



City of Los Angeles Offices

This document contains tools for offices in Los Angeles to plan for the safety of employees as they prepare to resume operations during the COVID-19 pandemic.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health required protocols or guidance from the state of California.

As of date of publication of this document – November, 2020 – offices for non-essential sectors may only conduct Minimum Basic Operations at the office worksite. A list of essential sectors can be found [here](#). Please refer to the Los Angeles County Public Health Department for the required protocols for your organization and/or business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on [Coronavirus.LACity.org/Business](https://www.lacity.org/coronavirus/business).

Toolkit last updated: November 20, 2020

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Developed in collaboration with Los Angeles County, City of Los Angeles, and Industry Working Groups

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Preparing to Resume Operations

Offices

The questions below bring up common topics offices may need to address to safely resume operations but this is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs. In many cases, significant coordination between landlord and tenant will be required to safely resume operations. You may find it helpful to write down your plan for some questions.

Physical distancing:

- Have you reconfigured floor plans to ensure workstations are 6 ft apart? Installed physical barriers when that is not possible?
- Have you changed worker schedules to maximize physical distancing during start / end / break times?
- Do you have a plan to maximize physical distancing in break rooms and cafeterias?
- Have you created one-way paths through the office?

Cleaning and sanitizing:

- Have you deep-cleaned your facility?
- Do you have enough cleaning supplies in inventory?
- Do you have a disinfection plan for workstations and common areas? High-touch surfaces?

Employee health and personal hygiene:

- Do you have enough masks, gloves, and other PPE required for employees in inventory?
- Do you have enough hand sanitizer / hand soap for employees?
- Do you have a plan to screen employees for symptoms before entering building?
- Do you have a response plan in case an employee tests positive?

Facility safety:

- Do you have a process to log all employees / visitors?
- Have you identified high-touch items you will remove or modify?
- Have you posted signs to remind employees of best practices? Where will they be posted?
- Is the HVAC system working properly? Have air ducts been cleaned recently?
- If applicable, do you have a plan to manage elevators, lobbies, and valets?

Visitor expectations:

- Have you limited unnecessary visits?
- Do you have plan to make sure visitors are informed and prepared before visiting the building?

Employee support:

- Have you trained employees on COVID-19 health and safety guidelines before returning to work?
- What has been done to better understand stressors, anxieties, and other COVID-19 related concerns of employees returning to work? Have you taken steps to address concerns?

Tenant / Landlord coordination:

- Have reopening plans been shared between landlord and tenant?
- Have both parties agreed on roles and responsibilities to implement best practices?
- Has a communication plan regarding positive cases been established between landlord and tenant?

Employee notification:

- Has 5 day notice been provided to recall any furloughed employees? (For more information, please see [City of Los Angeles Ordinance 186602.](#))

Preparing to Resume Operations

Offices

Sample considerations for landlord and tenant coordination

The following is a simplified, *illustrative* example of what a landlord and tenants may discuss during planning but it is not exhaustive. Tenants and landlords should work together to develop and tailor a plan given their specific situation, lease agreements, and other responsibilities.

Sample list of key stakeholders

Tenants and landlords should identify relevant stakeholders that need to be engaged to successfully resume operations. Below is a sample list of stakeholders that need to coordinate prior to allowing staff to return to office.

Tenant stakeholders:

- Business managers and supervisors
- Functional Partners (e.g., Health, Safety & Environment, Human Resources, Floor Warden)
- Facilities / operations lead

Property owner stakeholders:

- Property Manager
- Supplier Partners
- Amenity Providers
- Service Providers

Sample landlord actions

- Implement state / county restrictions on who may enter the building
- Implement state / county health and safety requirements in building entrance area through individual suite entrances
- Manage impact of new protocols on building fire safety
- Post health and safety-related signs in lobby / entrance area, as applicable
- Manage queues in the lobby / entrance area
- Enforce elevator capacity restrictions and protocols
- Manage direction of traffic on stairwells, as applicable
- Implement disinfection procedures for parking valets
- Disinfect shared common areas of building

Sample tenant actions

- Implement state / county health and safety requirements within business suite
- Reconfigure workstations, as applicable
- Communicate health and safety plans to employees
- Accommodate vulnerable employee populations, as applicable
- Manage cafeterias and break rooms within business suite
- Limit in-person meetings, as applicable per state and county guidance
- Manage employee capacity within suite, as applicable

Sample communication commitments

- Tenant provides plan to resume operations to landlord (e.g., number of employees expected, time of arrival)
- Tenant informs landlord if an employee tests positive as soon as possible via email
- Landlord provides new building safety protocols to tenants
- Landlord informs tenant in the event of a positive case in the building as soon as possible via email
- Landlord coordinates entry and arrival times with help of tenants to better manage elevator and lobby capacity

Best Practices for Safe Operations

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The following list contains suggestions for offices to safely resume operations – they should be adapted based on the unique circumstance of each location.

Where applicable, landlords and tenants should work together to implement health & safety measures throughout the building / worksite, and align on roles and responsibilities. Best practices below have been organized as a sample arrangement between landlord and tenant. Arrangements can and will vary by building.

These suggestions are not exhaustive. They will continue to be refined and revised. You can find the latest on Coronavirus.LACity.org/Business



Physical Distancing *(continued on next page)*

Los Angeles County protocols

- Everyone who can carry out their work duties from home has been directed to do so
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing
- All occupied desks, individual workstations or individuals on production lines are separated by at least six feet unless there are extenuating circumstances that require closer contact for brief periods of time
- In compliance with wage and hour regulations, breaks are staggered to ensure that physical distancing can be maintained in break rooms
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others
- The number of employees in **the essential office-based business worksite** is limited at any one time such that employees can easily maintain at least a six-foot distance from one another at all practicable times **but in no case more than 25% of the maximum occupancy of the office-based business worksite.** Maximum number of employees in facility is specified in posted LA County Protocols. Maximum number of employees in facility per floor is specified in posted LA County Protocols
- Employees have been instructed to maintain at least six feet distance from customers, guests and from each other; employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary
- Customer service windows or reception counters have been separated by 6 feet to allow for physical distancing
- Common areas (e.g., break rooms and kitchenettes) are closed or restricted, using barriers, or by increasing physical distance between tables/chairs in breakrooms and kitchenettes where personnel are likely to congregate and interact
- Employees are discouraged from congregating in any area, but especially common areas or high traffic areas such as break rooms, bathrooms, hallways and stairwells
- Employees have been instructed to discontinue handshakes or other forms of greeting that break physical distance

Best Practices for Safe Operations

Offices



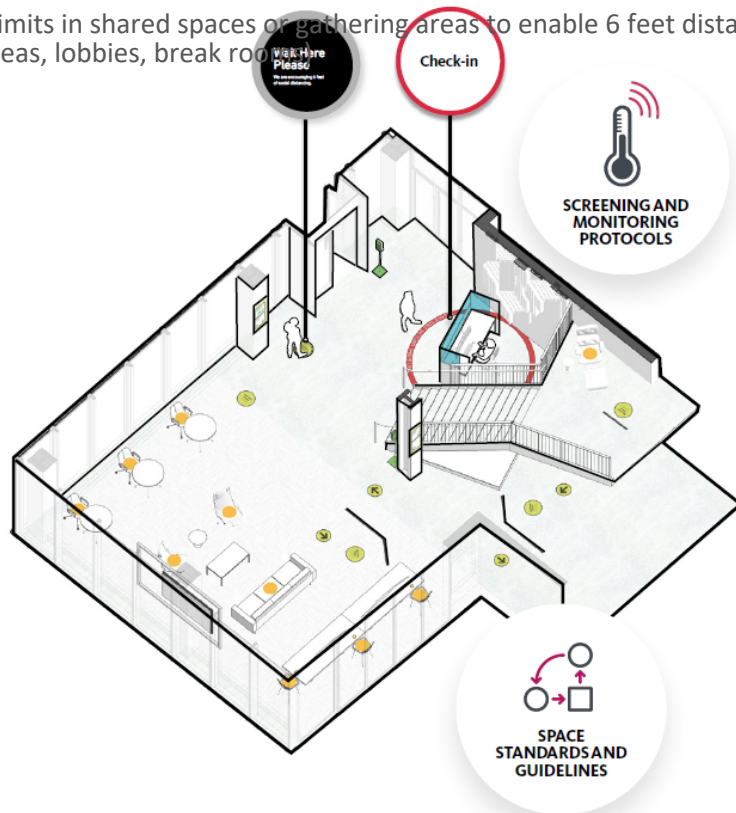
Physical Distancing *(continued on next page)*

Los Angeles County protocols

- In-person meetings are strongly discouraged in favor of virtual meetings. If in-person meetings are essential, they are limited to 15 or fewer participants and all participants must wear cloth face coverings and are held in rooms large enough to maintain physical distancing
- Nonessential travel is discontinued
- Transactions or services that can be offered remotely have been moved on-line
- Tape or other markings have been placed at least six feet apart anywhere where individuals may have to line up, both inside the workplace and outside its public entrances, with signs directing employees and visitors to use the markings to maintain distance
- If possible, customer service or reception areas have plastic barriers installed to limit contact between employees and visitors.
- Non-essential office-based businesses that are conducting Minimum Basic Operations, may not have more than 25% of the maximum occupancy of the office-based business worksite.

Additional considerations typical for tenant and landlord

- Create distance zones around reception desks
- Place capacity limits in shared spaces or gathering areas to enable 6 feet distance between all persons (e.g., waiting areas, lobbies, break rooms)



Example: Lobby Queuing and Check-In

Source: Gensler

Best Practices for Safe Operations

Offices



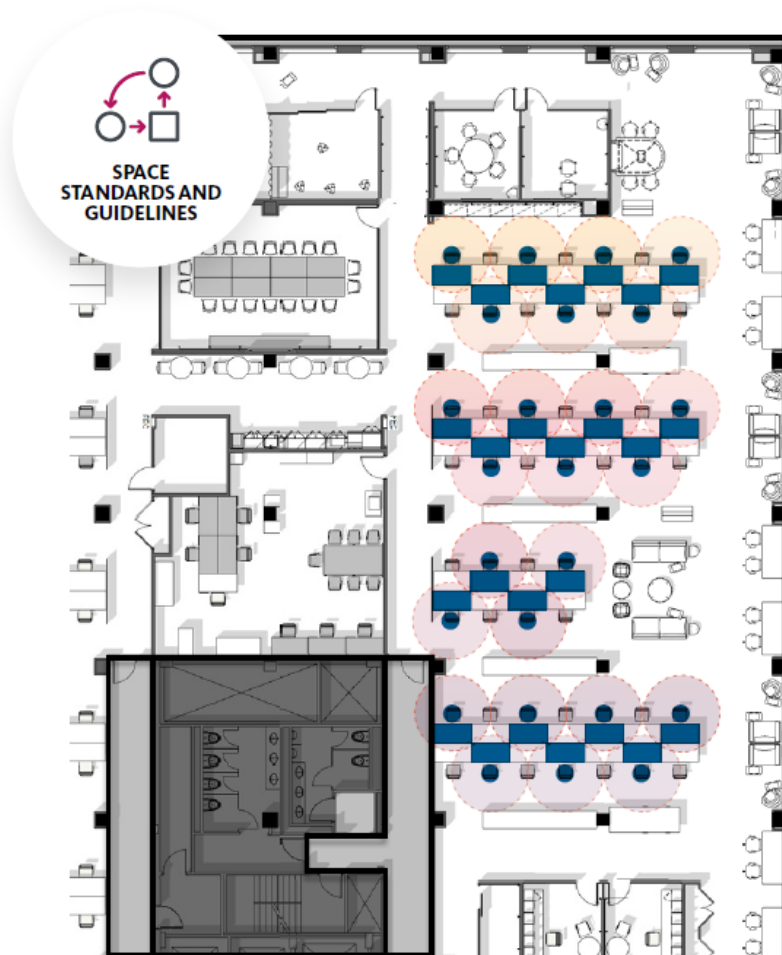
Physical Distancing *(continued on next page)*

Los Angeles County protocols

- ❑ Workspaces, cubicles, etc. are redesigned to ensure for six feet between employees

Additional considerations typical for tenant

- ❑ Consider limiting the number of days employees work on-site in the office each week
- ❑ Assign permanent seating / desks to employees
- ❑ Segment the workspace into discrete zones and prevent movement between zones
- ❑ Stagger positions of desks so employees can avoid sitting directly next to or opposite one another



Example: Reconfigured workstations

Source: Gensler

Best Practices for Safe Operations

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Physical Distancing *(continued on next page)*

Los Angeles County protocols

- ❑ To the extent possible, flow of traffic within the workplace is modified to minimize contacts (e.g., doors for entry or exit only; directional hallways or passageways have been established for foot traffic in a way that prevents employees from passing by one another)



Example: One way paths

Source: Gensler

Best Practices for Safe Operations

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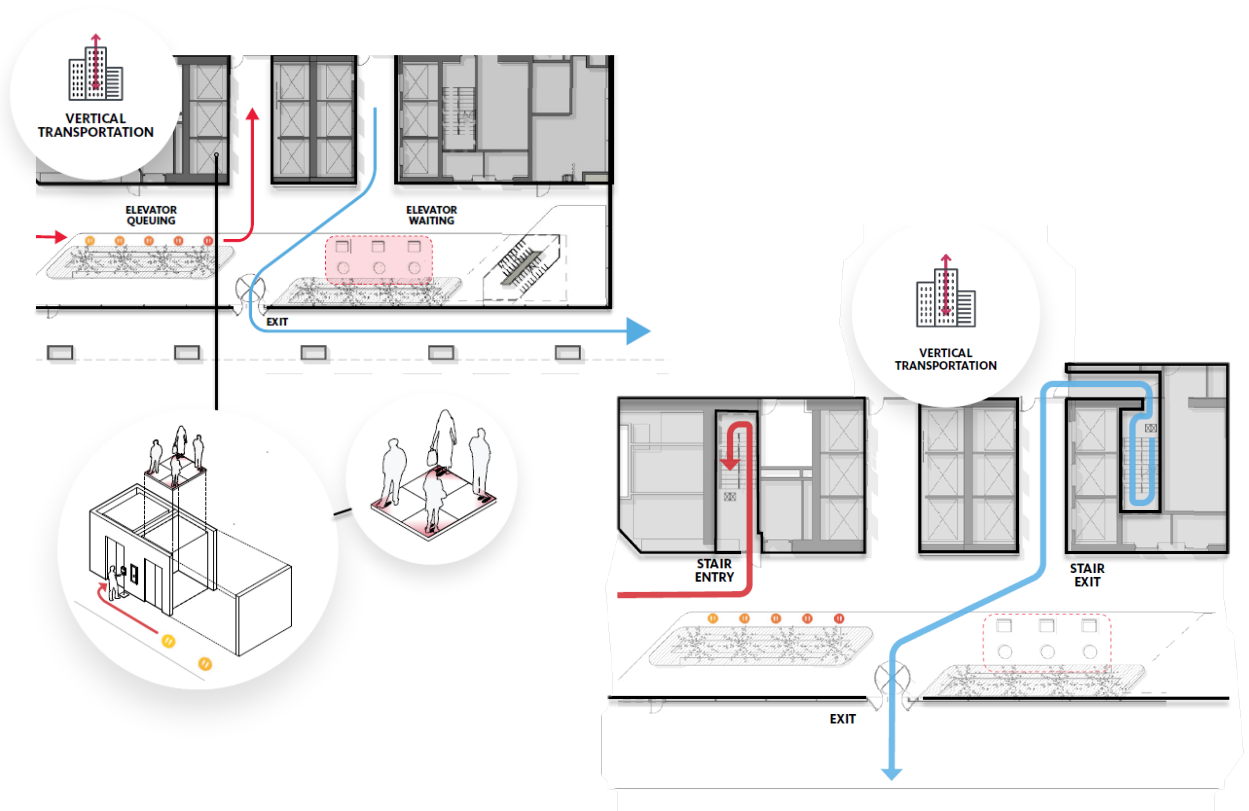
Physical Distancing *(continued from prior page)*

Los Angeles County protocols

- ❑ Elevator capacity is limited to the number of people that can be accommodated while maintaining a 6-foot physical distance between riders; during peak building entry and exit times, this number can be adjusted to 4 individuals or fewer at a time for any elevator that does not allow for 6-foot physical distance between riders. All riders are required to wear cloth face coverings. Consider elevator sizes, number of building floors, and daily number of employees and visitors to establish physical distancing guidelines appropriate for elevator riders.
- ❑ To ease elevator traffic, stairwells have been opened for “up” or “down” traffic with increased cleaning of stairwells

Additional considerations typical for landlord

- ❑ Consider stationing elevator attendants to manage queues, discourage overcrowding of elevator carriages, ensure all riders wear face masks per LA City guidance, and press floor buttons on elevators
- ❑ If possible, permanently assign elevators to specific floors
- ❑ Use floor markings inside elevators to maximize physical distance
- ❑ Encourage individuals in lower floors to use stairwells to reduce elevator congestion
- ❑ If possible, designate one way direction in stairwells – either permanently or by time of day



Example: Elevators, stairwells, and entrance / exit

Source: Gensler

Best Practices for Safe Operations

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Cleaning and Sanitizing

Los Angeles County protocols

- Break rooms, restrooms and other common areas are disinfected frequently, on a specified schedule
- Disinfectant and related supplies are available to employees at specified location(s)
- Deep cleaning of entire office space is completed on a regular basis by a professional cleaning service
- Common areas and frequently touched object such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, elevator switches and buttons, touch screens, printers/copiers, and handrails are regularly disinfected using EPA approved disinfectants and following the manufacturer's instructions for use
- Disinfectant and related supplies are available to all employees at specified location(s)

Additional considerations typical for tenant and landlord

- Complete thorough and detailed cleaning of entire facility prior to resuming operations, with focus on high touch areas
- Disinfect all reused or shareable material between each use (e.g., copiers, projectors)
- If an individual tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- Consider reducing business hours for extra deep cleaning
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including handling trash

Additional considerations typical for tenant

- Sanitize meeting rooms between each use
- Keep disinfection logs for meeting rooms

Best Practices for Safe Operations

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Employee Health and Personal Hygiene *(continued on next page)*

Los Angeles County protocols

- Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace
- Additional protections like shifts in job duty that allow employees that are vulnerable to work from home have been provided whenever possible
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID19 control measures
- Employee screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible
- In the event that 5 or more cases are identified within the workplace within a span of 14 days the employer should report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821
- All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.

Best Practices for Safe Operations

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Employee Health and Personal Hygiene *(continued on next page)*

Los Angeles County protocols

- Employees are instructed to wash their face coverings daily
- Hand sanitizer effective against COVID-19 is available to all employees at specified location(s)
- Soap and water are available to all employees at specified location(s)
- Employees are allowed frequent breaks to wash their hands
- Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee's job duties
- Each worker is assigned their own tools, equipment and defined workspace whenever possible. Sharing of workspaces and held items is minimized or eliminated. Where items must be shared, they are disinfected between shifts or uses, whichever is more frequent, including the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared work stations, etc. with a cleaner appropriate for the surface
- Copies of LA County Protocol have been distributed to all employees
- Hand sanitizer, soap and water, tissues and trash cans are available to the public at or near the entrance of the facility, at reception, and anywhere else inside the workplace or immediately outside where people have direct interactions
- Building infrastructure that supports bike commuting is open and capacity for bike storage increased if possible
- Visitors arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.

Best Practices for Safe Operations

Offices



Employee Health and Personal Hygiene *(continued from prior page)*

Additional considerations typical for tenant and landlord

- Ask employees to confirm (and document confirmation) they have not experienced CDC-defined COVID-19 symptoms, including fever, cough, and shortness of breath, for 14 days prior to return
- Require employees who have CDC-defined COVID-19 symptoms, including fever, cough, and shortness of breath, to remain home until they are symptom-free for three days without medication
- Consider developing a written plan on how to inform coworkers of positive case and how they can get tested / self-quarantine
- Consider non-punitive sick leave options to allow employees to stay home when ill
- If using gloves, follow CDC guidelines on how to take off gloves and wash hands after taking them off
- Train all employees on the importance of frequent handwashing and use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face
- Train all employees on symptom detection, sources of infection, COVID-19 exposure prevention measures, and employee leave benefits/policies for when ill
- Reinforce employee training on health and safety guidelines with periodic refresher trainings
- Establish a safety team or designate employees to monitor workplace safety, conduct safety trainings, and carry out health screenings
- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace
- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt
- Consider making special modifications for vulnerable employee / guest populations (e.g., low-contact roles or designated areas)

Additional considerations typical for landlord

- Avoid parking valets if at all possible; if necessary, attendants should wear gloves in addition to face masks when entering a vehicle – gloves should be disposed between entering a different vehicle

Best Practices for Safe Operations

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Facility Safety

Los Angeles County protocols

- Each worker is assigned their own tools, equipment and defined workspace whenever possible. Sharing of workspaces and held items is minimized or eliminated. Where items must be shared, they are disinfected between shifts or uses, whichever is more frequent, including the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared work stations, etc. with a cleaner appropriate for the surface.
- Furniture in areas that are open to the public (e.g., lobby, reception areas, or waiting rooms) is separated to support physical distancing
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces
- Shared materials or objects (e.g., staplers, three-hole punches pens, coffee mugs etc.) have been eliminated, to the greatest extent possible
- To the extent possible, doors, trash cans, etc. are contactless
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly
- To the extent possible, visitors to the worksite are by appointment only and are pre-registered in a visitor log that includes a visitor's name, phone number and email address. Visitors are instructed to come to their appointments alone. If a visitor must be accompanied by another person (e.g., for translation assistance, or because the visitor is a minor, or has minor children) their information is captured in the visitor log
- Use of digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) is encouraged
- Building fitness centers remain closed
- Sharing of communal food is prohibited
- A copy of LA County protocols is posted at all public entrances to the facility
- Signage has been posted to provide clear guidance to the public about how to maintain safety within the facility (e.g., maintaining physical distance, wear face covering, etc.)
- Signage is posted at each public entrance of the facility to inform all employees and visitors that they should: Avoid entering the facility if they have a cough or fever

Additional considerations typical for tenant and landlord

- Communicate health and safety guidelines to all employees, and channel to report guideline violations
- If it is safe / appropriate, keep doors open to improve ventilation and reduce touching of door handles
- Explore outdoor options for breaks and lunch times, if available and safe
- Ensure adequate PPE (masks, gloves, etc.) and cleaning supplies
- Limit or eliminate use of re-usable goods (e.g., bags, cups, silverware)
- All reading materials should be removed from guest waiting areas and other shared spaces

Additional considerations typical for landlord

- If possible, limit or eliminate the use of parking valets

Best Practices for Safe Operations

Offices



Visitor Expectations

Los Angeles County protocols

- Visitors are instructed that they must wear cloth face coverings during their visit. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement
- To the extent possible, movement of visitors to the worksite is limited to designated areas such as the reception or lobby area, customer service area, conference or meeting rooms, and public rest rooms
- If necessary, staff are available to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas
- Visitors arriving at the worksite with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits
- Restrooms normally open to the public remain open to the public if the public can enter the facility
- Online outlets of the workplace (website, social media, etc.) provide clear information about hours, required use of face coverings, policies in regard to making appointments, and other relevant issues
- Measures are instituted to assure access to goods and services for visitors who have mobility limitations and/or are at high risk in public spaces

Additional considerations typical for tenant and landlord

- Make all visitor safety guidelines publicly available



Employee Support

Typical tenant and landlord considerations

- Identify employee stressors; mitigate employee anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Provide training and updates to employees on new and pre-existing wellness programs, people policies, etc.

Supporting Materials

Offices

Signs to post – download at Coronavirus.LACity.org/Business

Key message of sign

Places to post



Best practices: Use PPE, keep 6 feet distance, wash hands, do not enter if feeling ill

entryway, lobby, break room, etc.



Face coverings: Reminder to wear face covering in accordance with LA City mandate

shared spaces, break room, elevators, etc.



Physical distancing: Keep 6 feet+ of distance at all times

hallways, elevator queuing areas, meeting rooms, etc.



Washing hands: Remember to wash with soap / water or hand sanitizer

bathroom, kitchen, etc.

More signage, including industry-specific posters, available on website

Supporting Materials

Offices

Example sanitization kit list and cleaning checklist

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout facility (e.g., on desks)
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout facility encouraging everyone to frequently wash hands and sanitize
- Disposable gloves, face masks and gowns for cleaning staff

Sample cleaning checklist

Clean on a frequent basis:

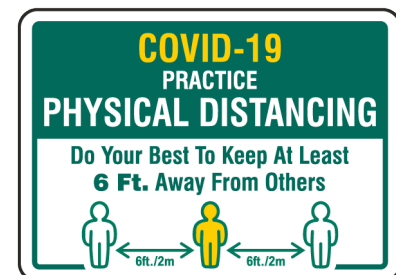
- Desks and chairs
- Countertops and other surfaces
- Workstations
- Shelves
- Break rooms
- Shared resources (e.g., pens)
- Computers
- Windows
- Doors and door handles
- Railings
- Bathroom surfaces
- Carts, drawers and bins

Examples for physical distancing

Sample on-site materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or graphics) to instruct people where to walk and stand
- Floor markings to indicate where workstations should be placed to promote physical distancing, if possible
- Dividers to place between employee desks

Sample physical distancing sign



Supporting Materials

Offices

Example employee training best practices

CDC recommended employee health guidelines

- Employees and employers should consult the [CDC's Symptoms of Coronavirus](#)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](#)
- Send home employees who experience COVID-19 symptoms at work
 - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](#)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](#)

For additional information please see:

[Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#)

CDC recommended personal hygiene guidelines for employees

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' phones, stations, or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For additional information please see:

[Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#)

Supporting Materials

Offices

Example communications best practices

Recommended employee communication practices for employers

- Communicate frequently to make employees aware of operational changes for health and safety
- Provide details of the changes to employee, in writing
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume, examples include:
 - How to practice physical distancing/sanitizing at desks
 - How to instruct visitors to follow floor markings in facility
 - How to handle paperwork transactions with customers
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
 - Why the facility is safe and how it is following state guidelines
 - Instructions for how to prepare for arrival
 - Overview of what to expect when returning employees arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

Sample visitor communication topics (e.g., for deliveries)



Cleaning procedures

- Let visitors know about adjusted cleaning guidelines



Contact information

- Phone number or email for visitors to contact if they have further questions



Opening hours and locations

- Share updated opening hours and locations currently open/closed with clients



Links to government and health websites

- Links to COVID-19 guidance from CDC



What to expect

- Communicate guidelines for what clients can expect when visiting the facility (e.g. capacity limits, hand sanitizer, floor arrows)

Additional Resources

Offices

The following resources provide additional guidance for offices on safe operations during the COVID-19 pandemic.

Additional resources on safe operations

<i>Source</i>	<i>Description</i>	<i>Link</i>
CDC Guidelines for cleaning and disinfecting your facility	Comprehensive guide for facility cleaning and sanitization, including recommend disinfectants and procedures	https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html
CDC Preparation guide for small businesses and employees	Guide for small businesses to protect employees from infectious outbreak and prepare for business disruption	https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html
CDC Guidance on Business and Workplaces	A compiled set of resources from the CDC for business and workplaces on how to plan, prepare, and respond to COVID-19	https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html
OSHA Guidance on Preparing Workplaces for COVID-19	Guide for how to protect employees from infection in a workspace	https://www.osha.gov/Publications/OSHA3990.pdf
US Department of Labor Guidance on Preparing Workplaces for Coronavirus	A guide from the DOL for how to protect employees from infection in a workplace, including additional resources	https://www.dol.gov/newsroom/releases/osa/osa20200309
California Department of Public Health and Cal/OSHA COVID-19 Industry Guidance and General Checklist for Office Workspaces	Guidance and checklist to help offices implement their plan to prevent the spread of COVID-19 in the workplace	https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf https://covid19.ca.gov/pdf/checklist-office-workspaces.pdf
Gensler Back to the Office: Return Strategies for the Workplace and Office Buildings	Report offers recommended design strategies for 18 different types of workplace spaces	https://www.gensler.com/back-to-the-office
CBRE Reentering the World's Workplaces: Landlord Briefing Guide	Guide addresses planning for reentry, welcoming tenants back, and ongoing building management and evolution. Provides specific advice, recommendations and guidelines that can be implemented at individual properties	https://www.cbre.com/covid-19/Reentering-the-worlds-workplaces?article=673be507-3f54-4dc0-aeca-dc051496f9ff&feedid=809cc25c-6fcb-4e46-8cc8-1920615e239a

Additional Resources

Offices

The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

Additional Business Resources (1/3)

City

[Los Angeles City Small Business Emergency Microloan Program \(LA City\)](#)

In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

[Los Angeles Commercial Evictions Moratorium](#)

No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant's household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

[L.A. CARES Corps](#)

LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

County

[Unemployment Insurance Work Sharing Program \(LA County\)](#)

Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

[Payroll Tax Assistance \(LA County\)](#)

Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.

Additional Resources

Offices

Additional Business Resources (2/3)

State

[Workers Compensation for COVID-19 \(State of CA\)](#)

Governor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers' compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers' compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

[Waiving Penalties for Property Taxes \(State of CA\)](#)

The Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who demonstrate they have experienced financial hardship due to the COVID-19 pandemic through May 6, 2021. This will apply to residential properties and small businesses. Additionally, the executive order will extend the deadline for certain businesses to file Business Personal Property Statements through May 31, 2020, to avoid penalties.

[Paid Sick Leave \(State of CA\)](#)

Governor Newsom issued an executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave, filling a gap left by federal relief that had provided similar paid leave benefits for employers with fewer than 500 workers. The Executive Order provides health and safety standards to increase worker and customer protection by permitting workers at food facilities to wash their hands every 30 minutes, or as needed, to increase proper sanitation measures.

[Small Business Relief Payment Plans \(State of CA\)](#)

Effective April 2, 2020, small business taxpayers, those with less than \$5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to \$50,000 of sales and use tax liability only. Payment plan requests can be made through the State's online services system in the coming months. At this point, the program is only available for sales and use tax liabilities. Qualifying sales and use taxpayers with deferred liabilities up to \$50,000 will pay their tax due in 12 equal monthly installments. No interest or penalties will be assessed against the liability. The maximum amount that any taxpayer can defer, interest-free under this relief effort, is \$50,000. If a taxpayer owes more than \$50,000 and needs a payment plan for the amount over \$50,000 we will have to have the taxpayer enter into one payment plan and adjust the appropriate amount of interest off toward the end of the 12 month period.

[Extended State Tax Deadline \(State of CA\)](#)

California State Controller Betty Yee announced that the deadline for filing income taxes for Californians is July 15, 2020. Due to the coronavirus outbreak, taxpayers and businesses will get three additional months to file income taxes and make payments without interest or penalties.

Additional Resources

Offices

Additional Business Resources (3/3)

Federal

[Paycheck Protection Program \(SBA\)](#)

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides \$349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year — up to \$10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the *second round* of PPP. The \$484 billion COVID-19 rescue bill signed late last month by President Donald Trump included \$310 billion in new money for the latest bailout. The initial round of \$350 billion in forgivable PPP loans, which was allocated as part of the \$2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

[Small Business Administration \(SBA\) Debt Relief](#)

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower's payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA's payment.