to wear face coverings. Members of the public are asked to bring your own face covering. If you do not have a face covering, you will be provided with one at the building entry.

Additional PPE

Additional PPE, including, but not limited to, disposable gloves, gowns, and face shields will be provided to staff as required based on the activity or job task required



Sample Script for Boulder County Staff about Boulder County Face Covering Requirement

Cleaning and Disinfection

Roles and Responsibilities

Building Services is responsible for general cleaning of county buildings and sanitizing high touch areas overnight when buildings are closed. Employees may be asked to perform spot cleaning of shared equipment or public counters during the work day, as needed, to conform with public health guidance. The custodial team will follow current CDC recommended guidelines to include deep cleaning and disinfecting all high-touch surfaces in public facing areas, bathrooms, break rooms, and staff areas daily. Specifically, the custodial department will:

- Use electro-static disinfectant machines, disinfectant foggers, commercial high heat steamers, and bathroom cleaning machines to disinfect areas within buildings on a rotating basis.
- Collect trash, compost, and recycling as needed, with an emphasis on cleaning, sanitizing, and disinfecting the buildings. Custodial staff will focus on all public facing areas including lobbies, waiting areas, front counters, and all sneeze guards. The high-touch surfaces of door handles, crash bars, railings, entry door glass and counter tops, elevator doors and buttons, bathrooms, and any remaining furniture needed to conduct business.
- Trash and compost will be emptied and new liners installed daily order to discard used PPE. Trash, Compost and recycle containers will be monitored and cleaned and disinfected as needed.

Custodial staff are **not** responsible for the following items. Each department/office must implement their own procedures for these items:

- Cleaning individual staff member desks, phones, computers, copiers, printers, kitchen appliances
- Cleaning of meeting rooms and multi-use drop-in spaces between each use; staff will need to clean and disinfect after each use. Custodial staff will deep clean/disinfect these areas in the evening.

Cleaning, Sanitation and Disinfection During Business Hours

Boulder County employees will be responsible for cleaning and disinfecting the following areas before and after each use during business hours:

- Personal offices,
- Drop-in work spaces,
- Shared conference room areas,
- Fleet vehicles, and
- Commonly shared, high-touch services

Please visit the following website for guidance on [cleaning and disinfecting computers & electronics](#).

Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Gloves should not be shared among employees. Clean hands immediately after gloves are removed.

Cleaning refers to the physical removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Disinfecting refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.

Building Services can assist with any needed cleaning supplies. Please initiate requests for supplies through your designated Workplace Coordinator.

Breakrooms and Other Shared Spaces

- Wash hands upon entering breakrooms or shared kitchens.
- Regularly sanitize food preparation surfaces and disinfect high-touch breakroom surfaces and items that are commonly shared between individuals (i.e., condiments, coffee makers, vending machines, dishes, refrigerator, freezer, and microwave door handles).
- Whenever possible, consider a one-at-a-time utilization of facilities and ensure appropriate masking and social distancing measures are maintained during shared use of breakroom space. If not possible and for larger breakroom spaces, use the [spacing calculation document](#) to calculate the maximum number of people who can be in the space at one time. The maximum number of people allowed should be visibly posted in the space.

Gym Facilities

- Boulder County gym facilities will remain closed in accordance with the Colorado Department of Public Health and Environment Safer-At-Home Public Health Order.
- The use of fitness facilities for law enforcement personnel is approved as part of provisions, operations, and supports necessary for Sheriff's Office employees who are required to maintain a minimum level of physical fitness and preparedness standards.

Ordering Personal Protective Equipment (PPE), Sanitation Supplies, and Physical Distancing Equipment

Building Services will supply all PPE, cleaning and disinfection supplies, and physical distancing equipment to all county departments and offices. Boulder County employees can submit requests for supplies through your designated COVID-19 Workplace Coordinator

NOTE: Please do not order these materials on your own.

Building Services is best suited to order and distribute these materials to ensure:

- All order requests meet county specifications and requirements for safety;
- competitive pricing;
- bulk ordering wherever possible due to the large quantities they are ordering; and
- expenditures are tracked in a standardized way, improving the likelihood of potential FEMA reimbursement.

Employee Health

All employees reporting to a county work location are required to perform a self-screening daily before entering the work site. The screening includes a temperature check, and identification of the following potential symptoms of COVID-19: cough, shortness of breath or difficulty breathing, chills, muscle aches, sore throat, or new loss of taste or smell. Employees experiencing any of these symptoms or with a temperature of 100.4°F or higher must not work on-site. Employees are asked to perform these self-checks before entering the workplace; however, thermometers will be provided in locations accessible to staff on many campuses to enable self-checks if you do not have a thermometer at home. By reporting to work, employees conducting home-based assessments are attesting to a symptom- and fever-free health screening.

Employees who do not have a thermometer at home and are unable to find one, can go to a temperature screening station at county buildings that have them or ask their designated Workplace Coordinator to request a personal thermometer from Building Services.

Employees must follow the CDC and CDPHE requirement of a 14-day quarantine if a household member or close contact (a) Has tested positive for COVID-19; or (b) Has symptoms of COVID-19 (coughing, shortness of breath, and/or fever).

Any employee who feels sick should:

- Call their health care provider to discuss next steps.
- Notify their supervisor.
- Review the isolation and quarantine guidance .

Isolation and Quarantine Guidance

Isolation or self-isolation applies to people who:

- Have a positive COVID-19 test.
- Have symptoms of COVID-19 (coughing, shortness of breath and/or fever).
- Are getting ill and think they might have COVID-19. Symptoms, especially early on, may be mild and feel like a common cold. Symptoms could include a combination of cough, body aches, fatigue, and chest tightness. Some people may not develop fever or fever may not appear until several days into the illness.
- Quarantine or self-quarantine applies to people who:
 - Are close contacts of a person who either has a positive test or symptoms – even early symptoms – of illness.

Returning to Work After Having COVID-19

Employees who have any COVID-19 symptoms should self-isolate and not return to on-site work until:

- Employee has had no fever for at least 72 hours (that is three full days of no fever without using medicine that reduces fevers); AND
- Other symptoms have improved (for example, when your cough or shortness of breath have improved); AND
- At least 10 days have passed since your symptoms first appeared.

Hand Hygiene

Washing hands can keep you healthy and prevent the spread of respiratory and diarrheal infections from one person to the next. Key times to wash hands include:

- **Before, during, and after** preparing food.
- **Before** eating food.
- **Before and after** caring for someone at home who is sick or injured.
- **Before and after** touching your eyes, nose, or mouth.
- **After** using the toilet.
- **After** blowing your nose, coughing, or sneezing.
- **After** touching garbage.
- **After** you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.

Washing your hands is one of the most effective ways to prevent the spread of germs. Follow these five steps every time:

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Appointments

Appointment Scheduling

Ensure appointments are scheduled in a way that allows for social distancing and groups no larger than 10 in any space at any given time.

Manage appointments according to the schedule. Take care of business efficiently so as to minimize interaction time.

Consider setting separate appointment times for vulnerable individuals, such as times when no other appointments are scheduled.

Ensure you have adequate supplies on hand to provide staff and the public with face coverings/masks if they do not bring their own. Know your office/department procedure for ordering and distributing these supplies.

Share public health guidance with members of the public prior to their scheduled appointment time. Be specific about unique building protocols, such as “call this number when you arrive and someone will meet you at the door.” You may provide the guidance verbally or in written format but be sure to cover all aspects of the public health requirements, including face-coverings, social distancing, proper hygiene, and the need to reschedule if ill or exposed to COVID-19. Provide guidance in English and Spanish as needed.

Remind individuals of any paperwork or other documentation they need to bring with them for the appointment to run smoothly. Consider accepting materials in advance by email or other electronic methods whenever possible.

Enable easy ways for individuals to reschedule an appointment if they are ill or exposed to COVID-19. Offer opportunities to complete the service online or by phone, if available.

Encourage individuals to avoid bringing anyone with them who is not essential to the appointment.

Managing Appointments

If possible, identify two or more staff people to take turns meeting customers for their appointments. These individuals should:

- Confirm the prior appointment has ended and the individual has left the building before allowing the next appointment to enter.
- Confirm the correct person has arrived for the appointment.
- Check whether all individuals are wearing face coverings. If so, thank the individuals for helping to prevent the spread of COVID-19. If not, offer to provide a surgical mask. If the individual declines, know the approved protocol for your office/department to provide the requested services in an alternate way. It is not appropriate to deny service entirely unless client makes specific threats. Some of these alternate options are:
 - Moving the transaction outdoors (considering any security of data and personal security concerns to this option)
 - Designate an office/desk with a plexiglass barrier between the employee and the member of the public to use; clean the public space between visitors
 - Alter procedures to complete the transaction quickly (to have less possible exposure time)
 - Offer to complete the transaction online or by phone or mail whenever possible, or to complete as much of the transaction as possible remotely so as to minimize the required in-person time
 - If the transaction is not time-sensitive, ask the individual to consider rescheduling for a future time when face coverings may not be required
- Review that individuals have all necessary items to complete the appointment
- Point out directional signage or other important information, such as how to access bathrooms
- Remind all individuals to respect social distancing requirements
- Direct or escort the individuals to the appointment
- Point out the exit and any required exit pathways

HVAC

Building Ventilation

Boulder County's Building Services Division is actively working to implement guidance by increasing the fresh air return in buildings and ensuring that HVAC systems have the highest appropriate level of filtration. It's also important to remember that viruses cannot reproduce on their own – they must have a host cell. So virus particles in the HVAC system will not multiply like many bacteria and molds.

Use of Fans

The use of personal fans is prohibited. While they may diffuse and perhaps speed the deactivation of the virus, they may also spread viral particles in amounts large enough to facilitate transmission.

Fleet Vehicles

Only one person is allowed per county vehicle unless an emergency requires additional passengers.

- Cleaning protocols and cleaning supplies will be provided in every fleet vehicle.
- Use [CDPHE's Guidelines for Public Transportation Providers](#) to inform guidance on social distancing (where unavoidable), cleaning, and disinfecting vehicles.

Materials Handling – Exchange of cash and materials used to conduct county business

- Encourage forms to be completed in advance and/or use digital files whenever possible and available and in accordance with statutory requirements.
- Cash payments and in-person payments can be accepted on an as-needed basis.
- When exchanging materials (i.e. cash, identification, equipment, etc):
 - Wear gloves when exchanging materials.
 - If possible, sanitize the items prior to the exchange.
 - Dispose of gloves after every transaction, then wash hands or use hand sanitizer immediately following the transaction.

Signage

- Boulder County will provide standard signage in English and Spanish at all county buildings with the current policies outlined.
- Additional signage can be requested by your designated Workplace Coordinator.

Site Visits/Field Work

Site visits and field work must follow the guidance outlined in this document.

Special Events

No special events of any size are allowed on county property or permitted for county Rights of Way.

Travel

Work Travel

No work-related travel, other than commuting to/from work, is permitted outside of Boulder County unless specifically authorized by your Elected Official or Department Head.

Personal Travel

The following travel guidance is subject to change based on changes to Public Health Orders.

- Employees are strongly encouraged to reconsider travel to high-risk areas.
- Prior to travel, employees should check with the [state or local health department](#) where you are, along your route, *and* at your planned destination.
- Employees should not travel if they are sick or plan to travel with someone who is sick.
- Prior to travel, employees should review the [Centers for Disease Control and Prevention](#) travel warnings and recommendations webpage.
- It is possible that travel restrictions, stay-at-home or shelter-in-place orders, mandated quarantines upon arrival, or even state or national border closures may occur while you are traveling.
- Employees should research and follow all local orders and guidance along their route and destination of travel.
- Employees are encouraged to report to their supervisor if they are traveling internationally.
- Employees who travel internationally must stay home for 14 days from the date of return from international travel. Anyone who has travelled internationally should take their temperature twice daily to monitor for fever or any other symptoms.
 - Employees must utilize vacation leave for vacation travel.
 - Employees who are unable to work from home during the 14-day quarantine may use Paid Pandemic Leave or medical leave.
 - Employees should consider whether they have enough leave time accrued to account for possible delays while traveling and quarantined; if available leaves are exhausted they may request Leave Without Pay.

Hang in there!

These are extraordinary times, and we are asking staff to take on the extraordinary challenge of providing public service during a pandemic. This guidance has been developed in consultation with public health officials in order to provide the safest possible conditions for employees and the public. Some of this guidance may feel awkward or uncomfortable, but it's important to remember that this situation is temporary. Coronavirus is not anyone's fault, and there are ways for us to work together to protect each other and the community while providing the essential public services that everyone needs. Thank you for being part of the COVID-19 solution and helping us move Forward Together Safely!

References

1. <https://covid19.colorado.gov/prevention>