



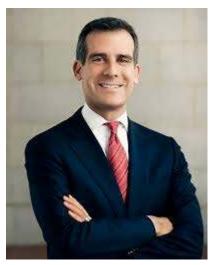




### COVID-19 Impact on Solid Resources Operations



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Eric Garcetti, Mayor City of Los Angeles



## Solid Waste Management – City of Los Angeles



750,000 - Single Family homes & small multifamily complexes as well as city facilities

7 Franchise Haulers aka



67,000 Accounts -Medium & large multifamily complexes, condo buildings and commercial businesses

### Municipal Solid Waste Management – City of Los Angeles

(Curbside Collection)



Green Bin
Organic Material
1700 tons/day

Black Bin Refuse 3600 tons/day

Blue Bin Recyclables 1000 tons/day

## Solid Resources Services

- Essential Public Service
- Weekly Collections of Solid Waste
- Unlimited Bulky Items Collections
- Mobile Used Oil & HHW Collection Events
- SAFE Centers for HHW collections
- <u>Tire &Mattress Recycling Program</u>
- Container Repairs & Delivery
- E waste Collections
- Dead Animal Collections
- 24/7 Customer Care Center



## **Key Goals and Objectives**

1. Ensure a safe workplace environment and reduce COVID-19 related risks to all employees.

2. Expand services as needed in response to increased demands due to COVID-19.

3. Minimize COVID-19 related impacts on existing level of solid waste operations.

## **General Issues of Concern & Preparation**

- Our Solids Resources staff are on the front line protecting the public health and safety of our City. Drivers, maintenance laborers, support staff such as clerks, management assistants and mechanics.
- Municipal solid waste workers are traditionally at higher risk to injuries due to physical, chemical, and biological hazards exposure.
- Training is typically provided to staff regarding safe work procedures and PPE to handle sharps, syringes, and other such as radioactive material etc.

## Issues Encountered Due to COVID-19 Internal & External Questions

- What is Coronavirus? How is it Transmitted?
- How do we keep our employees safe, so they do not impact themselves or their families?
- Do we have adequate PPE for staff?
- Address public questions & staff concerns on Coronavirus?
  - I have a family member with coronavirus how do I handle the waste?
  - How do I clean my trash, and recycling containers?
  - How do I sanitize my work space?
- What solid resources operations do we continue and which one are to be curtailed or suspended?

## **PPE Training and Refresher Training**

- Training is provided to each employee who is required to use PPE. Each employee is trained to know at least the following:
- (A) When PPE is necessary;
- (B) What PPE is necessary;
- (C) How to properly don, doff, adjust, and wear PPE;
- (D) The limitations of the PPE; and,
- (E) The proper care, maintenance, useful life and disposal of the PPE.

## **Education Material Developed & Provided**

- Communicate to staff Mayor's instructions, communication, and LASAN updates
- COVID-19 safety guidance
- Sanitizers
- PPE
- Continuous communications with staff to address concerns and provide guidance to the public questions.
- Education flyers & posters
- Appreciation video to LASAN staff

## **Operational Services - Decision Making**

- 75% of trucks with automated side-loader thereby limiting exposure to hazards outside the truck. No change
- Bulky Items, electronic waste collected manually, with one driver. Reinforcement on using PPE.
- LNG truck Fuelers. Modified operation
- Safety of Mechanics. Implemented safety measures
- Container distribution and repairs. No change
- SAFE centers and mobile used oil and Hazardous waste collection events. Suspended events & modified operations
- Recycling Programs (Mulching & MRFs). Services impacted or modified due to Social distancing.
- Compost Workshops. Suspended Training
- ▶ 24/7 Customer Care Center . Shift to telecommuting.







## Challenges Faced- Lack of Readily Available Hand Sanitizers & Disinfectant Spray

- Sanitizers were mixed in Sanitation Labs utilizing FDA guidelines 80% Ethyl or 75% Isopropyl alcohol as main active ingredients mixed with Glycerol & Hydrogen Peroxide.
- Over 2400 bottles of 4 oz. & 8 oz. Hand Sanitizers were made in-house & distributed to staff.





## Challenges Faced- Lack of Disinfectant Spray for Truck Cleaning

- Disinfectant Spray were produced to alleviate drivers and other staff concerns to clean-up surfaces
  - Ethanol & Hydrogen Peroxide
  - Over 18 gallons of disinfectants in a refill jugs provided to operations staff.



## **Ensure Appropriate PPE Available for Staff**

- Masks Face masks including N-95 NIOSH approved Particulate Respirator for employees manually handling waste
- Disposable 4-Mil Nitrile gloves under work gloves.
- Tyvek disposable Coveralls when manually handling waste
- Face shield or other eye protection when cleaning out trucks or manually handling waste.
- Work boots should be sanitized daily or wear booties.
- Supply Sanitizer consisting of 70 to 95 percent alcohol.

## **Operation Changes to Protect Staff**

- Communication- Tail gate meeting and information exchange between workers and supervisors is done in outside yard instead of conference room or lunch room.
- When supervisors determine that the employee meets the COVID-19 criteria (Fever, Cough, body aches, shortness of breath) or employee call in sick – decontamination of equipment following CDC guidelines and if needed, the common spaces are carried out (vehicle, locker room, bathroom, ice machines)
- Paperless tickets at disposal & recycling centers

## **Truck Quarantine / Decontamination**







•Place pink sheet with "QUARANTINE Do Not Operate "on each of the doors and the front windshield. The sheet must be covering the door handles.

## **Truck Quarantine / Isolate to Decontamination**

- Tie the "Do Not Operate" tag onto the battery switch.
- Take photos of each posting and attach to an email which will be sent to Supervisors / Mechanics



## **Development of Decontamination Procedure** and Protocol

- Environmental Compliance Inspectors are notified to decontaminate vehicles and office space .Info provided for the quarantine(exposure, symptoms, test results) and the last date the truck was used .
- When decontamination is complete Inspectors leave a note on the door with the date the truck/ equipment was sanitized and a release date. Info is shared with Mechanics.



## Other Safety Info. Provided by Sanitation

- For medical waste with potential or known COVID-19 contamination, manage with the same precautions already used to protect workers from the hazards they encounter during their routine job tasks in solid waste management.
- Use typical safe work practices, and PPE, such as punctureresistant gloves and face and eye protection, to prevent worker injuries.

## **Policies and Procedures**

- Clear and concise requirements and procedures for PPE
- Sanitary means for disposing of used PPE
- Frequent updates for employees from management
- Work collaboratively with labor to encourage compliance
- Social distancing
- Hand washing and sanitizing procedures
- Reporting illness of self or contact with someone suspected of having Covid-19 symptoms before reporting to work
- Essential employees provided access for Covid-19
- Inform employees of possible exposure to Covid-19 and quarantine based on CDC guidelines
- Procedures for sanitizing and disinfecting equipment and office areas with possible exposer to COVID-19

## **Solid Waste Collected Tonnage During COVID-19**

#### **Changes In Residential Tonnages Due To COVID -19**

			Percent Change (March 2019 vs		3-29-20 to 4-25-	Percent Change (April 2019 vs April
4 week comparison	3-3-19 to 3-30-19	3-1-20 to 3-28-20	March 2020)	3-31-19 to 4-27-19	20	2020)
Material Type	19-Mar	20-Mar		19-Apr	20-Apr	
Solid Waste (Tons)	60,487	61,775	2.13%	61,030	68,789	12.71%
Recycling (Tons)	17,720	19,236	8.56%	17,552	21,640	23.29%
Organics (Tons)	35,820	33,664	-6.02%	42,424	44,367	4.58%
Total (Tons)	114,027	114,675	0.57%	121,006	134,795	11.40%

#### **Changes In Commercial Tonnages Due To COVID -19**

Material Type	Mar-19	Mar-20	Percent Change (March 2019 vs March 2020)	Apr-19	Apr-20	Percent Change (April 2019 vs April 2020)
Solid Waste (Tons)	124,252	114,796	-7.61%	126,591	94,114	-25.66%
Recycling (Tons)	14,479	16,424	13.43%	14,586	13,626	-6.58%
Organics (Tons)	1,454	2,487	71.05%	1,437	1,528	6.33%
Total (Tons)	140,185	133,707	-4.62%	142,614	109,268	-23.38%

## **COVID-19 Lessons Learned To Date**

- As medical information changes, keep updating information & procedures to protect the front line staff.
- Engage staff for solutions
- Short Term
  - Cautionary Behavior of expanded use of Sanitizers & PPE
  - Employee Attendance at all time high
- Long Term Major Future structure changes
  - Telecommuting is possible & advantageous for certain classifications ex CCC
  - Installations of Plexiglass to protect employees
  - Robots and AI to play more important role in the future especially in MRFs.
  - Watch for front line staff burnout & provide employee assistance
  - Family Impact on staff- Schools, daycare, parents, etc.

## **Keeping Our Workplace Safe Flyers**



## **Keep Our Workplace Safe!**

#### Practice good hygiene



Wear a **mask** at all times. Use disposable **gloves and hand sanitizer** as needed.



Avoid hand shakes and use **non-contact greeting methods** like a nod or wave.



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



**Disinfect surfaces** like doorknobs, desks, and tech devices regularly.



Maintain physical distancing of at least 6 feet from others.

#### Limit meetings and nonessential travel

Utilize video conferencing or phone calls instead of face-to-face meetings.

When video calls are not possible, **keep meetings small** and maintain a physical distance of 6 feet.

Suspend all non-essential travel and trips.



#### Stay home if...

- You are feeling sick
- You have a sick family member at home
- You have a fever



#### Avoid crowds

Elevators should have 3 or less passengers. **Maintain physical distancing** in lobbies, hallways, and breakrooms. Do not congregate.





SOURCE: CDC.GOV I MAY 2020

Citywide Updates: coronavirus.lacity.org





## Thank You

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## Navigating COVID-19

- Safety A Core Value at Waste Management
- Building Resiliency



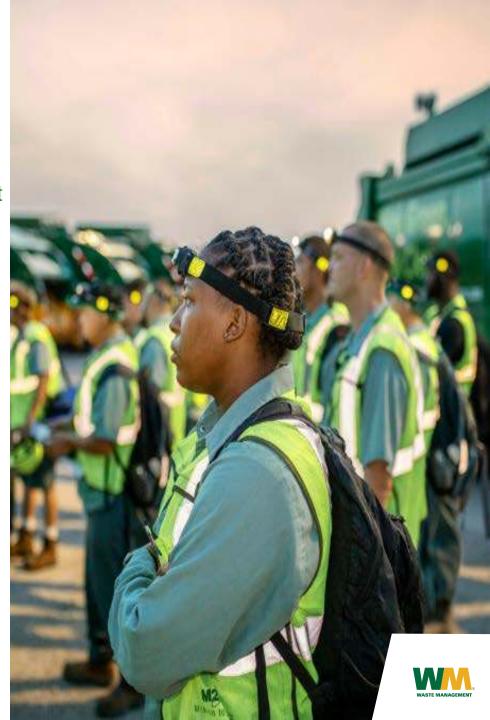




Serve

Solve

Support



## Safety – A Core Value at Waste Management

- WM Safety Protocols "Already In-Practice"
  - Training & Compliance of PPE, Personal Hygiene, etc.
- Leadership Messaging "Consistent, Confident & Calming"
  - Timely, Purposeful w/ specific take-a-ways
- COVID-19 Taskforce "What, Who, How, When, Where"
  - Stakeholders led by departments; Sub-teams with deliverables
  - Streamlined Employee and External Communications "One Source of Truth;" Town Halls, Emails, Employee Hotline
  - · Regular FAQs and protocols for Employees
  - Continuously Informing our Customers and Communities
- Workforce Evolution Taskforce "Flexible and Agile"
  - · Work from Home, Work from Office, or "Hybrid"
  - Enhanced Safety Protocols







### Building Resiliency though Leadership, Communication, and Agility



sharing







# Encampment Safety Considerations During a Pandemic





## **Team Response**

- Situational Awareness
- Encampment Site Condition
- PPE



## Safety of Staff

- Temporal Screening
- Supplies
- Modifications to Operations
- Mental Health First Aid



## Safety at Encampments

- Establish Work Zone
- Cleaning Up Around Encampments
- Sanitation Facilities
- Assistance from Law Enforcement

