



San Francisco Department of Public Health

Frequently Asked Questions for Opening Office Facilities During COVID-19

Updated June 29, 2020

AUDIENCE: Businesses who bring Personnel back to office facilities during the COVID-19 pandemic.

BACKGROUND: On June 13, 2020, the Health Officer issued [Directive No. 2020-18](#) (found at www.sfdph.org/directives) authorizing and providing guidance for businesses operating office facilities.

PURPOSE: This document addresses major points in, but does not replace, the Directive.

Frequently Asked Questions

What do I need to do in order to comply with the Directive?

You will need to create at least 2 documents:

- [Health and Safety Plan](#) (see Exhibit B of [Directive No. 2020-18](#), posted at www.sfdph.org/directives)
- [Social Distancing Protocol](#) (see [Appendix A of the Shelter in Place Health Order](#), posted at www.sfdph.org/healthorders)

The Health and Safety Plan will address multiple elements discussed in other resources, including:

- What to do if [personnel answer “Yes” to any of the daily screening questions](#), posted at www.sfdcp.org/businesses, including a plan for safe transport of Personnel who become sick while at work to home or a healthcare provider.
- What to do if [personnel have a positive COVID-19 test](#)
- When personnel can [return to work after COVID-19](#) symptoms, testing, or close contact.

You will need to ensure these documents are available for all personnel, and are posted at the entrance to the office site. If other Directives apply to your business, you may need to complete more than one Health and Safety Plan.

I’ve created the plans, so am I done now?

At least on a weekly basis, think about how your Business and personnel are doing, how well you are complying with your Health and Safety Plan and your Social Distancing Protocol, and what changes are needed to improve your response to the COVID-19 pandemic. Look for new guidance from the [SFDPH Communicable Disease Control and Prevention site \(www.sfdcp.org/covid19\)](#) or the frequently updated page on sf.gov with [comprehensive resources for businesses during the COVID-19 pandemic](#).

Is my employee required to wear a Face Covering while in their private office alone, or while sitting at their desk around which I have installed Plexiglas dividers?

You do not need to wear a Face Covering if you are alone in a private office that is not shared with others and is not likely to be visited by others without prior warning, such as an office with a closed door. If another person enters the area, both of you must immediately put on a Face Covering during the interaction.



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If my employee tests positive for COVID-19 will SFDPH tell me? If they test positive in a county outside of SF will I be notified?

SFDPH may contact employers to trace contacts, but the identity of the person who has tested positive for COVID-19 is protected health information, and typically cannot be shared except in select circumstances.

What should I be prepared to tell SFDPH to assist with contact tracing if my employee tests positive for COVID-19?

You should determine the last day that the person who was diagnosed with COVID-19 was present at the workplace. Be prepared to identify any close contacts the person had at the workplace. In an office setting, close contacts are defined as someone who was within 6 feet of the person diagnosed with COVID-19 for more than 10 minutes while the person with COVID-19 was not wearing a facemask.

May all of my staff return to the office if I can keep them socially distanced?

The current directive requires that all staff who can work from home continue to do so, but allows for those staff that are necessary for operations to return to the workplace under the guidelines outlined in [Directive 2020-18](#), posted at www.sfdph.org/dph/alerts/coronavirus-healthorders.asp. Non-essential businesses are required to limit the number of people in the office (including Personnel and members of the public) as set forth in the directive. Telecommuting is still highly encouraged.

Resources

Local:

[Downloadable signage to print yourself](#), or to request [printed posters](#)

How to get tested for COVID-19 in San Francisco <https://sf.gov/citytestsf>

Information from the [San Francisco Office of Economic and Workforce Development about COVID-19](#), such as employer requirements, employee benefits, and resources; [Avoiding discrimination and retaliation during COVID-19](#).

[Paid sick leave in San Francisco](#)

California:

[State of California Resilience Roadmap](#)

CAL OSHA [information on protecting workers from COVID-19](#)

National:

[AIHA- Reopening: Guidance for General Office Settings](#)

CDC: Resuming Business Toolkit: [CDC Resuming Business Toolkit](#)

[CDC Return to Work Guidance](#)

[CDC COVID-19 Employer Information for Office Buildings](#)