



July 2, 2020

**TO:** LOCSO Board of Directors  
**FROM:** Laura Durban, Administrative Services Manager  
**SUBJECT:** **Agenda Item 6H – 7/2/2020 Board Meeting**  
Approve the Standard Operating Procedure for Reopening Plan

**President**  
Charles L. Cesena

**Vice President**  
Christine M. Womack

**Directors**  
Matthew D. Fourcroy  
Vicki L. Milledge  
Marshall E. Ochylski

**General Manager**  
Ron Munds

**District Accountant**  
Robert Stilts, CPA

**Unit Chief**  
Scott M. Jalbert

**Battalion Chief**  
Paul Provence

### **STAFF RECOMMENDATION**

This item will be approved along with the Consent Calendar unless it is pulled by a Director for separate consideration. If so, Staff recommends that the Board adopt the following motion:

***Motion: I move that the Board approve the Standard Operating Procedure for Reopening Plan.***

### **DISCUSSION**

The attached plan is for when the Los Osos Community Services District reopens the District office to the public. Due to COVID-19, the office closed to the public on March 16, 2020 but continued doing business with customers by phone or email. The General Manager has been closely following the state and local reopening requirements and guidance documents provided by the state and will decide when the best time is to reopen the office to the public. As indicated in the plan, components of the plan may change based on new or changed mandates.

### **FINANCIAL IMPACT**

The cost will be minimal, just a slight increase in personal protective equipment, disinfectant and hand sanitizer.

Attachment

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## Los Osos Community Service District Standard Operating Procedures For Reopening Plan

### I. Purpose

The Los Osos Community Services District (District) strives to maintain a healthy and safe work environment for all employees. This plan will outline the District's plan to reopen facilities to the public. Safety is the District's primary concern for both Employees and Customers and this plan will also outline the steps that should be taken by the District to ensure their safety and welfare.

The District's General Manager maintains the right to make any needed modification to this plan as deemed necessary. The plan will be reviewed periodically and updated as needed.

### II. Procedure

The District strives to maintain a safe and healthy work environment, providing PPE (Personal Protective Equipment) for the employees as needed. During the reopening process the District will also:

- a. A phased approach to opening the office will be utilized, with limited office hours offered in the beginning. Hours will be posted on the website and at the front door.
- b. Provide Hand Sanitizing stations at the lobby entrance for customers to use.
- c. Install an acrylic shield barrier for the front desk.
- d. Frequently sanitize door knobs, desk area (keyboard, mouse, pens, phone, etc.), high traffic areas and frequently touched areas in the office.
- e. Produce signage promoting social distancing, requesting that customers call and make an appointment for anything that is not a cash payment, promoting the 24-hour drop box and only allowing one customer in the lobby at a time.
- f. Recommend that customers make online payments or use BillPay through their bank.
- g. Any office item that has been used/touched by a customer, such as pens, will be sanitized before allowing use again.
- h. Have employees wash hands / sanitize hands after each customer interaction.
- i. Reiterate to employees the sick time and paid time off policies to discourage them from coming into work when ill.

The District will follow the State and County Mandates and Guidelines provided for reopening. If an item is not included in this plan that the State or County requires, then the District will adjust the plan to comply.