

COVID-19

INJURY AND ILLNESS PREVENTION PROGRAM ADDENDUM



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Purpose

It is the policy of the Riverside Community College District to protect the safety of our employees and to comply with California Labor Code 6400 which requires that every employer must furnish employment and a place of employment that is safe and healthful for the employees therein.

Scope

This policy applies to all Riverside Community College employees that may be exposed to the coronavirus as a result of the performance of their duties. Contained herein are general prevention best practices. This addendum to our Injury and Illness Prevention Program is a framework applicable during the current (COVID-19) public health emergency. The protocols outlined in this document will be modified based on the ongoing and updated guidance from the CDC, state and local public health agencies, and Riverside Community College District operations.

What is Coronavirus Disease 2019 (COVID-19)?

On February 11, 2020 the World Health Organization announced an official name for the disease caused by the novel coronavirus SARS-CoV-2. The name of the new disease is coronavirus disease 2019, abbreviated as COVID-19.

There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans.

COVID-19 affects different people in different ways. Infected people have had a wide range of symptoms reported – from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19: Symptoms may appear 2-14 days after exposure to the virus. People with the below symptoms could have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

COVID-19 Transmission

The virus that causes COVID-19 is thought to spread mainly from person to person through respiratory droplets produced when an infected person coughs or sneezes. These droplets can enter the respiratory tract (mouth, nose, and lungs) of people who are nearby and cause infection. Spread is more likely when people are in close contact with one another (i.e., within six feet) while not wearing face coverings.

Although it is not considered to be the primary way the virus spreads, transmission may be possible by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes.

Prevention Measures

RCCD is taking every precaution to ensure our workplaces are safe. We are following federal and county health and safety guidelines as well as guidance from our state and local governments. We have implemented practices for disinfection and social distancing, among others, and will continue to modify these practices as the situation changes. In order to continue keeping our workplace safe and healthy, the following has been implemented:

- ✓ Informational signage is posted throughout the district related to current safety measures and requirements in place related to COVID-19. Signs will be updated as the healthcare crisis changes.
- ✓ Employees are required to wear face coverings and use social distancing of 6 feet or more, masks will be available for staff that may have forgotten their face coverings at home.
- ✓ Common areas and frequently touched surfaces are disinfected daily. Disinfecting supplies will be available for employee use. Employees are encouraged to disinfect their workspaces throughout the workday. (more information under cleaning procedures)
- ✓ Hand sanitizer, soap, and paper towels will be readily available in all restrooms throughout the district.
- ✓ Facilities should be optimized for airflow and air exchange where practical. This includes following facilities guidelines for airflow and exchange within spaces. Per- CalOSHA CDPH Guidance for Offices-consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- ✓ Business travel remains restricted and must be approved by a College President or a Vice Chancellors at district locations in consultation with the Chancellor.
- ✓ Plexiglas or similar see-through “sneeze guards” may need to be installed in those areas where employees frequently interact with the public and social distancing is not possible.

Self-Check Daily

All employees must self-check daily for any symptoms of COVID-19 prior to leaving home and entering the workplace. The Rave Guardian App is available for all Employees and Students through the [Google App Store](#) and [Apple App Store](#)

Symptom Checker

CDC Guidelines: Employees who have symptoms when they arrive at work or become sick during the day should be immediately sent home.

- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

- ✓ Signage with social distancing reminders are installed in areas where lines may occur.
- ✓ Virtual meetings via Zoom or Microsoft Teams will continue to take the place of in-person meetings. If virtual meetings are not possible please chose a space that can accommodate social distancing while still following the rules in regards to mass gatherings (see FAQ's).
- ✓ Meeting rooms, break rooms and other communal areas may be closed or have limited seating in order to maintain social distancing.
- ✓ Employees who develop symptoms outside of work should notify their supervisor and stay home. Sick employees should follow the [CDC Recommended steps](#) . Employees should not return back to work until they have met the CDC criteria to [discontinue home isolation](#) and have consulted with a healthcare provider and state or local health department.
- ✓ Employee safety training will be provided. More specifics on page 16.
- ✓ Schedules, including lunches and breaks may be modified to allow for necessary social distancing.
- ✓ Special consideration should be made for employees that fall under the CDC's category of people at increased risk. This will be managed through the HRER department. [CDC extra precautions](#)
- ✓ Per the California Department of Public Heath/Cal OSHA guidelines for Office Workspaces, it is their recommendation to utilize telework options and modified work schedules. See Appendix A.

[CalOSHA CDPH Guidance for Offices](#)

[CCCCO Reopen-task-force-report.pdf](#)

How and When to Wear a Face Mask

CDPH Guidance-for-Face-Coverings

People working in California must wear face coverings when they are in the following high risk situations:

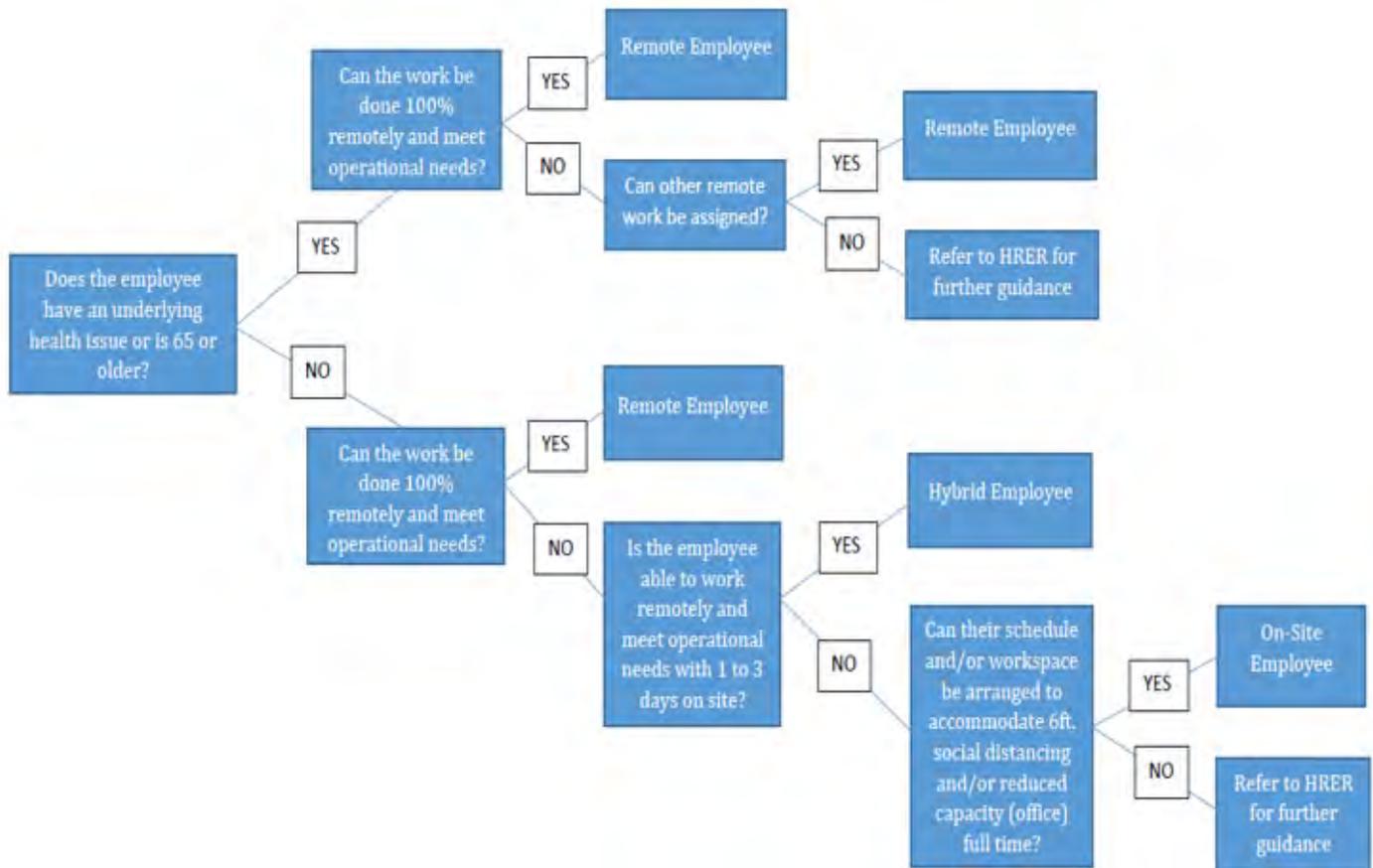
- ✓ Inside of, or when standing in line to enter, an indoor public space
- ✓ Engaged in work, whether at the workplace or performing work off-site, when:
 - Interacting in-person with any member of the public
 - Working in any space visited by members of the public
 - Working in or walking through common areas, such as hallways, stairways, elevators, and parking facilities
 - In any room or enclosed area where other people are present when unable to physically distance.

If an employee is alone at their desk and is able to physically distance, a mask is not required. A mask should be worn once another person comes within 6 feet of that employee's desk.

Cloth face masks should:

- ✓ Fit snugly but comfortably against the side of the face
- ✓ Be secured with ties or ear loops
- ✓ Include multiple layers of fabric
- ✓ Allow for breathing without restriction
- ✓ Be able to be laundered and machine dried without damage or change to shape
- ✓ Be washed daily!
- ✓ Be removed carefully and hands washed after removal

Appendix A



Remote Employees: Anyone that is working remotely and meeting operational needs; and anyone with an underlying health condition.

Hybrid Employees: Those that are needed on-site 1 to 3 days a week but can telework the remainder of the time; and those on-site as needed (Management, Full Time Faculty).

1. Consider staff/faculty continuing to work from home, perhaps on staggered shifts/days on-site in light of the need to spread out workstations to maintain 6 feet between cubicles/work spaces.
2. Plan for a portion of employees to continue to work remotely. Employees over 65 years of age and those with underlying health conditions will likely work remotely longer than others. An explanation of underlying medical conditions can be found in Appendix A of the CDC's Community Mitigation Strategy.

*State Chancellors report-Safe campus reopening workgroup page 3 & 13

3. Utilize telework options and modified work schedules. Utilize work practices, when feasible and necessary, to limit the number of employees at the office at one time.

*CDPH/CalOSHA COVID-19 Industry Guideline: Office Workspace page 6

*This appendix applies to situations that do not allow working onsite safely

Additional Safety recommendations by specialized area

All specialized programs will follow the guidelines set by CalOSHA, California State Public Health, any governing agencies or boards and partner facilities rules where students may be doing their hours for program completion. These guidelines may be in addition to wearing face coverings, social distancing, and hand washing.

Cosmetology Program [CalOSHA CDPH Guidance 1](#) [Guidance 2](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Gloves
- Eye protection (glasses, goggles, face shields)
- Remove waiting room amenities (magazines, books, coffee service, etc.)
- No Make-up use
- Avoid sharing equipment
- Request customers bring face coverings
- Encourage use of credit cards and contactless payment system
- Have automatic hand sanitizer dispensers
- Take steps to ensure that all water systems are safe to use after prolonged facility shutdown
- Stagger appointment times to reduce congestion, consider fewer customers each day
- Ask customers to wait outside rather than congregating inside
- Doors and windows should be left open wherever possible

Culinary Program [CalOSHA CDPH guidance](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Face coverings
- Gloves
- Aprons for workers touching items used by customers (servers, bussers, etc.)
- Dishwashers should use equipment for protect eyes, nose, and mouth from splash (face shield with face covering)
- Use disposable menus or make available digitally to view on their phone
- Don't pre-set tables, supply individually as needed
- Discontinue use of shared condiment bottles
- Reusable table linens must be changes after each customer
- Encourage to-go orders (until public health guidelines allow dine-in)
- Adjust maximum occupancy to meet county public health guidelines
- Entrances should be propped open
- Stagger employee breaks
- Discourage food preparation employees from entering or changing others' work stations

Food Services/Cafeteria [CalOSHA CDPH Guidance](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Face coverings
- Gloves

- Prioritize outdoor seating
- Adjust maximum occupancy to meet county public health guidelines
- Entrances should be propped open
- Stagger employee breaks

Child Care [CalOSHA CDPH guidance](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Gloves
- Thermometers – for no touch temperature check (children)
- Face coverings/shields (required for staff)
- Children’s disposable face masks (just in case the child does not bring one, they sneeze or blow their nose with it, and/or it breaks) except children under the age of 2
- Large area spray equipment (HDX 1 gal. pump sprayers) and sanitizer (Waxie 710 (1-3L) that goes in the spray equipment
- Plexi-glass shield and wall divider for the front office
- Children’s personal items kept in separate bags
- Used bedding that can be washed weekly or between children
- Drop off and pick up in lobby; Designate a staff member for escorting children
- One family in lobby for drop off/pick up at a time
- Stagger drop off and pick up times
- Daily visual wellness checks and symptom checks
- Cleaning supplies
- Keep same children and staff grouped
- Outdoor meal times
- Nap time place cots 6 feet apart with heads in opposite directions
- Stagger indoor and outdoor play schedules
- Clean equipment and surfaces between groups of children

Auto Tech Program [CalOSHA CDPH guidance](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Gloves
- Avoid sharing equipment (if so disinfect between uses)
- Much like construction. See welding/HVAC

Welding/HVAC Program [CalOSHA CDPH guidance](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Frequent handwashing
- Non-employees entering the jobsite should be restricted to only those classified as essential by management and they must complete a temperature and/or symptom screening before entering. Delivery drivers, vendors, and all others entering the facility are required to wear face coverings.
- Perform thorough cleaning on high traffic areas
- Clean touchable surfaces between shifts or between users, whichever is more frequent

- Require workers to wash their hands or use sanitizer between the use of shared equipment
- Require that employer-owned and controlled equipment, such as hard hats and any face shields, be sanitized at the end of each shift
- Clean and disinfect the inside of the equipment, then the outside, then wash hands
- Provide additional sanitary facilities
- Install hands-free devices if possible
- Consider installing portable high efficiency air cleaners, upgrading the building or construction trailer's air filters to the highest efficiency possible, and make other modifications to increase the quantity of outside air and ventilation in work and break areas

Music Program [CalOSHA CDPH Guidance](#)

- Music and film are under the same category
- Music may have additional or increasing physical distance needs
- Face shields

Film Program [CalOSHA CDPH Guidance](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Regularly clean and sanitize high traffic areas and frequently/commonly used surfaces
- Adjust or modify hours to provide adequate time for regular thorough cleaning and disinfection
- Where such items must be shared, disinfect between shifts or uses
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed
- Close or restrict common areas, using barriers, or increasing physical distance
- Designate separate routes for entry and exit
- Stagger employee shifts and breaks

Bookstore/Retail [CalOSHA CDPH guidance](#)

- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Turn off public water drinking fountains and put signs informing customers they are inoperable
- Regularly clean and sanitize high traffic areas and frequently/commonly used surfaces
- Regularly wipe down touchable surfaces
- Equip customer entrances and exits, and other common space areas with proper sanitation products, including hand sanitizer.
- Display signage indicating where the nearest hand sanitizer dispenser is located. Check hand sanitizer dispensers periodically and refill before they run out.
- Encourage the use of credit cards at retail locations and install hands-free devices, if possible, including motion sensor lights, contactless payment systems, automatic faucets, soap and paper towel dispensers, and timecard systems
- Adjust maximum occupancy to comply with county public health guidelines
- Close break rooms, use barriers, or social distance between tables/chairs to separate workers and discourage congregating. Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols

Police Programs

- Recruit squad leaders will conduct a wellness check in the A.M.
- All lecture components will require the social distancing recommended by the CDC.
- Maintain social distancing 6-10' while performing tasks and moving into work areas.
- Stagger squads anywhere that they will need to go to maintain smaller sizes and social distancing.
- Each squad has been issued a cleaning kit. Ensure they cleaning the work area or equipment between rotations.
- Handwashing and hand sanitizer use is required when applicable
- PT and Defensive Tactics Training will be conducted outside as much as possible. However, if indoor training is required due to the skill be taught. No matter where the training is being conducted maintaining social distancing guidelines is mandatory.
- Report any Recruit experiencing symptoms that may require them to be sent home or seek medical testing.
- Wearing of face mask is required.

Allied Health Programs

Dental Programs

- All faculty, staff and students will complete the health questionnaire each morning and each afternoon prior to being allowed in the facilities
- All faculty, staff and students will have their temperature taken am and pm prior to being allowed in the facilities
- All lecture and lab components will require the social distancing recommended by the CDC.
- Maintain social distancing 6-10' while on campus at all times
- All patients will be screened via a health questionnaire one day before the appointment and the day of the appointment. All patients will have their temperature checked prior to entering clinic
- Faculty, students and staff will be trained and will follow the updated infection control protocol for treating patients
- Handwashing and hand sanitizer use is required as indicated in the clinical protocol
- Faculty, students, staff and patients will follow the one-way flow for clinic
- Appropriate personal protective equipment including N-95 respirators, surgical masks, bouffant caps, shoe covers, clinical gowns, gloves and face shields are required. Please see table below for specific requirements.
- All Faculty, staff and students will have a medical clearance to be able to wear an N-95 respirator.
- All faculty, staff and students will have a fit test to wear an N-95 respirator.
- All faculty, staff, and students will be taught the new donning and doffing of PPE's.

Position/Procedure	Mask	Clinical Attire	Eye Protection	Isolation Gowns	Gloves	Head Covering	Shoe Covers
Patient Temperature Pre-Screening	Surgical Level I	Clinical Attire	Face Shield				
Front Desk Check in	Surgical Level I	Clinical Attire			Gloves		
Instrument Processing/Sterilization	Surgical Level II	Clinical Attire	Face Shield	Isolation Gown	Gloves		
No Aerosol Procedures	Surgical Level I	Clinical Attire	Face Shield	Isolation Gown	Gloves		
Low Aerosol Procedures	Surgical Level II	Clinical Attire	Face Shield	Isolation Gown	Gloves	Bouffant Caps	Shoe Covers
Moderate/Heavy Aerosol Procedures	N-95 Respirators	Clinical Attire	Face Shield	Isolation Gown	Gloves	Bouffant Caps	Shoe Covers

Nursing Programs

- Follow all facility guidelines set forth.
- Symptom/temperature checks (at home is acceptable as long as the online symptom checker is used and results are shown to instructor before class)
- Sign the RCCD Release of Liability.
- Align with the State of California social distancing guidelines, maintain social distancing (6 feet apart) at all times, including breaks and mealtimes while on campus or clinical facility property.
- Social distancing parameters will be maintained except during direct supervision of patient care activities.
- Use stairs while maintaining social distancing. If you are unable to use the stairs, no more than 3 people may be in the elevator at one time. If staff are on the elevator, students need to exit the elevator as staff of the facility have priority (unless the student is disabled).
- Wear a personal mask until faculty and/or facility distributes medical grade masks. Students are required to wear masks at all times while on campus or at the clinical facility including parking lots.
- Students are required to maintain/preserve their mask as instructed.
- KN95 masks are one size fits all and require students to be clean shaven and not wearing foundational make-up.
- Do not carpool to any educational activity.
- Sign the Covid-19 Clinical Screening form for each educational activity.
- Do not bring any personal items into the clinical facilities.
- Take meals and breaks outside of the facility while maintaining social distancing.

Paramedics/Emergency/Fire Programs

- Squad leaders will conduct a wellness check in the A.M. consisting of questions and temperature reading daily
- All lecture components will take place in the Auditorium until further notice
- Limit squads and rotations to groups less than 10
- Maintain social distancing 6-10' while performing tasks and moving into work areas
- Stagger squads getting into their lockers, classroom, lunch or anywhere that they will need to go to maintain smaller sizes and social distancing.
- Each squad has been issued a cleaning kit. Ensure they clean the work area or equipment between rotations.
- Encourage handwashing, hand sanitizer use when applicable
- PT will be conducted outside until further notice maintaining social distancing guidelines

- Report any Cadet experiencing symptoms that may require them to be sent home or seek medical testing
- Wearing of face mask is required.

On-Campus Classroom and Labs

Labs [CalOSHA CDPH guidance](#)

Enter/Exit Flow

- Traffic flow within a room should be identified and clearly labeled to optimize physical distancing.
- Communicate entry/exit points into building and lab rooms.
- Define and identify walking routes inside of the facility by using signage and floor markings.
- Group and define designated work areas in lab rooms; establish entry/exit points.

Physical Distancing

- During a pandemic or heightened infection season in line with public and safety direction, when classroom space and size allow students should be kept a part at maximum distances no less than 6 feet apart. Multiple options should be considered with respect to spacing that can maintain the baseline of 6 feet of separation between students, faculty, and staff (square grids at 144 sq. ft., triangular spacing at 50 sq. ft., and circular spacing at 113 sq. ft.)
- Some activity-based courses shall use increased distancing greater than 6 feet per student due to physical movement and intensity of activity. [Dance USA](#) recommends at least 10 feet of spacing between individuals for dance studios. (Change greater than 6 ft... depending on the activity or discipline or space... Need evidence-based practice)
- In instances where a 6-foot distancing is not possible, physical dividers may provide a situation where 6 feet of separation may be decreased. Physical barriers do not replace the need for physical distancing but should be installed wherever 6-feet of distancing cannot be reasonably maintained.

Assembly Areas to Maintain Social Distancing

- All classes should be assembled in open areas and be led into the laboratory, studio, clinical, or other instructional spaces to avoid groups of students congregating in hallways or smaller spaces. Each college shall plan these staging areas as close to the instructional areas as possible.

Cleaning and Disinfecting of Surfaces, Stations, and Equipment

Cleaning and disinfecting of high-touch surfaces daily in common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, etc.), at a minimum prior to the start of each class day and more often as needed.

- While every lab space is different, these sections provide guidance that may be customized to fit the needs/requirements of different departments.
- Students shall clean their workspaces and lab areas at the start and end of each lab session. Designated areas within labs, studios, and other similar spaces should be established for the storage of students' personal items to prevent contamination of cleaned surfaces.
- Clean visibly dirty surfaces with soap and water prior to disinfection/sanitation.
- Use an EPA-approved disinfectant against COVID-19. Read product label to make sure it fits your needs.
- Follow the directions on the label to ensure proper use and contact time.
- Wear the proper PPE for cleaning and disinfecting surfaces.
- Lab equipment/tools shall be disinfected after each use.

- Consider making available of disposable wipes so that students and staff may wipe down commonly used items and surfaces after each use.

Baseline Level of Personal Protective Equipment (PPE)

- Cloth facemasks (CDC Guidelines) shall be required during on-campus lab and activity sessions.
- If students do not have a facemask, then masks will be provided.

Infection Control Supplies

- Infection control supplies and equipment (soap, towels, gloves, disinfecting agent, hand sanitizer, disinfectant products, Plexiglass or other dividers, etc.) are widely available. Note that if dividers are available, the minimum 6 feet of separation may be decreased.

Good Hygiene Practices

All students and District personnel shall engage in good hygiene practices. This includes:

- Wash hands or use hand sanitizer each time entering and exiting a room.
- Avoiding touching eyes, nose, or mouth without cleaning hands first.
- Avoid eating and drinking, in lab areas.
- Avoid non-essential physical contact and maintain appropriate social distancing guidelines both inside and outside of the facilities.
- Regularly wash your hands with soap and water for at least 20 seconds, especially after coughing, sneezing, or blowing your nose, and after using the bathroom. If you are unable to wash your hands, use hand sanitizer that contains at least 60% ethanol or 70% isopropanol alcohol.
- Cover your mouth and nose with your elbow (or ideally with a tissue) rather than with your hand when you cough or sneeze. Dispose of all tissues in the trash immediately after use. Immediately wash your hands with soap and water for a minimum of 20 seconds. If you are unable to wash your hands, use hand sanitizer that contains at least 60% ethanol or 70% isopropanol alcohol.
- Avoid sharing phones, desks, office equipment, or other items wherever possible.
- Never share PPE.

Cleaning and Disinfection

The CDC cleaning recommendations are as follows:

High touch surfaces should be cleaned “frequently” the common thought is every 4 hours and in-between uses of individuals (i.e. a student leaves a desk it should be cleaned before the next student uses it). The recommendation also covers cleaning at least one time at the beginning or end of a shift or before the next shift starts.

To provide for the safety of everyone, bathrooms and their frequently touched surfaces should have a more frequent pattern, such as every 4 hours at a minimum, and a frequent stocking of paper products/soap and other inventory items.

Ongoing Cleaning and Disinfecting Protocol

Classroom/Office/Conference Room Disinfecting Protocol

Use the CDC recommended cleaning solution, and disinfectant. [List of CDC approved products](#) (List N)
Follow the instructions on the label to ensure safe and effective use of the product.

*Pay special attention to the products required contact time with the surface.

Use a surface disinfectant or similar product that contains 60% or more ethyl alcohol and/or isopropyl alcohol. Ensure the employee’s cleaning is wearing the appropriate personal protective equipment (PPE), as called out by the Safety Data Sheet.

Additional PPE: Protective disposable gloves required. Face covering, and Safety goggles are recommended.

Protocol for all hard, high touch surfaces

All hard, high touch surfaces must be wiped down with soap and water first. Then apply disinfectant.

Examples of hard high touch surfaces include: Tables, desks, door knobs, restroom surfaces, and floors.

Use the CDC recommended cleaning solution, and disinfectant. [List of CDC approved products](#) (List N)
Follow the instructions on the label to ensure safe and effective use of the product.

*Pay special attention to the product’s required contact time with the surface.

Use a surface disinfectant or similar product that contains 60% or more ethyl alcohol and/or isopropyl alcohol.

Ensure the employee’s cleaning is wearing the appropriate personal protective equipment (PPE), as called out by the Safety Data Sheet.

Many products require:

Wearing disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning.

You must clean hands immediately with soap and water for at least 20 seconds after gloves are removed.

Protective eyewear to protect from splashes.

Additional PPE: Personal face covering.

Protocol for all soft surfaces

Apply disinfectant spray to all soft surfaces.

Examples of soft surfaces include: Chairs, cotton/polyester, couches, curtains, mats throw rugs

*Follow the instructions on the label to ensure safe and effective use of the product you are putting it on

Use the CDC recommended cleaning solution, and disinfectant. [List of CDC approved products](#) (List N)

Follow the instructions on the label to ensure safe and effective use of the product.

*Pay special attention to the products required contact time with the surface

Use of surface disinfectant or similar product that contains 60% or more ethyl alcohol and/or isopropyl alcohol.

Special surfaces applied with disinfectant spray using cleaning cloths.

Ensure the employees cleaning are wearing the appropriate personal protective equipment (PPE), as called out by the Safety Data Sheet.

Many products require:

Wearing disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning.

You must clean hands immediately with soap and water for at least 20 seconds after gloves are removed.

Protective eyewear to protect from splashes.

Additional PPE: Personal face covering.

Protocol for all special surfaces

Apply disinfectant spray to all special surfaces.

Examples of special surfaces include: Keyboards, Mice, Monitors, and Phones.

Follow the instructions on the label to ensure safe and effective use of the product you are putting it on

Use the CDC recommended cleaning solution, and disinfectant. [List of CDC approved products](#) (List N)

Follow the instructions on the label to ensure safe and effective use of the product.

*Pay special attention to the products required contact time with the surface

Use surface disinfectant or similar product that contains 60% or more ethyl alcohol and/or isopropyl alcohol.

Follow the instructions on the label to ensure safe and effective use of the product you are putting it on

Ensure the employees cleaning are wearing the appropriate personal protective equipment (PPE), as called out by the Safety Data Sheet.

Many products require:

Wearing disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning.

You must clean hands immediately with soap and water for at least 20 seconds after gloves are removed.

Protective eyewear to protect from splashes.

Additional PPE: Personal face covering.

References:

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

Training

Online Training will be available via zoom, through Target Solutions and through the Districts Joint Powers authority. Students trainings will be available through Health Services, links through canvas (in progress) and through YouTube via our Joint Powers Authority, California School Risk Management (CSRМ).

Topics for training will include the following:

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#) through the Rave Guardian App.
- The importance of not coming to work if employees has any of the following symptoms: fever or chills cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea or if they or someone they live with have been diagnosed with COVID-19 or have been exposed with someone with COVID-19 in the last 14 days.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed after each shift.

The following trainings are available for employees on [Target Solutions](#):

- Coronavirus 101: What you need to know
- Coronavirus 102: Preparing your household
- Coronavirus 103: Managing Anxiety and Stress
- Coronavirus 104: Transitioning to a remote workforce
- Coronavirus 105: Cleaning and Disinfecting the Workplace
- Coronavirus 106: DIY Cloth Face Coverings
- Coronavirus 107: Reopening Your Organization
- Preparing for a Pandemic Flu Outbreak

These trainings are also available to students through YouTube [here](#) and through Canvas.

Employee Responsibilities

Your cooperation and commitment to the following guidelines will assure the ongoing safety and health of everyone in our college community. Each and every RCCD employee is expected to:

Self-Check: Self-check daily for symptoms using the checklist included in this guide or through the Rave Guardian App, **prior to reporting to work**, and **stay home** if you are sick. If symptoms appear during the course of a campus work day, you should notify your supervisor and return home immediately. Always keep your supervisor informed and complete the appropriate leave paperwork in a timely manner.

Communicate: If you, or a member of your household, are exposed (or suspect exposure) to COVID-19 or feeling sick contact your manager or Human Resources to report your illness. For further guidance see Corona Virus Reporting Procedures on page 16.

Social Distance: Maintain social distancing practices of at least 6 feet apart in the workplace, more if possible.

Practice Safety: Follow disinfecting product instructions when cleaning your work areas with supplied products.

Hand Wash Frequently: Wash your hands frequently (at least once every few hours) and/or use hand sanitizer.

Cover: Cover your nose and mouth when sneezing or coughing, and wash hands afterwards.

Be Aware: Avoid touching your face, eyes, and mouth with hands

Cover face: Wear a face covering if you are in an area with public interaction, where you cannot socially distance, when entering/exiting campus, and when leaving your desk. Any area where social distancing might be questionable should involve the use of a face covering.

No Physical Contact: Do not shake hands or hug. Close contact spreads the virus.

Avoid Sharing: Avoid using other employees' phones, desks, offices or other work tools and equipment, whenever possible. If spaces are shared, clean thoroughly between use and/or shifts.

Express Your Concerns: Talk to your manager or Human Resources if you have concerns specific to your circumstances, such as a health condition that may place you at high risk.

Follow: Follow all District policies and practices.

Ask Questions: Ask questions to assure you understand what is expected of you. Reach out to Risk Management if you cannot find an answer after reviewing the Frequently Asked Questions in this guide.

Be Kind: Understand that this is a unique and stressful time for everyone, and an extra bit of kindness right now can go a long way.

Daily COVID-19 Self-Check

The Rave Guardian App is available for all Employees and Students through the [Google App Store](#) and [Apple App Store](#) to do daily health assessments. Please do the assessments Self-Check **EACH DAY before reporting to work** and answer the following questions. If you check **YES** to either the first or second statement, **STAY HOME** and follow the steps at the bottom of the page. If you don't have a smart phone you may do your assessment via the [HRER Sharepoint Site](#) .

Please check **ONLY** those that apply.

I am experiencing any of the following symptoms: fever or chills, cough, shortness of breath, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting and diarrhea.

I have been in close contact with someone who has tested positive for COVID-19 or has displayed multiple symptoms listed above in the last 14 calendar days.

Neither of the above applies. I feel healthy and have no symptoms.

If you checked YES to either the first or second statement or start feeling sick at any point during your shift, follow the steps below:

Step 1: Immediately notify your supervisor

Step 2: DO NOT report onsite if scheduled, go home if already working onsite

Step 3: Contact HRER and Risk Management for further guidance at Covidreporting@Rccd.edu

****Please note that if you start to experience any of the symptoms above during your shift you should inform your supervisor and go home.**

Corona Virus Reporting Procedures

In the event of a report of a Corona Virus case, or exposure, please follow the steps below.

1. If an employee or student reports to an onsite location:
 - a. Move them to an isolated area if they are having symptoms or if they state they have been exposed to the virus or have traveled to areas where the exposure is high.
 - b. Make sure that you are standing 6 feet (or more) away from the exposed individual and wearing a mask.
 - c. Request the following information, if possible:
 - i. For all-Name, Contact information (phone number, email), Employee or student ID Number
 - ii. For employees -Department they work in, Supervisor Name, Campus location, and Building and Room Number. Last day they were at work on site, how they were exposed, and if they are showing any symptoms.
 - iii. For students-class schedule, last time they were on campus or in class. What other locations did they visit that day, bookstore, library etc., how they were exposed, and if they are showing any symptoms
2. Employees-all employee exposures should be reported to Risk and HRER
 - a. If the exposed employee was exposed by another RCCD employee, Risk Management will handle through workers compensation process.
 - b. If the exposed employee was exposed outside of work, Human Resources will handle
3. Students-report exposed students to Health Services at the student's campus.
 - a. Health services will report student status information to Risk and HRER
4. Risk Management will report all incidents to the Department of Public Health.
5. Risk Management will report all positive cases to Executive Cabinet during COVID weekly meetings
6. HRER will report positive cases to CSEA (per MOU or as long as that is part of the MOU)
7. HRER, Risk, and Health Services (depending on where the incident occurred) at each location will contact the Vice President of Business Services so they can direct the Facilities department of any room/rooms that the exposed person visited so they can be disinfected.
8. Human Resources will work with the employee and employee's supervisor for applicable leave of absences.
9. Supervisors must practice confidentiality guided by HIPPA regulations for themselves and staff to keep these potential cases confidential.
10. Any calls from the Media should be directed to Chris Clarke, Executive Director who manages the Public Information Officers.

Self-Checker

1. All employees and students working onsite will do the health assessment via Rave Guardian App or online.
2. Employees and students will show the results to their instructor/supervisor via text message/email/hard copy/or by showing their phone screen at the start of any shifts/classes onsite.
3. Risk/HRER receives positive results (yes to symptoms or close contact) of the online health assessment within an hour and will forward student positive assessments to the students corresponding Health Services department.
4. Risk Management can pull a report for Rave Guardian every evening and will forward student positive assessments to the students corresponding college Health Services department.
5. HRER/Risk will follow up with all employees that choose yes to any of the questions in the assessment.

Return to class/work:

Employees/students that have symptoms but state they have not been exposed:

Employees will be welcomed back to work with a doctor's note that states that they have been cleared to return to work. The note would need to be sent to HRER and HRER will reach out to the supervisor to give clearance.

Students will be welcomed back to in person instruction with a doctor's note that state they have been cleared. The doctors note would be reviewed by the health services department. Health Services will provide a note of assessment to show to any faculty member that requests to see a note.

Employees/students that have been exposed but have No symptoms:

Employees/students will be welcomed back to work after 14 days of quarantine as long as no symptoms develop.

*Exclusion-Students doing clinical hours and wearing Full PPE (N-95 masks, gowns, etc.) will not be considered exposed unless the hospital considers them exposed. Example-with a COVID positive patient, for more than 15 minutes, but with full PPE at all times, would not be considered an exposure.

Employees/students that have been diagnosed with COVID 19:

Employees/students will need to provide a physician's note AND Negative test results to return to work or instruction.

Incubation Period:

It takes up to 14 days from the time of exposure for people to test positive for COVID -19

If an employee or student thinks they may have been exposed to COVID-19 they will need to Self-Quarantine for 14 days and monitor for symptoms.



Important RCCD Contacts

RCCD Int Director of Risk Management
Monica Esqueda
monica.esqueda@rccd.edu
Cell# 951-212-2153
Covidreporting@rccd.edu

RCCD HRER Director of HRER
Diana Torres
diana.torres@rccd.edu
Cell#951-897-9205
Covidreporting@rccd.edu

Lorraine Jones
Compliance Officer
Lorraine.jones@rccd.edu
951-328-3874

Moreno Valley College Dir Health Svcs
Vacant

Norco College Dir Health Svcs
Cathleen Chou
Cathleen.Chou@norcollege.edu
Cell #909-510-1015

Riverside City College Dir Health Svcs
Renee Martin-Thornton
Renee.Martin-Thornton@rcc.edu
Cell #951-476-5939

Human Resource Liaison
Riverside City College and CAADO
Danielle Sanders
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951-328-3703

Human Resources Liaison
Norco College
Shannon Minter
Shannon.Minter@rccd.edu
951-222-8356
951-739-7801

Human Resources Liaison
Moreno Valley College
Silvestre Julienne
Silvester.Julienne@rccd.edu
951-222-8593
951-571-6279

Director Public Health
Barbara Cole
Bcole@ruhealth.org
951-358-5107

Medcor-Industrial Cases
800-775-5866

Public Affairs/Media questions
Chris Clarke
Chris.clarke@rccd.edu
Cell#951-236-9767

Emergency line
951-782-2974 or 2-1-1

Casualty Claims Coordinator
BJ Cain
bj.cain@rccd.edu
Cell# 951-203-3297

TESTING SITES

Testing sites in Riverside County: <https://www.rivcoph.org/coronavirus/testing> (800) 945-6171
<https://lhi.care/covidtesting> or call (888) 634-1123.

Frequently Asked Questions

1. Do I need an appointment to be tested at a County site? At a State site? How do I make the appointment?

Yes, appointments are needed at all sites. Appointments can be made for any of the County of Riverside testing sites by calling (800) 945-6171. Appointments for the State of California testing sites can be made online at <https://lhi.care/covidtesting> or by calling (888) 634-1123.

2. Can I get same day testing at County and/or State sites?

Yes, same day testing is available. However, all people wanting to be tested must have an appointment prior to arriving at a testing site.

3. How long does it take to get my test results? Is it different if it is a County site or a State site?

Those tested at a County of Riverside testing site currently get their results back within 3 to 4 business days. Those tested at a State of California testing site also currently get their results back within 3 to 4 business days.

4. Can I be tested more than once?

Yes. The PCR (swab) test is a point in time test. You can be tested more than once if you feel that you may have been exposed. Keep in mind that it may take several days after exposure to have a positive result. If you are testing because you had a previous positive test result, you may wish to follow-up with the Department of Public Health (951-358-5107) to see if there is another way for you to be cleared.

5. Is testing free at County or State sites?

There are no out-of-pocket costs for you to get tested at either County or State sites. However, we are asking for insurance information so that we can bill them directly. You will not be charged a co-pay or share of cost for the test. If you do not have insurance or do not want to provide it, you will still get tested.

6. Can I be tested by my primary care provider or another provider in the community? In addition, would those tests count in Riverside County's numbers?

Yes, testing may be available through providers in the community. Contact your provider to determine if they are available. Regardless of where you are tested, laboratories and medical providers are required to report test results to the Riverside County Department of Public Health.

7. If I test positive, where does that information go? In addition, what is contact tracing?

Test results are reported to the Riverside County Department of Public Health. This is required under the California Health and Safety Code and allows Public Health to promptly investigate cases and disrupt the spread of disease. During the investigation, the person with the positive test result will be asked about any other people that they may have been in close proximity to when they were contagious – these are called contacts. These contacts are called to determine if they feel sick or not and to determine the need for testing and/or quarantine. All information is confidential and Public Health does not identify the name of the person with positive results as part of the contact tracing activities. We do not disclose what we have learned to your family, friends, employer or law enforcement, and we do not tell individuals who are contacted whom they may have been exposed to.

8. What is known about antibody testing and should I have it done?

You or your healthcare provider may be interested in checking whether your body has made specific antibodies against the virus that causes COVID-19. It is important to note that antibody tests do not detect the virus itself, and thus are not meant to diagnose active infection. Antibody testing may help determine if a

person has been exposed to COVID-19, the frequency of infection in persons without symptoms and how widespread the disease is within communities.

9. How will safety protocols be enforced?

Keeping a safe environment will depend on everyone's cooperation. We are hoping that by educating all of our stakeholders on COVID symptoms, how COVID spreads, what to do if you get COVID, and how to get tested, everyone will not only want to comply but encourage others around them to comply.

We will also do our best to educate our stakeholders of the expectations and safety rules before they return to ensure that everyone understands the new rules being put in place for their safety.

This information will be distributed via email list serves such as RCCD-all, MVC-all, RIV-all, Norco-all, and emails from the leaders of the bargaining units. We will also distribute information via social media, RAVE mass notification, newsletters and signage. Along with providing COVID training through Canvas and Target Solutions.

In the event that the stakeholder refuses to comply with the safety protocols they will be coached, offered re-training and if the situation is not corrected it will be handled in accordance to the bargaining agreements or student code of conduct.

- For students – Dean of Student Life at each campus
- For Staff – Direct Supervisors
- For Faculty – Division Dean or Department Chair
- For Community Members – They will be asked to leave campus. If they refuse or become disruptive, District Police will be called.

10. What happens if we start having cases on campus or within the District?

According to the California Public Health-If more than five students, faculty, or staff on a campus test positive for COVID-19, the campus administrator should consult with local public health officials for guidance on closing the campus. In the event of a closure work and instruction would be remote. Only essential personnel would be permitted onsite such as police, facilities and staff needed to facilitate online instruction. Link- [CDPH Higher Ed Guidance](#)

11. What if I am unable to wear a mask/face covering?

If you are unable to wear a mask due to health issues or work in an area in which a mask is not conducive, face shields are an acceptable alternative. Note: Persons exempted from wearing a face covering due to a medical condition who are employed in a job involving regular contact with others should wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, as long as their condition permits it. [CDPH Guidance-for-Face-Coverings_06-18-2020](#)

12. What is contact tracing?

Contact tracing is used by health departments to prevent the spread of infectious disease. In general, contact tracing involves identifying people who have an infectious disease (cases) and their contacts (people who may have been exposed) and working with them to interrupt disease transmission. For COVID-19, this includes asking cases to [isolate](#) and contacts to [quarantine](#) at home voluntarily.

Contact tracing for COVID-19 typically involves

- Interviewing people with COVID-19 to identify everyone with whom they had close contact during the time they may have been infectious,
- Notifying contacts of their potential exposure,

- Referring contacts for testing,
- Monitoring contacts for signs and symptoms of COVID-19, and
- Connecting contacts with services they might need during the self-quarantine period.

To prevent the further spread of disease, COVID-19 contacts are encouraged to stay home and maintain social distance (at least 6 feet) from others until 14 days after their last exposure to a person with COVID-19. Contacts should monitor themselves by checking their temperature twice daily and watching for [symptoms of COVID-19](#).

13. What happens during contact tracing? Generally, contact tracing includes the following steps:

- **Case investigation:** Public health staff work with a patient to help them recall everyone with whom they have had close contact during the time when they may have been infectious.
- **Contact tracing:** Public health staff begin contact tracing by notifying exposed individuals (contacts) of their potential exposure as rapidly and sensitively as possible, not revealing the infected patient's identity.
- **Contact support:** Contacts are provided with education, information, and support to help them understand their risk, what they should do to separate themselves from others who are not exposed, and how to monitor themselves for illness. In addition, they are informed of the possibility that they could spread the infection to others even if they do not feel ill.
- **Self-quarantine:** Contacts are encouraged to stay home, monitor their health, and maintain social distance (at least 6 feet) from others until 14 days after their last exposure to the infected patient, in case they also become ill.

14. Who is considered a close contact to someone with COVID-19?

For COVID-19, a close contact is defined as anyone who was within 6 feet of an infected person for at least 15 minutes starting from 48 hours before the person began feeling sick until the time the patient was isolated.

15. What can a person diagnosed with COVID-19 expect during contact tracing?

If you are diagnosed with COVID-19, a case investigator from the health department may call you to check-in on your health, discuss who you've been in contact with, and ask where you spent time while you may have been infectious and able to spread COVID-19 to others. You will also be asked to stay at home and [self-isolate](#), if you are not doing so already.

- Your name **will not** be revealed to those you may have exposed, even if they ask.
- Self-isolation means staying at home in a specific room away from other people and [pets](#), and using a separate bathroom, if possible.
- Self-isolation helps slow the spread of COVID-19 and can help keep your family, friends, neighbors, and others you may come in contact with healthy.
- If you need support or assistance while self-isolating, your health department or community organizations may be able to provide assistance.

Symptoms of COVID-19 can include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea. If your symptoms worsen or become severe, you should seek medical care. [Severe symptoms](#) include trouble breathing, persistent pain or pressure in the chest, confusion, inability to wake or stay awake, or bluish lips or face.

16. What can close contacts expect to happen during contact tracing?

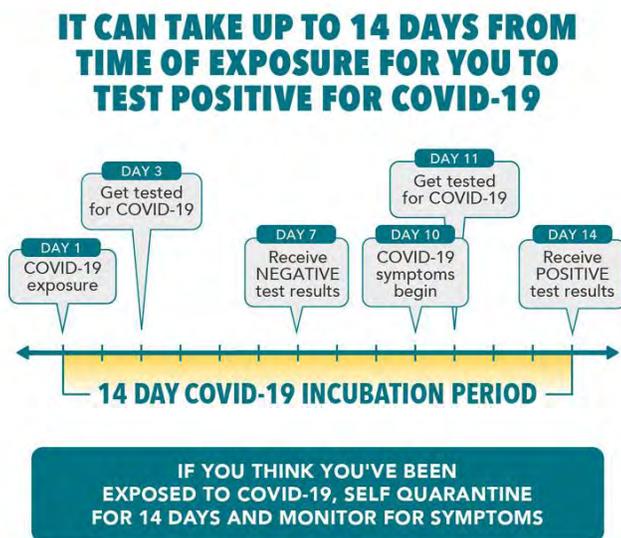
If you have been in close contact with someone who has COVID-19, a contact tracer from the health department might contact you to inform you that you've been exposed to COVID-19.

You should stay at home and [self-quarantine](#) for 14 days, starting from the last day you were possibly exposed to COVID-19. The contact tracer will help identify the dates of your self-quarantine. The contact tracer can also provide resources about COVID-19 testing in your area.

- Self-quarantine means staying home, monitoring your health, and maintaining social distancing (at least 6 feet) from others at all times.
- If you need to be around other people or animals in or outside of the home, wear a cloth face covering. This will help protect the people around you.
- If you need support or assistance with self-quarantine, your health department or community organizations may be able to provide assistance.

You should take your temperature twice a day, watch for [symptoms of COVID-19](#), and notify your health department if you develop symptoms. You should also notify people you had close contact with recently if you become ill, so they can monitor their health. If your symptoms worsen or become severe, you should seek medical care. [Severe symptoms](#) include trouble breathing, persistent pain or pressure in the chest, confusion, inability to wake or stay awake, or bluish lips or face.

17. What is the incubation period of COVID-19?



The chart to the left shows the time that can lapse from a COVID-19 exposure to the time a positive test result can emerge. A person can become positive up to 14 days after exposure, even with a previous negative test result. During this time, the exposed can expose other individuals to the virus with or without symptoms.

For more information, visit: publichealth.lacounty.gov/coronavirus



18. Am I considered a close contact if I was wearing a cloth face covering?

Yes, you are still considered a close contact even if you were wearing a cloth face covering while you were around someone with COVID-19 as long as the contact was for more than 15 minutes less than 6ft apart. Cloth face coverings are meant to prevent someone from transmitting the disease to others, and may reduce but not protect someone from becoming infected. For COVID-19, a close contact is anyone who was within 6 feet of an infected person for at least 15 minutes. An infected person can spread COVID-19 starting 48 hours (or 2 days) before the person had any symptoms or tested positive for COVID-19.

19. What if I have been around someone who was identified as a close contact?

If you have been around someone who was identified as a close contact to a person with COVID-19, you should closely monitor yourself for any [symptoms of COVID-19](#). You do not need to self-quarantine.

20. What is a qualifying reason for sick leave under the Families First Coronavirus Response Act?

Qualifying Reasons for Leave:

Under the FFCRA, an employee qualifies for paid sick time if the employee is unable to work (**or unable to telework**) due to a need for leave because the employee:

1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;
2. has been advised by a health care provider to self-quarantine related to COVID-19;
3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;
4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);
5. is caring for a child whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19; or
6. is experiencing any other substantially-similar condition specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Labor and Treasury.

<https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>

21. Where can I find the States guidelines for Higher Education?

The state guidelines for higher education are posted on the Covid19.ca.gov website under industry guidance. This interim guidance for institutions of higher education [guidance for institutions of higher education](#) provides guidelines to help institutions and their communities plan and prepare to resume in-person instruction.

For counties on the [monitoring list](#) : Indoor operations must be closed.

Review the guidance and prepare a plan to reduce the risk and support a safer environment for students, faculty, workers, and families.

22. How does the Rave Guardian symptom checker work?

[RAVE Guardian app](#) has been updated to include a *symptom checker* for daily use.

This feature will give students, faculty and staff working **onsite** the ability to check for COVID-19 symptoms **before** starting their work shift or class.

The checker works simply: 1) check your inbox 2) answer a few questions on the health assessment link 3) if you are safe to come onsite you will see a green check, if you are not, you will see the stop sign.

As you walk into work, or students walk into class, they will be able to hold up their screen from 6ft away to show their supervisors or instructors that they have taken the assessment.

This will help ensure that we are ALL aware of the latest CDC COVID symptoms and stay home to protect each other when we have any of these symptoms.

As the CDC adds more symptoms or makes changes the app will be updated.

This is a sample of what you can expect to see:



Sample Assessment questions



Clear to come onsite for class/work class/work



You are not cleared to come onsite for class/work



Rave Guardian App frequently asked questions:

I have the Rave Guardian App, where can I find the daily health assessment?

The health assessment will be in your inbox. You will need to hit the link to take the assessment. Please note that the Health Assessment is sent every day at 6:45am. If you download the App after this time you will need to wait until the next day to receive the health assessment.

Where can I find the links to download the Rave Guardian app to my phone?

Rave Guardian for iPhone: Download from the Apple App Store:

<https://apps.apple.com/us/app/raveguardian/id691246562>

Rave Guardian for Android: Download from the Google Play Store:

<https://play.google.com/store/apps/details?id=com.ravemobilesafety.raveguardian>

Where can I find the latest updates to the Rave Guardian app?

App updates are managed differently for iPhones vs. Android devices. Here's information on how to manage app updates:

Android App Updates: <https://support.google.com/googleplay/answer/113412?hl=en>

iPhone App Updates: <https://support.apple.com/en-us/HT202180>

My phone won't download the app, why?

There could be many reasons for this: your memory may be full, you may have restrictions on your phone, etc. It is best to start by contacting your cell phone carrier to assist you with the download.

Do I have to have push notifications turned on for Rave Guardian?

We recommend that you allow notifications from Rave Guardian. This will alert you when your timer is about to run out, when you've received a response or notification, or when someone has requested you as a Guardian.

Instructions for iPhones are available here: <https://support.apple.com/en-us/HT201925>. Android instructions are available here: <https://support.google.com/android/answer/9079661?hl=en>

How do I change my mobile number?

Within the Guardian App: click your profile picture labeled "me" on the bottom of the homepage. This will allow you to edit all of your information.

I am receiving the health assessment hours after everyone else, why is this?

Confirm that the time zone on your mobile device is set properly and that the option to auto-update the time is enabled.

What is the latest Rave App Version?

As of August, 2020, the most recent Rave App version is 2.4.4. If you have installed a previous version, please upgrade to the latest version to ensure access to all the features.

I am still having issues with the Rave guardian app and I have updated my software, what else can I do?

Turn your phone off and back on.

Make sure you have not downloaded the App twice on the same cell phone. If so delete one of them.

If you have the app on 2 phones, you will only receive the assessment on one. This ensures that the test is not taken multiple times on the same day by the same person.

If after all of this the App is still not functioning properly please delete the app and re-download.

If you do not receive the health assessment the next day, please call Risk Management for assistance at 951-222-8566.