



Date: March 10, 2020

To: All City Employees

From: Alejandrina Basquez, Director of Human Resources

Subject: **COVID-19 WORKPLACE GUIDELINES**

The Human Resources Department under the guidance of the Long Beach Department of Health and Human Services (DHHS) has developed the Novel Coronavirus, or COVID-19, workplace guidelines to assist employees and departments on appropriate precautions and work practices to minimize the risk of potential employee exposure, illness, and the spread of COVID-19. This document is intended to provide clarity on employee policies and procedures. If you have questions that are not answered in this document, please direct them to your Department's Administrative Officer. This document will continue to evolve as we receive additional questions and guidance. This document also provides information about the COVID-19 outbreak and links you to resources the City has developed.

Commitment to Health & Safety

The safety of our workforce and community is our highest priority. The City is committed to providing employees a safe and healthy work environment. The DHHS is actively working with the Centers for Disease Control and Prevention (CDC) and State agencies to prevent the spread of the infection, and respond to potential cases of COVID-19.

Together, we must work on prevention strategies to limit possible disruptions to our daily lives. There are some things City Departments can do – and there are steps the DHHS is asking you to do.

Personnel Policies and Procedures 6.7 – Communicable Disease Prevention Program

All Departments and employees should review the City of Long Beach Personnel Policies and Procedures 6.7 – Communicable Disease Prevention Program (Attachment A). The procedure is an existing policy we will adapt as needed to address COVID-19. The procedure covers the following takeaways:

- Encourage employees to stay home and/or send employees home who have symptoms consistent with the symptoms identified by the CDC, State, and Long Beach DHHS for COVID-19;
- Reinforce frequent hand washing and provide hand sanitizers to employees; and
- Supervisors and Managers must consult with their Department Administrative Officer when an employee self-discloses any communicable disease exposure or illness. Supervisors and Managers should not obtain medical information on an employee's general health to determine if that employee is at risk of contracting communicable diseases.

The procedure indicates that one of the preventative measures is to allow employees to work from home. Please be advised that further guidance will be given on telecommuting, employee absences, and paid time off- to include use of sick leave- for COVID-19 and respiratory related illnesses. We are currently evaluating how to allow employees to telecommute as an option while ensuring business continuity of important City services.

Department supervisors and managers should consult with Department Administrative Officers if there are any questions or concerns on how to respond to employee inquiries, absence from work, and/or requiring an employee to stay home. The Human Resources Department has developed a COVID-19 Workplace Guideline (Attachment B) to assist supervisors and managers in addressing common workplace questions. These are general guidelines that may vary by position, work circumstances and duties, such as for first responders. Employees with questions should consult their department management.

What can the City of Long Beach Employees do?

There is no specific or preventative treatment for COVID-19. As a reminder, the CDC recommends practicing these preventative steps:

- **STAY HOME IF YOU ARE SICK** – sick people make other people sick.
- Wash your hands frequently, with soap and water, for 20 seconds. If water and soap are not available, use hand sanitizer with 60-95 percent alcohol content.
- Cover your mouth when you sneeze or cough, sneeze/cough into your inner elbow, or use a tissue. If you use a tissue, throw it away in a waste container.
- Routinely clean your workstation. No additional disinfection beyond routine cleaning is recommended at this time.
 - Practice simple social distancing, such as avoiding hugs and handshakes;
 - Prepare for possible business and school disruptions. For example, set a plan if your child's school is closed. The City of Long Beach Department of Disaster Preparedness and Emergency Communications has some helpful information on preparedness at <http://www.longbeach.gov/disasterpreparedness/>
- Use credible sources to be informed (e.g., Long Beach DHHS website, California Department of Public Health (CDPH), Centers for Disease Control (CDC), World Health Organization (WHO)).

City of Long Beach Actions

On March 4, 2020, the City of Long Beach and City Health Officer declared local health and City emergencies in response to COVID-19. The declarations allow us to mobilize City resources, accelerate emergency planning, raise awareness, position us for future reimbursement and better coordination with health partners. Los Angeles and Orange County counties have issued similar declarations. The Health Department continues to closely monitor the situation and is in constant communication with CDC, CDPH, local hospital emergency departments, urgent care centers, schools, and local providers to obtain and provide the most updated guidance.

We are in the process of making hand sanitizer available in every public facility. High contact areas are being cleaned.

Departments are asked to ensure their Continuity of Operation Plans (COOP) is up to date.

Leaders, managers, and supervisors should also keep themselves informed of the latest public health information released by the CDC, CDPH and local health officials, and plan for the possibility of increased employee absences.

COVID-19 Resources and Information

The Department of Human Resources recently launched a website intended to provide City employees with up-to-date information on the City's efforts to reduce the spread of COVID-19 in the workplace. Employees and Departments can access information and guidance at www.longbeach.gov/hr/covid-19.

The City will continue to take steps to ensure a safe and healthy workplace. We encourage you to do your part as well. We will provide updates as necessary. For the most up-to-date information on COVID-19, please visit www.longbeach.gov/novelcoronavirus.

ATTACHMENTS: A: PERSONNEL POLICIES AND PROCEDURES NUMBER 6.7: COMMUNICABLE DISEASE PREVENTION PROGRAM.
 B: GUIDANCE MATRIX
 FAQ DOCUMENT
 ANTHEM FLYER – IMPORTANT FACTS ABOUT COVID-19
 STEPS FOR HANDWASHING FLYER

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**City of Long Beach
Department of Human Resources**

PERSONNEL POLICIES AND PROCEDURES

Subject: Communicable Disease Prevention Program

Effective: March 1, 2010

Policy Number: 6.7

I. POLICY STATEMENT

It is the policy of the City of Long Beach (CLB) to provide a safe and healthy work environment by establishing procedures and guidelines to help prevent and/or limit the transmission of communicable diseases in the workplace. During a pandemic and/or other communicable disease emergency, CLB departments may implement plans to adjust their operations if a reduced workforce is experienced to ensure resources are available to provide critical processes.

II. SCOPE

This policy applies to all CLB employees, whether full-time, part-time, or temporary.

All supervisors and managers shall apply this policy consistently. Communicable diseases are not usually presumed to be industrial; however, there are some exceptions under California state law. This policy may represent an exception to current City workplace injury and illness practices. This regulation is applicable to all City departments and offices responsible directly to the City Manager. It is also requested that elective offices and other independent offices and departments of the City comply with this policy and procedure in the interest of administrative uniformity.

It is illegal to discriminate against an employee based on his/her medical condition and/or disability. Supervisors/Managers shall not obtain medical information about an employee's general health to determine if that employee is at risk of contracting communicable diseases.

III. PROCEDURES

A. Preventive Measures

During a pandemic and/or other communicable disease emergency, as declared in accordance with established guidelines set by the World Health Organization (WHO), U.S. Federal Center for Disease Control and Prevention (CDC), or State and local public health officials (CLB Department of Health and Human Services) the following preventive measures identified below may be initiated:

1. Providing appropriate information and training to employees
2. Arranging for onsite voluntary vaccinations by healthcare providers
3. Implementing social distancing practices including:

- a. Reducing face-to-face exposure by using conference calls
 - b. Minimizing or eliminating travel to affected areas (this is not applicable to Public Safety first responders)
 - c. Canceling meetings, workshops, training sessions and scheduled events (this is not applicable to Public Safety first responders)
 - d. Allowing employees to work from home to reduce exposure in the workplace
4. Ensuring frequently touched items (e.g. door knobs, hand rails, etc.) are cleaned and disinfected regularly
 5. Reinforcing frequent hand washing and providing hand sanitizers to employees
 6. Providing employees with tissues and disinfectant wipes to allow employees to disinfect copiers, keyboards, telephone receivers, etc. in their work areas
 7. Encouraging employees to stay home and/or sending employees home who have symptoms consistent with the symptoms identified by the CDC, State and local health authorities for the pandemic or communicable disease of concern
 8. Requiring employees who travel to an affected area to remain at home until the incubation period of the pandemic and/or communicable disease of concern has passed, if indicated (this is not applicable to Public Safety first responders who respond to incidents within our service area)
 9. Establishing flexible work hours to minimize contact between employees, such as scheduling employees to work in shifts
 10. Limiting access to CLB buildings to CLB employees
 11. Sending employees home who do not support critical business processes

B. Continuity of Operations Plan (COOP)

Each department is required to prepare a COOP that may be implemented to adjust their operations if a reduced workforce is experienced to ensure resources are available to provide critical processes. The City Health Officer or designee may recommend activation of a department's COOP.

C. Employees Who Appear Ill While at Work

When an employee is present in the workplace and exhibits signs of a contagious illness, they may be directed to go home. An employee should not be sent to the Occupational Health Office during a pandemic declared by the WHO or the CDC.

An employee's supervisor and Department Administrative Officer, or designee (Manager/Officer) must observe one or more of the following symptoms of a contagious disease.

1. Persistent coughing or sneezing
2. Flushed skin
3. Sweating without exertion
4. Shaking chills
5. Persistent eye and/or nasal discharge
6. Extreme fatigue or lethargy
7. Blistering or oozing skin lesions, and/or
8. Other symptoms as determined by the Occupational Health Manager, City Health Officer, or other public health officials such as the CDC.

D. Department's Response

Due to the potential for overwhelming the resources of City's Occupational Health Clinic during a declaration of a pandemic by the WHO and/or the CDC, and because of the widespread presence of disease-causing organisms, employees exhibiting signs of a contagious disease may be directed as follows:

1. The employee will be referred to their personal physician or local urgent care facility for evaluation and diagnostic testing, if indicated. If the employee's physician diagnoses a contagious illness consistent with transmission in the workplace, the employee shall be sent to Occupational Health for completion of the appropriate paperwork.
2. Due to the high prevalence of disease during a pandemic, there is a high probability that one would become ill because of an exposure occurring outside the workplace. Therefore, it will be incumbent upon the employee to obtain proof of exposure to the pandemic disease in the workplace in order to substantiate a workers' compensation claim.

E. Employees Returning to Work

An employee who has been absent from work due to a contagious illness shall be allowed to return to work when she/he has had no fever for 24 hours without taking fever-reducing medication and is no longer displaying other symptoms of contagious illness, or in accordance with the existing policies and provisions in the Personnel Ordinance and applicable MOU.

F. Communication

In order to effectively inform employees about a pandemic and/or other significant communicable disease outbreak, the City's Public Information Officer will be responsible, in conjunction with the City Health Officer, for developing a Crisis Communication plan for pandemics and/or other communicable diseases.

G. Appropriate Leave

Employees may be permitted to use their accrued sick leave, or other appropriate leave, if they have symptoms consistent with the pandemic and/or communicable disease of concern and/or elect to stay home to help prevent spreading the disease to others in the workplace, or tend to ill family members. Time used will be consistent with existing policies and procedures, provisions of the Personnel Ordinance, employment MOUs, and state and/or federal laws.

Other examples of leave that may be enforced as a result of this policy include:

1. Quarantined by a Public Health Official: If an employee is quarantined, the employee shall be granted appropriate leave until the quarantine period ends or the employee becomes ill with the communicable disease, whichever comes first.
2. CLB administration offices close or only critical business processes are allowed to continue: If employees are asked to stay home due to the closure of CLB Buildings or offices or they are not assigned to a critical business process, employees may use accrued compensatory leave, vacation leave, or unpaid authorized leave if the employee does not have sufficient accrued paid leave available.

ADVISORY NOTE: Should an employee not have sufficient leave available, the City of Long Beach may allow such employees to request catastrophic leave.

H. Review of the Policy Provisions

The City Health Officer or designee, in conjunction with the City Manager, will review, amend, extend, or cancel the provisions of this policy as appropriate.

IV. DEFINITIONS

- A. Affected Area: A geographical area that has been determined by authorities (World Health Organization (WHO), U.S. Federal Center for Disease Control and Prevention (CDC), or State and local public health officials) to have wide spread transmission of a communicable disease, including significant localized seasonal influenza (or other diseases) up to and including pandemics.
- B. Airborne Contagious Illnesses: Illnesses that are spread to other individuals through droplets or small airborne particles, which are suspended in the air, including but not limited to colds, influenza, tuberculosis.
- C. Communicable Disease: A disease that can be transferred from an infected person to another individual.
- D. Contagious Skin Conditions: Areas of exposed skin that have moist discharge and are not covered by a protective dressing.
- E. Incubation Period: The time, usually in days, between exposure to an illness and the onset of symptoms.
- F. Infection Control: A set of policies, procedures and practices used to minimize the risk of spreading infection such as hand washing and cleaning commonly touched surfaces.
- G. Isolation: implemented when the City Health Officer believes that an individual may have a contagious disease and represents an immediate danger to the public.
- H. Pandemic: A global disease outbreak that spreads easily from person-to-person.
- I. Physician: A licensed healthcare professional (Physician, Physician's Assistant, or Nurse Practitioner) who has knowledge of diagnosis and treatment of contagious diseases and has examined the individual.
- J. Quarantine: implemented when the City Health Officer believes that an individual may have been exposed to a contagious disease and represents a potential danger to the public.
- K. Social Distancing: Actions taken to prevent or reduce the opportunities for close contact between people in order to limit the spread of a disease, including limiting or canceling public gathering, meetings, or travel.

V. REFERENCES

- A. U.S. Federal Centers for Disease Control and Prevention
- B. California Department of Public Health
- C. California Department of Health Care Services
- D. Los Angeles County Department of Public Health

Guidance for City of Long Beach Employees

The following table provides information and recommendations to assist City employees in addressing concerns related to COVID-19. The recommendations below will help prevent spread of the virus.

Scenario	Employee Action	Department Action
NOT AT WORK SCENARIOS		
Employee has traveled to the following countries: China, Italy, Iran, South Korea, Japan		
Employee has returned and is symptomatic with fever, cough and difficulty breathing	Stay home and seek medical attention. Follow your department call-in procedures.	Supervisors: Follow your department call-in procedures. For additional guidance, contact your Administrative Services Officer.
Employee has returned from travel and has tested positive for COVID-19 respiratory illness	Stay home and seek medical attention. Follow your department call-in procedures.	Supervisors: Follow your department call-in procedures. For additional guidance, contact your Administrative Services Officer.
Employee has returned from travel but is not symptomatic	Employees who traveled to the CDC identified countries should remain home and off-site for 14 days after arrival. This is consistent with the current federal policy requiring a 14-day quarantine, or self-monitoring with public health supervision, for all such travelers. Follow your department call-in procedures.	Supervisors: Follow your department call-in procedures. For additional guidance, contact your Administrative Services Officer.
Employee has not traveled but has informed the department that they may have been exposed to COVID-19	Stay home and seek medical attention. Follow your department call-in procedures.	Supervisors: Follow your department call-out procedures. For additional guidance, contact your Administrative Services Officer.

Scenario	Employee Action	Department Action
AT WORK SCENARIOS		
<p>Employees who appear to have acute respiratory illness symptoms (e.g., cough, shortness of breath) upon arrival to work or become sick during the day</p>	<p>Employee should return home and seek medical care.</p> <p>Follow your department call-in procedures.</p>	<p>Supervisors: do not send employee to OH. Speak with your Department Administrative Officer before taking any action</p> <p>AO: Seek guidance consistent with the Communicable Disease Prevention Program Policy.</p>
<p>Employee during work hours may have been potentially exposed to COVID-19</p>	<p>Immediately notify your supervisor. Follow the instructions given by the Department.</p>	<p>Supervisor: Contact your Administrative Services Officer, refer the employee to their personal physician or local urgent care.</p> <p>AO: Contact OHC/Dept. of Health for further instructions.</p>
<p>What if the employee's potential exposure to COVID-19 during work has now been confirmed?</p>	<p>Employee must remain home and follow instructions from their medical provider.</p> <p>Follow Department call-in procedures</p>	<p>Supervisor: If receive call from the employee, contact your AO immediately</p> <p>AO: Work with OH/Health Department according to the Communicable Disease Prevention Program Policy</p>
<p>If notified that an employee will be quarantined at home or a specific location</p>	<p>Employees must follow instructions from their health care provider or local health department. The CDC recommends that individuals with confirmed SARS-CoV-2 positive remain in isolation, either at home or in a health care facility (as determined by clinical status), until they are determined by health provider or public health authorities, in coordination with CDC, to be no longer infectious.</p>	<p>Supervisor: Follow your department call-in procedures. For additional guidance, contact your Administrative Services Officer.</p>

Scenario	Employee Action	Department Action
OTHER		
<p>The Health Department mandates social distancing due to the state of emergency</p>	<p>Departments will notify affected employees of any operational changes.</p>	<p>Departments: Upon approval, may be required to cancel meetings, workshops, training sessions and scheduled events (this does not apply to Public Safety-first responders).</p> <p>Departments may be required to adjust their operations in accordance with their Continuity of Operations Plan</p>
<p>City of Long Beach (CLB) Administration offices close or only critical business are allowed to continue</p>	<p>Departments will notify affected employees of any operational changes.</p>	<p>Departments: Upon approval may be required to cancel meetings, workshops, training sessions and scheduled events (this does not apply to Public Safety-first responders).</p> <p>Departments may be required to adjust their operations in accordance with their Continuity of Operations Plan</p>

For the most up-to-date employee information please visit www.longbeach.gov/hr/covid-19.

COVID-19: Frequently Asked Questions

Purpose of Document:

This document is intended to provide clarity about employee policies, practices and procedures that may be impacted in response to COVID-19 and its potential impact to operations. If you have any questions that are not answered in this document, please direct them to your Department Administrative Officer. This document will continue to evolve as we receive additional questions and as information progresses. Information is subject to change and the below guidelines are intended to be temporary as a safety precaution to COVID-19.

1. What is the coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

2. What are the signs and symptoms of COVID-19 infection?

Patients with confirmed COVID-19 infection have reportedly had mild to severe respiratory illness with symptoms such as fever, cough, and shortness of breath.

3. What should I do if I think I have been exposed to or infected with COVID-19?

Alert your healthcare provider immediately if you think you may be infected with COVID-19, including if you have been exposed to someone with the virus and have signs/symptoms of infection. If you are experiencing symptoms, you should tell your healthcare provider about any recent travel to areas where COVID-19 is spreading.

If you believe you have been exposed on the job, alert your supervisor or the occupational health clinic immediately at 562-570-4056.

4. How is COVID-19 diagnosed?

Your healthcare provider can determine if your signs and symptoms are explained by other causes, or if there is reason to suspect you may have COVID-19. If laboratory testing is appropriate, your healthcare provider will work with health officials in your state, who in-turn will work with the CDC, to collect and test any clinical specimens for diagnosis.

The CDC's [Information for Laboratories](#) webpage provides detailed information and interim guidelines for collecting, handling, and testing clinical specimens from patients under investigation and also provides laboratory biosafety guidelines for handling and processing specimens associated with COVID-19 infection.

5. How is COVID-19 treated?

No vaccine or specific treatment for COVID-19 infection is available. Hospitals can provide supportive care for infected people.

The CDC [COVID-19 Information for Healthcare Professionals](#) webpage provides interim guidance for healthcare professionals, infection control, and home care for managing patients with known or suspected COVID-19.

COVID-19: Frequently Asked Questions

6. How can I protect myself?

People can help protect themselves from respiratory illness with everyday preventive actions.

Avoid close contact with people who are sick.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

7. What should I do if I recently traveled from an area with ongoing spread of COVID-19?

If you have traveled from an affected area, there may be restrictions on your movements for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, do not go out and delay any travel to reduce the possibility of spreading illness to others.

8. Based on evolving COVID-19 potential public health impacts, will there be any changes to city sick leave processes?

At this time, employees should follow current sick leave procedures. Time should be coded based on the type of leave taken (sick, vacation, personal holiday, etc.) in accordance with MOU's and any other city policy or rules. Please be advised that further guidance will be given on usage various leave accruals for COVID-19 and respiratory related illnesses.

9. What leave can I use if I recently traveled to a CDC identified COVID-19 country and exhibiting symptomatic fever, cough and difficulty breathing?

Employees should use current sick leave accruals. If an employee has run out of sick leave or has no current sick leave accrued, they may use accrued vacation leave, personal holidays or other banked leave accruals.

10. What happens if I run out of sick leave or currently no accrued leave balances?

We recognize some employees may run out of sick leave. Once out of sick leave, employees may use vacation leave, personal holidays or other banked leave accruals. Additionally, employees may also submit a request for catastrophic leave if eligible under City policy. We also recognize that there may be employees affected by COVID-19 who currently have no leave accruals. The Human Resources Department is currently exploring options to allow employees affected by confirmed cases of COVID-19 or have respiratory illnesses and who have exhausted all forms of paid leave to stay home without loss of pay. This FAQ will be updated as additional information becomes available.

11. What if an immediate family member is ill due to COVID-19, can I use sick leave?

Yes, caring for ill family member is considered an accepted use of paid sick leave. Employees must notify the Department of absence and follow current call-in procedures.

12. Can the Department require someone to go home if they demonstrate flu-like symptoms?

Supervisors should encourage employees who exhibit flu-like symptoms to stay home or return home. If an employee is unwilling to voluntarily stay or return home, consult with the Department Administrative Officer before requiring an employee to stay or return home.

COVID-19: Frequently Asked Questions

13. Should an employee be required to present a doctor's note if they report feeling sick or have similar symptoms consistent with COVID-19?

Per the City Personnel Ordinance any absence that exceeds five (5) working days requires for employees to submit a proof of illness or incapacity to the department. Like any other communicable disease, for a confirmed case of COVID-19, the employee will be provided a notification excluding them from work, and advising when the employee may return to work. Further guidance regarding medical notes is being developed.

14. What if an employee is requesting Personal Protective Equipment (PPE)?

DHHS continues to discourage the use of masks and gloves for those employees that are not part of the City Aerosol Transmissible Disease Program. We will continue to share the current CDC best practices for preventative actions such as: washing hands and avoiding touching eyes, mouth or nose. Employees in the City Aerosol Transmissible Disease Program and Respiratory Protection Program will continue getting access to their PPE (e.g., respirators, gloves, etc.). This approach is necessary to support responsible planning for COVID-19 and to protect front-line employees.

15. What if schools are ordered to close due to the state of emergency?

Employees will be allowed to use accrued leaves in accordance to MOU's and City policies.

16. Is telecommuting an option?

Yes, telecommuting is an option for classifications with the ability to work remotely, determined by the Department Head. Please be advised that further guidance will be given on telecommuting for COVID-19 and respiratory related illnesses. We are currently evaluating how to allow employees to telecommute as an option while ensuring business continuity of important City services. Supervisors should consult with their Department Administrative Officer for more information.

17. What if an employee is having trouble coping with this current event?

Direct the employee to contact EAP at (888) 426-0025 or visit the MHN website at mhn.advanatgeengagement.com and enter the company code: LBBWell or seek medical support.

Important facts about coronavirus COVID-19

Here's what it is, how you can prevent it, and what your plan covers

There's a lot in the news lately about coronavirus and COVID-19. Here's some information you can use to help protect yourself and the people you care about.

About coronavirus COVID-19



What is coronavirus and COVID-19?

Coronavirus is a type of virus that causes respiratory illness — an infection of the airways and lungs. COVID-19 is a new strain of coronavirus. It's part of the same family of coronaviruses that includes the common cold.



What are the symptoms?

The most common early symptoms appear between 2 and 14 days after infection. Symptoms can be mild to severe. They include fever, cough, and shortness of breath.



How does the virus spread?

Like many other viruses, coronavirus seems to spread from person-to-person through a cough, sneeze, or kiss.



What is the risk?

The Centers for Disease Control and Prevention (CDC) states that the risk in the U.S. is still low. They will update the status regularly at their website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).



How to protect yourself

Frequent hand-washing is the most effective way to protect yourself from infection. Other good habits to practice include covering your mouth and nose with a tissue when you cough and sneeze, and cleaning frequently touched items such as phones, keyboards, and doorknobs to help remove germs.



What your Anthem benefits will cover

Your Anthem health plan will cover the care you get if you're diagnosed as having coronavirus COVID-19, based on your plan's benefits, unless otherwise determined by state law or regulation. It'll also cover testing for COVID-19. You'll pay any out-of-pocket expenses your plan requires.



What to do if you have symptoms

Call your doctor if you develop a fever, have a cough, or have difficulty breathing. And let them know if you've been in close contact with a person known to have COVID-19, or if you live in or have recently traveled to an area where the virus has spread. You can also check to see if your plan offers telehealth benefits to see a doctor online. If you think you're infected, using telehealth helps to prevent spreading a virus.

To learn more about preventing and treating coronavirus COVID-19, visit the CDC website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).



When should you wash your hands?



Before, during, and after food preparation and before eating food.



After touching an animal or animal food.



After blowing your nose, coughing, or sneezing.



Before and after treating a wound.



Before and after using the restroom.



Before and after contact with someone who is sick.

STEPS FOR HANDWASHING

Keeping hands clean through proper hand hygiene is one of the most important steps we can take to avoid getting sick and spreading germs to others.



1 Wet your hands with warm water and apply soap.



2 Lather up with soap.



3 Scrub your hands together for **at least** 20 seconds.



4 Rinse your hands well with warm, running water.



5 Dry your hands completely with a clean towel.

WHAT ABOUT HAND SANITIZER?

Washing hands with soap and water is the best way to get rid of germs. If soap and water is not available, you can use alcohol-based hand sanitizer that contains at least 60% alcohol.

ILLNESS PREVENTION TIPS

ILLNESS PREVENTION TIPS



Wash your hands with soap and water often for at least 20 seconds.



Avoid touching your eyes, nose, and mouth with unwashed hands.



Avoid close contact with people who are sick.



Clean and disinfect frequently touched objects and surfaces.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Stay home if you're sick.

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To request this information in an alternative format or to request a reasonable accommodation, please contact the Health and Human Services Department at He-Phem@lognbeach.gov. A minimum of three (3) business days is requested to ensure availability. Reasonable attempts will be made to accommodate request made within less than three (3) business days.