



Agenda

AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY

May 7, 2020
10:00 A.M.

Join Zoom Meeting:

<https://us02web.zoom.us/j/88197258766>

Meeting ID: 881 9725 8766

One tap mobile:

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Supervisor Candace Andersen, Chair
Supervisor Karen Mitchoff, Vice Chair

Agenda Items:

Items may be taken out of order based on the business of the day and preference of the Committee

1. Welcome, Introductions and Purpose of the Ad Hoc Committee
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).
3. RECEIVE report on the impacts of the COVID-19 health order on local industry and businesses.
4. REVIEW California and County road maps to safety and economic recovery.
5. RECEIVE report from the Conservation and Development Director on the provision of building permitting and inspection services under the new COVID-19 health order.
(*John Kopchik and Jason Crapo, Department of Conservation and Development*)
6. CONSIDER approving standing meeting schedule, weekly on Thursdays from 1:30 - 3:00 p.m., and identifying future meeting topics. (*Supervisor Andersen*)
7. Adjourn

The Ad Hoc Committee on Covid-19 Economic Impact and Recovery will provide reasonable accommodations for persons with disabilities planning to attend Committee meetings. Contact the staff person listed below at least 72 hours before the meeting.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Ad Hoc Committee on Covid-19 Economic Impact and Recovery less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours. Staff reports related to items on the agenda are also accessible on line at www.contracosta.ca.gov.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

Julie DiMaggio Enea, Committee Staff
Phone (925) 335-1077, Fax (925) 646-1353
julie.enea@cao.cccounty.us



Contra Costa County Board of Supervisors

Subcommittee Report

AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY

1.

Meeting Date: 05/07/2020

Subject: WELCOME, INTRODUCTIONS, AND PURPOSE OF THE
AD HOC COMMITTEE

Submitted For: Candace Andersen, District II Supervisor

Department: Board of Supervisors District II

Referral No.:

Referral Name:

Presenter: Supervisor Andersen

Contact:

Referral History:

THE AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY

Although the Board of Supervisors has authority over County issues, under State law, when an emergency of this nature is declared and there is a pandemic of this magnitude, the Health Officer of each County has the legal authority to impose whatever orders she or he deem necessary to protect the public.

On Tuesday, April 21, the Board of Supervisors formed this ad hoc committee to advise the Health Department on COVID19 impacts. The goal of the committee is to work toward having a sustainable COVID-19 mitigation and recovery plan. The committee will be working with the community and industry on issues of concern, advising the Board of Supervisors and the Health Officer on possible ways to interpret and apply Health Orders so they will continue to keep the community safe, but allow more businesses to re-open and provide common-sense applications to outdoor activities. The committee will determine the topics for discussion on a weekly basis.

Referral Update:

This is the first meeting of the new Ad Hoc Committee.

Recommendation(s)/Next Step(s):

N/A

Attachments

No file(s) attached.



Contra Costa County Board of Supervisors

Subcommittee Report

AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY

3.

Meeting Date: 05/07/2020
Subject: COVID-19 IMPACTS ON LOCAL INDUSTRY AND BUSINESSES
Submitted For: David Twa, County Administrator
Department: County Administrator
Referral No.:
Referral Name:
Presenter: **Contact:** Julie DiMaggio Enea (925)
335-1077

Referral History:

FEDERAL COVID-19 GUIDELINES

During the April 16 White House Coronavirus Task Force Briefing, President Trump unveiled the Administration's "Guidelines for Opening Up America Again," a three-phase plan to assist state and local officials with moving forward from the pandemic by reopening their economies and getting people back to work. The plan includes guidelines for individuals and employers, with Phase 1 encouraging individuals to practice good hygiene, schools to remain closed, and employers to continue teleworking, and with Phases 2 and 3 gradually decreasing the number of restrictions. The guidelines in full may be found [here](#).

CONTRA COSTA COUNTY HEALTH OFFICER COVID-19 ORDERS

Health Order 09: Shelter through May 31 with Limited Resumption of Some Activities

Date of Order: April 29, 2020

This [updated Order](#), effective May 4, 2020, continues to restrict most activity to essential functions and needs but, in recognition of progress made in slowing the spread of the disease and limiting hospitalizations, the Order allows certain additional essential businesses and activities to resume, allows certain low-risk outdoor businesses to be operating again, and authorizes certain additional outdoor activities to take place even though they are not essential. The new Order also introduces a framework to guide the Health Officer's decisions about further easing of restrictions, focusing on progress achieved addressing COVID-19 and ensuring that there are adequate health care resources available. This "New Order" replaces the "Old Order" issued on March 31, 2020.

Under the New Order, all construction projects will be allowed to resume as long as the project complies with safety protocols included with the order. All real estate transactions will also now be able to resume, but with continued restrictions on open houses and limitations on in-person viewings. Any employee allowed to return to work at a facility can also access childcare programs that are allowed to operate.

Certain outdoor businesses can also begin operating again, and people are allowed to visit those businesses to perform work or obtain goods, services, or supplies. This includes wholesale and retail nurseries, landscapers, gardeners, and other businesses that primarily provide outdoor services as set forth in the order. Outdoor businesses do not include restaurants, cafes or bars, regardless of whether they have

outdoor seating.

Other activities that can resume under the new order include residential moves and the use of certain shared outdoor recreational facilities that were previously ordered closed, like skate parks, but not others that involve shared equipment or physical contact.

Referral Update:

ECONOMIC IMPACTS OF COVID-19 TO CONTRA COSTA COUNTY

The COVID-19 shelter in place orders and other restrictions have required many businesses to radically modify the manner in which they operate, close down temporarily, or close down permanently. Most impacted are those businesses that involve large venues and the congregation of people in close proximity and/or that involve contact with a high number of public touch points where the virus can be transmitted. Examples include but are not limited to gyms, libraries, movie theaters, restaurants, sports arenas, retail and mass transportation. Many high-risk businesses have made adaptations to continue operating at some level during the crisis. Examples of adaptations have included curbside pick-up/delivery of food and goods; digital streaming of paid media; and internet meetings. Nonprofit organizations and places of worship have made similar adaptations, such as video streaming of church services via YouTube. Some businesses could not be sustained even with such adaptations and were forced to close permanently.

Employment and Businesses:

There is a great deal of uncertainty about the short- and long-term economic effects of this pandemic, but it's safe to say the short-term impact on employment will be significant. At the national level, the [latest report from the Department of Labor](#) on unemployment insurance claims shows an increase of three million in initial claims in the week ending March 21 compared with the previous week. A 15% reduction in the workforce of higher-risk industries alone would add 5.7 million workers to the unemployment rolls. This would result in an almost immediate doubling of the U.S. unemployment rate from 3.5% to 7%. In contrast, it took nearly two years for the unemployment rate to double during the Great Recession as it climbed from 5% in December 2007 to 10% in October 2009.

The State of California reported an estimated unemployment rate for Contra Costa County of 4% for March 2020, meaning 22,000 job seekers out of the estimated labor force of 554,200. This is an increase from 2019's annual estimated unemployment rate of 3.1%, with 17,300 job seekers. (Source: State of California Employment Development Department, April 2020 preliminary data) Countywide, there were about 24,000 businesses with employees in 2017, and 98,000 business entities without employees. (Source: U.S. Census Quick Facts)

Following is a report from the Employment and Human Services Department for the period ending April 18, 2020, showing the number of weekly new unemployment insurance claims in Contra Costa County. Attachment 1 is a report on the number of employee layoffs stemming from both temporary and permanent Contra Costa business closures or modified business models.

Number of Weekly New Unemployment Insurance (UI) Claims for Contra Costa County		
Week Ending	Local Workforce Development Area (LWDA)	Number of Weekly New UI Claims
1/4/2020	Contra Costa County	306
1/11/2020	Contra Costa County	633
1/18/2020	Contra Costa County	825
1/25/2020	Contra Costa County	526
2/1/2020	Contra Costa County	458
2/8/2020	Contra Costa County	432
2/15/2020	Contra Costa County	486
2/22/2020	Contra Costa County	392
2/29/2020	Contra Costa County	491
3/7/2020	Contra Costa County	534
3/14/2020	Contra Costa County	840
3/21/2020	Contra Costa County	4,252
3/28/2020	Contra Costa County	28,108
4/4/2020	Contra Costa County	22,808
4/11/2020	Contra Costa County	15,553
4/18/2020	Contra Costa County	10,371

The County issued 5,661 business licenses in 2019. This figure includes businesses located in unincorporated Contra Costa County as well as other businesses required to obtain a license because they are doing business within the unincorporated County, such as contractors. (Source: Treasurer-Tax Collector, January 2020)

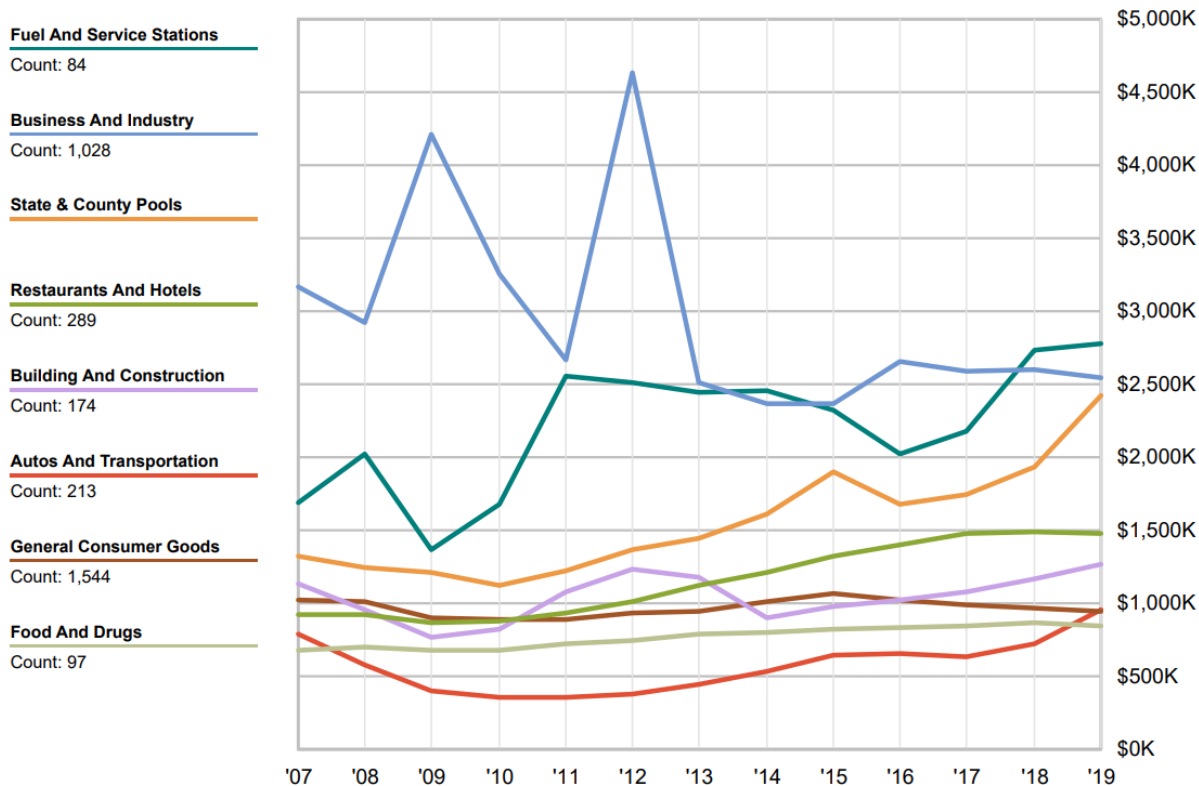
Industrial Lease Rates:

Industrial space (warehouse, production, and repair) is more concentrated along the Northern Waterfront corridor and Richmond. For the fourth quarter of 2019, industrial lease rates were \$0.86/SF, and vacancy was around 4.3% (Source: Colliers International, April 2020). In the North Concord area, without much new product and well located for highway access, some properties were asking \$1.00/SF, according to local brokers.

Retail Sales and Sales Tax:

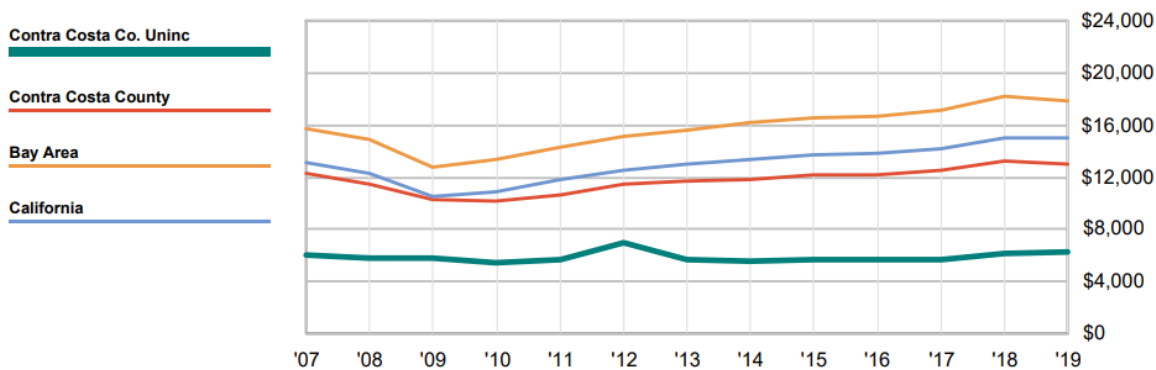
The County receives quarterly sales tax reports from consultant HdL. The most recent reports (as of late April) cover through the fourth quarter of 2019. Due to the limited amount of traditional large-format retail in our unincorporated communities, Contra Costa's sales tax profile is a little unusual. The largest sectors are fuel/service stations (including retail sites and refinery-related operations) and business/industry (including some refinery supply chain and a wide variety of other industrial companies), followed by the "pool", which is the unincorporated County's pro-rata [not per-capita] share of all the sales tax in the entire County unattributable to a physical site, most typically online sales.

Sales Tax by Major Industry Group



Contra Costa is relatively underserved for retail compared to the rest of the Bay Area, as the following chart shows. While in normal times this is an opportunity to grow revenue, in the current times it means that the upcoming sales tax revenue losses are relatively less impactful to the County than to other jurisdictions where sales tax is a greater revenue source.

Per Capita Sales



(Source for all sales tax data: HdL, April 2020 for taxable sales through Dec. 2019)

Small Business Assistance:

The Federal Reserve recently announced they will be expanding the scope and eligibility of the Main Street Lending Program by lowering the minimum loan size and expanding the pool of businesses eligible. A press release announcing this expansion may be found [here](#). The Federal Reserve established the Main Street Lending Program in early April to provide enhanced support for small and mid-sized businesses in good financial standing prior to the outbreak with up to 10,000 employees or revenues of less than \$2.5 billion in the form of 4-year loans. Businesses with up to 15,000 employees or up to \$5 billion in annual revenue will now be able to receive loans under this program. Additionally, the minimum loan size has been lowered from \$1 million to \$500,000 to offer more loans and loan options to a wider variety of small to mid-sized businesses. An updated term sheet may be found [here](#), an updated Frequently Asked Questions (FAQs) document [here](#).

Local Business Owners' Comments:

The East Bay Economic Development Alliance (EDA) has a business survey out to assess impacts. With responses due on May 3, the full survey results are expected sometime in May. The EDA provided a mid-survey preview of the results to local jurisdictions. Some of the responses from the very small segment of unincorporated Contra Costa businesses included one owner who took out a personal line of credit against her home to continue to pay employees, another manager of a fitness chain who expects the entire chain to go out of business nationally, and a sole proprietor who was continuing to do his work independently inside private residences, so far unaffected by the crisis. (Source: East Bay EDA, April 2020)

Additionally, the County has received many phone calls, letters and emails from local businesses requesting accommodations to permit operations under the Shelter in Place Order. Correspondence that was received prior to the publication of this packet are attached hereto, organized by industry/business sector. Any correspondence received after publication of this packet will be added to the public record of this meeting.

Recommendation(s)/Next Step(s):

Attachments

Attachment 1: Contra Costa Layoff Report 4-22-2020

Public Comment: District II

Public Comment: Construction

Public Comment: Energy

Public Comment: Entertainment

Public Comment: Personal Services

Public Comment: Retail

CCWDB Layoff and Closure PY 2019/2020

as of 4/22/20

WARN								
The Worker Adjustment Retraining Notification (WARN) protects employees, their families, and communities by requiring employers to give a 60-day notice to the affected employees and both state and local representatives prior to a plant closing or mass layoff. Federal WARN is applicable only to employers with 100 or more full-time employees. California WARN is applicable to a covered establishment with 75 or more employees full or part-time.								
COVID-19: 141		Total Employers: 152		Total Affected Workers: 10,226				
COVID-19 Affected	Employer	Union	Location/s	Industry	Closure/Layoff/Temporary	Layoff Date	Affected Workers	TAA Status
	General Electric Company		San Ramon	Energy	Layoff	4/9/2019	172	
	Anka Behavioral Health		Pleasant Hill	Healthcare	Layoff	4/19/2019	19	
	First Transit		Concord	Transportation/Logistics	Layoff	4/22/2019	115	
	Rank + Rally, LLC	x	Walnut Creek	Food & Drink	Layoff	4/24/2019	29	
	Lolli & Pops Distribution Center		Concord	Transportation/Logistics	Layoff	4/29/2019	1	
	Anka Behavioral Health		Pleasant Hill	Healthcare	Layoff	5/30/2019	214	
	Wells Fargo Bank		Concord	Finance & Insurance	Layoff	5/24/2020	357	
	Raley's	x	Oakley	Retail Trade	Layoff	12/27/2019	12	
	Kaiser Permanente		Walnut Creek	Healthcare	Layoff	12/30/2019	4	
	Macy's		Antioch	Retail Trade	Closure	3/17/2020	120	
	Greenwich Logistics, LLC		San Pablo	Transportation/Logistics	Closure	3/20/2020	80	
	AT&T		San Ramon	ICT	Layoff	3/20/2020	32	
	Delivery Guys. LLC		San Pablo	Transportation/Logistics	Closure	4/17/2020	72	
	Sear's		Richmond	Retail Trade	Closure	3/15/2020	50	
x	Calitho		Concord	Transportation/Logistics	Temporary	N/A	135	
x	Green Bay Remodeling, Inc.		Concord	Construction	Temporary	N/A	9	
x	Orit Remodeling, Inc.		Concord	Construction	Temporary	N/A	9	
x	Creation Networks, Inc.		Concord	ICT	Temporary	N/A	25	
x	MG Restaurants, Inc. (MIXT)		San Ramon	Food & Drink	Temporary	3/17/2020	16	
x	San Ramon Valley Physical Therapy		San Ramon	Healthcare	Temporary	N/A	23	
x	KTS Law		Concord	Law	Temporary	3/17/2020	10	
x	Tavistock Restaurant		Danville	Food & Drink	Temporary	3/16/2020	56	
x	European Wax Center		Pleasant Hill	Personal Services	Temporary	3/18/2020	74 (4 stores)	
x	Lafayette Park Hotel		Lafayette	Hospitality/Entertainment	Temporary	3/20/2020	175	
x	Tempur Sealy		Richmond	Advanced Manufacturing	Temporary	3/17/2020	162	
x	The Old Spaghetti Factory		Concord	Food & Drink	Temporary	3/23/2020	75	
x	California Grand Casino		Pacheco	Hospitality/Entertainment	Temporary	3/20/2020	190	
x	Concord Toyota		Concord	Retail Trade	Temporary	3/23/2020	32	
x	Concord Honda		Concord	Retail Trade	Temporary	3/24/2020	49	
x	24 Hour Fitness Club		San Ramon	Personal Services	Temporary	3/17/20-3/24/20	231 ₉	

x	Learn and Play Montessori School LLC		Danville	Education	Temporary	3/17/2020	20	
x	True Food Kitchen		Walnut Creek	Food & Drink	Temporary	3/28/2020	129	
x	The Dead Fish		Crockett	Food & Drink	Temporary	3/17/2020	113	
x	Positive Pathways		Antioch	Healthcare	Temporary	3/20/2020	TBD	
x	Work World		Pittsburg	Retail Trade	Temporary	TBD	TBD	
x	Tralee, Inc. DBA Antioch Auto Center		Antioch	Retail Trade	Temporary	3/25/2020	50+	
x	Beltray, Inc. (All-Star Ford)		Pittsburg	Retail Trade	Temporary	3/25/2020	50+	
x	San Ramon Marriott		San Ramon	Hospitality/Entertainment	Temporary	3/21/2020	180	
x	Veranda Luxe Cinema & IMAX		Concord	Hospitality/Entertainment	Temporary	3/16/2020	138	
x	Benihana		Concord	Food & Drink	Temporary	3/16/2020	97	
x	California Pizza Kitchen		Walnut Creek	Food & Drink	Temporary	3/18/20-3/22/20	71	
x	Cinemark		Danville	Hospitality/Entertainment	Temporary	3/26/2020	205	
x	Slanted Door San Ramon		San Ramon	Food & Drink	Temporary	3/30/2020	59	
x	Choice Lunch		Danville	Food & Drink	Temporary	3/12/20-3/13/20	6	
x	The Original Mel's Diners, Inc.		Concord	Food & Drink	Temporary	3/27/2020	13	
x	Compass		Danville	Real Estate	Temporary	3/23/2020	9	
x	Embassy Suites		Walnut Creek	Hospitality/Entertainment	Temporary	3/20/2020	97	
x	Roam Artisan Burgers		San Ramon	Food & Drink	Temporary	3/27/2020	125	
x	Yogaworks		Walnut Creek	Personal Services	Temporary	3/17/2020, 4/5/20	69	
x	Veranda Super LLC, DBA Super Duper		Concord	Food & Drink	Temporary	3/17/2020	24	
x	Pizza My Heart, Inc.		Walnut Creek	Food & Drink	Temporary	3/24/2020	4	
x	Pizza My Heart, Inc.		San Ramon	Food & Drink	Temporary	3/24/2020	1	
x	C.Overaa & Co.	x	Richmond	Construction	Temporary	3/23/2020	84	
x	Corepower Yoga LLC		Walnut Creek	Personal Services	Temporary	3/30/2020	125	
x	Fitness International, LLC		Antioch	Personal Services	Temporary	3/31/2020	101	
x	A&M Administration LLC (Charlotte Russe)		Concord	Retail Trade	Temporary	3/18/2020	N/A	
x	YMCA of the East Bay		Pleasant Hill	Non-Profit	Temporary	3/30/2020	144	
x	Ruth's Chris Steak House		Walnut Creek	Food & Drink	Temporary	3/30/2020	75	
x	Bridges Restaurant LP		Danville	Food & Drink	Temporary	3/31/2020	65	
x	Darden Restaurants, Inc. (Olive Garden)		Pittsburg	Food & Drink	Temporary	3/16/2020	14	
x	Lucille's Concord		Concord	Food & Drink	Temporary	3/17/2020	51	
x	In Shape Health Clubs		Concord	Personal Services	Temporary	3/19/20-3/31/20	92	
x	In Shape Health Clubs		Antioch	Personal Services	Temporary	3/19/20-3/31/20	97	
x	Marriott		Walnut Creek	Hospitality/Entertainment	Temporary	4/4/20	98	
x	Club Demonstration Services (CDS)		Antioch	Retail Trade	Temporary	3/31/20, 4/3/20	32	
x	Club Demonstration Services (CDS)		Concord	Retail Trade	Temporary	3/31/20, 4/3/20	32	

x	Club Demonstration Services (CDS)		Danville	Retail Trade	Temporary	3/31/20, 4/3/20	33	
x	Club Demonstration Services (CDS)		Richmond	Retail Trade	Temporary	3/31/20, 4/3/20	43	
x	Blackhawk Country Club		Danville	Personal Services	Temporary	3/17/20	222	
x	24 Hour Fitness Norris Canyon Rd		San Ramon	Personal Services	Temporary	3/28/20	1	
x	24 Hour Fitness Alcosta Blvd		San Ramon	Personal Services	Temporary	3/28/20, 3/31/20	93	
x	24 Hour Fitness Norris Canyon Rd		Walnut Creek	Personal Services	Temporary	3/28/20	1	
x	California Tile Installers		San Pablo, San Ramon, Richmond	Construction	Temporary	3/17/20	47	
x	CineLux		Brentwood	Hospitality/Entertainment	Temporary	3/26/20	6	
x	Lifetime Activities		Walnut Creek	Personal Services	Temporary	3/30/20	13	
x	Dentemploy		San Ramon	Healthcare	Temporary	3/31/20	?	
x	Sodexo Janitorial		San Ramon	Personal Services	Temporary	3/17/20	52	
x	Earthbar		San Ramon	Food & Drink	Temporary	3/27/20	3	
x	Corodata		Richmond	ICT	Temporary	3/25/20	6	
x	Western Dental 2500 Sycamore		Antioch	Healthcare	Temporary	3/23/20, 4/6/20	3	
x	Western Dental Lone Tree		Antioch	Healthcare	Temporary	3/23/20, 4/6/20	18	
x	Western Dental 2590 Sycamore		Antioch	Healthcare	Temporary	3/23/20, 4/6/20	17	
x	Western Dental		Concord	Healthcare	Temporary	3/23/20, 4/6/20	106	
x	Western Dental		El Cerrito	Healthcare	Temporary	3/23/20, 4/6/20	20	
x	Western Dental		Pittsburg	Healthcare	Temporary	3/23/20, 4/6/20	19	
x	H & M		Walnut Creek	Retail Trade	Temporary	4/5/20	20	
x	H & M		Concord	Retail Trade	Temporary	4/5/20	24	
x	Creative Ceilings		Concord	Construction	Temporary	3/16/20	135	
x	California Dental Arts		San Ramon	Healthcare	Temporary	3/16/20	90	
x	Lexus		Concord	Retail Trade	Temporary	3/18/20	113	
x	Goodwill		10 cities in CC County	Retail Trade	Temporary	4/8/20	98	
x	Ross		San Pablo	Retail Trade	Temporary	4/5/20	54	
x	Ross		Walnut Creek	Retail Trade	Temporary	4/5/20	57	
x	Ross		Brentwood	Retail Trade	Temporary	4/5/20	58	
x	JW Peterson Painting		Walnut Creek, San Ramon, Richmond	Construction	Temporary	4/1/20	119	
x	Rituals		Walnut Creek	Retail Trade	Temporary	3/19/20	6	
x	Crunch		Walnut Creek	Personal Services	Temporary	4/1/20	107	
x	Crunch		Danville	Personal Services	Temporary	4/1/20	87	
x	UFC Gym		Concord	Personal Services	?	3/31/20	100	
x	Burlington		Pinole	Retail Trade	Temporary	3/31/20-4/12/20	50	
x	Burlington		Pleasant Hill	Retail Trade	Temporary	3/31/20-4/12/20	63	
x	Deneca's Café		Walnut Creek	Food & Drink	Temporary	3/25/20	18	
x	Guitar Center		Concord	Retail Trade	Temporary	3/30/20	31	

x	Bright Horizons		San Ramon	Education	Temporary	3/20/20	44	
x	Scott's Seafood		Walnut Creek	Food & Drink	?	3/30/20	145	
x	Falck		Pacheco	Healthcare	Temporary	6/3/20	35	
x	The Cheesecake Factory		Walnut Creek	Food & Drink	Temporary	3/17/20	195	
x	Clark's		Walnut Creek	Retail Trade	Temporary	3/19/20	7	
x	BJ's Restaurant		Brentwood	Food & Drink	Temporary	3/27/20	87	
x	BJ's Restaurant		Concord	Food & Drink	Temporary	3/27/20	72	
x	AMC Brentwood		Brentwood	Hospitality/Entertainment	Temporary	3/17/20	3	
x	Penscott Medical		Danville	Healthcare	Temporary	3/17/20	11	
x	Wayforth		San Pablo	Transportation/Logistics	Temporary	3/19/20	7	
x	Paper Source		Walnut Creek	Retail Trade	Temporary	3/29/20	15	
x	Cinemark		Danville	Hospitality/Entertainment	Temporary	3/26/20	24	
x	Cinemark		Pleasant Hill	Hospitality/Entertainment	Temporary	3/26/20	48	
x	Cinemark		Walnut Creek	Hospitality/Entertainment	Temporary	3/26/20	48	
x	Cinemark		Richmond	Hospitality/Entertainment	Temporary	3/26/20	85	
X	Macy's		Concord	Retail Trade	Temporary	3/30/20	195	
X	Macy's		Walnut Creek	Retail Trade	Temporary	3/30/20	135	
X	Macy's		Richmond	Retail Trade	Temporary	3/30/20	311	
X	JC Penney		Concord	Retail Trade	Temporary	3/20/20-4/5/20	130	
X	JC Penney		Antioch	Retail Trade	Temporary	3/20/20-4/5/20	116	
X	REI		Concord	Retail Trade	Temporary	4/15/20	80	
X	San Joaquin Valley College (Carrington)		Pleasant Hill	Education	Temporary	4/14/20-4/21/20	4	
X	Sunshine Commercial Construction		Richmond	Construction	Temporary	3/13/20	15	
X	Trumpet Behavioral Health		Antioch	Healthcare	Temporary	3/17/20	43	
	Compass		Walnut Creek	Real Estate	Temporary	4/16/20	1	
X	C2 Educational Systems		Lafayette	Education	Temporary	4/18/20	1	
X	C2 Educational Systems		Danville	Education	Temporary	4/18/20	1	
X	C2 Educational Systems		El Cerrito	Education	Temporary	4/18/20	2	
X	C2 Educational Systems		Pleasant Hill	Education	Temporary	4/18/20	1	
X	C2 Educational Systems		San Ramon	Education	Temporary	4/18/20	1	
X	C2 Educational Systems		Walnut Creek	Education	Temporary	4/18/20	1	
X	Honda		Walnut Creek	Retail Trade	Temporary	4/18/20	3	
X	Sleep Number		Concord, Walnut Creek, Pinole, Brentwood	Retail Trade	Temporary	4/9/20	up to 308	
X	Palacek		Richmond	Retail Trade	Temporary	4/16/20	188	
X	Diablo Mountain Inn (Four Sisters)		Walnut Creek	Hospitality/Entertainment	Temporary	4/20/20	10	
X	Kara's Cupcakes		Walnut Creek	Food & Drink	Temporary	4/2/20 ?	10	
X	Reputation.com		San Ramon	ICT	Temporary	4/13/20-5/3/20	7	
X	Equinox		San Ramon	Personal Services	Temporary	4/3/20	37	
X	Audi		Concord	Retail Trade	Temporary	4/22/20	41	
X	BMW & Mini		Concord	Retail Trade	Temporary	4/22/20	88	
X	Burlington Coat Factory		Pittsburg	Retail Trade	Temporary	4/21/20	65	

X	Carmax		Pleasant Hill	Retail Trade	Temporary	4/8/20	34	
X	The Container Store		Walnut Creek	Retail Trade	Temporary	4/21/20	34	
X	Tulkoff Food Products		Pittsburg	Advanced Manufacturing	Temporary	4/22/20	34	
X	Lazy Dog Restaurants		Concord	Food & Drink	Temporary	3/17/20	126	
X	Anning-Johnson Company	X	Hayward	Construction	Temporary	3/31/20	?	
X	Outback Steakhouse		Pleasant Hill	Food & Drink	Temporary	3/18/20	44	
X	Outback Steakhouse		Pinole	Food & Drink	Temporary	3/18/20	45	
X	Outback Steakhouse		Pittsburg	Food & Drink	Temporary	3/18/20	44	
X	California Closets Retail		Richmond	Retail Trade	Temporary	3/27/20	25	
X	Maya Pittsburg Cinemas		Pittsburg	Hospitality/Entertainment	Temporary	3/18/20	52	
X	Neiman Marcus		Walnut Creek	Retail Trade	Temporary	4/5/20	92	
X	Precision Cabinets		Brentwood	Retail Trade	Temporary	4/1/20	123	

Industry	Affected Workers
Advanced Manufacturing	196
Construction	418
Education	75
Energy	172
Finance & Insurance	357
Food & Drink	1821
Healthcare	622
Hospitality/Entertainment	1359
ICT	70
Law	10
Non-Profit	144
Personal Services	1502
Real Estate	10
Retail Trade	3067
Transportation/Logistics	403
Total	10,226

COVID-19 PUBLIC COMMENT
RECEIVED BY DISTRICT III SUPERVISOR'S OFFICE:

During our conversations over the last 45 days, Bay Club is constantly discussing our desire to be a part of the solution for reopening active lifestyle opportunities – helping provide guidance for all businesses in the category. Active lifestyle opportunities include but are not limited to golf clubs, swim & tennis facilities, athletic clubs and smaller fitness centers. We feel strongly that these are essential businesses to support the physical, social and emotional health and well-being of the community. We want to do our part to ensure that businesses in this category can be successful in resuming services in a safe and responsible way.

We realize the importance of taking a phased approach especially including factors such as indoor physical distancing (5 people per 1,000 s.f.) versus outdoor acreage (social distancing minimum of six feet apart). We have been working through the comprehensive CDC guidelines while developing our procedures. We've also referenced the White House briefing on "Opening Up America" and local guidelines similar to those outlined by County of San Diego to reopen golf clubs (attached). We have created comprehensive and detailed plans that are in alignment with local, state and federal regulations. Our plans are attached for your reference. I would welcome your feedback as well as any dialogue on how we can be part of the solution including offering our team's time or facilities to support training and education of these detailed SOPs. We are willing to help wherever possible! (note – there are accompanying documents to this that are attached).

My name is Donna Bruner and I am the salon owner for Tribes Salons and Spa with 3 locations in Danville, California. Today has been an especially tough day for me, as I witness one staff member after another pack their professional products to go "underground", in order to support themselves and their families. I have over 120 peers throughout my locations that have not received any support or income for 7 weeks. They are independent contractors and they have no other choice, but to go underground.

I was on a walk this morning with a friend, who told me she had just had her salon services performed somewhere but would not share with me where she had gone. My staff won't share where they are going to be working. We are regressing back to the days of prohibition and speakeasy's and breeding a culture of "keepers of secrets" to protect those that need to generate income to put food on the table but can't work at their salons. California is losing control over its small businesses, as they need to do what they need to do to survive. I personally have the responsibility of paying high rents on leased premises with no money coming in.

The utilities still need to be paid, insurances and all of the other expenses required to run a business. If the SIP continues for the salon industry, we will be out of business and in bankruptcy. I have spoken to many other business and salon owners and we are facing financial ruin and closure. Yes, there are many governmental programs that we've all applied for, but very, very few of us have seen any money.

The State Board of Cosmetology in California has very strict rules on sanitation and sterilization and we've practiced these protocols our entire careers. I personally employ a housekeeping staff from 7:00 AM to 7:00 PM, at each of my locations. Adding an extra layer of compliance, such as wearing masks, gloves, 6' distancing and other guidelines is something we can and are willing to do to stay safe.

I implore you to reconsider your decision and ask that you support us by allowing us to return to work with the caveat that we will continue to honor our commitment to protocols and sanitation, as outlined by other states who've allowed their hair salons to re-open.

I am a licensed Cosmetology Professional. You know what that means?

That means, I attended cosmetology school full time, 40+ hours a week while pregnant and still working part time, for almost an entire year, to get to 1800 clinical hours in Nevada and then forced to return to cosmetology school in California for another 60 hours for OSHA Laws, in order to apply to state board exams in California. Requiring that I pass a two-phase exam, both written and practical. To prove I was worthy and able to practice cosmetology.

That also means, every two years I am required to renew my license. I believe whole heartily in continuing education; not required in California. I continue to attend bi-weekly classes annually, along with my staff members; whom I pay to attend. I am licensed in California to touch people. That is a privilege that very few professions have, and one that I, and my team members take very seriously. So seriously that the State Board of Cosmetology comes into my salon and barbershop, at random, unannounced times to inspect my facilities and procedures and employees with a fine-tooth comb. And we pass every time. Thank you, Inspector Jones!

There are major fines for noncompliance, and they are not lenient. We are trained and prepared to protect you from infectious disease transmission from ourselves and from others. We literally train for this our entire careers.

Long before you were worried about COVID-19, I was worried about HIV, MRSA, Staph, Strep, Tuberculosis and more, FOR YOU. One of the safest places you could possibly be is in my chair, with me.

Now my profession is being forced to stay home, because we are listed as number three in line to reopen in the state of California. Thank you, Gavin Newsom. (Nice haircut by the way)

Grocery stores are far from orderly and crowded. Lowe's and Home Depot are far from sanitary and always filled with all sorts of people. Car washes are now open. Construction sites are now open. Pawn shops are now open. None of these places have ever been trained to keep you safe like licensed Cosmetologists and Barbers are trained and tested.

Forcing closures is a misguided, feel-good measure that is protecting the few who are at risk but is bankrupting thousands of salon professionals.

If you don't believe or agree with me, just look to our politicians and T.V. personalities. They all look fantastic with their fresh haircuts, color and makeup! They feel perfectly safe with their salon professionals and they are still privately receiving hair and makeup services. This is the price being privileged in California.

Forced to live in a disease of despair. Why? For the life of me I can't figure it out. No longer "just a hair dresser". Our community needs us. More than you may realize. Ever notice how happy your S/O is after a visit to the salon or barbershop? It's not just about the hair. Thank you, Tabatha Coffey. It's the experience. And humans need touch. And care. And kindness.

Please tip your Stylist or Barber. They are most likely an empath who is hurting deeply during this pandemic.

I have eleven employees. Some have yet to receive any compensation from the state. I worry daily about their mental and physical wellbeing.

I love what I do. I love who I do it for. This has been an epic WTF. I want our amazing community to know how difficult this time is. I am a believer in community and respect. And I absolutely love all of you. We are determined to return. But we need your help and support. Please email us with your scheduling requests. I am working daily to reach out and connect. It is beyond my wildest dreams that we would ever have to deal with such a pandemic. We hope you are all healthy, happy and in good spirits. We look forward to having you in soon.

My name is Jonni Smith, I am the owner of A Dress Change, women's consignment, located in downtown Danville. As a small business owner, I have taken a very big hit during this pandemic, questioning whether I will be able to survive this country wide shut down. I have done everything I can as far as loans, haven't been approved yet, praying I will get some help anyway I can.

With that said, I am desperate for myself and my consigners on how I can make sales to pay rent and to provide money to the women that have brought their items in to sell. With non-essential businesses mandated to remain closed, I am trying to come up with ways to survive this.

One idea I have come up with was to have an outdoor sale, similar to a flea market or farmers market, being able to keep social distancing in an outdoor environment. My shop has a private parking lot, which where I would have the sale, therefore, I could spread out sales tables and racks. I have come up with a detailed plan on how I can make this as safe as possible.

When I was telling a friend about this idea she had recommended that I contact you for advice, either getting a thumbs up or down whether I would be able to have this sale or any steps I need to take to make this happen. I am sure you have felt the desperation of the local business owners, this is something we all never thought could happen here in the U.S. and we are trying our hardest to survive.

After the COVID-19 virus hit America, you had asked me what the City can do for our businesses. With the recent decisions of our county supervisors, the answer to that question is now clear to me. The City can now help by lobbying for a lifting of the quarantine. There are now too many experts testifying, Dr. David Katz being one, that the quarantine has gone too far and there isn't data that justifies the continued shutting down of our economy. I believe here is tremendous long-term harm put upon our local economy for every week this quarantine isn't lifted. Some are saying 20% - 30% of restaurants will not reopen when the quarantine is lifted. We can protect the vulnerable and save the economy but not with our current policies. Below is the email I sent to Supervisor Andersen.

I realize your decisions during this challenging time are going to be difficult. You're being pressured between two opposing forces; saving lives and saving the economy. While I applaud your efforts, I don't

believe your recent decision to extend the quarantine to the end of May was the correct decision. At least I haven't been able to find evidence to support that decision. If there is data that speaks to keeping the quarantine in place, can you direct me to it? No question COVID-19 is more contagious than the common flu though the death rate is far below what is being reported because we don't have good data on how many have contracted COVID-19. We do know in Contra Costa County deaths per capita is low compared to Southern California and other areas of the country. And whether we like to acknowledge it, our society does put a price on life. Last year the USA had approximately 60,000 deaths from the flu, but we didn't shut down our economy. So there is a tipping point where the cost of the quarantine becomes greater than the benefit, or putting it another way the cure is worse than the disease. Yes, the quarantine probably was the right decision, but what metrics are the Supervisors using in order to lift the quarantine? The data shows deaths in the 60 years old and below population is very low. The vulnerable population is the elderly and those with existing heart or lung conditions. Would it make sense to keep the vulnerable population in quarantine and allow the rest of the population to get back to work? For every week the quarantine is in place, our economy is taking a heavy hit and that is detrimental to society. Being closed for 2½ months only exacerbates the trouble our small businesses face in a time of internet commerce. How long will it take them to recover? Will they even recover?

From: [David Twa](#)
To: [Lisa Vorderbrueggen](#); [Candace Andersen](#); [Karen Mitchoff](#); [John Kopchik](#)
Cc: [Bob Glover](#); [Julie Enea](#)
Subject: RE: Contra Costa COVID-19 Ad Hoc Committee
Date: Wednesday, April 22, 2020 6:04:36 PM

Lisa – thank for the info

This will be very helpful to the Committee as they consider the impacts on the construction industry

From: Lisa Vorderbrueggen <lvorderbrueggen@biabayarea.org>
Sent: Wednesday, April 22, 2020 5:27 PM
To: Candace Andersen <Candace.Andersen@bos.cccounty.us>; Karen Mitchoff <kmitchoff@comcast.net>; David Twa <David.Twa@cao.cccounty.us>; John Kopchik <John.Kopchik@dcd.cccounty.us>
Cc: Bob Glover <bglover@biabayarea.org>
Subject: Contra Costa COVID-19 Ad Hoc Committee

Good evening,
After reviewing Tuesday's Board of Supervisors discussion about the formation of a COVID-19 Ad Hoc Committee, I thought it might be helpful to send you the comprehensive workplace safety protocol documents that our industry is using in order to keep its employees and the public safe on construction sites throughout the state and the nation.

Please find attached the California Building Industry Association's COVID-19 protocols along with those of OSHA, U.S. Dept. of Labor, Leading Builders of America and Lennar.

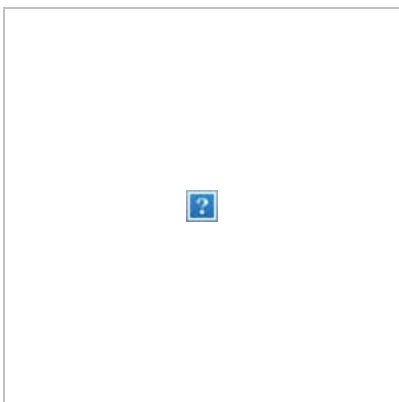
As always, let me know if you have any questions or if I can provide you with further information.

Thanks! LisaV

Lisa A. Vorderbrueggen
East Bay Executive Director for Governmental Affairs
Building Industry Association of the Bay Area
lvorderbrueggen@biabayarea.org
Direct [925-951-6843](tel:925-951-6843)
Cell [925-348-1956](tel:925-348-1956)

Photos [lisavorderbrueggen.smugmug.com](https://www.smugmug.com/photos/lisavorderbrueggen)
Twitter @BIABayArea

Contra Costa Centre Transit Village
1350 Treat Blvd., Suite 140
Walnut Creek, CA 94597



10-POINT PLAN FOR BUILDING A SAFER LENNAR CONSTRUCTION SITE

Hand hygiene

Wash with soap and water and sanitize when you can, especially after using common restrooms and when either entering or leaving a home site. Use the hand sanitizer provided in portable restrooms.

Stay off your face

The easiest way to catch germs is by touching your face, so train yourself not to.

Communicate

If you have any questions or concerns, please call your Lennar Director of Construction or your Area Manager in the field.

Sanitize as you go

If available, use sanitizers or other cleaning materials to keep your tools and your work product (countertops, sinks, faucets, wall and floor tiles) clean at least once per day. Do not leave the home until cleaning up after your work.

Keep your smartphone smart

You'd be surprised how many germs your phone accumulates; get in the practice of sanitizing it daily.

Let it go

We are all friends and family - but until the Coronavirus is behind us, stay away from shaking hands, or doing fist & elbow bumps.

Be considerate

Help prevent the spread of germs: stay home if you are sick. If one of your associates appears to be sick, please do not be offended if he or she is asked to leave by the Lennar Construction Manager to protect others.

The CDC and your family physicians are the experts

There's so much information out there - so be informed by visiting the [CDC website](https://www.cdc.gov) for the very latest. If you believe that you may be symptomatic, please consult your primary care provider.

If it isn't business critical, use technology

Err on the side of caution. Communicate as much as you can by phone or e-mail, as opposed to face to face meetings in groups.

Prevent the panic

Rely on the above 9 steps, be informed, and remember Lennar Cares about you. We will do our part... so please do yours.

LENNAR®

Contact your Lennar Director of Construction if you have any questions or concerns.
If we don't have the answers, we will get them. We will get through this together.

Greater Bay Area Public Health Order

Residential Construction Status by County

As of April 23, 2020

#1 Construction limited to multi-unit and mixed use projects where at least 10 percent of the units on-site are deed-restricted: Alameda, Contra Costa, Marin, San Francisco, Santa Clara, San Mateo and Sonoma counties, and City of Berkeley

- Alameda County (3/16/2020, 3/31/2020):

<http://www.acphd.org/media/559658/health-officer-order-shelter-in-place-20200316.pdf>
<http://www.acphd.org/2019-ncov/shelter-in-place.aspx>

Section 13.f.v. “Construction, but only of the types listed in this subparagraph below:
... “

Section 13.f.v.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

- City of Berkeley (3/16/2020, 3/31/2020):

https://www.cityofberkeley.info/uploadedFiles/Health_Human_Services/Public_Health/covid19/berkeley-shelter-in-place-order-2020-03-31.pdf

Section 13.f.v. “Construction, but only of the types listed in this subparagraph below:
... “

Section 13.f.v.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

- Contra Costa County (3/16/2020, 3/31/2020):

https://813dcad3-2b07-4f3f-a25e-23c48c566922.filesusr.com/ugd/84606e_1870398d90a14

Section 13.f.v. “Construction, but only of the types listed in this subparagraph below:
... “

Section 13.f.v.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

- Marin County (3/16/2020, 3/31/2020):

https://coronavirus.marinhhs.org/stay-home-order-effect-marin-county_or

https://coronavirus.marinhhs.org/sites/default/files/2020-04/marin_final-superseding-shelter-in-place-order-accessible_0.pdf

Section 13.f.v. “Construction, but only of the types listed in this subparagraph below:
... “

Section 13.f.v.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

- San Francisco (3/16/2020, 3/31/2020):

<https://www.sfdph.org/dph/alerts/files/HealthOrderC19-07-%20Shelter-in-Place.pdf>

<https://www.sfdph.org/dph/alerts/files/HealthOfficerOrder-C19-07b-ShelterInPlace-03312020.pdf>

Section 13.f.v. “Construction, but only of the types listed in this subparagraph below:
... “

Section 13.f.v.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

- San Mateo County (3/16/2020, 3/31/2020):

https://www.smchealth.org/sites/main/files/file-attachments/031620_english.pdf?1585788135

https://www.smchealth.org/sites/main/files/file-attachments/033120_english.pdf?1585788430 <https://www.smchealth.org/coronavirus>

Section 13.f.v. “Construction, but only of the types listed in this subparagraph below:
... “

Section 13.f.v.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

- Santa Clara County (3/16/2020, 3/31/2020):

<https://www.sccgov.org/sites/covid19/Pages/order-health-officer-033120.aspx>

Section 13.f.v. “Construction, but only of the types listed in this subparagraph below:
... “

Section 13.f.v.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

- Sonoma County: (3/17/2020, 3/30/2020)

<https://socoemergency.org/order-of-the-health-officer-shelter-in-place-extended/>
<https://socoemergency.org/order-of-the-health-officer-shelter-in-place/>

Section 13.f.vi.3. “Affordable housing that is or will be income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units; ...”

Section 13.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

#2 Construction limited to multi-unit and mixed-use projects where at least 10 percent of the units are deed-restricted AND developer obtains written approval from the county Resource Management Agency: San Benito County

- San Benito County (3/17/2020, 3/31/2020):
<http://hhsa.cosb.us/wp-content/uploads/2020/03/Order-of-the-Health-Officer-031720.pdf>
<https://hhsa.cosb.us/wp-content/uploads/2020/04/7NewOrder20200331v2.pdf>

Section 13.f.v.3 “Housing developments with an affordable housing component (e.g. income-restricted, including multi-unit or mixed-use developments containing at least **10 percent** income-restricted units) as long as the **Developer obtains written approval from the Resource Management Agency** in advance of an ‘Employee Health and Safety Plan;”

Section 13.f.v.7 “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in in a safe and secure manager, but only to the extent necessary to do so;”

#3 Construction permitted if development contains housing that is income-restricted but contains no specific percentage reference: Monterey and Santa Cruz counties

- Monterey County (3/17/2020, 4/3/2020):
<https://www.co.monterey.ca.us/home/showdocument?id=87957>
<https://www.co.monterey.ca.us/home/showdocument?id=88411>

Section 13.f.vi.3. “Affordable housing that is or will be at least partially income-restricted including multi-unit or mixed-use development ...

Section 13.f.vi.7. “Construction necessary to ensure that existing construction sites that must be shut down under the order are left in a safe and secure manner but only to the extent necessary to do so;”

- Santa Cruz County (3/17/2020, 3/31/2020):
<https://www.santacruzhealth.org/Portals/7/Pdfs/Coronavirus/PHO%20Order%20Extending%20SIP%2020200331.pdf>

Section 12.f.v.3. “Affordable housing that is or will be at least partially income-restricted, including multi-unit or mixed-use developments;”

Section 12.f.v.7. “Construction necessary to ensure that existing construction sites that must be shut down under this Order are left in a safe and secure manner, but only to the extent necessary to do so;”

#4 Most construction permitted as long as workers practice COVID-19 workplace safety protocols: Napa and Solano counties

- Napa County (3/18/2020, 4/2/2020, 4/22/2020):
<https://www.countyofnapa.org/DocumentCenter/View/17112/Shelter-at-Home-Order-4-2-2020--?bidId=> (Expanded to allow all construction, not just residential.)
<https://www.countyofnapa.org/DocumentCenter/View/17112/Shelter-at-Home-Order-4-3-2020--?bidId=>

Section 13.f.v. “Workers who support the construction, operation, inspection and maintenance of construction sites and construction projects (including housing construction), including but not limited to surveyors and workers conducting site investigations, in compliance with the Construction Site Requirements set for in Appendix B of this Order. Construction or repair of a business shall be subject to maximum compliance with social distancing requirements set forth in this Order and any industry-specific guidance issued by the Health Officer related to CO ID-19 and shall be subject to enforcement by the approving city, town or county as well as by the Health Officer. The city, town or county with land use jurisdiction shall maintain and owners/contractors shall post on site a confidential telephone number for receiving and investigating complaints of noncompliance with this subsection;”

- Solano County (3/18/2020, 3/30/2020):
<https://www.solanocounty.com/civicax/filebank/blobdload.aspx?BlobID=31932>

Section 1.b.vi. “Businesses that provide food, shelter and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals;

Section 1.b.xxiv. “Any other essential critical infrastructure as defined by the California Public Health Officer or the U.S. Department of Homeland Security.”

INFECTIOUS DISEASE JOBSITE SAFETY PROTOCOL

OVERVIEW:

The first consideration for CBIA, our member companies and all those we encounter in the homebuilding process, are for their health and safety. This guidance is being provided on March 23, 2020 and is subject to change. Moreover, this is not intended to be, nor should it be construed as legal advice.

PURPOSE

To provide recommended guidance to employees on how to prepare for and prevent the spread of new or newly evolved infectious diseases that have the potential to pose a significant public health threat and danger of infection to ourselves, our co-workers and our communities.

ENFORCEMENT

Each company is to determine the best policy or policies for protecting its employees and advising its subcontractors. This recommended policy is to be enforced when directed by company leadership via company-wide communication. It will no longer be enforced when indicated by company-wide communication.

SCOPE

All Field Employees, Subcontractors, and Suppliers

RESPONSIBILITY

Assistant Superintendents
Director of Operations
Field Engineer
Field Superintendent
Project Superintendent
Regional Safety Director
Safety Coordinator
Safety Manager
Subcontractors
Suppliers
VP of Construction Operations
VP of Construction Safety

INFECTIOUS DISEASE SPREAD PREVENTION

The health and well-being of our employees, subcontractors, and suppliers comes first, and we do not want to put them at risk of any type of exposure. Our most important line of defense is requiring all employees, subcontractors, and suppliers who may be sick, not feeling well, or may have been exposed to an individual who is sick to stay home.

The following guidelines are recommended to be followed by all staff, subcontractors, and suppliers.

- No toolbox talks or gatherings in the jobsite trailers.
- All meetings with ten or more people shall be held outside with adequate social distance.
- Discontinue the use of community water, coffee, or food
- Employees and subcontractors will be required to leave the jobsite if they are displaying COVID-19 symptoms.

INFECTIOUS DISEASE JOBSITE SAFETY PROTOCOL

- Refrain from sharing cups, pens, pencils, plan-sets, tablets, laptops, tools, or any other items that may carry germs.
- Frequently washing hands. CDC recommends you wash your hands with soap and water for at least 20 seconds.
 - If facilities are not available, please use dissolving disinfectant liquid (Hand Sanitizer). Allow liquid time to dry and do not wipe off any excess.
- Avoid touching your eyes, mouth, and face.
- Avoid handshakes and close contact with team members, and always wash and sanitize your hands following any contact. Maintain 6 feet of separation as much as possible.
- Keep surface areas clean and disinfect regularly. (Please see Disinfection of Jobsite)
- Every time you apply any personal protective equipment (PPE) to your face, wash hands (as directed above) and then disinfect PPE.
- Wash Clothing and other Reflective Gear regularly.
- Prior to Eating or Drinking on the job site, make certain to disinfect hands, bottles and surrounding surfaces.

SUBCONTRACTOR RESPONSIBILITY

Subcontractors must agree not to enter the jobsite if they have knowingly come into contact with anyone who has exhibited symptoms of the virus or have tested positive for the virus in the previous 2 weeks. We as the general contractor, have the right to ask any person to leave the jobsite should we feel they have an illness that is being monitored by the CDC.

Symptoms include:

- Fever
- Cough
- Shortness of breath
- Body Aches
- Sore throat

MEETINGS

Meetings of 10 or more people must be held outdoors. Distancing of at least 6 feet between individuals should be maintained. Should meetings become ineffective due to distancing, meetings may be modified to communicate with smaller groups or individuals or be held as conference calls.

SITE WALKS

During site walks, if field staff encounter anyone exhibiting symptoms of illness, the individual will be told to leave immediately.

REPORTING OF POSITIVE TEST AND RISK MANAGEMENT

If any individual tests positive for an infectious disease, subcontractor management must contact the Project Manager & Project Superintendent promptly with information about the trade the individual was performing.

JOBSITE CLEANING SUPPLIES

Attempt to make sure to keep the follow items stocked at all times in your job office.

- Hand Soap (if facilities are available on site)
- Hand Sanitizer
- Paper towels
- Disinfectant Spray (i.e. Lysol, Clorox, etc.)

INFECTIOUS DISEASE JOBSITE SAFETY PROTOCOL

DISINFECTION OF JOBSITE

High-touch surfaces, such as countertops, doorknobs, cellphones and toilet flush handles should be disinfected regularly since some pathogens can live on surfaces for several hours or days. Use products that say “disinfectant” on the label and include an EPA registration number. These are required to meet government specifications for safety and effectiveness. First, you should remove dust and grime before using the disinfectant. Second, the disinfectant needs to remain on the surface before it dries or is wiped off. Check the label for wait times to make sure the virus kill is effective.

INFECTIOUS DISEASE JOBSITE SAFETY PROTOCOL

POSTINGS

The following flier must be posted throughout the jobsite:

SAFETY BULLETIN- COVID-19 JOBSITE PRACTICES

Based on the continued emphasis on social distancing and related policies throughout the country due to COVID-19, we are making the following changes to the daily operations at NRP jobsites:

- Recommendations on how best to minimize the spread of COVID-19
 - Please post a sign on your door notifying them of access and providing information for them to contact you remotely if assistance is needed
- Cease weekly subcontractor meetings from being conducted in trailers
 - Conduct meetings in outside areas
 - If possible, conduct in larger rooms such as a clubhouse
 - Choose a space that will prevent any unnecessary physical contact and allows attendees to maintain the 6-feet safe social distance
- Have subcontractors read and sign the Code of conduct
 - In lieu of playing the video, please have new subcontractors read and sign the Code of Safety Practices at a location outside of the job trailer and file the document as usual.
- Limit accepting or handling of paperwork from subcontractors if not necessary
- Look to rent hand washing stations to put on job site
 - Contact the company that currently rents your Portable Toilets to you
 - If they do not have any, please contact your safety manager to discuss some alternative options
- Keep hand sanitizer in stock and in trailer
 - Have hand sanitizer located by entry door for use immediately upon entry
 - The availability of hand sanitizer is very scarce currently. If you're unable to get any, please contact your safety manager to work on alternative methods
 - Would recommend keeping any extra hand sanitizer stored in a safe, possibly locked, location
- Spray and disinfect door handle(s) periodically throughout the day
- Post Safety Bulletin on proper hand washing on construction sites

This is an ever-changing event and we will continue to keep a very close eye on the situation. As changes occur, we will update and redistribute as needed. Our goal is to put you all in the best situations to keep you safe and we feel the list provided above will help to achieve this goal.

INFECTIOUS DISEASE JOBSITE SAFETY PROTOCOL

DEPLOYMENT OF HAND-WASHING FACILITIES

Hand-washing stations must be present on all jobsites. These stations must be maintained with soap and water. Hand-washing guidance must be posted on these stations (see below) along with instructions, in both English and Spanish, for who to contact if the station is inoperable or short of soap, water, or towels.

English:

SAFETY BULLETIN- ***Hand Washing on Construction Sites***

PREVENTION CAN BE THE BEST MEDICINE!

It is of the utmost importance to follow the CDC's hygiene recommendations on all NRP Project Sites.

WHEN?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

HOW?



Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.

Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.

Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

Rinse hands well under clean, running water.

Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

INFECTIOUS DISEASE JOBSITE SAFETY PROTOCOL

Spanish:

Boletín de Seguridad - Lavado de manos en sitios de construcción

PREVENTION PUEDE SER LA MEJOR MEDICINA!

Es de suma importancia seguir las recomendaciones de higiene de los CDC en todos los sitios del proyecto NRP.

¿Cuándo?

- Después de usar el baño
- Antes, durante y después de preparar los alimentos
- Antes de comer alimentos
- Antes y después de cuidar a alguien en casa que está enfermo de vómitos o diarrea
- Después de cambiar pañales o limpiar a un niño que ha usado el inodoro
- Después de sonarse la nariz, toser o estornudar
- Después de tocar un animal, alimento para animales o desechos animales
- Después de manipular alimentos para mascotas o golosinas para mascotas
- Después de tocar la basura

¿Cómo?



Humedezca las manos con agua limpia y corriente (caliente o fría), apague el grifo y aplique jabon.

Enjabona tus frotándolas con el jabon. Asegurese de envolver la part posterior de las manos, entre los dedos y debajo de las unas.

Frota tus manos durante al menos 20 segundos. ¿Necesitas un temporizador? Hum la canción “Feliz Cumpleanos” de principio a fin dos veces.

Enjuague bien las manos con agua limpia y corriente.

Seque las manos con una toalla limpia o sequelas al aire.

Mantener las manos limpias es una de las cosas más importantes que podemos hacer para detener la propagación de gérmenes y mantenernos saludables.

CONSEQUENCES OF POLICY VIOLATION

Employees who fail to comply with this policy may be subject to appropriate disciplinary action, up to and including immediate termination of employment.

The information provided in this document does not, and is not intended to, constitute legal advice. These materials are for general informational purposes only. You should contact your attorney to obtain advice with respect to any particular legal matter or before acting upon this information.

April 7, 2020

Candace Andersen
Chair of the Board
Contra Costa County Government
651 Pine Street, 4th Floor
Martinez, CA 94553

Dear Chairman Andersen,

Entekra and LP Building Solutions (LP) would like to thank you for your continued leadership and commitment to California residents, local businesses and industries in ensuring the safety and well-being of our communities during these unprecedented times. We understand the considerable challenges facing our federal, state and local governments and others involved in making difficult decisions aimed at protecting communities across the country; however, we strongly believe the residential building construction industry must be included as part of the essential services list for Contra Costa County to support the ongoing development and supply of a full housing continuum, including affordable, sustainable, and market-rate housing during this crisis – particularly in light of California's housing shortage.

Entekra, in partnership with LP, has a unique manufacturing facility located in Modesto, CA, that employs approximately 80 workers from the region. More specifically, Entekra provides a fully integrated off-site solution for both residential and commercial construction. The process integrates the application of software, engineering, technology, automation, and modern methods of construction to streamline the building process that takes a typical residential on-site build several workers (architects, engineers, building materials suppliers and contractors) and several weeks to complete.

Entekra's complete building system provides a more affordable, sustainable and profitable alternative to the traditional on-site stick build construction. The Entekra building solution promotes better utilization of building materials thereby reducing material costs and the amount of waste produced on-site, in addition, the process reduces the cycle time for home construction by approximately 15 days which supports reduced labor costs in comparison to a typical home constructed on-site.

The Entekra building solution also provides for a more effective work-safe solution in mitigating the exposure and spread of Covid-19 both at the manufacturing facility and during the construction phase. Because the manufacturing process is fully automated, using the latest technology, and limiting the number of workers needed during a single shift, social distancing within the facility is standard practice and inherently supports health and safety strategies used to reduce employee exposure to Covid-19. In addition, Entekra construction operations integrate the same safety measures by only requiring five people and a mechanical crane on-site to frame, roof and sheath a home. As the sections of a home are installed, workers are separated at least 6 ft or more apart from one another as the mechanical crane lifts and positions building sections in place as the home is constructed. During these extraordinary times, Entekra provides an extraordinary solution in supporting the need for residential and commercial construction across the State in a manner that severely reduces employee health and safety risks associated with Covid-19.

Entekra and LP have worked together to establish and implement company guidelines that serve to protect the health and well-being of our employees within the workplace as it relates to this recent pandemic. These guidelines align with direction provided by our State and Federal Government agencies, the WHO and CDC. Our Executive Leadership is monitoring the situation on a regular basis to ensure operations are supported with updated information and guidance relative to safe work conditions.

In summary, we strongly urge the Contra Costa County Government to include residential building construction, especially residential construction unique to our manufacturing process as identified above, as a "critical infrastructure industry", allowing for the continuation of our operations in support of affordable housing across the counties and state in which we serve.

Thank you for your consideration and attention to this important matter. Please feel free to contact me directly if you have any questions or concerns related to our submission.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerard McCaughey".

Gerard McCaughey
Chief Executive and Chairman

CC: David Twa, County Administrative Officer
Rick Kovar, Emergency Services Manager
Bran Keogh, Entekra CFO
Tim Hartnett, Entekra SVP
Mike Blosser, LP SVP

Leading Builders of America

COVID-19 Response: Member Worksite Adaptations

In this time of crisis, residential construction is essential to providing shelter for American families. Critically, over 40,000 new homes are scheduled to be delivered in the next sixty days. Residential construction is also a pillar of the American economy, providing employment for millions of U.S. workers. This is why residential construction has been identified by the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) as an essential service industry during the nation's COVID-19 response (<https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>.)

In today's unique environment, the challenge is delivering critically needed new housing while minimizing the health risk to our workforce. That workforce includes builders, suppliers, tradesmen and subcontractors. LBA recognizes that during the current crisis, additional safety procedures are needed to protect our workforce.

Residential construction, because of its inherent open-space workplaces, construction task decentralization, and staggered scheduling processes has been able to quickly adapt to the challenges presented by COVID-19. Members of Leading Builders of America, working with their trade partners and subcontractors, are in the process of implementing a number of key provisional jobsite practices to promote social distancing and help limit the potential for transmission of COVID-19. We are seeking to institute these practices in addition to our ongoing commitment to comply with all federal, state, and local health and safety requirements and ordinances, as well as special COVID-related recommendations made by OSHA.

Among the worksite adaptations being put in place are:

- Instructing all workers to regularly and thoroughly **wash hands** with soap and water or use alcohol-based hand sanitizers while on job sites.
- Posting CDC **guidelines for hygiene** in both English and Spanish, together with any locally required signage, in conspicuous locations on all construction sites.
- Recommending along with our trade partners and subcontractors that all workers perform a **daily health assessment** before leaving their home in the morning. If they have a fever, or are exhibiting any other COVID-19 symptoms, or other symptoms of sickness, or if they are in a high risk category, are required or advised to stay home, or have immediate or close family members who are sick, they should stay at home, notify their manager/employer and follow CDC guidelines.
- Requiring that any **worker who displays symptoms of COVID or other illness** to leave jobsites immediately, with notification given to the worker's appropriate management team.
- Requiring that all workers on a jobsite, **maintain a 6-foot distance** between one another whenever possible. Social distancing should also be maintained during all work breaks.

Workers who fail to maintain 6-foot social distancing are subject to reprimand by their appropriate builder, trade partner, or subcontractor employer.

- Having an on-site company **supervisor who will coordinate** and manage the COVID-19 response practices on each jobsite and perform regular jobsite inspections.
- Recommending, in cooperation with our trade partners and subcontractors, that workers on the jobsite **not share equipment or tools** except in instances where tools must be used by more than one worker. Recommending that workers give special consideration to sanitizing tools before being shared between workers.
- Continuing to require **usage of PPE when appropriate to job tasks**, along with encouraging the use of supplemental equipment, such as nitrile or latex gloves, when available. Encouraging trade partners and subcontractors to provide supplemental PPE to their own direct employees.
- Staggering or otherwise altering the **scheduling of trade partners** to minimize the number of trade teams working at a house at a time.
- **Prohibiting gatherings of 10 or more** people at any time on the jobsite, including during lunch and other breaks. Even under normal circumstances, houses under construction do not have more than ten people working in them at any given time.
- Recommending that all workers bring their own water jugs or bottled water to the jobsite; that jobsites cease providing communal drinking water coolers for the time being, and workers **avoid sharing food or personal items**.
- Managing **site deliveries** to limit direct contact between workers, and to minimize the overall headcount on the jobsite.
- Recommending that **the practice of ride-sharing** be discontinued until after the health crisis has abated.
- Cleaning and/or **sanitizing shared surfaces** frequently. Ensuring that portable jobsite toilets are regularly cleaned and/or sanitized. Recommending that **cleaning techniques** such as those employing pressurized air or water sprays not be used during this time in order to ensure that those processes do not result in the generation of bio-aerosols.
- Recommending that jobsites be **cleared of all workers during inspections** to lessen the potential for cross-contamination between trade teams as inspectors or officials move between work areas.
- Conducting only **emergency/selective warranty service and customer care activity** on the interior of homes.
- Notifying builder site supervisors, COVID-response coordinators, trade partners and subcontractors that COVID-related **local and state site requirements**, when different from these workplace adaptations, will prevail on the jobsites.
- Establishing **practices to ensure proper reporting** and notifications should any worker who has been on the worksite be exposed to or diagnosed with COVID-19.

LBA members look forward to continuing a constructive dialogue with government and enforcement officials as we work together with our trade partners and subcontractors to implement these

measures on all our jobsites. OSHA and other regulators have developed enforcement tools to identify workplace safety violations, issue citations and in some instances closing individual construction sites until deficiencies have been addressed. These tools have proven effective to help preserve safe working conditions and should continue to be relied on. Responding to isolated workplace safety violations with an across-the-board moratorium on all construction would be overbroad, unfair to employers that are following workplace safety rules and undermine the industry's ability to provide shelter and jobs for American families.

As the COVID-19 health crisis continues to evolve, so too will LBA members' efforts to ensure that their jobsites are practicing common sense procedures to help reduce the possibility of transmission of the virus. Our members remain focused not only on safeguarding the health of our workers, but also on maintaining the commitment they have to thousands of current and future American homebuyers to complete their homes at a time when having a safe home has never been more important.



The safety of our Associates, Customers, and Trade Partners is the Number 1 Priority at Lennar. In response to COVID-19, Lennar will be implementing the following safety procedures on our construction jobsites.

Daily Procedures

- Construction Office areas will have routine cleaning each day.
- Workers will take breaks outside and shall maintain social distancing of 6 feet while taking breaks.
- Trade Partners should perform daily wellness checks to ensure that no trade partner is exhibiting signs of illness including cough, fever or shortness of breath.
- Sharing of tools or equipment between workers should not be allowed.
- The on-site Construction Manager shall monitor and enforce compliance by the Trade Partners' workers. Construction manager will notify the Trade Partner management personnel of noncompliance and have the trade partner address the situation immediately.
- Perform routine inspections of the community throughout the day to make sure all personnel onsite are practicing social distancing, including Trade Partners, Lennar Associates or third parties visiting the site. As part of the daily routine identify any additional cleaning needs and areas.
- The Safety Officer will monitor safe practices throughout the day using the Safety Officer Checklist below and address safety items immediately and accordingly.
- Stop work immediately if groups are congregated and ask for everyone to separate.
- Should the 6' social distancing requirement not be able to be maintained due to the nature of the work, other acceptable and appropriate personal equipment (PPE), such as face masks and gloves, shall be used.
- All wash stations will be checked each work day by the sanitary service company to ensure soap dispensers are full.
- OSHA form 3989 will be posted on all portable bathrooms and wash stations as a guide and reminder.
- Trade Partners should discourage visiting the lunch truck during breaks.

Weekly Procedures

- Construction trailer will have deep cleaning each week.
- Each Trade Partner will be notified that they are expected to follow the required procedures onsite.

Meetings

- Meetings should be held in open areas where social distancing is being practiced. These meetings should minimize personnel the best way possible. A hand wash station with OSHA form 3989 posted on it will be placed outside each entrance to the construction trailer and everyone who enters will be required to wash their hands and acknowledge that they are complying with the guidelines on the form.
- No handshaking, horseplay or physical contact will be allowed during meetings.
- No food is to be brought to any meeting to eliminate anything being shared. This includes joining co-workers for lunch, birthday celebrations, etc.
- Avoid any large gatherings or group meetings onsite, if possible. Keep number of personnel as low as possible for meetings that must proceed and practice social distancing.
- All plans being reviewed should be accessible to each participant electronically, as appropriate.

Additional Safe Work Practices. See attached 10-Point Plan.

- DO wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% alcohol.
- DO maintain social distancing practices by staying 6 feet away from others.
- DO cover your cough or sneeze with a tissue and throw it away immediately.
- DO avoid touching your eyes, nose and mouth.
- DO wear appropriate Personal Protective Equipment (PPE).

Postings/Signage

- Print and post the CDC-Stop the Spread of Germs (COVID-19) form.
 - English: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>
 - Spanish: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs-sp.pdf>
- This will be posted outside all construction offices to serve as a reminder.

Confirmed Case of COVID-19

- Anyone with knowledge of a worker onsite that has been exposed to, or is showing symptoms of COVID-19, must stop work immediately and bring the information to the attention of their supervisor and the Lennar Construction Manager.



SAFETY OFFICER CHECKLIST FOR COVID-19

The safety of Lennar Associates, Customers, and Trade Partners is our Number One Priority at Lennar. To ensure our job sites strictly follow our safety protocols, we are designating Associates in each Division to be our "Community COVID-19 Safety Officer". Each Safety Officer must wear a vest at all times clearly identifying him/her and complying with the following checklist each day for the Communities over which he/she has responsibility:

A. Postings/Signage (in both English and Spanish)

1. Confirm proper signage at entrance to each community, at Welcome Home Centers and on each home under construction.
2. Confirm *10 Point Plan for a Safer Job Site* are posted at a visible location in or around the construction trailer and other highly visible areas around the community.
3. Confirm the *CDC-Stop the Spread of Germs (COVID-19)* signs are posted outside all construction offices.

B. Daily Community Walks

1. Ensure 6-foot separation, including yourself, is being maintained throughout all aspects of the community.
 - Stop working immediately if groups are congregated and ask for everyone to separate.
2. Inspect hand wash/sanitizer stations outside of the construction trailers, and adjacent to portable toilets; ensure soap/sanitizer dispensers are full and functional. If not, follow up with Trade responsible to maintain.
3. Ensure that sharing of tools or equipment between workers is not occurring without careful disinfection.
4. Ensure that paper copies are not being shared. This includes construction drawings, stormwater pollution prevention plans, etc.
5. Ensure no common or communal water, coffee, or food is being used, other than to wash.
6. Do not allow sharing of cups, pens, pencils, plan-sets, tablets, laptops, tools, or any other items that may carry germs.
7. Visit portable toilet areas to ensure cleanliness and disinfection.
8. Identify and direct cleaning of any potential impacted or contaminated areas in the community.

C. Construction Office

1. Ensure Construction office has had a routine cleaning each day.
2. Ensure no Trade Partner Supervisors, Foreman or Managers are using the Construction offices to review hard copies of the Project Plans. And ensure proper distancing is being followed in all offices.
3. Ensure frequently that all touched surfaces, such as countertops, door knobs, cell phones, computer/laptop, keypads and toilet flush handles are disinfected regularly.
4. Ensure products being used say "disinfectant" on the label and include an EPA registration number or certified as a COVID-19 cleaning product.

5. Ensure the following supplies are stocked at all times in the Construction office; hand soap (if facilities are available on site), hand sanitizer, paper towels and disinfectant spray (i.e. Lysol, Clorox etc.).

D. Welcome Home Centers

1. Communicate daily with New Home Consultants to ensure that all procedures and protocols are being followed.
2. Confirm that all Welcome Home Centers have sufficient supply of wipes, disinfectant and other cleaning materials.

E. Food Trucks

1. Ensure proper 6-foot distancing is being followed.
2. Create designated safe area in the community with only one truck located at this destination at a time.
3. Ensure food is wrapped and individually served/delivered.
4. Ensure everyone who is eating practices proper distancing and properly disposes of containers and waste.
5. Ensure food preparer has on all proper safety equipment- gloves, etc.
6. Ensure proper sanitizing methods around food truck areas

From: [David Twa](#)
To: [Julie Enea](#)
Subject: FW: Clean energy businesses as "essential"
Date: Wednesday, April 22, 2020 6:45:50 PM
Attachments: [Bay Area Memo - Final.pdf](#)

FYI

From: David Twa
Sent: Wednesday, April 22, 2020 6:45 PM
To: Candace Andersen <Candace.Andersen@bos.cccounty.us>; Karen Mitchoff <karen.mitchoff@bos.cccounty.us>
Subject: FW: Clean energy businesses as "essential"

FYI -in case you didn't see this

Get [Outlook for iOS](#)

From: Tim McRae <tmcrae@svlg.org>
Sent: Wednesday, April 22, 2020 4:54:57 PM
Subject: Clean energy businesses as "essential"

Dear Bay Area Supervisors and County Public Health Officers:

Please find attached a letter from eleven organizations asking you to include solar, storage, and electric vehicle installation as "essential" businesses at this time. Each technology can be installed and operated safely, and each has resiliency benefits. While we are in the midst of a pandemic, we need to keep in mind that wildfire season lurks just around the corner, and each of these solutions will be needed soon, which necessitates preparing for them now.

Do not hesitate to reach out to me if you have any questions about this request.

Stay safe and healthy,

Tim

--

Tim McRae

Vice President, Energy

408.501.7871 | svlg.org

Connect with us: [Twitter](#) | [LinkedIn](#) | [Facebook](#)

Silicon Valley: Better Together





April 22, 2020

Dear Bay Area Supervisors and County Public Health Officers:

Thank you for all that you are doing to keep the public safe and prevent further spread of COVID-19. We appreciate and support the tough decisions you must make to prioritize the health of your residents during these trying and unprecedented times. The industries represented in this letter have made similarly tough decisions - balancing the safety of employees and customers with providing the essential services they need. As the County continues to take necessary and urgent measures to safeguard public health and safety, we ask that you not lose sight of the need to provide residents and businesses with access to reliable and affordable energy.

Clean distributed energy and electric vehicle ("EV") charging installations are essential parts of California's energy infrastructure, and can be performed safely while adhering to social distancing and other protocols designed to protect against further spread of the disease. To ensure the immediate installation of this essential infrastructure can continue, we request confirmation that solar, storage and EV installation companies are deemed essential businesses under the current Shelter-in-Place Order, and that clear guidance be included in any future orders/guidance that this work is essential.

Solar, Storage and EV Charging Are Critical Infrastructure

Distributed residential and commercial solar, storage and EV infrastructure installations are integral parts of California's essential energy infrastructure, just like utilities and power plants. State energy regulators plan on continuance of all forms of essential energy infrastructure to serve Californians. Importantly, distributed solar provides needed energy infrastructure benefits to energy system reliability by providing locally-sourced energy, reducing system-wide energy loads, providing ancillary services such as reactive power and voltage support, and improving power quality. Solar + storage installations and EV charging infrastructure provide clean backup generation needed during power outages. And all of this work supports a primary goal of the County's order by encouraging residents to stay home.

The essential nature of these installations is recognized in the most recent U.S. Department of Homeland Security Cyber + Infrastructure (CISA) Guidance on the Essential Critical Infrastructure Workforce which includes "workers supporting the energy sector, regardless of the energy source

(including but not limited to...renewable), segment of the system, or infrastructure the worker is involved in..."¹ The Governor's office similarly recognized these installations as essential in an April 7th email from Rhys Williams, Senior Advisor on Emergency Preparedness and Management, which affirmed that workers defined in the most recent CISA Guidance are deemed essential under the State Shelter-in-Place Order.

Safe Operations

The industry's top priority is the safety and well-being of its employees, customers and communities. Solar, storage, and EV charging infrastructure work can be done safely and securely, eliminating physical contact with customers, remotely interacting with permitting officials (via email, mobile phone, and internet) and complying with strict social distancing requirements. Solar, storage, and EV infrastructure installers are committed to evaluating and improving these protections daily, consistent with updated guidance from the CDC and County Health officials. The Solar Energy Industries Association (SEIA) issued strict protocols to protect employees, customers, and the public which can be found [here](#). Installation safety measures include: Small 4-person (or fewer) crews; wearing gloves and masks; no physical contact with customers; and minimum 6 ft. employee distance to the greatest extent possible (e.g. not traveling in shared vehicles, no group lunches).

Imminent Need to Prepare for Wildfire Season

As millions of Californians struggle with the challenges of staying home, life is about to get even rougher for Bay Area residents. Wildfire season and corresponding utility power outages could start as soon as June, and may be worse this year because the Forest Service is unable to perform controlled burns due to COVID-19. [The Bay Area has already experienced power outages over the last week, with more to come](#). These events underscore the imminent need for clean, distributed power during this trying time. Under normal circumstances, it takes months to design, permit, install and inspect resiliency solutions such as solar, battery storage, and electric vehicles - time frames that are already extended due to COVID-19 constraints. This problem is compounded if companies are compelled to lay off installers due to stay-at-home orders. There will be a significant delay to recruit, hire and re-train installation employees in time to serve customers as fire season approaches. Californians need access to critical clean distributed power more than ever as they become more reliant on the internet to work, educate their children, and stay connected with loved ones. To ensure systems are installed and operable in time for more widespread Public Safety Power Shutoff events, it is essential for this work to continue now.

Energy Savings

As people are working from home and quarantining with their families, they are relying on home energy more than ever before. The CPUC recently indicated that increased home energy usage (15% higher than this time last year) could lead to higher bills this spring and summer. For households across the County - including physically and economically vulnerable populations - home solar (with or without a battery) provides an affordable source of energy. Leasing options allow low and moderate income customers to reduce their electricity bills without any upfront cost. Affordable multi-family housing developments, where 80% of tenants fall below 60% of area median income, are also embracing local

¹ [March 28th, CISA Guidance](#)

clean energy as a way to lower costs for their tenants. Many projects are in the pipeline and ready to install this spring and deliver free or low-cost solar energy to low-income residents and bring critical bill savings to families that need it the most, and when they need it desperately.

Electricity as Transportation Fuel is Essential

During this crisis, access to charging at residences and charging stations is critically important to ensure electric vehicle owners will have enough range to travel, for example, in case of an emergency or if they are designated as essential workforce. It should logically follow that as long as consumers are able to purchase electric vehicles during shelter-in-place (SIP) orders they should be able to “fuel” at charging stations just like those who drive internal combustion engines can fill up at gas stations.

Thank you again for all that you are doing during these difficult times. We appreciate you taking our issues and the following request into consideration:

We respectfully request that the Counties confirm that solar, storage and EV installation companies are deemed essential businesses under the Order, and to explicitly include this work as essential in subsequent orders and/or order updates.

Sincerely,

Carl Guardino
President & CEO
Silicon Valley Leadership Group

Nick Chaset
CEO
East Bay Community Energy

Bernadette Del Chiaro
Executive Director
California Solar and Storage Association

Beth Vaughan
Executive Director
The California Community Choice Association

Dr. Abdellah Cherkaoui
Chair
Electric Vehicle Charging Association

Alex Morris
Executive Director
California Energy Storage Alliance

Amisha Rai
Managing Director
Advanced Energy Economy

Rick Umoff
Senior Director & Counsel, California
Solar Energy Industries Association

Stanley Greschner
Chief Policy and Business Development Officer
GRID Alternatives

Miya Yoshitani
Executive Director
Asian Pacific Environmental Network

Eddie Ahn
Executive Director
Brightline Defense



DATE: April 22, 2020

TO: Dr. Christopher Farnitano, Contra Costa County Health Officer
David Twa, Contra Costa County Administrator
Contra Costa County Board of Supervisors
Antioch City Council
Brentwood City Council
Clayton City Council
Concord City Council
Danville Town Council
El Cerrito City Council
Hercules City Council
Lafayette City Council
Martinez City Council
Moraga Town Council
Oakley City Council
Orinda City Council
Pinole City Council
Pittsburg City Council
Pleasant Hill City Council
Richmond City Council
San Ramon City Council
Walnut Creek City Council

FR: Bernadette Del Chiaro
CALSSA Executive Director
bernadette@calssa.org
916-765-3224

We understand the pressure you are under to balance health risks and household economic security. Isolation is working to reduce hospitalizations and death, but it is also causing families to lose their livelihoods, which triggers other public health impacts. As we near the scheduled end of the current health order, and as you are facing a decision on what activities to allow in the next phase of mandatory isolation, we ask that you consider the work of the solar energy industry as both capable of being done safely and as an essential service within our energy infrastructure.

To the extent that outdoor solar installation work has been allowed to proceed in the county or your city or town, we thank you. As the attached document illustrates, our companies have taken the COVID19-related physical distancing and CDC guidelines to heart and have developed extensive workplace protocols to protect their workers and customers and minimize the spread of the disease.

To the extent our outdoor installation work has not been allowed to proceed in your county, we encourage you to place solar installation work in the first round of eased restrictions in May. Solar installation can be done safely, without violating health guidelines.

- Solar installation is done almost entirely outside. Even batteries tied to rooftop solar systems are normally installed outside or in garages.
- Small crews can arrive at the job site in separate vehicles and work on separate sections of the project.
- Warehouses can be run with minimal staff.
- Customer interactions can be done by phone and online.
- Customers do not need to physically touch anything that is touched by our workers or even be present for the work to be completed.

Twenty-seven leading solar installers in the Bay Area recently attested to the safety practices described in the attachment to this letter. Health precautions are at the forefront of everyone's mind, and solar contractors are very sensitive to their role in the local community keeping their workers and their customers safe.

Despite these efforts, nearly every California solar company is suffering negative economic impacts due to COVID19, with around two-thirds of our contractors reporting furloughs and layoffs of employees. The loss of talent will make it more difficult to serve customers as fire season approaches and California is hit with another economic disaster, not to mention the potential challenge of the electric grid going down during a shelter in place order.

On the other side of the economic coin, solar contractors can provide immediate economic stimulus into local communities. Smaller rooftop solar projects are "shovel ready" by nature and can be revved up and energized quickly. This light construction employs people from the county and reduces energy costs for customers, creating a multiplier effect in the local economy. One of the best recipes for economic revival is to allow business activity that is local in nature, physically isolated by nature, and allows dollars to circulate in a community.

It is also essential that customer-sited generation continue to grow in response to wildfires and prolonged blackouts in order to avoid other public health problems. The need for community energy resilience is urgent and requires continuous effort to expand local generating capacity. Not all power plants are large, and the energy sector is not one-dimensional, as acknowledged by the federal Cybersecurity & Infrastructure Security Agency guidelines that have been referenced by the California state health order. For individual customers that have particular needs for uninterrupted power supply, installing onsite energy sources is essential to maintain the operation of residences and essential businesses. For communities as a whole, increased local energy resources can provide alternatives to an increasingly congested and unreliable grid.

Thank you again for your hard work and dedication. We look forward to working with you to build stronger, healthier communities. Let me know if there is any further information I can provide.

Sincerely,

A handwritten signature in black ink, appearing to read "Bernadette Del Chiaro". The signature is fluid and cursive, with the first name "Bernadette" being more prominent and the last name "Del Chiaro" following in a similar style.

Bernadette Del Chiaro

Safety Guidelines for Solar Installation

Customer Interactions

We have instituted “zero contact” sales and installations process. Instead of sitting across the kitchen table to negotiate a contract, we utilize online video services and electronic contracts and bids. When scheduling work at the job site, customers are asked if anyone has or is suffering from any sickness or symptoms and if so, projects are rescheduled. Instead of meeting with the customer face-to-face when our crews arrive at the job site, we pre-arrange with the customer how to prep the property for ease of entry to eliminate physical contact with customers. Finally, common area surfaces and contact points such as gate handles, latches, enclosures, etc. are wiped down before and after our work.

Employee Management

All of our back-office employees work from home, and we allow only those employees necessary to maintain the core functioning and safety of the workplace into the office. As a result, the vast majority of our non-construction employees are sheltering in place at home and performing their duties as best they can remotely. The employees that are required to come into our places of business are reminded daily of the importance of keeping their distance, washing their hands frequently, and staying home when sick. We have increased hand washing stations at all of our facilities and aggressively sanitize the workplace daily.

Construction & Maintenance

The construction and maintenance of distributed solar energy and energy storage systems is different than many other types of construction. Our crews are small, typically two to four in size for residential work and typically four to six for commercial, though some larger projects require larger crews. Our crews operate as a team, under strict supervision, and usually do not change day-to-day. Typical installation and maintenance can be performed with zero physical contact with customers. Our crews drive to the site in separate vehicles and maintain their distance from one another throughout the day. They are asked to bring a home-packed lunch to work and their work is done with no physical contact with the building owner. They stagger shifts, practice physical distancing (keeping at least 6 ft. apart to the greatest extent practicable), conduct frequent stand-down meetings wearing safety gear (e.g. gloves, masks, full clothing) and vigilantly clean workspaces. We are committed to evaluating and improving these protections on an ongoing basis, including incorporation of updated guidance from OSHA, the CDC and County Health officials.

Permitting and Interconnection

When available to us, we utilize online permitting submittal and review processes, making it possible to seek permission from local building departments entirely online. The vast majority of our projects are simple and standardized and do not require large printouts. Most of our commercial work has already been through review, with ongoing work for housing projects and other essential construction happening safely on a case by case basis in close coordination with local building departments. After installation is complete, we attempt to coordinate with inspectors to hold virtual inspections or avoid all

interaction between crew members and inspectors when visiting the site. We are also using “exterior only” site surveys drone technology to capture visual inspections of our work. The majority of our interactions with the local utilities is remote.

Supplies

Our warehouses are reduced to skeleton crews with staggered shifts, keeping only those workers needed to maintain a minimum supply of equipment. Those crews adhere to the same physical distancing guidelines including maintaining six feet of distance, frequent handwashing, and orders to stay home when presented with any signs of illness.

Alex McDonough, Vice President Policy
Sunrun
San Francisco, CA

Eric Piekarczyk, President
Synergy Power
Livermore, CA

Andrew McNamara, Executive Vice
President
Bright Power
Oakland, CA

Gary Gerber, CEO
Sun Light & Power
Berkeley, CA

Barry Cinnamon, CEO
Cinnamon Energy Systems
Campbell, CA

Greg Cordero, President
Poco Solar Energy, Inc.
Santa Clara, CA

Bryan Raymond, President
Diablo Solar Services, Inc.
Martinez, CA

Greg Kennedy, President
Occidental Power
San Francisco, CA

Charles Adams, Owner
Albion Power Company
San Francisco, CA

Jeff Parr, CEO
Solar Technologies
San Ramon, CA

Cody Oram, Director Field Safety &
Quality
Vivint Solar
San Jose, CA

Jerret Goodale, CEO
SunOn Energy
Anderson, CA

Dan Martin, Founder & CEO
Amped Solutions, Inc.
San Francisco, CA

Joshua Weiner, CEO
SepsiSolar, Inc.
Fremont, CA

Dave Haskell, Senior Partner
Symmetric Energy
San Rafael, CA

Ken Mahaffey, Executive Vice President
SunPower
San Jose, CA

Ken Stout, VP Strategy & Business Dev
Alpha Energy Management
Fremont, CA

Man Kit Wu, Head of CA Operations
YSG Solar
San Francisco, CA

Mark Byington, CEO
Cobalt Power Systems, Inc.
Mountain View, CA

Randy Zechman, CEO
Clean Solar
San Jose, CA

Raul Villabos, Director
Green Wolf Energy
Hayward, CA

Rob Lamkin, CEO
Cool Earth Solar
Pleasanton, CA

Scott Siemer, President
Just Leaks
San Jose, CA

Sheryl Lane, COO/Project Director
Earth Electric, Inc.
San Jose, CA

Stan Greschner, Chief Policy & Market
Development
GRID Alternatives
Berkeley, CA

Steve Pariani, President
Solar Pro Energy Systems
Burlingame, CA

Tony Diaz, CEO
Century Roof & Solar
Hayward, CA

Julie Enea

From: Anne O
Sent: Thursday, April 30, 2020 11:31 AM
To: Julie Enea
Subject: For Ad Hoc: FW: Solano Drive In

From: Andrew McCullough <Andrew_McCullough@150Pelican.com>
Date: Wednesday, April 22, 2020 at 3:56 PM
To: SupervisorMitchoff <SupervisorMitchoff@bos.cccounty.us>
Subject: FW: Solano Drive In

Hi Karen,

John Montag with the City of Concord suggested I contact you directly to discuss the matter I've raised below. Briefly, my company has for many years operated the Solano Drive-In in your district in Concord. While we've received permission to operate elsewhere in CA, AZ, and NV, we cannot find someone within County Public Health who will consider our request to resume operations—subject of course to strict safety protocols. And, as indicated below, city staff is supportive of our resumption of operations.

Would you mind calling me to discuss this and how I might best proceed?

Many thanks in advance,

Andrew

Andrew Cuyugan McCullough
Executive Vice President
Syufy Enterprises LP
150 Pelican Way
San Rafael, CA 94901
Cell: (415) 613-0770 (during CV-19)
andrew_mccullough@150pelican.com

This email contains information that may be proprietary, confidential and/or privileged.
If you have received this message in error, please notify the sender immediately.

From: Montag, John [mailto:John.Montag@cityofconcord.org]
Sent: Tuesday, April 21, 2020 4:26 PM
To: Andrew McCullough <Andrew_McCullough@150Pelican.com>
Subject: RE: Solano Drive In

CAUTION: External email. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I was able to confirm that City staff is in support of Syufy's request to operate its drive-in movie operation (subject to the operating conditions stated in your email/request below).

So next step is for you to reach out to County staff as we discussed. Let me know if I can assist.

John

John Montag

Economic Development Manager

City of Concord | Website: www.cityofconcord.org

☐ (925) 671-3082 | ☐ john.montagh@cityofconcord.org

1950 Parkside Drive, MS/01B, Concord, CA 94519

<http://cityofconcord.org/169/Permit-Center>



Community and Economic Development

www.cityofconcord.org | www.concordfirst.com

Your feedback on Community and Economic Development Department services would be appreciated.

Please take a moment to complete our on-line surveys at <https://www.surveymonkey.com/s/DRS1>

From: Andrew McCullough <Andrew_McCullough@150Pelican.com>

Sent: Tuesday, April 21, 2020 1:01 PM

To: Montag, John <John.Montagh@cityofconcord.org>

Subject: RE: Solano Drive In

John,

Following up on our call this morning, I would ask that you share with city staff and your county health official our desire to re-open our drive-in theater at the earliest possible date.

As I mentioned, I understand that the health officials in the 7 Bay Area counties are caucusing to determine which restrictions can be eased when the current order expires May 3. We would appreciate if both the City of Concord and Contra Costa County recognized that drive-in theaters, properly operated, pose minimal risk to public health and should be permitted to resume operations.

As a reminder, our in-place restrictions at locations elsewhere include the following:

- The drive-in is accessible only to those in cars, and is used for movies and A/V presentations only (e.g., worship services).
- No one may leave their vehicle except to visit the restroom; vehicles are spaced at least 10 feet apart.
- Access to the restroom is limited to 1 person (plus minor children or a disabled companion) at a time. Restrooms are sanitized every 30 minutes.
- The snack bar and entertainment areas are closed.
- Social distancing signage is in place, and all of these restrictions are provided to drive-in customers.

Many thanks!

Andrew

Andrew Cuyugan McCullough

Syufy Enterprises LP

150 Pelican Way

San Rafael, CA 94901

Cell: (415) 613-0770 (during CV-19)

andrew_mccullough@150pelican.com

This email contains information that may be proprietary, confidential and/or privileged.
If you have received this message in error, please notify the sender immediately.

From: [Anne O](#)
To: [Julie Enea](#)
Subject: For Ad Hoc: FW: Phone call/ zoom request- Terri Nuno - Liberty Gymnastics - Concord
Date: Thursday, April 30, 2020 11:34:03 AM

Hello Colleen,

How are you doing? It must be super crazy in the current climate with the daily changes.

I am hoping you can lend me a hand. The gymnastics community will be reaching out to our state officials with standards upon re-opening. We have been forming a task force to speak directly to those officials and present our concerns, and plans. I would love Supervisor Mitchoff and Senator Glazier to be a part of the process.

How would I go about getting in contact with them. As an FYI the gymnastics in Northern California alone is over 60 clubs and thousands of athletes. This doesn't even include our Southern California Gyms. Our state is so large we have to separate into two completely different "states."

I look forward to hearing from you.

Terri Nuno CCO

Liberty Gymnastics Training Center

Concord, CA 94520

925-687-8009; 925-687-7009

tnuno@libertygymtrainingcenter.com

www.libertygymtrainingcenter.com

From: [David Twa](#)
To: [Candace Andersen](#); [Karen Mitchoff](#)
Cc: [Julie Enea](#)
Subject: FW: Please help
Date: Friday, April 24, 2020 11:32:44 AM

FYI - Just in case you did not see this

I forwarded it on to Dr. Farnitano for consideration by the Bay Area Health Officers

let me know if you have any questions. Thanks

-----Original Message-----

From: Stephanie Gan <sng925@yahoo.com>
Sent: Friday, April 24, 2020 10:30 AM
To: David Twa <David.Twa@cao.cccounty.us>
Subject: Please help

Hello,

I own a dog grooming business in Oakley, CA. While I have seen other salons remain open in contra costa county, I closed down during the stay at home order because I was originally told we are considered non essential.

While I agree that we are non essential in short term, dogs without grooming for a length of time can cause them serious health issues that could have been avoided with maintenance of skin, coat, and nails.

The main reason is the dog's health, yet It is also tough seeing the big box pet stores staying open and continue to groom dogs while other small business grooming salons are suffering.

My question is do we have to stay closed?

The way I have always ran my salon was grooming one customers dog at a time by appointment only. I can and would follow strict guidelines needed during this time.

I could have no contact with customers by not allowing any one inside the salon. I could also do curbside pick up and drop off of the dogs while using our washable leashes. And making everyone wear masks. Also I would do invoice payments only. My business is one at low risk being that we have very low contact with others, and would have no problem with a 6ft distance. The dogs are suffering with matted coats, skin conditions that we take care of are going untreated, nails that are getting way too long. I do understand vets can take care of some things but most are only taking in emergency cases. It's upsetting to let a dog get this neglected by owners having no choice due to their dog's care facility, their groomer, having to turn them away. This in turn costing them tons in vet bills that could have been avoided.

Please consider us essential as we have been closed too long at this point to where the dogs need us.

Thank you for your time

~Stephanie Gan

Julie Enea

From: Anne O
Sent: Thursday, April 30, 2020 11:30 AM
To: Julie Enea
Subject: For Ad Hoc: FW: [BULK] Business Opening

From: Troy Kvingedal <troy@lazboy-sf.com>
Date: Wednesday, April 29, 2020 at 4:00 PM
To: SupervisorMitchoff <SupervisorMitchoff@bos.cccounty.us>
Subject: [BULK] Business Opening

Karen,

My name is Troy Kvingedal, I am writing to you today as a business owner in your community. I am a second generation business owner, we own and operate 12 La-Z-Boy Furniture Galleries locations throughout the Bay Area and Central Valley. As you are aware we have been categorized as a "non-essential" business and have been shut down since March 16. This has been a very trying time for our company, we were forced to lay off all staff members at each store location in order to maintain our footprint and be here when this Pandemic ends. As you are aware real estate sales are considered essential, appliance sales are considered essential, yet furniture including medical lift chairs, power recliners are not. I believe this has been overlooked by whomever made these categorizations, we are looking for someone to re-evaluate furniture as "essential". The furniture industry as a whole is a very low traffic industry, our average store gets between 15 - 19 customers daily or 1-2 customers per hour. Our staffing consists of 1 office person and 2 sales associates daily. All of our buildings are free standing and we are not in any shopping centers with potential for high traffic. We have put together a comprehensive plan that aligns with state regulations on social distancing as well as general hygiene. This includes hand sanitizing dispensers at all locations, POS indicating how to protect yourself from CV-19, daily cleaning charts that depict morning / midday / evening cleaning schedules, gloves for our office personnel and masks for our sales associates. We feel more than comfortable that we will be able to maintain all state regulations while conducting business to get essential products into your tax payers homes. With this new "shelter in place" order and the deadline being extended until June 1st, now more than ever the taxpayers in your communities need items to make them more comfortable and allow them to enjoy their homes during these unprecedented times we are all going through. I appreciate you taking the time to consider this request and we look forward to hiring back all of our 129 employees and allow them to help your community.

Best,

Troy Kvingedal

Troy Kvingedal
Northern California Chair Corp
W – 408-283-5588 ext 198
C – 408-528-4349



Julie Enea

From: Anne O
Sent: Thursday, April 30, 2020 11:32 AM
To: Julie Enea
Subject: For Ad Hoc: FW: Golf Mart - Walnut Creek

From: Mike Hasselman <mhasselman@thegolfmart.com>
Date: Thursday, April 30, 2020 at 10:00 AM
To: Lia Bristol <Lia.Bristol@bos.cccounty.us>
Subject: Golf Mart - Walnut Creek

Hi Lia,

Thank you for the return call, I just listened to your voicemail. This is my work email and best way to reach me. I figured we would be at least a couple weeks away from any opening possibility but we would love to at least be able to offer a curbside pickup option for our customers. With golf courses starting to come back, I am sure the demand for equipment will increase as well.

Thank you so much!

Mike Hasselman
Regional Manager
Golf Mart North – Roger Dunn Hawaii
C (562)972-8475

Worldwide Golf Shops



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Subject: FW: Thrift Stores

This message is being sent on a public e-mail system and may be subject to disclosure under the California Public Records Act.

On Apr 30, 2020, at 2:49 PM, Kathy Chiverton <kathychiverton@discoveryctr.net> wrote:

Hi Jill,

Thank you for your offer of help in determining when and how local thrift stores can re-open. We have seen in the most recent Shelter in Place guidelines that retail will be allowed to operate if they have curbside pick-up. Unfortunately, most thrift stores do not lend themselves to on-line shopping or phone orders. They are, however, critically important in providing funding for essential services.

Would it be possible for you or Candace to convene a meeting of Contra Costa County thrift store operators, e.g., Assistance League, Hospice of the East Bay, Discovery Counseling Center? It would be helpful for all of us to get some guidance from county health officials on when they think we might re-open. Also, what protocols should we implement for the safety of our staff and customers? What procedures should we follow in accepting donations?

This work may already have been done and if there are guidelines, I would greatly appreciate it if you could send them to me. I have copied the President of the Friends of Discovery, Jenise Falk, on this email. She has volunteers (many over 65) who are eager to get back to work. We want to be sure that we are able to keep them safe.

Many thanks, Jill!

Warmest regards,

Kathy Chiverton
Executive Director

Discovery Counseling Center
115A Town and Country Drive
Danville, CA 94526
and
17011 Bollinger Canyon Road
San Ramon, CA 94582
925.837.0505
www.discoveryctr.net



Contra Costa County Board of Supervisors

Subcommittee Report

AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY

4.

Meeting Date: 05/07/2020
Subject: STATE AND COUNTY ROADMAP TO COVID-19
ECONOMIC RECOVERY
Submitted For: David Twa, County Administrator
Department: County Administrator
Referral No.:
Referral Name:
Presenter: **Contact:** Julie DiMaggio Enea
(925) 335-1077

Referral History:

Since the outbreak of the COVID-19 virus and declaration of a pandemic by the World Health Organization, all levels of government have been working to implement protective measures that best balance public and personal safety and the ability to provide for basic necessities and services. States and counties have been developing what are being called road maps for navigating through the current COVID-19 pandemic and towards economic recovery. These road maps outline specific directions for adapting our public-health strategy as we limit the epidemic spread of COVID-19 and are able to transition to new tools and approaches to prevent further spread of the disease. The road maps can suggest measurable milestones for identifying when we can make transitions and start reopening businesses.

Referral Update:

CALIFORNIA PANDEMIC ROADMAP

The State of California recently updated its pandemic roadmap, which is attached for reference.

CONTRA COSTA COUNTY HEALTH OFFICER COVID-19 ORDERS

Health Order 09: Shelter through May 31 with Limited Resumption of Some Activities

Date of Order: April 29, 2020

This [updated Order](#), effective May 4, 2020, continues to restrict most activity to essential functions and needs but, in recognition of progress made in slowing the spread of the disease and limiting hospitalizations, the Order allows certain additional essential businesses and activities to resume, allows certain low-risk outdoor businesses to be operating again, and authorizes certain additional outdoor activities to take place even

though they are not essential. The new Order also introduces a framework to guide the Health Officer's decisions about further easing of restrictions, focusing on progress achieved addressing COVID-19 and ensuring that there are adequate health care resources available. This "New Order" replaces the "Old Order" issued on March 31, 2020. The New Order is presented in greater detail in Agenda Item 2.

Under the New Order, all construction projects will be allowed to resume as long as the project complies with safety protocols included with the order. All real estate transactions will also now be able to resume, but with continued restrictions on open houses and limitations on in-person viewings. Any employee allowed to return to work at a facility can also access childcare programs that are allowed to operate.

Certain outdoor businesses can also begin operating again, and people are allowed to visit those businesses to perform work or obtain goods, services, or supplies. This includes wholesale and retail nurseries, landscapers, gardeners, and other businesses that primarily provide outdoor services as set forth in the order. Outdoor businesses do not include restaurants, cafes or bars, regardless of whether they have outdoor seating.

Other activities that can resume under the new order include residential moves and the use of certain shared outdoor recreational facilities that were previously ordered closed, like skate parks, but not others that involve shared equipment or physical contact.

Health Order 08: Face Coverings

Date of Order: 4/17/2020

The order, effective Wednesday, April 22, 2020, requires anyone working at or visiting an essential business, such as a grocery store or gas station, to wear face coverings to help reduce the spread of COVID-19.

Members of the public must mask when they:

- work at an essential business
- are inside an essential business, such as a grocery store
- visit a healthcare provider or facility
- wait in line for or ride public transportation

Health Order 07: Suspending Intakes, Social Distancing at Homeless Shelters

Date of Order: 4/14/2020

The increased risk of COVID-19 among persons living in large homeless shelters necessitated a temporary reduction in population of those shelters to help slow COVID-19's spread and prevent the healthcare system in the County from being overwhelmed. The Shelters were required to suspend the intake of persons who were not already residents. Services could continue to be offered only on the condition that all participants practice social distancing.

Health Order 06: Requirements for Residential Care Facilities

Date of Order: 4/13/2020

There is an increased risk of COVID-19 among persons living or working in licensed healthcare facilities, residential care facilities, shelters, group homes and drug treatment

recovery houses. To help slow COVID-19's spread and protect vulnerable individuals, it was necessary to implement the following additional preventative measures:

- Requirements for individuals entering certain licensed and other specified facilities
- Temperature screening and self-evaluation for COVID-19 symptoms
- Masking of all staff and visitors while in facility
- Minimizing staff working in multiple facilities

Health Order 05: Mass Quarantine Order

Date of Order: 4/3/2020

To help slow COVID-19's spread, protect vulnerable individuals, and prevent the healthcare system in the County from being overwhelmed, it was necessary to require the quarantine of persons exposed to a person diagnosed with COVID-19. Quarantine separates individuals who were exposed to COVID-19 from others, until it is determined that they are not at risk for spreading the disease.

Health Order 04: Mass Isolation Order

Date of Order: 4/3/2020

To help slow COVID-19's spread, protect vulnerable individuals, and prevent the healthcare system in the County from being overwhelmed, it is necessary to isolate persons with COVID-19. Self-isolation is required because a person with COVID-19 can easily spread the virus to others.

Health Order 03: Updated Stay-at-Home Order with New Restrictions to Last Through May 3

Date of Order: 4/3/2020

This Order superseded the March 16, 2020, Order of the Health Officer directing all individuals to shelter in place ("Prior Shelter Order"). This Order clarified, strengthened, and extended certain terms of the Prior Shelter Order to increase social distancing and reduce person-to-person contact in order to further slow transmission of Novel Coronavirus Disease 2019 ("COVID-19"). The intent of this Order is to ensure that the maximum number of people shelter in their places of residence to the maximum extent feasible to slow the spread of COVID-19 and mitigate the impact on the delivery of critical healthcare services to those in need.

Health Order 02: Mandatory Reporting by Testing Laboratories

Date of Order: 3/24/2020

Because of the risk of the rapid spread of the virus, and the need to protect all members of the community and the Bay Area region, especially those most vulnerable to the virus and healthcare providers, this Order required that all Laboratories conducting COVID-19 Diagnostic Tests comply with mandated Reporting Requirements. These Reporting Requirements include, but are not limited to, promptly reporting all individual positive, negative, and inconclusive test results electronically to the California Department of Public Health and, in limited cases where electronic reporting is not possible, to the Health Officer.

Health Order ##: Stay-at-Home Order Through April 7

Date of Order: 3/16/2020

This order was issued to ensure that the maximum number of people self-isolate in their places of residence to the maximum extent feasible, while enabling essential services to continue, to slow the spread of COVID-19 to the maximum extent possible. The order defined Social Distancing.

Health Order 01: Prohibiting Mass Gatherings of 100 or More Persons

Date of Order: 3/14/2020

This Order was issued to prevent circumstances often present in mass gatherings that may exacerbate the spread of COVID-19, including (1) the likelihood that mass gatherings will attract people from a broad geographic area; (b) the prolonged time period in which large numbers of people are in close proximity; (c) the difficulty tracing exposures when large numbers of people attend a single event; and (d) the inability to ensure that attendees follow adequate hygiene and social distancing practices.

COUNTY SUPPORT FOR WORKERS AND BUSINESSES

Information Hotline/Call Center:

The Workforce Development Board (WDB) and Contra Costa County Board of Supervisors announced the April 23 opening of a new call center to meet the needs of Contra Costa businesses impacted by the COVID-19 pandemic. The call center, created with the support of the county's Economic Development arm of the Department of Conservation and Development (DCD) and Employment and Human Services Department (EHSD), offers information and resources to help businesses navigate the current economic climate. The WDB COVID-19 Call Center operates Monday through Friday from 8:30 a.m. to 5 p.m.

As part of the BounceBackContraCosta campaign, WDB's staff is prepared to provide helpful information and resources to assist callers in accessing various federal, state and local programs that are available during this time. WDB staff members are equipped to provide information and resources for dealing with lay-offs, insurance needs, federal small business loans, and payroll subsidies. The WDB call center team can also assist with tapping into programs to reduce utility costs, access online career training, protect payroll, and other business services.

Childcare for Essential Workers

Contra Costa County healthcare workers are putting in extra hours at hospitals and clinics while juggling the needs of their own families. Childcare is a vital necessity for them and many frontline staff whose primary childcare providers have closed in the wake of the pandemic.

The Employment and Human Services Department (EHSD) is collaborating with several Contra Costa County partners to implement the Emergency Child Care Program, offering support for all essential workers as they continue serving our community's needs during the COVID-19 health crisis. Fully qualified early care and educational professionals in existing centers and family child-care homes are providing childcare in small group settings of up to 10 children. The program serves doctors, nurses, respiratory practitioners and healthcare staff who are providing direct care to COVID-19 patients, as well as disaster service workers, social workers, first responders, and others working at essential businesses throughout the county.

Eviction Protection

The Board of Supervisors used its emergency powers under state law to pass a comprehensive eviction protection and temporary rent freeze urgency ordinance for all

residential and commercial properties in the County during a special Board meeting on Tuesday, April 21, 2020. The urgency ordinance temporarily prohibits evictions of residential and commercial real property tenants in Contra Costa County impacted by the COVID-19 pandemic and establishes a moratorium on rent increases. This law applies to properties in all 19 cities in the County and in all unincorporated areas. To the extent that a city has adopted a law on the same subject matter, then its provisions would apply in that city.

Health Screening

Contra Costa residents who have fever, cough or similar symptoms can make an appointment for free COVID-19 testing at one of four drive-through sites around the county. The sites, opened Wednesday by Contra Costa Health Services (CCHS), are available to anyone regardless of insurance.

Sanitation Stations

Contra Costa County and several of its cities are working to reduce the spread of COVID-19 in local homeless encampments by placing handwashing stations and portable toilets near them. Four handwashing stations and four portable toilets with attached handwashing stations were placed at Martinez's Waterfront Amphitheater on Tuesday, the first of several sanitation equipment deliveries planned in coming days. The stations were ordered through the Contra Costa County Emergency Operations Center in support of local cities that requested the assistance, including Antioch, Richmond and Walnut Creek.

Recommendation(s)/Next Step(s):

Attachments

Update on California Pandemic Roadmap

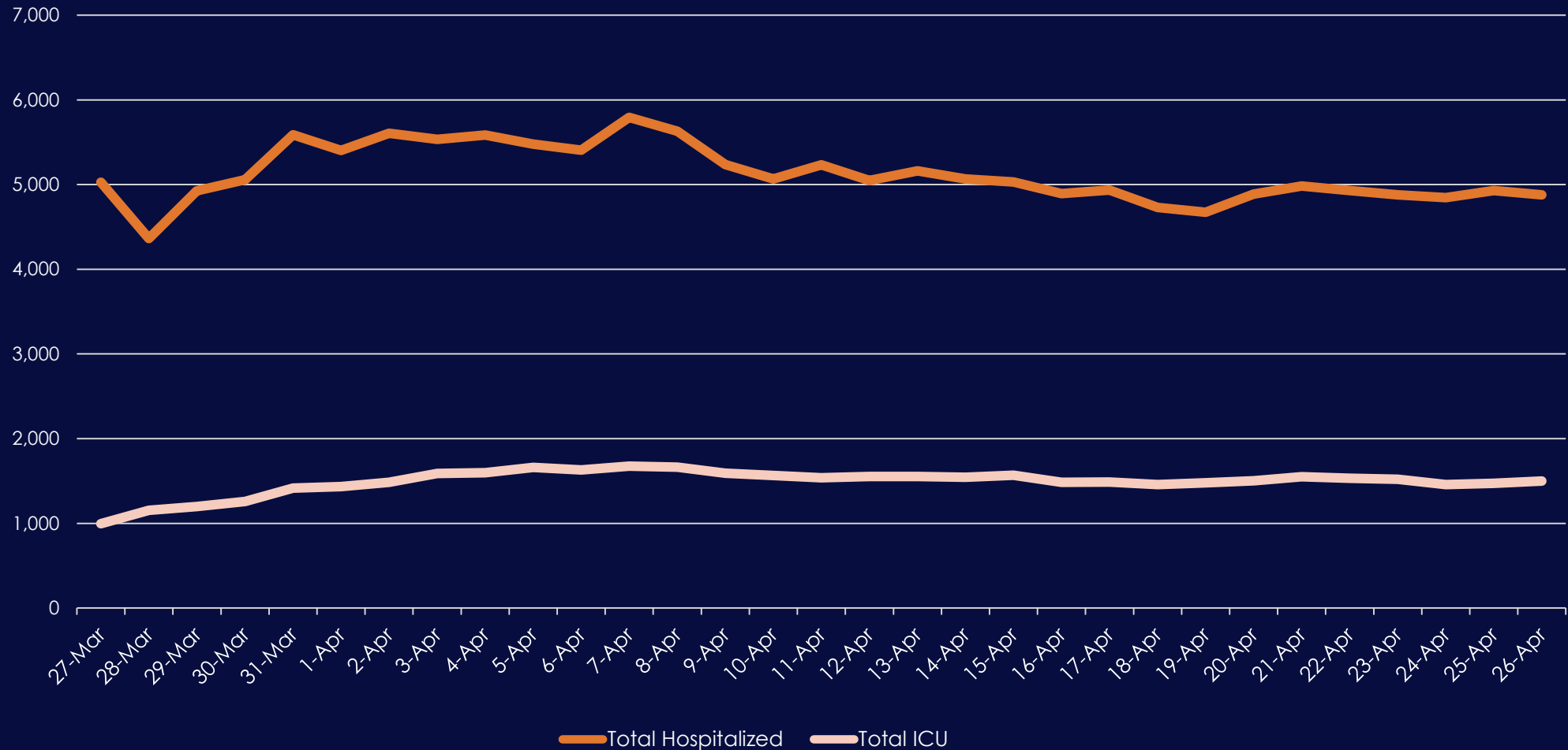


Update on California's Pandemic Roadmap

6 Indicators for Modifying Stay-at-Home Order

- Ability to test, contact trace, isolate, and support the exposed
- Ability to protect those at high risk for COVID-19
- Surge capacity for hospital and health systems
- Therapeutic development to meet the demand
- Ability of businesses, schools, and childcare facilities to support physical distancing
- Determination of when to reinstitute measures like Stay-At-Home

California Hospitalization Trend Lines



Total includes both COVID-19 confirmed positive hospitalizations as well as COVID-19 suspect hospitalizations.

The Basics



COVID-19 is not going away soon.



Modifications to Stay-At-Home Order must be guided by health risk and a commitment to equity.



Taking responsibility is key at all levels – individual, business, and government.

Resilience Roadmap Stages

STAGE 1: Safety and Preparedness

Making essential workforce environment as safe as possible.

STAGE 2: Lower Risk Workplaces

Creating opportunities for lower risk sectors to adapt and re-open.

Modified school programs and childcare re-open.

STAGE 3: Higher Risk Workplaces

Creating opportunities for higher risk sectors to adapt and re-open.

STAGE 4: End of Stay-At-Home Order

Return to expanded workforce in highest risk workplaces.

Requires
Therapeutics.

Stage 1: Safety and Preparedness

This is where we are now.

- **Continue to build out testing, contact tracing, PPE, and hospital surge capacity.**
- **Continue to make essential workplaces as safe as possible.**
 - Physical and work flow adaption
 - Essential workforce safety net
 - Make PPE more widely available
 - Individual behavior changes
- **Prepare sector-by-sector safety guidelines for expanded workforce.**

Stage 2: Lower Risk Workplaces

Gradually opening some lower risk workplaces with ADAPTATIONS:

- Retail (e.g. curbside pickup)
- Manufacturing
- Offices (when telework not possible)
- Opening more public spaces

Expanded Workforce Safety Net:

- Wage replacement so workers can stay home when sick

Stage 2: Lower Risk Workplaces

Schools and Childcare Facilities with Adaptations:

- Summer programs and next school year potentially starting sooner (July/August)
- Childcare facilities to provide more care
- Address learning gaps
- Ensure students and staff are protected
- Allow broader workforce to return to work

Actions needed to get from Stage 1 to Stage 2



Government Actions

- Policies that allow people to stay home when they're sick
- Guidance provided on how to reduce risk



Business Actions

- Wage replacement so workers can stay home when sick
- Implement adaptations to lower-risk workplaces NOW
- Employees continue to work from home when possible



Individual Actions

- Safety precautions – physical distancing, face coverings, etc.
- Avoid all non-essential travel
- Support and care for people who are at high risk

When are we ready for Stage 2?

Key indicator considerations to move to Stage 2:

- Hospitalization and ICU trends stable.
- Hospital surge capacity to meet demand.
- Sufficient PPE supply to meet demand.
- Sufficient testing capacity to meet demand.
- Contact tracing capacity statewide.

Transition to Stage 2 will occur through a statewide modification to the Stay-At-Home Order.

Opportunity for Regional Variations

During Stage 2, counties may choose to relax stricter local orders at their own pace.

Following Stage 2, once a statewide COVID-19 surveillance system is made possible through testing, further regional variations could be supported.

State will consult and collaborate closely with local governments.

Stage 3: Higher Risk Workplaces

Open higher risk environments with adaptations and limits on size of gatherings:

- Personal care (hair and nail salons, gyms)
- Entertainment venues (movie theaters, sports without live audiences)
- In-person religious services (churches, weddings)

Stage 4: End of Stay-At-Home Order

Re-open highest risk workplaces with all indicators satisfied once therapeutics have been developed:

- Concerts
- Convention Centers
- Live audience sports

Be Part of the Solution

Stay Home. Practice Physical Distancing.

We are enlisting all Californians to help inform the development of guidance for sectors across our economy.

This guidance will provide a framework for how to safely re-open.

CALIFORNIA
ALL

**Your Actions
Save Lives**

covid19.ca.gov



Contra Costa County Board of Supervisors

Subcommittee Report

AD HOC COMMITTEE ON COVID-19 ECONOMIC IMPACT AND RECOVERY

5.

Meeting Date: 05/07/2020

Subject: BUILDING PERMITTING AND INSPECTION PROCESS DURING
NEW COVID-19 HEALTH ORDER

Submitted For: John Kopchik, Director, Conservation & Development Department

Department: Conservation & Development

Referral No.:

Referral Name:

Presenter: John Kopchik/Jason Crapo, DCD

Contact: John
Kopchik

Referral History:

Due to the [Shelter in Place Order](#) issued by the County Health Officer on April 29, 2020, all offices of the Department of Conservation and Development (DCD) are currently closed to the public. DCD continues to operate nearly all of its services and programs while working remotely and supporting the County's emergency response efforts.

Referral Update:

Beginning May 4, 2020 when restrictions on construction are eased by the Shelter in Place Order, DCD will resume accepting all types of building and planning applications, issuing all types of permits and conducting inspections on all types of construction. However, DCD will be shifting to virtual, electronic processes for submitting nearly all building and planning permit applications and issuing nearly all permits. Customers are being requested not to travel to DCD offices for advice or information as all buildings and permit centers are not open to the public. DCD staff will be able to assist customers with navigating the electronic permitting process by phone and electronic communication. This immediate change in operations is being made to support the rapid resumption of construction activities while protecting public health. Please find additional information on the changes in operations in the attached draft document to be posted on DCD's webpage.

Prior to COVID-19 pandemic, DCD's main Application and Permit Center (APC) at 30 Muir Road in Martinez would serve as many as 100 applicants per day (many applicants consisted of parties of multiple people), traveling from all over the county. It was common to have as many as 40 people at one time in the APC. Social distancing of large numbers of people is not feasible in that space. Face-to-face communications typically lasted at least 15 minutes and the staff and customers were typically in close proximity to each other to look at screens, plans and forms. In addition to customers in person through the APC, we typically issued approximately 10 e-permits per day that involved no in-person communication.

Immediately shifting from approximately 10% e-permitting to nearly 100% e-permitting will not be simple and there will no doubt be bumps in the road for customers and staff. However, given the challenge of supporting rapid resumption of construction while maintaining public health during the Shelter in Place, DCD believes it is the best approach. DCD also hopes and expects this approach will lead to enduring improvements in its customer service capability. Previously, DCD was only able to offer electronic permitting to a small category of applications (such as reroof projects, small plumbing and electrical permits and certain types of residential photovoltaic systems). Many customers have requested electronic permitting options for other types of projects but DCD was not in a position to meet such requests until now, when the Shelter in Place has forced the department to rapidly shift to a virtual work environment. Moving forward, we hope to be able to offer electronic permitting for all types of permitting even after the Shelter in Place is lifted. Once customers see that virtual permitting can work, many will appreciate the efficiency it offers. Other anticipated long-term potential benefits include ameliorating the parking shortage at 30 Muir, reduced traffic impacts, and reduced emissions impacts.

Some of steps DCD has taken to prepare for the new Shelter in Place rules and the shift to electronic permitting include:

- Comprehensive modifications to our permitting system procedures and protocols developed by team of managers from our Building, Current Planning and Information Technology groups.
- Staff training sessions for APC and engineering staff.
- Numerous modifications and enhancements to computer equipment and software.
- Preparing New Construction inspection staff for the eased construction limitations in the Shelter in Place and readying Code Enforcement inspectors for the likely need to temporarily shift their efforts to new construction.
- Installation by the Public Works Department of sneeze-guards in the external doorways to the Planning Commission hearing room. These doors will be propped open during business hours and tables placed in the doorways to function as appointment-only transactional windows for handing out the backlog of previously-approved plans and permits and for addressing unforeseen circumstances.
- Outreach to other agencies and departments involved in the permitting process to inform them of operational changes and to discuss approaches for coordinating. Such coordination will undoubtedly be an area needing continual attention to attempt to make the process as user-friendly for applicants as possible.
- New parking lot signage created by Public Works to inform customers who arrive at DCD facilities not realizing they are closed to the public.
- Posting information for customers on the DCD website and seeking help with including this information in e-newsletters promulgated by Board of Supervisors' District Offices.
- Remaining ready to rapidly adapt our process over time based on experience and lessons and learned.

Recommendation(s)/Next Step(s):

RECEIVE report on the provision of building permit and inspection services under the New COVID-10 Order of the County Health Officer.



Changes to Inspection, Application and Permitting Operations During the Shelter in Place Order



Effective May 4, 2020

Highlights

- All DCD buildings are closed to the public. We are, however, conducting all normal business remotely.
- We are accepting all types of permit applications, issuing all types of permits and conducting all types of new construction inspections.
- Our process has changed and is now mostly electronic.
- Please not come to our office for advice or information as our permit centers are not open.

For updated information about COVID-19, please visit coronavirus.cchealth.org

Overview

Beginning May 4, 2020, when restrictions on construction are eased by the [Shelter in Place Order](#), the Department of Conservation and Development (DCD) will resume accepting all types of building and planning applications, issuing all types of permits and conducting inspections on all types of construction. However, DCD will be shifting to virtual, electronic processes for submitting nearly all building and planning permit applications and issuing nearly all permits. Customers are being requested not to travel to DCD offices for advice or information as all buildings and permit centers are not open to the public. DCD staff will be able to assist customers with navigating the electronic permitting process by phone and electronic communication. This immediate change in operations is being made to support the rapid resumption of construction activities while protecting public health.

Please find additional information on the changed operations in the sections below.

Jump to

- [Facility Closures and Hours of Operation](#)
- [Planning Applications and Approvals](#)
- [For a new Building Permit](#)

- [Payment Options](#)
 - [Tracking your Progress](#)
 - [Inspection Services](#)
 - [Building Permit Extensions](#)
 - [Code enforcement](#)
-

Facility Closures

- Each DCD physical office (Lafayette, Martinez, & Brentwood) is temporarily closed to the general public. A limited number of employees are working on site with the rest working remotely or in the Emergency Operations Center. Our hours remain unchanged.
 - All walk-in and over-the-counter services are suspended.
-

Planning Applications and Approvals

Starting Monday, May 4, 2020, all Planning applications (use verifications, design reviews, tree permits, variances, land use permits, development plans, etc.) are being accepted electronically (on-line) only. For assistance with submitting a planning application on-line please call (925) 674-7200 and someone will assist you with starting the application submittal process.

For a new Building Permit:

- Obtain flush roof-mount photovoltaic, residential re-roof, and simple mechanical, electrical, and plumbing permits at our [e-Permits Center](#). This is our simplest, quickest permit process.
- For all other permits, email a completed [permit application](#) (including a description of the proposed project, and the applicant's phone number and email) to APCintake@dcd.cccounty.us. Call (925) 674-7200 if you are having difficulties. Staff will reply within one to two working days to request or provide more information and to provide you with a link to upload required documents if needed.
- Your project may require approval from city/county planning, public works, environmental health, sanitary district, reclamation district, or fire department. Some

approvals may not be electronic. We will let you know what other approvals you will need to apply for and will help you coordinate how to communicate the necessary approvals back to us.

- Larger permits require plan review, we will email you an invoice and instructions for paying online.
- If we have comments on necessary revisions to your plans, we will email those to you as well as a link to upload your revised documents.
- When the plans have been approved and final payment is received, we will email you a link to download your permit and approved plans.

Payment Options

- Pay for **Building Permits** online with credit or debit card, or by e-check at [e-Permits Center](#). Our vendor's fees are \$3.00 for up to \$10,000, and \$15.00 for larger amounts for e-checks, and 2.5% for credit or debit. No cash payments can be accepted. If you have questions, please call us at (925) 674-7200.
- Payments **Planning Applications** must be made with by check when Planning requires this. Make check out to Contra Costa County and send to 30 Muir Road, Martinez, CA 94553.

Tracking your Progress

To track your permit's progress through plan check go to [e-Permits Center](#) and search by your permit number or planning application number at the foot of the page. You do not need to login. Please note that until your documents are complete, we will not be able to give you a permit or application number, and you will not be able to track your project.

Issuing Permits

- Starting May 4, 2020, all new permits will be issued by email. You will print your own permit card for your inspector.
- For all plans submitted prior to May 4, 2020, **Do not come to pick up your permit unless** you have received a phone call or email from County with instruction regarding anything you may need to bring with you (I.D., authorized agent form, school fee

receipt, etc.), paid online, and arranged a scheduled time for pick up. Staff will meet you at your scheduled time at either **door #1 or door #2** at 30 Muir Road. Follow signage for social distancing and other directions.

- **For pick up at the Lafayette office, please call (925) 299-0263 for an appointment time.**
 - You will supply one (1) printed field set of plans for construction.
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Inspection Services

- If your project has been suspended during COVID-19, please call (925) 674-7204 to resume inspections.
 - [Inspection requests and timeframe](#) processes remain unchanged.
 - During inspections, follow these **required Construction Safety Protocols** for [small projects](#) and [large projects](#).
 - **Notice** must be posted on site consistent with the safety protocols. Here is one acceptable example.
 - Owner/Contractor must have the printed field set of plans at inspection.
 - **Field Inspections are ongoing.** Inspectors will verify that your construction complies with the safety protocols. If inspector deems site is not complying, he/she may deny your inspection.
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Building Permit Extensions

- All currently active building permits, and any permits which have expired since March 16, 2020, will receive a 60-day extension.
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Code Enforcement

- Our Code Enforcement program is focused on immediate health and safety concerns, including compliance with the [construction safety protocols](#) in the May 4, 2020 [Health Order](#).
 - [A Code Enforcement Complaint](#) may be submitted online.
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