Management of COVID-19 Workplace Investigations and Staff Notifications

Revised January 24, 2022
Revised April 7, 2022
Revised May 20, 2022
Revised July 25, 2022

July 25, 2022 Revision Note: Close Contact definition updated to align with the California Department of Public Health (CDPH), the San Francisco Department of Public Health (SFDPH), and as recognized by Cal/OSHA’s FAQs regarding their COVID-19 Emergency Temporary Standard. Close Contact is now defined as the sharing the same indoor airspace with a COVID-19 positive individual for greater than 15 minutes over a 24-hour period. COVID-19 testing after a close contact is recommended and only required for close contacts in the setting of an outbreak.

Overview

As the science continues to evolve, much more is understood about the risk of contracting a COVID-19 infection. Previously, proximity (closer than 6 feet) was felt to be the biggest factor. While that continues to be true, experts have determined that the virus can spread to a distant area of a shared airspace and disseminated largely by aerosol -- tiny particles that can remain in the air -- and as such, spreads more widely and quickly.

Employees who are located within the same shared airspace (example: a contiguous floor of a building) are all at risk of an exposure from a COVID-positive individual who has been in that airspace for more than 15 minutes during their infectious period.

The guidance has evolved to cast a wider net of potentially exposed employees. All employees who are now considered a close contact are required to mask for a total of 10 days after their last known exposure, and testing is recommended but no longer required unless there is an outbreak in the workplace.

Identifying “Close Contacts”

Departments must identify workplace “Close Contacts” after an employee who has been on site during their infectious period tests positive for COVID-19 and provide the workplace notifications as required by Assembly Bill 685 (effective June 1, 2021), the emergency regulations issued by Cal/OSHA effective May 6, 2022 and clarified in the Emergency Temporary Standard FAQs on June 24, 2022. Departments must also report COVID-19 infections as required by SB 1159 (effective September 17, 2020) to the People & Pay portal.

To protect employee privacy and the confidential information obtained, Departmental Personnel Officers are responsible for conducting the workplace contact tracing interviews with the COVID-19 positive employees or ensuring that investigations are assigned to appropriate staff, such as a manager, occupational safety member, department physician, or other human resources personnel.

The information obtained from the contact tracing process is employer-held confidential medical information. Contact tracing investigations should be limited to staff members who regularly handle confidential personnel information. Critical information about test results should be uploaded via employee self-service to People and Pay consistent with this policy. DPOs and authorized users of People & Pay may assist employees if necessary. Results are no longer inputted to the ServiceNow COVID-19 Reporting Tool.
**Updated Definitions**

**Close Contact** (Non-healthcare employees): A close contact is someone who has shared the same indoor airspace with a COVID-19+ employee for a **cumulative total of 15 minutes** or greater in any 24-hour period within or overlapping with the “infectious period,” regardless of the use of facial coverings, unless the employee was wearing a fit-tested N95 respirator required by the department during the infectious period.

**Exposed Group:** All employees in the shared indoor airspace (which can be a contiguous floor space, or more than one floor if the COVID-19 employee moves between floors), including those working for other employers, at a work location, area, or common area (such as bathrooms, walkways, hallways, aisles, break or eating areas, and waiting areas) where the COVID-19+ employee was present during the infectious period, with the following exceptions:

- Everyone is wearing a face covering in areas where persons momentarily pass through without congregating;
- Distinct work groups or crews in different shifts that do not overlap with the COVID-19+ employee’s distinct group;

**Infectious Period:** Two days prior to the onset of symptoms through ten days after the symptoms first appeared and 24 hours have passed with no fever (and without the use of fever-reducing medications) and symptoms are improving, or two days prior to date test administered if employee never had symptoms.

**Respirator:** A respiratory protection device, such as an N95, approved by the National Institute for Occupational Safety and Health (NIOSH).

**Worksite:** The building, store, facility, agricultural field, or other location where the COVID-19+ employee was present during the infectious period, not including buildings, floors, or other locations that the employee did not enter.

## Isolation & Quarantine

Isolation & Quarantine guidelines have changed significantly since the beginning of the pandemic. Use the following quick reference chart to discuss these issues with COVID positive employees and close contacts to ensure they return to work as soon as it is safe to do so.

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<td>Close Contact</td>
<td>No symptoms: No isolation and quarantine If symptoms develop, follow rules for Covid-like symptoms</td>
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<td>Continue working unless symptoms develop or positive test.</td>
<td>Mask for 10 days (indoors and outdoors) following last close contact.</td>
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Steps for Conducting the COVID-19 Workplace Contact Tracing

1. Immediately Contact the COVID-19 Positive Employee within 24 hours of learning that an employee has tested positive for COVID-19 and:
   - Immediately exclude the infected individual from the worksite, if applicable, with directions to seek medical care and follow applicable self-isolation requirements;
   - If less than 24 hours have passed since the person who is sick or was diagnosed with COVID-19 has been in the work space, arrange for cleaning of the area, material, and equipment used by the COVID-19 positive individual. Disinfection of the area is also strongly recommended;
   - Contact the employee to identify whether they have visited locations beyond the normal worksite and/or potentially exposed employees from other departments or contractors during the infectious period;
   - Support the employee in an empathetic manner regarding any concerns they may have relating to their isolation, condition, and medical supervision;
   - Advise the employee of their leave benefits while they are unable to work;
   - If the employee believes that they contracted the disease from work and they have been in the workplace 48 hours prior to symptom onset or from the date the COVID test was administered, send the employee a Workers’ Compensation Claim Form, and advise to obtain a PCR test to support the claim;
   - Encourage the employee to contact their healthcare provider for further healthcare guidance.

Beyond review of the location of work and timing at that location, the interaction should be focused on providing resources and support to an employee who has a COVID-19 diagnosis. Support and information they need may include information on leaves, isolation and quarantine, testing options for exiting quarantine early, and assistance with uploading positive results in the People & Pay portal.

The interview questions are in the template in Attachment A.

2. Send a Close Contact Notification to all staff who were on the premises with the COVID-19+ employee’s worksite during the infectious period within one business day of learning of the positive employee, with a copy to the appropriate Union Representative(s) for those employees as required by Labor Code section 6409.6 and the emergency Cal/OSHA regulations.

Close contact notifications should be sent to employees in the manner normally used to communicate with the employees (can be email, text, or personal service) that includes the following information without identifying any details about the COVID-19 positive employee:

   - Employees who were at the shared airspace worksite for more than 15 minutes are considered close contacts and must mask for 10 days after the close contact exposure.
• Testing is recommended for all close contacts between Days 3-5 after their exposure.

• In the setting of an outbreak (3 or more cases in a given location within 14 days), **weekly testing for employees in the exposed group is required** after exposure until the outbreak is resolved. Employees who are unable to test by Day 5 must be excluded from the workplace for the balance of their 10-day quarantine period. If the employee is excluded from the workplace but feels able to work, determine if telecommute options are available. Employees who were not at work during the relevant period and remain symptom-free and employees who recently recovered from COVID-19 (within the last 90 days) who are symptom free are not required to test.

• In the setting of a major outbreak (20 or more infections within a 30-day period), **testing is required twice weekly for the employees in the exposed group** until the cases are reduced to less than 3 in a 14-day period, and testing is reduced to weekly until outbreak is resolved. Employees who were not at work during the relevant period and remain symptom-free and employees who recently recovered from COVID-19 (within the last 90 days) who are symptom free are not required to test.

In situations where there are multiple departments within a common space or building where the COVID+ employee worked during the infectious period, the DPO should forward the notification to the other departmental DPOs for distribution to their employees.

An outbreak is resolved when there are no new COVID-19+ cases detected in the exposed group for a 14-day period.

Sample Close Contact workplace notifications (for email and letter) meeting these provisions are included in the Attachments section of this document.

A copy of the primary DPO contact by department can be found on the DHR eLibrary under “Guidance”: [02-2021-Departmental-Personnel-COVID-Exposure-Notification-List.pdf](https://sfdhr.org/sites/default/files/documents/COVID-19/02-2021-Departmental-Personnel-COVID-Exposure-Notification-List.pdf)

A list of Union Representative(s) to be contacted can be found here: [https://sfdhr.org/sites/default/files/documents/COVID-19/AB-685-CalOSHA-Union-Notification-of-COVID-Positive-Designated-Contact-List.xlsx](https://sfdhr.org/sites/default/files/documents/COVID-19/AB-685-CalOSHA-Union-Notification-of-COVID-Positive-Designated-Contact-List.xlsx)

3. **If there were subcontracted employees at the CCSF worksite (defined above) during the infectious period of a COVID-19+ employee (defined above), send a general notice to that employer.** A sample template is included in Attachment B.

4. **Reporting Requirements:**
   **To People & Pay:** Employees must upload proof of their positive test result, whether they are results from a lab or from a Rapid Test that was observed or self-administered, using the Employee Portal. If a Rapid Test is used to return early from isolation (after Day 5), upload the negative test result. A photo of the Rapid Test result is sufficient. DPOs may assist employees if they are unable to upload their information to People & Pay. (ServiceNow COVID-19 Reporting Tool has been replaced by People & Pay to include self-service uploading of information by the employee.)

   **To DPH and DHR:** If you have 3 or more COVID-19 positive employees in an exposed group within a rolling 14 day period in the specific worksite, defined as an outbreak, you are required to immediately report the
cluster of cases to the Department of Public Health at: cases.workplaces@sfdph.org with a copy to Fiona Wilson, MD (Fiona.wilson@sfgov.org) and follow the Outbreak Guidance, which includes re-instituting face masking, and distancing. **Testing is required** at least weekly until there are no new cases for a 14-day period, and the area is out of outbreak status.

**The following information must be included in the outbreak notification to SFDPH and DHR:**

- Employee Name
- Date of symptom onset
- Date COVID-19 test
- Contact information
- Workplace location and address
- Whether hospitalized or died (if known)
- North American Industry Classification Code (NAIC) of the workplace (go to https://www.naics.com/search/ to find the code)

**Resources and references:**

- San Francisco Department of Public Health Isolation & Quarantine Guidance
- Managing Outbreaks and Multiple Infections Guidance
- Department Personnel COVID Exposure Notification List
- Union Representative Contact Notification List

**Attachment A: Interview Template for Workplace COVID-19 Contact Investigation**

Employee Name:_________________________________________  DSW #:________________________
Name of Individual Interviewing COVID-19 Positive Employee:____________________________________
Date Conducted:________________________

1. Date of symptom onset________________________
2. Date COVID-19 test was administered____________________
3. Type of Test (PCR or Rapid Antigen Test)________________
4. Date of “infectious period”, which is 48 hours before onset of symptoms, or 48 hours before the test date if asymptomatic __________________
5. Were you at work in the time window above? Yes or No
6. If yes, when was your last day and time at the office or at the work site?________________________
7. Were there any subcontracted employees who may have been exposed?
8. Did you visit other locations where employees from another department could have been exposed?
9. Are you aware of any Close Contacts with COVID-19 positive individuals outside of work (in household, gatherings, meals, other jobs)? Yes or No
10. Have you uploaded the positive test results to People and Pay? Yes or No
11. What areas do you need help with: leave, re-testing resources etc. ______________
Attachment B: Notification Templates

B-1: Sample email for General Close Contact Communication to all staff who were present in the exposed worksite (as defined)- REQUIRED

Dear Colleagues,

We are writing to share the information that a coworker has tested positive for COVID-19. Please be advised that the positive employee was at the worksite located at (list the specific work location, e.g., floor of building, shop, building number, trailer, etc.) during their potentially infectious period from (insert date range for 48 hours prior to positive test or the onset of symptoms). All employees who were at the above address in the shared airspace address for more than 15 minutes within 24 hours during this time frame are now considered a close contact to the COVID-19 employee. This broader definition of close contact has been adopted as the new CalOSHA standard and recognizes that COVID-19 is spread by aerosol, and thus can disseminate widely and expose others.

- All employees are **required to mask for 10 days** after a close contact.
- Testing is recommended between Days 3-5 after a close contact.

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<td><strong>Close Contact</strong></td>
<td>No symptoms: no isolation and quarantine</td>
<td>Between Days 3-5 – Recommended</td>
<td>Continue working unless symptoms develop or positive test.</td>
<td><strong>Mask for 10 days</strong> (indoors and outdoors) following last close contact.</td>
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<td><strong>Covid-like symptoms</strong></td>
<td>Minimum 5 days, up to 10 if not resolved</td>
<td>Test when symptoms appear</td>
<td>Day 6 with negative “rapid test”/ antigen test and no fever and improving symptoms</td>
<td>Mask for 10 days (indoors and outdoors) following onset of symptoms.</td>
</tr>
<tr>
<td><strong>COVID infection recently recovered &lt;90 days</strong></td>
<td>No isolation and quarantine</td>
<td>No Testing for close contact unless symptoms develop</td>
<td>Follow masking listed above as appropriate.</td>
<td></td>
</tr>
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We have initiated our cleaning protocols, consistent with the City Administrator’s guidelines.
This also serves as a reminder to all employees of the importance of continuing to follow all safety guidance. To be cautious, we ask that you follow your health closely for any possible development of symptoms over the next 14 days. Symptoms include a fever of 100.4°F (38°C) or more, shivering or chills, cough, trouble breathing or short of breath, tiredness or fatigue, muscle or body aches, loss of sense of smell or taste, headache, sore throat, persistent runny nose (not from allergies), diarrhea, nausea or vomiting. Employees are welcome to contact the City’s Nurse Triage Line at 855-850-2249 with questions. For further reassurance, you may seek testing through your healthcare provider.

If you develop symptoms and or test positive for COVID-19, report it to your supervisor, manager, or departmental personnel officer immediately. The City provides the following benefits and protections to employees:

**Leave Benefits:** Employees exposed to COVID-19 in the workplace who go on and develop symptoms and/or are otherwise required to remain out of the workplace may be entitled to Exclusion Pay\(^1\) during the time that they are excluded from the workplace where telecommuting is not available.

**Eligibility for Workers’ Compensation Benefits:** Employees who become ill with COVID-19 due to an exposure in the workplace are eligible for Workers’ Compensation Benefits. If this happens, please contact me immediately at (insert phone number). To be eligible, you must show a positive PCR test result from a lab. I will send you (or have included) a Workers’ Compensation Claim Form to complete if this happens. The City’s Workers’ Compensation Claims Administrator will determine your eligibility.

Workers’ Compensation leave benefits are set by state law. Eligible employees are required to use any available COVID-19 leave benefits before any workers’ compensation temporary disability benefits or industrial disability benefits can be paid.

**Report Hazards:** Employees are urged to report any possible exposures or hazards to their supervisor, manager, or safety professional in their departments. City employees may also report unsafe or unhealthy conditions by emailing DHR at DHRCitySafety@sfgov.org, or by calling the DHR Safety Reporting Line: 415-557-4999.

**Protections for Employee from Retaliation:** The law and City policy also prohibit retaliation against any employee for filing a complaint about practices they believe are discriminatory or for participating in an investigation, proceeding, or hearing conducted by the Equal Employment Opportunity Commission or the Department of Fair Employment and Housing. If you believe you have been retaliated against, you should report it to your supervisor or manager, or, you may call the DHR Harassment Helpline at (415) 557-4900 for guidance.

**Protections for Employees from Discrimination:** Employers may not discriminate against an employee because of this workplace exposure that requires exclusion from the workplace. Please immediately report any harassing, retaliatory, or discriminatory behavior that you experience. For information and assistance on the complaint procedure, you may call the DHR Harassment Helpline at (415) 557-4900.

**CC:** Union Representative(s) of Any Employees Present at the Worksite during the infectious period. (For an updated email contact list, go to [https://sfdhr.org/sites/default/files/documents/COVID-19/AB-685-CalOSHA-Union-Notification-of-COVID-Positive-Designated-Contact-List.xlsx](https://sfdhr.org/sites/default/files/documents/COVID-19/AB-685-CalOSHA-Union-Notification-of-COVID-Positive-Designated-Contact-List.xlsx))

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1 Employees who are unable to work or telework due to a work-related COVID-19 close contact or illness may receive Exclusion Pay under the Cal-OSHA COVID-19 Emergency Temporary Standards. The City will provide paid administrative leave to meet its obligation to provide Exclusion Pay. ([sfdhr.org](http://sfdhr.org))
B-2: Sample email for an Outbreak Communication to all staff who were present in the exposed worksite (as defined) - REQUIRED

Dear Colleagues,

We are writing to share the information that a coworker has tested positive for COVID-19. Please be advised that the positive employee was at the worksite located at (list the specific work location, e.g., floor of building, shop, building number, trailer, etc.) during their potentially infectious period from (insert date range for 48 hours prior to positive test or the onset of symptoms). All employees who were at the above address in the shared airspace address, for more than 15 minutes within 24 hours, during this time frame are now considered a close contact to the COVID-19 employee. This broader definition of close contact has been adopted as the new CalOSHA standard and recognizes that COVID-19 is spread by aerosol, and thus can disseminate widely and expose others.

Furthermore, this site is currently in outbreak status defined as 3 more COVID-19 cases within a 14-day period. As such there are further requirements:

- All employees are required to mask for greater than 14 days during an outbreak when working indoors, and when working outdoors when less than 6 feet from another individual.
- All employees are required to test between Days 3-5 after a close contact in an outbreak.
- All employees are required to test at least weekly thereafter until the location is out of outbreak status.
- If you are unable to test by Day 5 you will be excluded from the workplace until outbreak status has resolved. If you are excluded from the workplace but feel able to work, discuss with your manager if telecommute options are available.
- If this is a major outbreak (20 cases in a continuous 30-day period) testing is required twice weekly until there are 3 or fewer positive cases, then test weekly.
- Outbreak is resolved when there are no new cases in the exposed group for 14-days.

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We have initiated our cleaning protocols, consistent with the City Administrator’s guidelines.

This also serves as a reminder to all employees of the importance of continuing to follow all safety guidance. To be cautious, we ask that you follow your health closely for any possible development of symptoms over the next 14 days. Symptoms include a fever of 100.4°F (38°C) or more, shivering or chills, cough, trouble breathing or short of breath, tiredness or fatigue, muscle or body aches, loss of sense of smell or taste, headache, sore throat, persistent runny nose (not from allergies), diarrhea, nausea or vomiting.

Employees are welcome to contact the City’s Nurse Triage Line at 855-850-2249 with questions. For further reassurance, you may seek testing through your healthcare provider.

If you develop symptoms and or test positive for COVID-19, report it to your supervisor, manager, or departmental personnel officer immediately. The City provides the following benefits and protections to employees:

**Leave Benefits:** Employees exposed to COVID-19 at the workplace who go on and develop symptoms and/or are otherwise required to remain out of the workplace may be entitled to Exclusion Pay during the time that they are excluded from the workplace where telecommuting is not available.

**Eligibility for Workers’ Compensation Benefits:** Employees who become ill with COVID-19 due to an exposure in the workplace are eligible for Workers’ Compensation Benefits. If this happens, please contact me immediately at (insert phone number). To be eligible, you must show a positive PCR test result from a lab. I will send you (or have included) a Workers’ Compensation Claim Form to complete if this happens. The City’s Workers’ Compensation Claims Administrator will determine your eligibility.

Workers’ Compensation leave benefits are set by state law. Eligible employees are required to use any available COVID-19 leave benefits before any workers’ compensation temporary disability benefits or industrial disability benefits can be paid.

**Report Hazards:** Employees are urged to report any possible exposures or hazards to their supervisor, manager, or safety professional in their departments. City employees may also report unsafe or unhealthy conditions by emailing DHR at DHRCitySafety@sfgov.org, or by calling the DHR Safety Reporting Line: 415-557-4999.

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Protections for Employee from Retaliation: The law and City policy also prohibit retaliation against any employee for filing a complaint about practices they believe are discriminatory or for participating in an investigation, proceeding, or hearing conducted by the Equal Employment Opportunity Commission or the Department of Fair Employment and Housing. If you believe you have been retaliated against, you should report it to your supervisor or manager, or, you may call the DHR Harassment Helpline at (415) 557-4900 for guidance.

Protections for Employees from Discrimination: Employers may not discriminate against an employee because of this workplace exposure that requires exclusion from the workplace. Please immediately report any harassing, retaliatory, or discriminatory behavior that you experience. For information and assistance on the complaint procedure, you may call the DHR Harassment Helpline at (415) 557-4900.

CC: Union Representative(s) of Any Employees Present at the Worksite during the infectious period. (For an updated email contact list, go to https://sfdhr.org/sites/default/files/documents/COVID-19/AB-685-CalOSHA-Union-Notification-of-COVID-Positive-Designated-Contact-List.xlsx)

B-3. Sample Close Contact Notification to Independent Contractors and/or other Non-CCSF Employers at a Worksite within 1 Business Day—REQUIRED

Attention (Insert Management Contact for Any Subcontractors/Non-CCSF Employees)

RE: Notice of Potential Exposure to COVID-19 at [Insert address of worksite or other identifying information]

We are writing to share the information that a CCSF coworker has tested positive for COVID-19. Please be advised that the positive employee was at the worksite located at (list the specific work location, e.g., floor of building, shop, building number, trailer, etc.) during their potentially infectious period from (insert date range for 48 hours prior to positive test or the onset of symptoms). All people who were at the above address in the shared airspace address, for more than 15 minutes, during this time frame are now considered a close contact to the COVID-19 employee. This broader definition of close contact has been adopted as the new CalOSHA standard and recognizes that COVID-19 is spread by aerosol, and thus can disseminate widely and expose others.

• All of your employees are **required to mask at this worksite for 10 days** after a close contact.

• All of your employees are **recommended to test** between Days 3-5 after a close contact.

• If this location is currently under outbreak status (three or more cases over the previous 14 days), testing is required. If you are unable to test by Day 5 you will be excluded from the workplace until outbreak status is resolved.

To ensure safety for all at the workplace, please contact any of your employees who may have been present during this time and at these locations.

We have initiated our cleaning protocols, consistent with the City Administrator’s guidelines.