

# LA UNIFIED

## GUIDANCE ON PHASE 2 DEVICE DELIVERY, SUMMER COLLECTION AND EXCHANGES

### **Purpose**

Provide guidance to schools on exchange older/expired student-issued computing equipment. Any student with a device that is 4 years or older will be able to exchange it for a newer device at their school. It is important for schools to review and update their inventory records (using Remedy) to identify needs and to ensure that their students have capable devices for testing and distance learning education.

### **CONCEPT OF OPERATIONS**

Exchange devices to students in the safest manner possible. To ensure all those involved follow Department of Public Health guidelines, we recommend the following:

- **Schedule appointments to avoid large crowds and limit the numbers of people waiting.**
- **Observe social distance protocols: (minimum 6 ft. between people)**
- **Use tables may be used to create space, mark an X on the floor to indicate spaces.**
- **Ensure a maximum of 10 people in a room at any time.**
- **Observe screening protocols for everyone entering the school (see page 5).**

During the COVID-19 pandemic, the District determined the need to exchange aged devices that are not operational and can not be fixed remotely.

### **Planning and Procedures:**

1. School Administrators will identify two Instructional Device Managers(IDM) for their school.
2. Instructional Device Managers will update Remedy to reflect all recent and past device check-outs for their school.
3. School administrators will coordinate inventory upkeep with their co-located Charter and Magnet school principals.
4. Once inventory is updated, the quantity of outdated devices for schools will be identified for delivery.
5. School administrators will confirm the quantity and device type details (i.e. iPad or Chromebook).
6. School administrators will arrange staff availability and safe room for storage of new and returned devices.
7. Local Districts will provide device delivery schedules.
8. School administrators will establish a point of contact to accept deliveries on the scheduled delivery date.

9. School administrators will determine device exchange locations at their schools taking into account accessibility, space utilization, and social distancing protocols within their school campus.
10. Instructional Device Managers will review Focus reports to identify students issued older/expired devices.
11. School designees will contact parents/guardians to schedule appointments for device exchange.
12. Devices collected that are between 4-5 years will be stored in a secure location on campus and be utilized for new enrollees or broken device exchanges.
13. Devices that are older than 5 years will be moved to the “Salvage” room in Remedy and set aside in a location that is secure and easily accessible for pick-up.
14. Schools will submit a request in Remedy under “IT Asset Management Support” and select the option to “Remove obsolete computing devices from my site.”
15. Packaging material will be sent to the school to package devices for collection.
16. Assigned staff will call to schedule a date and time to pick-up the aged devices.

**The following recommendations are recommended for effective implementation:**

- Devices may be exchanged on school days (weekdays) by appointment:
  - Assigned school staff can make individual calls to parents.
  - Black Board Connect can be used to schedule/confirm appointments.
- A school may assign multiple Instructional Device Managers; one to capture returned items and another to check out new items.
- Schools may assign classified employees with the role of Instructional Device Manager.
- Social distancing protocols (6 feet between families) should be observed at all times by staff and families.
- Sites may accommodate walk-up and drive-thru patrons in separate areas. Please refer to Walk Up (Illustration A.) and Drive-thru (Illustration B.) below. If your site is also utilized as a Grab and Go site please coordinate the use of the area.
- Device exchanges will be conducted by school-based IT Support Technicians, Instructional Device Managers or school designees.
- Collection of returned devices may be collected in ziplock bags for safe handling, read and scan back into inventory.
- To minimize contact during the device exchange, staff should stand behind tables and place devices on a table covered by butcher paper for the patron to pick up from the other side of the table. Butcher paper should be discarded after every transaction. Devices will be replaced on the table as they are picked up, ensuring a steady flow of devices and patrons moving through the line.
- Walk-up students and family members will be reminded to maintain 6 feet of distance between them, aided by visual indicators and school staff.
- Drive-Thru delivery options will need to be evaluated on a case by case basis to determine feasibility.
- Pedestrians and vehicle traffic are to exit the premises after receiving devices. There will be no congregating in groups to maintain appropriate social distancing.

### **Training, Staffing, Requirements and Duties:**

Asset Management will support Instructional Device Manager by providing expedited training and access to necessary reports. Training will also be available to any schools wishing to add additional Instructional Device Manager.

- Administrator (1) - oversees overall operations of the device exchange process and location; is the point of contact and resolves issues. Confirms quantity of devices needing refresh.
- School Staff – contacts families to set up appointments.
- LASPD Officer (1) or SSO (1) - Manages site security as necessary (available 12-3p)
- Instructional Device Manager (2) - ensures school inventory is up to date, oversees receipt of additional shipments and is responsible for checking devices in and out of Remedy.
- Onsite Technicians/Technology Coordinator should be leveraged for expertise.
- Check-in Greeter (2) – interacts with families, oversee sign-in, manage paperwork; must include language support.
- Device Drop-off Area guide - Assist with site layout, traffic flow.
- Device Pick-up Area Guide (2) – Assist with site layout, traffic flow.
- Staging personnel (2) - Assist with daily set-up and tear-down; assist with loading/unloading; assist with traffic flow.
- Asset management information and procedures can be found at [this website](#) “[Return Device to Inventory](#)” and “[Issue Device to Student](#)”

## Paperless Forms

If you already have a process in place for distribution/collection of equipment, devices and forms, please continue to use your process.

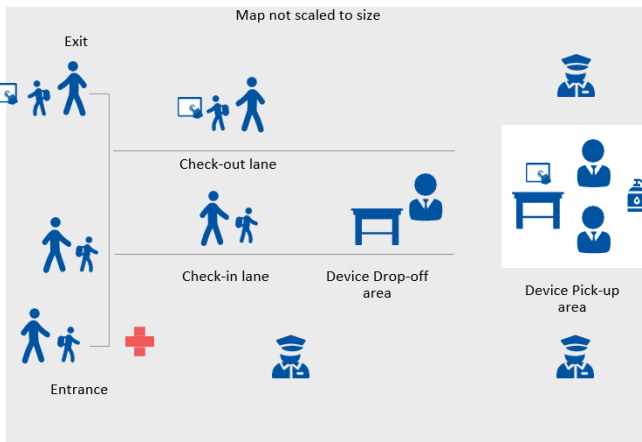
- The link below was created so that parents have access to submit an online request for technology including devices and mifi. The form will also allow schools the capability to receive the Responsible Use Policy and Parent Acknowledgement Form online. Please use [Optional Paperless Device Distribution and Responsible Use Form Job Aide](#) for instructions.

## Paper Forms

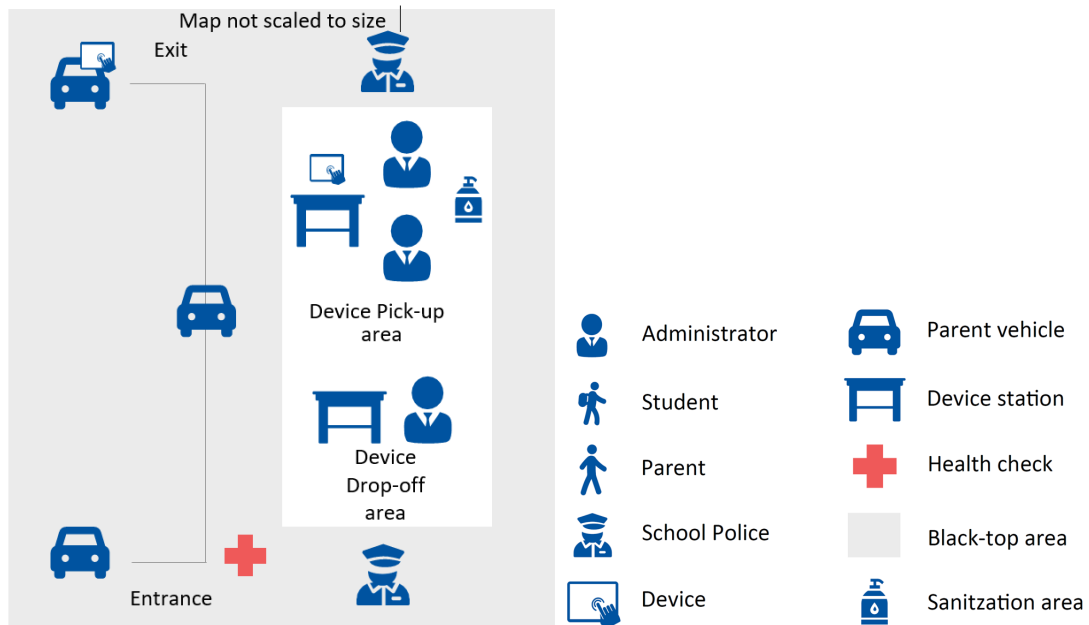
Manage paper copies for the distribution/collection of equipment and devices, using the best practices below:

- Share documents in advance to parents via email, schoology, class dojo, google classroom, etc. if possible and ask parents/guardians to print and fill out forms in advance prior to coming to the school site.
- If you are handing out forms to parents at the school site, a staff member is to place forms on a table or counter, one parent at a time, to ensure that appropriate distancing is observed.
- Do not place forms or flyers in stacks for parents to help themselves.
- Use a table or counter to ensure appropriate distancing and minimize the chance of direct contact. Equipment and devices should be placed on a counter or table with the parent on one side and the employee on the other side. Items should not be handed directly between two people.
- Do not re-use pens or pencils. Once a writing utensil has been used, have parents place it in a collection box to be stored and sanitized for later use.
- Visually verify parent signatures and have parent place forms in a designated collection box (any box can be used as a collection box).
- Once all forms have been collected, the collection box is to be stored in a secure dry storage area for a minimum of 2 weeks.

**Device Walk-up Method to Keep Social Distance Protocols**  
**Illustration A.**



**Device Drive-thru Method to Keep Social Distance Protocols**  
**Illustration B**



**Use tape to create an X on the ground to show people where to stand to maintain social distance protocols. No**

## Materials

Each School will create a kit to support the initial setup (see recommended items Contents Table below).

## Dos and Don'ts for Staff (see attachments)

See attached Safety Dos and Don'ts flyer from Office of Environmental Health and Safety (OEHS).

### Recommended items:

QUANTITY	ITEM	PROVIDER
20	Masks	Warehouse
As needed	Directions/station signage	School Site
1-2	Pop-up tents	Facilities
As needed	Cones	BTB
As needed	Barricades	BTB
As needed	Bunting	BTB
As needed	Stanchions	BTB
1	Caution tape	Warehouse
6 pairs	Leather work gloves	Warehouse
24	Safety vests	Warehouse
2	Permanent marker	Warehouse
2	Box cutter	Warehouse
As needed	Blank sign-making supplies	Warehouse
As needed	Log; Employee/Volunteer Check-in/out log; inventory tracking sheet	
As needed	Notepad, clipboard, pens, Permanent marker	
As needed	Hand sanitizer	
As needed	File box, File folders, labeled	
As needed	Tables, 6 foot, chairs	
As needed	First aid kit, tissue	
As needed	Trash can, garbage bags	
As needed	Duct tape	
	<b>SUPPLIES</b>	
TBD	Devices	Warehouse/FSD
As needed	Disposable Gloves for exchanging devices	Warehouse
3	Barcode Scanners	Warehouse
As needed	Clear Hanging bags 25" X 16" (525-80-20667)	Warehouse
As needed	Clear Zip Lock Bag 10" (640-60-00810)	Warehouse
2	Laptops/Chromebooks	School Site
As needed	Butcher Paper roll for tables	School Site

# Device Collection Process 2020

Devices, hotspots, and peripherals that have been issued to graduating and matriculating students should be collected and stored properly. Students attending another school, leaving the district, or graduating, must return the device to the school as these devices will be reused for incoming students in the following school year. Returning students may keep or return their devices and hotspots at the discretion of the school.

**Pre-Collection:**

- Generate [Student Checkout Report](#) and filter by grade level to identify students who need to return devices.

**Collection Process Guidelines:**

1. Contact families to schedule the device collection / drop off window in the safest manner possible to ensure Department of Public Health guidelines are followed.
2. Collect device/accessories/hotspot from student
  - a. Ensure device is labeled with student name, ID, and/or SSO

iPad School	Yoga/Surface School	Chromebook School	Hotspot School
Student returns power brick and lightning cable in small zip lock bag.	Student returns keyboard (if detachable), sleeve, power adapter, power cord, and stylus.	Student returns the cases, power adapter and power cord.	Case (if received) and power cord

3. Place devices in inventory by following [Section 3](#)
4. Sort devices: working and non-working
  - a. If damaged, place red-dot sticker on devices
  - b. For any damaged devices, [submit a service request](#).
5. Update the status of damaged devices by following [Section 6](#)
6. Store devices in knack box/lock box/cart and place in secure location/safe room
7. Place damaged device last in the knack box/lock box/cart
8. Provide knack box/lock box/cart key to principal

**Device/peripheral /hotspots not returned:**

1. Notify LASPD at (213) 241-5200 of device(s) not returned, obtain a police report number
2. Update Remedy by following [Section 7](#)
3. To charge a fine, please see [BUL.5509.2](#)

**Recommended Items:**

- 1 large Ziploc bag for storing peripherals SKU# 640-60-00810 (LAUSD Store)
- 1 sheet of red-dot stickers (SKU# 615-51-26066 (Available in the LAUSD Store)
- Cleaning wipes (<http://tinyurl.com/AntiStaticWipe>)
- Address labels (Avery 5160 or compatible)

## LA UNIFIED

### Employee/Volunteer/Visitor Reminders

1. Upon arrival at the School site, employees/volunteers/visitors are to check-in daily with the Administrator.
2. School leader or designee will ask the following three screening questions:
  - Have you been diagnosed to have confirmed or suspected COVID-19 in the last 14 days?
  - Have you had contact with anyone confirmed or suspected to have COVID-19 in the last 14 days?
  - Have you had any of these symptoms in the last 14 days?
    - Fever at or greater than 100 degrees
    - Shortness of breath or difficulty breathing
    - Cough
    - Chills
    - Muscle pain
    - Headache
    - Sore throat
    - Vomiting or diarrhea
    - Loss of taste or smell
  - Have you taken medication to reduce fever in the last 14 days?

If an employee/volunteer answers "yes" to any screening question, they may not participate, and they should be directed to contact their primary healthcare provider.

3. If any volunteers are present, they may assist with parent/student lines and operational logistics.
4. Employees/Volunteers should not have any direct contact with another person at any time.
5. Any student who has not been issued a district device should receive a district device and it should be logged in the asset management system. For additional information and to verify a student doesn't have a device currently checked out to them, please reach out to your school's inventory device manager.
6. Since students will be present, all Employees/Volunteers must abide by the District's Code of Conduct for Students (Attachment E).



# Device Delivery, Summer Collection and Exchanges Support

## LASPD

- If you have a circumstance that requires school police, please contact the LASPD Watch Commander at (213) 625-6631.

## ITD Support

- (213) 241-5200

## IT Asset Management

- [ITAssetMgmt@lausd.net](mailto:ITAssetMgmt@lausd.net) or <https://achieve.lausd.net/itam>

M&O Point of contact for Local Districts:

Local District	Point of Contact	Cell Number
LD Northwest	Wayne Hatcher	323-289-5303
LD Northeast	Dario Gonzalez	818-290-0168
LD West	Lonnie Albert	323-997-3231
LD East	Frank Salazar	323-884-8812
LD Central	Jeffrey Pratt	323-819-2736
LD South	Calvin Ratliff	213-503-3944

For additional questions or concerns, please contact your Local District Administrator of Operations or Operations Coordinator.

## COVID-19 Resources for Employees:

- <https://achieve.lausd.net/covid19>

# SAFETY DO'S & DON'T'S

GENERAL OFFICE SAFETY	FIRE LIFE SAFETY
<p><input checked="" type="checkbox"/> <b>Do</b></p> <ul style="list-style-type: none"> <li>• Be careful with knife cutters, razor blades, scissors, and other pointed objects that could cause injuries.</li> <li>• Know whom to contact and where to go in an emergency.</li> <li>• Know where fire extinguishers and first-aid kits are kept.</li> <li>• Report slippery or uneven floor surfaces, torn carpet or linoleum.</li> <li>• Keep file and desk drawers closed.</li> <li>• Stack cartons and supplies carefully so they won't fall.</li> <li>• Replace electrical cords when insulation frays.</li> <li>• Make sure plugs match their outlets.</li> <li>• Put materials and papers away when not in use.</li> <li>• Check container labels and safety data sheets before using office chemicals.</li> <li>• Use a ladder or step stool, rather than stand on furniture or boxes, to reach high places.</li> </ul> <p><input checked="" type="checkbox"/> <b>Don't</b></p> <ul style="list-style-type: none"> <li>• Leave cords, boxes, and other materials in aisles.</li> <li>• Block emergency exits.</li> <li>• Use extension cords unless necessary.</li> <li>• Overload electrical outlets.</li> <li>• Leave combustible trash in open containers.</li> <li>• Leave containers of chemicals open.</li> <li>• Carry loads you can't see over.</li> <li>• Run in aisles, halls, or on stairways.</li> </ul>	<p><input checked="" type="checkbox"/> <b>Do</b></p> <ul style="list-style-type: none"> <li>• Keep work areas neat and tidy, putting tools, materials, and other items away after use.</li> <li>• Pick up items off the floor, even if they didn't put them there.</li> <li>• Step over or around obstructions, not on them.</li> <li>• Walk slowly and change directions slowly, especially when carrying a load.</li> <li>• Watch for changes in floor level—such as a few steps or a ramp up or down.</li> <li>• Report lighting problems, such as burned-out bulbs, to maintenance right away.</li> <li>• Know your building's evacuation plan.</li> <li>• Evacuate calmly and quickly whenever a fire alarm or carbon monoxide alarm sounds.</li> <li>• Keep important items such as medications and medical equipment handy for quick access in the event of a building evacuation.</li> <li>• Know two-ways out of any building.</li> <li>• Know the locations of fire extinguishers, fire alarm pull-stations, and exits.</li> <li>• In case of a smoke or fire emergency, activate the nearest fire alarm pull station, alert those around you, and from a safe location call the fire department by dialing 911.</li> </ul> <p><input checked="" type="checkbox"/> <b>Don't</b></p> <ul style="list-style-type: none"> <li>• Tamper with smoke detectors, carbon monoxide alarms, fire alarms or sprinkler systems.</li> <li>• Ignore any building alarm.</li> <li>• Hang anything from sprinkler heads or pipes.</li> <li>• Prop fire or smoke doors open.</li> </ul>

# SAFETY DO'S & DON'T'S

## MATERIAL HANDLING

- Do**
  - Plant your feet squarely and stand close to the object you plan to lift.
  - Bend at the knees, not at the waist.
  - Keep your back as straight as you can.
  - Pull in your abdominal muscles and tuck in your rear end.
  - Rely on the leg muscles to bear the weight.
  - Hold the object very close to your body.
  - Keep your knees bent as you lift.
  - Lift slowly and gradually.
  - Get help if the object is too heavy or large for one person to handle.
  - Wear good shoes with low heels, not sandals or high heels.
  - Use a dolly or other device to move a heavy object.
  
- Don't**
  - Lift if your back hurts.
  - Lift a load that's too heavy.
  - Bend at the waist to pick up objects.
  - Arch your back when lifting or carrying anything.
  - Twist your spine when holding an object. Instead, turn your whole body, head to toe, in the direction you're headed.
  - Lift heavy objects over your head.
  - Lift quickly or with a jerking movement.
  - Lift unbalanced loads (namely, a light load in one arm and a heavy one in the other). Divide the weight evenly.
  - Lift anything heavy if your footing isn't secure or if you're wearing high heels.
  - Lift with your feet too close together. Stand with your feet shoulder-width apart for stability.

## TRIP HAZARDS

- Do**
  - Keep work areas neat and tidy, putting tools, materials, and other items away after use.
  - Pick up items off the floor, even if you didn't put them there.
  - Step over or around obstructions, not on them.
  - Walk slowly and change directions slowly, especially when carrying a load.
  - Watch for changes in floor level—such as a few steps or a ramp up or down.
  - Report lighting problems, such as burned-out bulbs, to maintenance right away.
  
- Don't**
  - Leave boxes, bags, tools, or other materials on the floor.
  - Block walkways with hand trucks, equipment, or materials.
  - Leave cords or cables in walkways.
  - Place anything on stairs.
  - Leave drawers open.



Office of Environmental Health & Safety  
333 S. Beaudry Avenue, 21<sup>st</sup> Floor  
Los Angeles, CA 90017  
Phone: (213) 241-3199

# Share Facts About COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

**FACT  
1**

**Diseases can make anyone sick regardless of their race or ethnicity.**

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

**FACT  
2**

**Some people are at increased risk of getting COVID-19.**

People who have been in close contact with a person known to have COVID-19 or people who live in or have recently been in an area with ongoing spread are at an increased risk of exposure.

**FACT  
3**

**Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.**

For up-to-date information, visit CDC's coronavirus disease 2019 web page.



CS531446-A 03/11/2020

**FACT  
4**

**You can help stop COVID-19 by knowing the signs and symptoms:**

- Fever
- Cough
- Shortness of breath

Seek medical advice if you

- Develop symptoms

AND

- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

**FACT  
5**

**There are simple things you can do to help keep yourself and others healthy.**

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



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



[cdc.gov/COVID19](https://www.cdc.gov/COVID19)

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## ATTACHMENT E



The graphic features the Los Angeles Unified School District logo on the left, which includes a sun, a person, and a pencil. To the right of the logo, the text "Los Angeles Unified School District" is written in orange, followed by "Code of Conduct with Students" in a larger, bold orange font. The background of the graphic shows a group of five diverse young people smiling.

The most important responsibility of the Los Angeles Unified School District (District) is the safety of our students. All employees, as well as all individuals who work with or have contact with students, are reminded that they must be mindful of the fine line drawn between being sensitive to and supportive of students and a possible or perceived breach of responsible, ethical behavior.

While the District encourages the cultivation of positive relationships with students, employees and all individuals who work with or have contact with students are expected to use good judgment and are cautioned to avoid situations including, but not limited to, the following:

1. Meeting individually with a student behind closed doors, regardless of gender.
2. Remaining on campus with student(s) after the last administrator leaves the school site. (There are exceptions, such as teachers rehearsing with students for a drama/music activity or coaching academic decathlon students, with approval of the site-administrator in advance.)
3. Engaging in any behaviors, either directly or indirectly with a student(s) or in the presence of a student(s), that are unprofessional, unethical, illegal, immoral, or exploitative.
4. Giving student(s) gifts, rewards, or incentives that are not school-related and for which it is directly or implicitly suggested that a student(s) is (are) to say or do something in return.
5. Making statements or comments, either directly or in the presence of a student(s), which are not age-appropriate, professional, or which may be considered sexual in nature, harassing, or demeaning.
6. Touching or having physical contact with a student(s) that is not age-appropriate or within the scope of the employee's/individual's responsibilities and/or duties.
7. Transporting student(s) in a personal vehicle without proper written administrator and parent authorization forms on file in advance.
8. Taking or accompanying student(s) off campus for activities other than a District-approved school journey or field trip.
9. Meeting with or being in the company of student(s) off campus, except in school-authorized and/or approved activities.
10. Communicating with student(s), in writing, by phone/Email/electronically, via Internet, or in person, at any time, for purposes that are not specifically school-related.
11. Calling student(s) at home or on their cell phone, except for specific school-related purposes and/or situations.
12. Providing student(s) with a personal home/cell telephone number, personal Email address, home address, or other personal contact information, except for specific school-related purposes and/or situations.

Even though the intent of the employee/individual may be purely professional, those who engage in any of the above behavior(s), either directly or indirectly with a student(s) or in the presence of a student(s), are subjecting themselves to all possible perceptions of impropriety. Employees/individuals are advised that, when allegations of inappropriate conduct or behavior are made, the District is obligated to investigate the allegations and, if warranted, take appropriate administrative and/or disciplinary action.

Employees/individuals who have questions or need further information should contact their site administrator or supervisor, or may call the Educational Equity Compliance Office at (213) 241-7682.

July 15, 2008