



COVID-19 INDUSTRY GUIDANCE: Delivery Services

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covid19.ca.gov



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

Purpose

This document provides guidance for the delivery services industry to support a safe, clean environment for workers.

NOTE: Additional guidelines are available for the logistics and warehouse industry, which may be relevant for some delivery operators, are available on the [COVID-19 Resilience Roadmap website](#).

The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public

health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19 webpage](#). CDC has additional guidance [for businesses and employers](#). CDC also has specific guidance for [Food and Grocery Pick-up and Delivery](#) and [Mail and Parcel Delivery](#).



Worksite Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- 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.

- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed after each shift.
- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- 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](#).



Individual Control Measures and Screening

- For those delivery workers who first report at a facility prior to starting a shift, provide temperature and/or symptom screenings for all workers at

the beginning of their shift. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.

- For delivery workers who do not report to a physical location prior to starting their shift or if requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including face coverings and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them when picking up and making deliveries, in offices, in retail locations, etc. Face coverings must not be shared.



Cleaning and Disinfecting Protocols

- Delivery facilities should perform thorough cleaning in high traffic areas such as break rooms, lunch areas, and areas of ingress and egress including stairways and stairwells, handrails, and elevators controls. Frequently disinfect commonly used surfaces, including doorknobs, toilets, and handwashing facilities.
- When choosing cleaning chemicals, employers should use product approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol, and are appropriate for the surface. Provide workers training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
- Provide workers with an adequate supply of materials required to clean and disinfect frequently touched surfaces of the delivery vehicle

(particularly if it is shared). Provide lined trash receptacles to be placed in delivery vehicles to properly dispose of disinfectant wipes and other items.

- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- The vehicle should be cleaned between delivery routes. This includes the steering wheel, gearshift, signaling levers, seat adjustments, door handles, controls, console, trunk/cargo area, etc. Provide time for workers to implement cleaning practices before and after delivery routes. If cleaning is assigned to the driver they must be compensated for that time.
- For pooled/shared delivery vehicles, use protective barriers such as disposable mats and seat coverings.
- Workers should inspect deliveries and take all necessary and feasible disinfection measures when receiving goods in warehouses and facilities.
- Where alternatives to physical contact with delivery-related items cannot be avoided, workers should wipe down and disinfect equipment, pens, clipboards, and electronic signature pads after each use when shared with customers while performing a delivery. Touch pads and punch keys on terminals such as card readers or handheld digital devices must be cleaned and disinfected after every transaction.
- Workers should limit contact with frequently touched surfaces during deliveries, such as doorbells or door handles. If possible, avoid contact with hands or bare skin when opening doors.
- Communicate to workers where they can access soap, clean running water, and drying materials, and provide alcohol-based hand sanitizers; adjust delivery schedules to build in time for frequent handwashing.
- For delivery drivers, normally accessible restrooms on routes (e.g., restaurants, coffee shops) may be closed. Employers should provide employees alternative restroom locations and allow time for employees to use them.



Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between those workers loading and unloading goods at delivery facilities, between delivery workers and customers and others at drop-off sites.

- Implement “contactless” deliveries wherever possible. Contactless deliveries involve the delivery worker leaving a delivery at a doorstep, moving back to a distance of at least six feet away while verifying receipt of the delivery with the recipient (if required), and performing tasks electronically whenever possible (e.g., in an app or over a phone).
- Update package delivery processes so that workers and customers can maintain physical distance when signing for packages and require delivery workers maintain a distance of at least six feet from others they might meet or need to speak to while making deliveries.
- Avoid sharing scanners, pens, or other tools with customers.
- Offer curbside delivery or pickup and move transaction receipts and agreements to remote/digital platforms as feasible.
- Consider suspending non-critical pre-shift, in-person meetings or convert them to virtual meetings or calls. If in-person meetings must be held, stagger meetings or hold them on locations that allow physical distancing.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Provide messaging via handheld devices and mobile phones to remind workers to maintain physical distance during delivery stops and practice good hygiene.

¹Additional requirements must be considered for vulnerable populations. The delivery services industry must comply with all [Cal/OSHA](#) standards of and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.

