

Cal/OSHA COVID-19 General Checklist for Limited Services

May 12, 2020

This checklist is intended to help limited services employers without close customer contact 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.
- Training and communication with employees and employee 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 employees until they are tested.



Topics for Employee 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 employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of face coverings.
- Information on leave and workers' compensation benefits.
- For HVAC workers, the hazards of working near HVAC exhaust air, which could contain COVID-19 if infected persons are in the building.

- For janitorial workers and plumbers the hazards associated with working on sewage or plumbing, and performing janitorial services, since COVID-19 has been found in feces of infected persons.



Individual Control Measures & Screening

- Symptom screenings and/or temperature checks.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Consider providing gloves as a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- Strongly recommend cloth face covers.
- Require face covers when providing haircutting and other close contact hair services.
- For 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.
- Provide mechanical tradespeople with a face shield and an impermeable face cover and ensure they use them. Provide a NIOSH-approved particulate respirator, if they may be exposed to aerosolized sewage droplets, if available.
- Post signage to remind the public to wear face coverings and practice physical distancing.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces.
- Regularly clean and sanitize shared equipment when transferred to a new customer or employee.
- Provide time for workers to implement cleaning practices during their shift.
- Ensure that sanitary facilities stay operational and stocked at all times.
- 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 follow product instructions and Cal/OSHA requirements.
- Discontinue use of shared food and beverage equipment in employee breakrooms.
- Consider upgrades to improve air filtration and ventilation.



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.
- 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 employee breaks, in compliance with wage and hour regulations, to minimize employee overlap and maintain physical distancing protocols.
- Reconfigure reception and waiting areas, lobbies, workstations, and employee breakrooms, if possible, to allow for at least six feet of distance between customers and employees.
- Establish directional hallways and passageways for foot traffic, if possible, to eliminate customers and employees from passing by one another.
- Adjust any staff meetings to ensure physical distancing and use phone or webinars if possible.
- Limit the number of workers in enclosed areas.
- Close break rooms and provide alternative where physical distancing can be practiced, such as outdoor break areas.

NOTE: Use activity or operation-specific checklists below for additional considerations.

Services that Require Entry to Residential, Commercial, or Public Buildings

Additional Considerations

- Workers should be provided hand sanitizer and should wear face coverings while on the premises.
- 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.”
- Provide virtual customer service support where possible.
- Conduct virtual safety briefings weekly or as needed.

Considerations for Homeowners and Building Residents

Additional Considerations that Businesses Should Share With 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.
- Businesses should ask if any COVID-19 positive persons, persons with COVID-19 symptoms, or persons under quarantine in the residence are in the home before performing emergency in-home services and take measures to minimize exposure risks to any person entering the home.

These measures include requesting that the homeowner or resident:

- 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 it is medically contraindicated.
- Stay out of the area where the repair person will be working.

Services That Operate Out of Vehicles

Additional considerations

- All work trucks and vehicles must have hand sanitizer available 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 and touch points 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.
- For linen services, place dirty linens in closed, non-porous containers and wash at a high temperature, then stored in a closed cabinet or covered shelving.

Auto Repair Shops

Additional Considerations

- 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.
- 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.
- Remove amenities, such as magazines, coffee, water, and self-serve stations (unless touchless), from waiting areas.

Car Washing Operations

Additional Considerations

- Where possible, provide an alternative to face coverings that are not too hot and ensure breathability.
- 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.
- Remove amenities, such as magazines, coffee, water, and self-serve stations for customers.

Cleaning and Janitorial Services

Additional Considerations

- 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 feet of distance from workers.

Pet Grooming and Dog Walking

Additional Considerations

- Evaluate existing cleaning and sanitation protocols to determine what additional measures are needed.
- 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.

Landscaping and Yard Maintenance Services

Additional Considerations

- 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. The vehicle cab and all touch points should be cleaned 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.

Laundromats, Dry Cleaning, and Other Laundry Services

Additional Considerations

- Garments should be brought in a sealed bag and left sealed for at least 24 hours and handled 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.
- Properly clean and disinfect any containers that are used to transport clean linens, if previously used for soiled linens. Label containers appropriately.

