

# COVID-19 Safety Guide for New York Businesses



## NYSIF Is Here to Help

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

Whether you are planning to re-open, or have already re-opened, the information available in our [\*Before You Reopen: COVID-19 Health and Safety Guidelines\*](#) outlines the policies and procedures necessary to address COVID-19 issues in the workplace. All businesses should attend to the information provided in the [\*General Guidelines for All Industries\*](#). Supplemental information to be used in conjunction with these general guidelines is also available for specialized industries including construction, manufacturing, home healthcare, retail, office/clerical operations and restaurants and bars.

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# A Closer Look at COVID-19

## What is Coronavirus and COVID-19?

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).<sup>1</sup>

Coronavirus disease 2019 (COVID-19) is a respiratory illness caused by a virus called SARS-CoV-2. Symptoms associated with the disease include fever, dry cough, shortness of breath, tiredness, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, and gastrointestinal problems such as diarrhea and vomiting.<sup>2 3</sup> The incubation period for SARS-CoV-2 is 2 to 14 days; therefore the recommended period of quarantine is 14 days from the last date of exposure.

On average a person will develop symptoms 5-6 days after infection, but symptoms may appear 2 to 14 days after infection. It takes, on average, 2 weeks for patients with mild cases to recover from symptoms. People are thought to be most contagious when they are symptomatic. The CDC recommends that these patients be isolated either in the hospital or at home (depending on how sick they are) until they are better and no longer pose a risk of infecting others. Studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

The most effective ways to protect yourself and others against COVID-19 is to practice good hand hygiene, cover coughs and sneezes, observe social distancing guidelines, clean and disinfect high touch surfaces, and use a cloth face cover to cover the mouth and nose when around other people.

## How Does COVID-19 Spread?

COVID-19 is a droplet disease primarily transmitted person to person. SARS-CoV-2 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggest this virus is spreading more efficiently than influenza, but not as efficiently as measles.<sup>4</sup> Droplets come from coughs, sneezes, or droplets that are part of the spittle that leaves a person's mouth when singing, speaking, laughing, or through other use of the lungs. Anyone within the breathing zone (3 feet) of an infected person is at risk of breathing in the droplets. These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected by touching these objects or surfaces, then touching their eyes, nose or mouth. This is not thought to be the main way the virus spreads. Some droplets can extend beyond 3 feet, so 6 feet is a good precaution. Although droplets from coughs and sneezes can travel beyond 6 feet, anything over 6 feet is considered the outer limits.

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<sup>1</sup> <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<sup>2</sup> <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

<sup>3</sup> <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<sup>4</sup> [https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-COVID-spreads.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Ftransmission.html](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-COVID-spreads.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Ftransmission.html)

Studies have shown that the SARS-CoV-2 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard.<sup>5</sup> Surfaces can be disinfected with a bleach and water solution (5 tablespoons (1/3rd cup) bleach per gallon of water or 4 teaspoons bleach per quart of water), leaving the solution on the surface for at least 1 minute. Other disinfectants include using alcohol solutions with at least 60% alcohol or other EPA approved disinfectants.<sup>6</sup>

Studies have been inconclusive on the viability of the virus on surfaces. However, people should take precautions and wash their hands often with non-abrasive soap and water for 20 seconds or rub hands together with an alcohol-based hand rub. Avoid touching the mucus membranes such as the eyes, mouth, or nose before washing hands.

Several dogs and cats have tested positive with COVID-19 after being in close contact with humans. There is no evidence that these animals can transmit the disease to a human and play a role in spreading COVID-19. It is still recommended that people who are sick with COVID-19 and people who are at risk, limit contact with pets and other animals. When handling and caring for animals, basic hygiene measures should always be implemented. This includes hand washing after handling animals, their food or supplies.<sup>7</sup>

## Precautions for Certain At-Risk Groups

Older adults and people of any age who have serious underlying medical conditions, particularly if not well controlled, might be at higher risk for severe illness from COVID-19. Among the latter group are:<sup>8</sup>

- People with chronic lung disease or moderate to severe asthma.
- People who have serious heart conditions.
- People who are immunocompromised. (Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.)
- People with severe obesity (body mass index [BMI] of 40 or higher).
- People with diabetes.
- People with chronic kidney disease undergoing dialysis.
- People with liver disease.

Children and young adults are less likely to develop severe symptoms, but they are just as likely to become infected as any other age group and can spread the virus.<sup>9</sup>

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<sup>5</sup> <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<sup>6</sup> <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>

<sup>7</sup> <https://www.oie.int/en/scientific-expertise/specific-information-and-recommendations/questions-and-answers-on-2019novel-coronavirus/>

<sup>8</sup> <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

<sup>9</sup> <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

If you develop any of these emergency warning signs for COVID-19, get medical attention immediately<sup>10</sup>:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

Actions to take:

- Continue your current treatment plan.
- Continue your current medications – make sure that you have at least a two-week supply of your medications.
- Avoid triggers that make your symptoms worse.
- Call your healthcare provider if you have concerns about your condition or feel sick.
- Do not delay getting emergency care for your underlying condition.
- Talk to your healthcare provider about whether your vaccinations are up to date.

## Employee Exposure Risk

OSHA has divided job tasks into four risk exposure levels, as shown below.<sup>11 12</sup>

**Very high exposure risk** - Jobs with a high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures. These jobs include the following:

- Healthcare workers performing aerosol-generating procedures on patients known to have, or suspected of having, COVID-19.
- Healthcare or laboratory personnel collecting or handling specimens from known or suspected COVID-19 patients.
- Morgue workers performing autopsies on the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.

**High exposure risk** - Jobs with a high potential for exposure to known or suspected sources of COVID-19. These jobs include the following:

- Healthcare delivery and healthcare support staff exposed to known or suspected COVID-19 patients.
- Medical transport moving known or suspected COVID-19 patients in enclosed vehicles.
- Mortuary workers involved in preparing the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.
- In-home repair technicians entering the home of a person suspected of having or known to have COVID-19 or performing work on items contaminated with human blood, body fluids or other potentially infectious materials from people with signs or symptoms of COVID-19.
- Environmental services workers cleaning visible blood, body fluids or other potentially infectious materials from people suspected of having or known to have COVID-19.
- Security and law enforcement personnel entering rooms where people with suspected COVID-19 have been isolated, such as during interviews, or having physical contact with people with suspected COVID-19, such as during searches, detainments, or arrests.

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<sup>10</sup> <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

<sup>11</sup> <https://www.osha.gov/SLTC/COVID-19/controlprevention.html#interim>

<sup>12</sup> <https://www.osha.gov/Publications/OSHA3990.pdf>



**Medium exposure risk** - Jobs that require frequent/close contact with people who may be infected, but who are not known or suspected patients.

In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. These jobs include the following:

- Workers who perform routine border security activities, such as passport review, of travelers arriving from abroad.
- Workers who perform routine transportation security screening activities at passenger check points.

In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings). These jobs include the following:

- In-home service workers such as those who perform repairs or renovations where no occupants report signs or symptoms consistent with COVID-19.
- Cleaning and housekeeping workers in spaces frequented by staff and/or members of the general public.
- Waste handling workers from healthcare facilities generated in the care of suspected or confirmed COVID-19 patients.
- Workers in facilities that are frequented by the general public such as high-volume retail environments or police stations.
- Construction/renovation workers in close contact with coworkers who do not report signs or symptoms consistent with COVID-19.
- Manufacturing and industrial facility workers who have frequent close contact with coworkers who do not report signs or symptoms consistent with COVID-19.
- Mortuary workers working with multiple staff or interacting with members of the public but not involved with bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.
- Laboratory workers working in areas of the laboratory physically separate from areas where COVID-19 samples are handled, but near other staff members.
- Healthcare workers providing care to the general public who are not known or suspected COVID-19 patients or are not working at busy staff work areas within a healthcare facility.
- Security and law enforcement personnel interacting with members of the general public who are not known or suspected COVID-19 patients.

**Lower exposure risk (Caution)** - Jobs that do not require contact with people known to be, or suspected of being, infected. Workers in this category have minimal occupational contact with the public and other coworkers. These jobs include the following:

- Cleaning and housekeeping workers in low-volume offices, manufacturing or industrial facilities, and other spaces not occupied by members of the general public.
- Waste handling workers of municipal waste, recyclable materials.
- Workers in the management of wastewater treatment systems.
- Workers performing maintenance tasks on equipment used to process municipal waste, recyclable materials, or wastewater.
- Workers performing administrative duties in non-public areas of work sites.
- Workers in stock rooms or other non-public areas, away from customers and other workers.

- Those working when the facility is closed to the public and away from other workers.
- Laboratory workers working in areas of the laboratory physically separate from areas where COVID-19 samples are handled, away from other staff members.
- Manufacturing and industrial facility workers who do not have frequent close contact with coworkers, customers, or the public.
- Construction/renovation workers without close contact with co-workers or customers.



# General Guidelines: All Industries

## Before You Reopen: COVID-19 Health & Safety Guidelines

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based **can and does** change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by COVID-19. The resources are designed to provide the latest guidance so you understand what you need to do to reopen and maintain your business and address any issues that may arise during these efforts. NYSIF is pleased to assist you with this process; our safety professionals can be reached at [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com) or 877-898-5349.

### What to do first

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- Ensure that you, as the employer, are up to date on the guidance that is being issued by New York State by consulting the NY Forward website at <https://forward.ny.gov> and applicable Executive Orders at <https://www.governor.ny.gov/executiveorders> on a regular basis or whenever notified of the availability of new guidance.
- Every business that will be reopening must read the guidance issued by the New York State Department of Health (DOH) *for their industry* and submit an [affirmation](#) that they understand what is required of the employer to reopen.
- Each re-opening business must develop a written [Safety Plan](#) *specific to their operations* outlining how its workplace will prevent the spread of COVID-19. **This plan does not need to be submitted to a state agency for approval** but must be retained on the premises of the business and made available to the DOH or local health or safety authorities in the event of an inspection.
- Completed safety plans must be conspicuously posted onsite.

### Policies and Procedures

- Post the Families First Coronavirus Response Act (FFCRA) [poster](#) in a visible place. Post a copy at all locations of the business. Where employees will remain working from home, send by email or post to company intranet or employee website.
- Designate a workplace coordinator or team who will be responsible for all COVID-19 issues and their impact at the workplace.
- Review "[Guidance for Preparing Workplaces for COVID-19.](#)"
- Perform a job site analysis for COVID-19 before work begins, to determine possible high exposure areas, points of congestion (exits, elevators, break areas, hallways, etc.), as well as shared tools and equipment.

- Review and revise hiring practices and policies including:
  - Determine if staffing needs have changed.
  - Determine if benefits need to change or pay needs to become more competitive.
  - Use remote interviewing techniques as much as possible.
  - Update onboarding practices.
  - If you are recalling only some workers that were laid off or furloughed, ensure your practices for determining those recalled do not discriminate against any group of employees.
- Review and revise leave policies:
  - Know how the FFCRA affects your previous policies and practices.
  - Consider implementing PTO/vacation rollovers, grace periods and revise guidelines for usage if vacation is forfeited if not used by year end.
  - Consider implementing or revising bereavement leave policies.
  - Review and revise work from home and childcare policies.
  - Design ways to ensure that all employees have access to and understand all leave policies that may apply to them.
- Conduct an assessment for "[Worker Exposure Risk to COVID- 19.](#)"

As a result of the assessment, implement any controls that may be necessary. Engineering controls should be fully implemented prior to re-opening.

- Engineering Controls** involve isolating employees from work-related hazards. These types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective to implement. Engineering controls to protect against the coronavirus in the workplace may include:
  - Installing high-efficiency air filters.
  - Increasing ventilation rates in the work environment.
  - Modifying the workplace by installing physical barriers such as clear plastic shields, plexiglass barriers, or strip curtains between workstations or repositioning workstations to maintain at least 6 feet of separation in all directions (social distancing) between workers.
  - Reducing bi-directional foot traffic by using signs with arrows, floor signs/tape in hallways and posting distance markers in areas where employees may form lines or congregate.
- Administrative Controls** require action by the worker or employer and can include:
  - Encouraging sick workers to stay at home.
  - Minimizing contact among workers, clients and customers by replacing face-to-face meetings with virtual communication and implementing telework where feasible.
  - Establishing alternating days, staggered shift, or extra shifts to reduce the total number of employees in a facility at a given time, allowing workers to maintain distance from one another while maintaining a full onsite work week.
  - Providing workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and PPE).
  - Training workers who need to use protective clothing and equipment on how to put it on, use/wear it, take it off correctly and properly dispose of it. Training material should be easy to understand and available in the appropriate language and literacy level of all workers.

- Safe Work Practices** are types of administrative controls that include safe and proper work procedures to reduce the duration, frequency, or intensity of exposure to a hazard. Examples of safe work practices for protection against the coronavirus include:
  - Providing resources and a work environment that promotes personal hygiene.
    - Ensuring that workers have access to hand-washing facilities.
    - Requiring regular hand washing. Workers should always wash hands when they are visibly soiled and after removing any PPE.
    - Placing handwashing signs in restrooms.
    - Providing alcohol-based hand-rubs containing at least 60% alcohol for use when hand washing is not immediately possible.
    - Providing tissues, no-touch trash cans, hand soap, disinfectants and disposable towels for workers to clean their work surfaces.
  - Maintaining proper storage practices for inventory and supplies. Avoid storing items in warehouse aisles.
  
- Personal Protective Equipment (PPE)**- While engineering and administrative controls are considered more effective in minimizing exposure to the coronavirus, PPE may also be needed to prevent certain exposures. However, PPE should not take the place of other prevention strategies. Examples of PPE include gloves, goggles, face shields, face masks, and respiratory protection, when appropriate. OSHA recommends that employers check the [OSHA](#) and [Centers for Disease Control and Prevention](#) regularly for updates about recommended PPE. All types of PPE must be:
  - Selected based upon the hazard to the worker.
  - Properly fitted and periodically refitted, as applicable (e.g., respirators).
  - Consistently and properly worn when required.
  - Regularly inspected, maintained, and replaced, as necessary.
  - Properly removed, cleaned and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.
  
- Post "[Ten Steps All Workplaces Can Take to Reduce Risk of Exposure to Coronavirus Poster](#)," now available in 13 languages. ([OSHA Publications | Occupational Safety and Health Administration](#))
  
- Review "[Prevent Worker Exposure to Coronavirus](#)" with all employees.
  
- Prepare to enforce physical distancing, also referred to as social distancing. Plan to use the following distancing measures:
  - Practice physical distancing always, including during work, breaks, and in vehicles.
  - Plan for office staff to have the ability to work from home.
  - Stagger break and lunch times and spread out where employees spend their breaks by providing additional seating and shade areas.
  - Limit crew size by staggering or increasing the number of work shifts.
  - Maintain separation of six feet or more during work.
  - Limit the number of employees gathered at the start of a shift, in break areas or during trainings and other meetings to allow employees to spread out.
  - Limit the number of personnel riding construction passenger elevators at one time.
  - Identify choke points where workers are forced to stand together (e.g. hallways, hoists, elevators, egress points, break areas and buses) and control them.

- If any employees are permitted entrance to the workplace prior to reopening, require employees to wear acceptable face coverings or masks before entering the workplace. In areas of the workplace where social distancing is not possible, employees must continue to wear the face coverings.
- Develop and implement upon opening a mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for essential visitors, asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days. **(See [SAMPLE COVID-19 Visitor & Employee Self-Screening Form](#))**
- Designate specific employees per shift to perform testing. On-site screeners should be trained by employer. Identified individuals should be familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE, including at a minimum, a face covering.
- Develop a program to address an employee who has, or is suspected to have, contracted COVID-19:
  - Implement methods for self-reporting of illness and develop policies for employees to leave the workplace should they feel ill.
  - Develop methods for decontamination of the affected work areas.
  - Develop a plan that will ensure that all employees who are ill stay home.
  - Develop procedures for contacting [NYSIF](#) about an employee reported workplace related infection.
  - Develop a contact tracing program should an employee develop COVID-19 symptoms per [CDC guidelines](#).
  - Develop a plan to report any incidents of potential COVID-19 exposure to [state](#) and [local](#) health departments.
  - Should a worker test positive for COVID-19, the employer must be prepared to notify immediately [state](#) and [local](#) health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality as required by state and federal law and regulations.
- Update work travel policies considering any new [NY State](#) orders and any new practices being implemented in the workplace to keep employees and customers safe.
- Create policies and procedures to protect employees when receiving parts, materials, packages and supplies.
- Develop a disinfection program to address high exposure areas (doorknobs, handrails, etc.) as well as shared tools and equipment per [CDC guidelines](#).
- Conduct periodic "safety talk" meetings to bring employees up to date on new safety measures, policies and procedures that address COVID-19. Make sure social distancing rules are maintained during these sessions. Maintain written records of these sessions.
- Be prepared to train employees on all new or revised policies upon return to the workplace.
- Conduct a weekly survey to gauge employees' mindset, morale and overall satisfaction with management's approach in protecting workers' safety and health.
- Consider contracting with an Employee Assistance Program (EAP) if you do not currently have one.
- Develop a plan to operate if absenteeism spikes or if another shelter-in-place or stay-at-home order occurs in the future. Be prepared to:
  - Implement a plan to continue essential business functions.
  - Implement flexible work schedules and leave policies.
  - Cross-train employees on performing essential business functions.

## Site-Specific Guidelines

- Assign a site-specific COVID-19 safety officer for every workplace.
- Revise vehicle and equipment policies to minimize ridesharing, ensure adequate ventilation and if practicable, have each employee use/drive the same truck or piece of equipment every shift.
- Maintain a continuous log of all persons (employees and visitors) entering the facility.
- Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.
- Ensure there is an adequate supply (at least 30-day supply) of hand sanitizer, cleaning supplies, non-touch thermometers, face masks or face coverings (where appropriate/necessary) and no-touch disposal receptacles.
- The CDC recommends cloth masks as an alternative to R/P or N95 masks for exposure to the COVID-19 Virus. If R/P or N-95 respirators are being employed, they should be used in accordance with an [OSHA compliant respirator program](#).
- Place posters throughout the business to encourage social distancing and hand hygiene, and to discourage hand shaking per [OSHA](#) and [CDC](#) guidelines.
- Be aware of any [state](#) or [local](#) public health or other orders related to COVID-19 that may affect your business or specific job site location.
- Ensure your workplace cleaning company is up to date on current methods of safely removing COVID-19 hazards.
- Adhere to hygiene and sanitation requirements from the [Centers for Disease Control and Prevention \(CDC\)](#) and [Department of Health \(DOH\)](#) and maintain cleaning logs on site that document date, time, and scope of cleaning.
- If personnel are onsite to prepare for re-opening, routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs. If surfaces are visibly dirty, they should be cleaned using a detergent or soap and water prior to disinfection.  
For disinfection, most common EPA-registered household disinfectants should be effective. Click here for a list of [EPA-approved products](#) for use against the virus that causes COVID-19. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.)
- Plan to enforce social distancing by avoiding large gatherings and maintaining a distance of at least 6 feet from others when possible.
- Plan to enforce social distancing rules at bathrooms and in elevators (restrict occupancy to reduce density in these areas). Prevent congregation in elevator waiting areas.
- Consider staggering lunch breaks to avoid large groups in any one area.
- Plan to communicate frequently and as transparently as possible with employees:
  - Provide expected timelines for recalling/rehiring employees.
  - Provide returning employees with recall or offer letters.
  - Motivate your team with frequent dialogue – be aware of employee morale.
  - Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use. Provide disposable wipes for employee use.

- Managers or line supervisors must be aware that some employees may be at [higher risk for serious illness](#), such as [older adults](#) and those with chronic medical conditions. Managers or supervisors should consider minimizing face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of at least six feet from other workers, customers and visitors, or to telework if possible.
- Train managers on dealing with employees that may face increased personal challenges during this time, such as bereavement and loss of childcare and school cancellation challenges, financial stress, and other dependent care and support needs.
- Offer flexibility wherever possible and adjust workloads to be reasonable.
- Be prepared to quickly investigate and stop discriminatory speech or acts in the workplace.
- Develop emergency communication plans, including a way to answer workers' concerns.

As a reminder, NYSIF is here to help you during these difficult and challenging times. Our staff of safety professionals will help you navigate through these difficult waters. If we can be of any help as you put together your plan, if you find challenges after you have opened, or seek training for your staff, please contact us at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

## SAMPLE - COVID-19 Visitor & Employee Self-Screening Form

*(Note: To avoid the need for multiple hand-touching of paper and pen, it is suggested that the employer's representative complete the survey, particularly for visitors.)*

The safety of our employees, customers and visitors remains the company's primary concern. As the coronavirus (COVID-19) outbreak continues to evolve, and as we attempt to navigate this new normal, the company is monitoring the situation closely and will periodically update company guidance on current recommendations from the Centers for Disease Control, OSHA and NYS Department of Health.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the building. Thank you for your time and co-operation.

<b>Company location:</b>		
<b>Your name:</b>		
<b>Your email address:</b>		
<b>Mobile phone number:</b>		
<b>I am a: Company Employee</b>	<input type="checkbox"/>	<b>Visitor</b> <input type="checkbox"/>
<b>If visitor, who are you visiting? Name:</b>		<b>Floor:</b>
<b>Your company:</b>		
<b>Reason for visit:</b>		
<b>Have you had a positive test for the COVID-19 Virus in the past 14 days?</b>	<b>Yes:</b> <input type="checkbox"/>	<b>No:</b> <input type="checkbox"/>
<b>Are you showing any signs of one or more of the following symptoms?</b> Temperature >100.4 °F or higher, cough, shortness of breath, difficulty breathing, tiredness	<b>Yes:</b> <input type="checkbox"/>	<b>No:</b> <input type="checkbox"/>
<b>Are you showing at least two of the following symptoms?</b> Fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell?	<b>Yes:</b> <input type="checkbox"/>	<b>No:</b> <input type="checkbox"/>

**By checking this box, you acknowledge the information provided on this form is true and correct to the best of your knowledge.**



## Once You Reopen: COVID-19 Health & Safety Guidelines

Reminder: These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; the documentation upon which these guidelines are based **can and does** change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Continue to obtain updates on guidance issued by New York State at <https://forward.ny.gov> and at <https://www.governor.ny.gov/executiveorders> on a regular basis or whenever notified of new guidance availability.
- If you have not already done so, read the guidance issued by the NYS DOH *for your industry* and submit an [affirmation](#) of employer understanding of reopening requirements.
- If you have not already done so, immediately develop a written [Safety Plan](#) *specific to your operations* outlining how the spread of COVID-19 will be prevented in your workplace. Again, this plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection.
- Conspicuously post this safety plan onsite.

### Once Employees Have Arrived

- Communicate appreciation and welcome employees back to work. Employee engagement is the heart of health and safety. To be successful, we must listen to the "Voice of the Employee." Thank them for sharing their views, acknowledge their ideas and respond to their concerns in a personal way.
- Offer flexibility wherever possible and adjust workloads to be reasonable.
- Implement new hiring and leave policies.
- Restrict access to common areas where personnel are likely to congregate or interact. Enforce strict social distancing protocols.
- Inform/remind employees weekly that sick workers must stay home.
- Continue to pre-screen employees, vendors or customers before admittance to the workplace using a questionnaire and temperature checks with a non-contact thermometer. **(See [SAMPLE - COVID-19 Visitor & Employee Self-Screening Form](#))**

- Continue to keep employees informed of any new workplace policies, safety procedures and COVID-19 preventive measures. Such information must be in the appropriate language of all workers. This should include:
  - scheduling and leave policy changes
  - new roles and responsibilities
  - controls - engineering, administrative, safe work practices, personal protective equipment
    - installation of barriers
    - screening
    - procedures for mail/product deliveries
    - visitor policies
    - procedures when someone has, or is suspected to have COVID-19
    - emergency plans
    - policies concerning distancing, face coverings, hygiene, cleaning, and PPE
- Do not let employees enter the workplace if they have a fever of 100.4°F or greater (or reported feelings of feverishness or the following symptoms: fever, cough, shortness of breath, or at least two of the following symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell), or if screening results indicate that the worker is suspected of having COVID-19. Consult NYSIF's "[COVID-19: Sick Employees](#)" Guidelines. Follow procedures for contact tracing and tracking of confirmed or suspected COVID-19 exposures.
- Maintain a continuous log of all persons (employees and visitors) entering the facility.
- Require employees to wear acceptable face coverings or masks before entering the workplace. In areas of the workplace where social distancing is not possible, employees must continue to wear the face coverings.
- Conduct periodic "safety talk" meetings to bring employees up to date on new safety measures, policies and procedures that address COVID-19. Make sure social distancing rules are maintained during these sessions. Maintain written records of these sessions.
- Conduct a weekly survey to gauge employees' mindset, morale and overall satisfaction with management's approach in protecting workers' safety and health.

### **During the Workday**

- Conduct regular inspections to ensure hygiene and cleaning supplies, signs and posters are in place.
- Frequently remind employees to follow guidance for social distancing, face coverings, hygiene and cleaning.
- Avoid conference room meetings. If unavoidable, practice social distancing (limit number of people in the room) and ensure adequate ventilation to ensure increased airflow.
- Continue to perform routine environmental cleaning and disinfection.
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use. Provide disposable wipes for employee use.

## Protective Measures or Controls

Employers must:

- Continue to ensure there are adequate supplies of face coverings/masks in the workplace so that employees can be provided with replacements should theirs become wet or soiled.
- Ensure that face coverings are not used in place of PPE for work tasks that typically require a higher degree of protection.

## Cleaning and Disinfecting Your Facility-Everyday Steps

**In accordance with the NY State Department of Health's [NY Forward Business Re-Opening Safety Plan Template](#), employers must maintain cleaning logs that include the date, time and scope of cleaning.**

- Clean
  - Clean surfaces using soap and water, then use disinfectant. (Cleaning with soap and water reduces number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.)
  - Practice routine cleaning and disinfecting of frequently touched surfaces. These include: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
  
- Disinfect
  - Use [EPA-approved products](#) or cleaning chemicals that have label claims against the coronavirus. **Follow the instructions on the label** to ensure safe and effective use of the product. Many products recommend:
    - Keeping surfaces wet for at least one minute.
    - Precautions such as wearing gloves and ensuring good ventilation during product use.
  - Diluted household bleach solutions may also be used if appropriate for the surface.
    - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
    - Unexpired household bleach will be effective against coronaviruses when properly diluted.
    - Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
    - Leave solution on the surface for at least 1 minute.
    - To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water OR 4 teaspoons bleach per quart of water.
    - Bleach solutions will be effective for disinfection up to 24 hours.
  - Alcohol solutions with at least 60% alcohol may also be used.

- ☐ Soft Surfaces- For soft surfaces such as carpeted floor, rugs, and drapes:
  - Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
  - Launder items, if possible, according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
  - Disinfect using an EPA-registered household disinfectant. [These disinfectants](#) meet EPA’s criteria for use against COVID-19.
- ☐ Electronics- For electronics such as tablets, touchscreens, keyboards, remote controls, and ATM machines:
  - Consider putting a wipeable cover on electronics.
  - Follow manufacturer’s instruction for cleaning and disinfecting. If no guidance is available, use alcohol-based wipes or sprays containing at least 60% alcohol. Dry surface thoroughly.
- ☐ Laundry - For clothing, towels, linens and other items:
  - Launder items according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
  - Wear disposable gloves when handling dirty laundry from a person who is sick.
  - Do not shake dirty laundry.
  - Clean and disinfect clothes hampers according to guidance above for surfaces.
  - Remove gloves, and wash hands right away.

Additional measures include:

- Ensure cleaning staff are trained on the appropriate use of cleaning and disinfection chemicals.
- Cleaning staff must wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
  - Additional PPE might be required based on the chemicals being used.
  - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- Ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA’s Hazard Communication standard ([29 CFR 1910.1200](#)).

## COVID-19: Sick and Potentially Exposed Employees

Reminder: These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on current public health practices; documentation upon which these guidelines are based **can and does** change frequently.

### Screening and Recordkeeping - Sick Employees

If an employee screens positive for COVID-19 symptoms, they should not be allowed to enter the worksite and should be sent home with instructions to contact their healthcare provider for assessment and testing. The employer must notify the [local health department](#) and the [New York State Department of Health](#) about the suspected case.

The employer must review all employee and visitor responses collected by the screening process daily and maintain a record of such review. The employer must also identify a contact person for workers to inform if they later experience COVID-19-related symptoms.

The employer must designate a site safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan.

The employer should maintain a log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area – excluding deliveries that are performed with appropriate PPE or through contactless means. The log should contain contact information, such that all contacts may be identified, traced and notified in the event an employee is diagnosed with COVID-19. The employer must cooperate with local health department contact tracing efforts.

### Sick or Exposed Employees

Employers and employees should take the following actions related to COVID-19 exposure and symptoms.

If a worker tests positive for COVID-19, employer must immediately notify [state](#) and [local](#) health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations.

Employees who present with COVID-19 symptoms should be sent home to contact their healthcare provider for medical assessment and COVID-19 testing. If tested positive, employee may only return after completing a 14-day quarantine. Employees who present with no symptoms but have tested positive in the past 14 days may only return to work after completing a 14-day quarantine. If an employee has COVID-19 symptoms AND EITHER tests positive for COVID-19 OR did not receive a test, the employee may only return to work after completing a 14-day self-quarantine.

If an employee is critical to the operation or safety of a site, the employer may consult their [local](#) and [DOH standards](#) on the minimum number of days to quarantine before an employee can safely return to work with additional precautions to mitigate the risk of COVID-19 transmission.

Employees who have had close contact with a confirmed or suspected person with COVID-19 but are not experiencing any symptoms should inform their employer. Further action on how to respond with these employees vary greatly based on the Phase that the employer re-entered the workplace. Further guidance can be found by consulting the NY Forward website at <https://forward.ny.gov>

## Tracing and Tracking

In the case of a worker or visitor testing positive, the employer must cooperate with the local health department to trace all contacts in the workplace and notify the health department of all workers and visitors who entered the site dating back to 48 hours before the worker began experiencing COVID-19 symptoms or tested positive, whichever is earlier, but maintain confidentiality as required by federal and state law and regulations.

Employees who are alerted that they have come into close or proximate contact with a person with COVID-19, via tracing, tracking or other mechanism, are required to self-report to their employer at the time of alert and shall follow all required protocols as if they had been exposed at work.

## Cleaning and Disinfecting

The employer must provide for the cleaning and disinfection of exposed areas in the event of a positive case of COVID-19 of a worker, with such cleaning to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. shared tools, machines, work stations, control panels, and keypads, telephones).

CDC guidelines on "[Cleaning and Disinfecting Your Facility](#)" if someone is suspected or confirmed to have COVID-19 infection are as follows:

- Close off areas used by the person who is sick.
- Companies do not necessarily need to close operations if they can close off affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, and shared equipment.
- Once the area has been appropriately disinfected, it can be opened for use.
- Workers without close contact with the person who is sick can return to the work area immediately after disinfection.
- If more than seven days have passed since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary, but routine cleaning and disinfection should continue.

## Other Follow-Up

1. Maintain contact with sick employees to determine their condition and provide any assistance they may need.
2. Notify/file appropriate forms with NYSIF for absences related to COVID-19.
3. Have in place, train on, and enforce policies to ensure that an employee who is returning to work after recovery from COVID-19 or quarantine, is not exposed to any discriminatory actions from either their co-workers or supervisors.

## Decision Tree: What to do About Sick or Exposed Employees

### SICK EMPLOYEES

Has COVID-19 symptoms, with or without test confirmation; *or* tests + and has no symptoms



#### EMPLOYEE STAYS/GOES HOME

May only return after completing 14-day quarantine

\*If critical to operation/safety, see below\*

**\*If an employee with COVID symptoms**, whether or not tested +, or with NO symptoms but tested +, **is critical to the operation or safety of a site**, the employer may consult their local health department and the most up-to-date CDC and DOH standards on the minimum number of days to quarantine before an employee can safely return to work with additional precautions to mitigate transmission risk.

#### EMPLOYER:

-Immediately notify state and local health dept. of the case and of all workers & visitors dating back to 48 hours before worker began experiencing symptoms or tested positive, whichever is earlier.

-Cooperate with health department contact tracing

-Give employee information on healthcare & testing resources

-Clean/disinfect

### EXPOSED EMPLOYEES

- Had close<sup>1</sup> contact with a person with suspected or confirmed COVID-19; or

- Had close contact for a prolonged period of time with a person with COVID; or

- Was alerted that they have come into close or proximate<sup>2</sup> contact with a person with COVID-19



Employees who have had close contact with a confirmed or suspected person with COVID-19 but are not experiencing any symptoms should inform their employer. Further action on how to respond with these employees vary greatly based on the Phase that the employer re-entered the workplace. Further guidance can be found by consulting the NY Forward website at <https://forward.ny.gov>

#### NYS DOH:

1. Close contact is defined as "being within 6 ft of a person displaying symptoms of COVID-19 or someone who has tested positive for COVID-19"
2. Proximate contact is defined as "being in the same enclosed environment such as a classroom, office, or gatherings but greater than 6 ft from a person displaying symptoms of COVID-19 or someone who has tested positive for COVID-19"



# Additional Industry Guidelines

## Before You Reopen: Guidelines for Construction

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

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### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- Post the Families First Coronavirus Response Act (FFCRA) [poster](#) in a visible place. Post a copy at all job sites as well.
- The employer should designate a workplace coordinator or team who will be responsible for all COVID-19 issues and their impact at all jobsites.
- Create policies and procedures for each jobsite to protect employees when receiving parts, materials, packages and supplies. These policies and procedures should account for receiving areas, receiving personnel, and other delivery-related factors specific to each jobsite.
- Consider staggered work arrivals, departures, shifts and/or workdays to limit COVID-19 exposures.
- Perform a job site analysis of all jobsites for COVID-19 before work begins and as it progresses, to determine possible high exposure areas, points of congestion (check in areas, elevators, break areas, etc.), as well as shared tools and equipment.

## Site-Specific for Construction

- Assign a site specific COVID-19 safety officer for each jobsite, including new jobsites as added.
- If practicable, require each employee to use/drive the same truck or piece of equipment every shift, or limit the number of employees who use/drive a piece of equipment.
- Construction and maintenance activities within occupied homes, office buildings, and other sites present unique hazards for COVID-19 exposures. All relevant workers should evaluate the specific hazards when determining best practices related to COVID-19.
- Ensure a plan is in place for screening visitors and contractors at job sites.
- Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.
- Provide and ensure there is an adequate supply (at least 30-days) of hand sanitizer, cleaning supplies, non-touch thermometers and face masks or face coverings (where appropriate or necessary) and no-touch disposal receptacles at each jobsite.
- The CDC recommends cloth masks as an alternative to R/P or N95 masks for exposure to the Novel Coronavirus. If R/P or N-95 respirators are being employed, ensure are they being used in compliance with an [OSHA compliant respirator program](#).
- Place posters at all jobsites to encourage social distancing, hand hygiene, and discourage hand shaking per [OSHA](#) and [CDC](#) guidelines.
- Be aware of any local public health or other orders related to COVID-19 that may affect your business or specific job site location.
- Adhere to hygiene and sanitation requirements from the [Centers for Disease Control](#) (CDC) and [Department of Health](#) (DOH) and maintain cleaning logs at each jobsite site that document date, time, and scope of cleaning.
- Develop [toolbox talks](#) topics focusing on the Novel Coronavirus infection. Designate a location for these talks that will permit social distancing.
- Offer flexibility wherever possible and adjust jobsite workloads to be reasonable.

## Once You Reopen: When the Construction Workforce Returns

### What to do first

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Promote personal hygiene. If workers do not have immediate access to soap and water for handwashing, provide alcohol-based hand rubs containing at least 60 percent alcohol.
- Ensure there is an adequate supply (at least 30-day supply at job site) of hand sanitizer, cleaning supplies, non-touch thermometers, face masks or face coverings (where appropriate/necessary) and no-touch disposal receptacles.
- Encourage employees to minimize ridesharing. While in vehicles, employees must ensure adequate ventilation.

- Physical distancing, also referred to as social distancing, is an infection control measure that can stop or slow down the spread of an infectious disease by limiting contact between people. Use the following distancing measures:
  - Practice physical distancing always, including during work, breaks, and in vehicles.
  - Stagger break and lunch times and spread out where employees spend their breaks by providing additional seating and shade areas.
  - Limit crew size by staggering or increasing the number of work shifts.
  - Maintain separation of six feet or more during work whenever possible. If not possible, require employees to wear face coverings.
  - Limit the number of employees gathered at the start of a shift, in break areas or during trainings and other meetings to allow employees to spread out.
  - Limit the number of personnel riding construction passenger elevators at one time.
  - Identify choke points where workers are forced to stand together (e.g. hallways, hoists, elevators, egress points, break areas and buses) and control them.
- Implement plan for screening visitors and contractors at each job sites.
- Place posters throughout the job site to encourage social distancing, hand hygiene, and discourage hand shaking per [OSHA](#) and [CDC](#) guidelines.
- Communicate frequently and as transparently as possible with employees:
  - Provide expected timelines for recalling/rehiring additional employees.
  - Motivate your team with frequent dialogue. Be aware of employee morale.

## Protective Equipment

- To ensure employees comply with protective equipment requirements, the employer must do the following:
  - Provide employees with an acceptable face covering at no cost to the employee and have an adequate supply of coverings in case of replacement. Acceptable coverings for COVID-19 include but are not limited to cloth-based face coverings and disposable masks that cover both the mouth and nose.
  - Employees must be allowed to use their own acceptable face coverings but cannot be required to supply their own face coverings.
  - Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared and should be properly stored or discarded.

## Respirator Use

- Cloth, disposable or other homemade face coverings are not acceptable for workplace activities that require a higher degree of personal protection due to the nature of work. For those activities, N95 respirators or other personal protective equipment used under existing industry standards should continue to be used as defined in [OSHA guidelines](#).
- See fit testing for all industries: [Expanded Temporary Enforcement Guidance on Respiratory Protection Fit-Testing for N95 Filtering Facepieces in All Industries During the Coronavirus Disease 2019 \(COVID-19\) Pandemic | Occupational Safety and Health Administration](#)
- Review the following with employees using respirators:
  - Video: [Putting on and Taking off a Mask - YouTube](#)
  - Seven Steps to Correctly Wear a Respirator at Work: <https://www.osha.gov/Publications/OSHA4015.pdf>

## Safe Work Practices for Your Site/Location

- Set up a system to avoid payment transactions - including invoicing and pre-payment - at each jobsite.
- Limit the sharing of tools as much as possible.
- To the extent tools or equipment must be shared, provide and instruct workers to use alcohol-based wipes to clean tools before and after use. When cleaning tools and equipment, workers should consult manufacturer recommendations for proper cleaning techniques and restrictions.
- If employees are dispatched from a hiring hall, encourage the hiring hall to implement physical distancing measures.
- Create specific instructions for deliveries to your worksites.
- Establish a drop-off location and all the procedures to be used at the drop-off point.
- Create signage to easily identify drop-off points. Include contact information on these signs to assist with questions leading up to delivery and upon arrival.
- If fans or other means of ventilation are used on the job, place them to avoid blowing air from one worker or group of workers to another.
- Encourage workers to drive to worksites or parking areas by themselves. They should avoid having passengers or carpooling together unless they are already sheltering in place together. If carpooling cannot be avoided riders should sit as far apart as possible, wear face coverings and wash hands after the trip.
- Discourage the sharing of food and water. Provide single use bottles rather than using shared water stations or dispensers.
- If someone goes home because they are sick, the area where the person worked and the tools and equipment they used should be disinfected prior to use by others. (Please refer to your employee exposure plan.)
- If on a remote project, fill a water dispensing cooler with water (hot water, if available) and label it "hand washing only." Post [Handwashing posters and fact sheets](#).
- Subcontractor foremen and project managers should communicate with their general contractor about what steps the general contractor is taking to provide adequate sanitary/handwashing facilities on the project.
- Maintain Safety Data Sheets (SDS) for all disinfectants on site.

## Job Site Visitors

- Restrict the number of visitors to the job site, including the trailer or office.
- Implement mandatory health screening assessments for all visitors.

## Workers Entering Occupied Buildings and Homes

Construction and maintenance activities within occupied homes, office buildings, and other establishments, present unique hazards for COVID-19 exposures. All relevant workers within such establishments should regularly evaluate the specific hazards when determining best practices related to COVID-19.

Plumbers, electricians, and heating, ventilation, and air-conditioning technicians are examples of workers who perform work at such locations. All such workers should evaluate the specific hazards when determining best practices:

- Require the customer to clean and sanitize the work area before workers arrive on site.
- Technicians should sanitize the work areas themselves when they arrive, throughout the workday, and immediately before they leave. Consult the [CDC's Clean & Disinfect](#) guidance.
- Ask that occupants keep a personal distance of at least 6 feet.
- Do not accept payments on site (no cash or checks exchanged). Require electronic payments over the phone or online.
- Workers should immediately wash hands before starting and after completing the work. Consult the [CDC's When and How to Wash Your Hands](#).

## Before You Reopen: Guidelines for Manufacturers

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### Policies and Procedures

- Ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and guidance and in accordance with state officials. Be aware of orders that may affect a specific location.
- Assign a workplace coordinator who is responsible for COVID-19 issues and their impact at the workplace. Ensure that employees know who the coordinator is and how to contact this person.
- For multiple production lines, assign an individual for each production line to work with the coordinator on COVID-19 issues and their impact on the production line. Ensure that production line employees know who the responsible individual is.
- Identify key personnel as points of contact for various sectors of the facility. Assign additional responsibilities to existing personnel in leadership positions, e.g.
  - Site Manager-Employee Access/Social Distancing Coordinator
  - Shift Manager-Sanitization/Disinfection Coordinator
  - Line Manager-PPE Coordinator
- Bring in key personnel identified above prior to opening for special training related to their assigned duties.
- Where possible, notify staff to changes they can expect in the workplace. This may include physical changes to the production lines (e.g., physical barriers), changes to common areas such as entranceways, exits, lunchrooms, as well as the unavailability of microwaves, coffee makers, etc.
- Post signage throughout the site to remind personnel to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols both on the production line and in common areas.

## Protective Measures or Controls

According to OSHA, a combination of protective measures or controls may be necessary to protect workers against the coronavirus disease. These could include engineering, administrative, safe work practices or personal protective equipment. An assessment to determine if you need to undertake these measures/controls, as well as examples of these measures can be found in [“General Guidelines: Before You Reopen.”](#)

## Personal Hygiene

- Ensure that facilities have adequate hand hygiene stations, supplies of soap, disinfecting spray, hand sanitizer, paper towels, tissues, disposal bins, etc. These should be both in common areas and in close proximity to production lines.
- Plan to limit sharing of objects and discourage touching of shared surfaces. Require use of gloves where contact with shared objects or frequently touched surfaces is unavoidable or requires sanitizing or handwashing before and after contact.

## Cleaning and Sanitation

- Plan to adhere to sanitation requirements from the [Centers for Disease Control and Prevention](#) (CDC) and [Department of Health](#) (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning for each production line. Order adequate supplies.
- Clean and disinfect all areas of each facility/site before anyone returns to work. Pay special attention to shared objects and commonly touched surfaces such as:
  - Tools/machinery/equipment (e.g., forklift operating controls, pallet jack handles, conveyor belts, etc.)
  - Production line workstations (touchscreens, control buttons)
  - Commonly touched surfaces in high transit and common areas such as restrooms, common areas, cafeteria, meeting rooms.
  - Offices (desk, table and chair surfaces)
- Develop a program for regular cleaning and disinfection of these high exposure areas at least after every shift, daily, or more frequently, including possibly after each use, as needed.
- Increase ventilation. Replace or clean/disinfect HVAC air filters.
- Establish procedures for sanitizing production areas/assembly lines between shifts.

## Social Distancing

- Establish policies and procedures to ensure 6 feet of distance between personnel unless safety or core function of the work activity requires a shorter distance. Any time employees are less than 6 feet apart from one another, they must wear acceptable face coverings. Consult OSHA’s recommendations here: [https://www.youtube.com/watch?v=7d\\_UgYAcISO](https://www.youtube.com/watch?v=7d_UgYAcISO)
- Consider ways to reduce density by having clerical/office or sales employees work from home. Include limiting gatherings, re-designing hours and shifts, redesigning production line workstations.
- For any work occurring indoors, limit workforce presence to no more than 50% of max occupancy, excluding supervisors in this calculation, unless a facility requires more employees to safely operate core functions (e.g. critical assembly lines) and additional mitigation strategies are implemented (e.g. face coverings at all times).



Also limit occupancy of small spaces like elevators, control rooms and restrooms, providing for well-ventilated and distanced space for meetings and prohibiting non-essential visitors.

- Modify the workplace to allow for safe social distancing:
  - Create dedicated entry/exit points at every facility.
  - Erect physical barriers such as plexiglass shields, create modularized “pods”.
  - Space, reduce use, restrict number, or reduce seating at workstations.
  - Close breakrooms/cafeterias or establish maximum capacity rules.
  - Implement one-way hallways/paths with barriers, signs, and arrows.
  - Establish designated areas for pick-ups, deliveries, limiting contact.

## Personal Protective Equipment

- Acquire adequate supplies of personal protective equipment (PPE) for workers including acceptable face coverings and gloves. Establish procedures and training on cleaning, replacement when damaged or soiled, proper storage and disposal, and ensuring PPE is not shared:
  - Masks must be mandatory where people are less than 6 ft. apart.
  - Cloth, disposable or other homemade face coverings are not acceptable for workplace activities that require a higher degree of personal protection due to the nature of work. For those activities, N95 respirators or other personal protective equipment used under existing industry standards should continue to be used as defined in [OSHA guidelines](#).

## Screening

- Establish clear protocols that strictly restrict all non-essential in-person visits to every facility.
- Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means.
- Establish clear protocols for employee travel. Restrict non-essential travel and adhere to CDC guidelines regarding isolation following travel.

## Once You Reopen: When the Manufacturing Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Ensure that employees are informed of any new workplace safety procedures and COVID-19 preventive measures, such as engineering and administrative controls related to production line processes. Such information must be in the appropriate language of all workers. Posters on new health and safety rules should be placed in the workplace.
- Continually communicate to employees established policies and practices for social distancing. This is particularly important in manufacturing operations that employ large numbers of people who – under normal conditions – generally gather in lunchrooms, locker rooms, and other areas in large groups.

### Once Employees Have Arrived

- Where and when possible, continue to stagger employee arrival times to allow for controlled entry to the workplace.
- Employees must wear acceptable face coverings or masks before entering the workplace. In areas of the workplace where social distancing is not possible, such as the production line - if no other acceptable controls are present - employees must continue to wear face coverings.
- Continue to pre-screen employees, vendors or customers before admittance to the workplace.
- Maintain a continuous log of all persons (employees and visitors) entering the facility to facilitate potential tracing situations.
- Conduct periodic “safety talk” meetings to bring employees up to date on new safety measures, policies and procedures that address COVID-19. Make sure social distancing rules are maintained during these sessions. Maintain written records of these sessions.
- Conduct a weekly survey to gauge employees’ mindset, morale and overall satisfaction with management’s approach in protecting workers’ safety and health.

### During the Workday

- Remind employees frequently to follow guidance for social distancing, face coverings, hygiene and cleaning.
- Avoid conference room meetings. If unavoidable, practice social distancing (limit number of people in the room) and ensure adequate ventilation to ensure increased airflow.

### **Perform routine environmental cleaning and disinfection:**

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, conveyor belts, machinery, equipment, tools, forklifts, keyboards, telephones, handrails, and doorknobs.
- Continue procedures for sanitizing production areas/assembly lines between and during shifts.
- Continue to discourage workers from using other workers' phones, offices, work tools and equipment, when possible. If necessary, clean and disinfect tools and equipment before and after use. Provide disposable wipes for employee use.

### **Enforce Social Distancing Rules**

- Enforce social distancing rules at bathrooms and in elevators (restrict occupancy to reduce density in these areas). Prevent congregation in elevator waiting areas.
- Stagger lunch breaks to avoid large groups in any one area.
- Managers or line supervisors must be aware that some employees may be at [higher risk for serious illness](#), such as [older adults](#) and those with chronic medical conditions. Managers or supervisors should consider minimizing face-to-face contact between these employees or assigning work tasks that allow them to maintain a distance of at least six feet from other workers, customers and visitors, or allowing telework if possible.

### **Protective Measures or Controls**

Employers must:

Continue to ensure there are adequate supplies of face coverings/masks in the workplace so that employees can be provided with replacements should theirs become wet or soiled.  
Continue to ensure that face coverings are not used in place of PPE for work tasks that typically require a higher degree of protection.

## Before You Reopen: Guidelines for the Home Healthcare Industry

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based can and does change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- Prepare to train or retrain all frontline staff on Personal Protective Equipment (PPE):
  - Types of PPE
  - When to use PPE
  - Proper usage and disposal
  - Donning/doffing
  - Limitations of PPE
  - Maintenance and storage of non-disposable PPE
  - If issuing N95 respirators, ensure that staff have been properly trained in their use to OSHA standards.
- Create additional space for office employees by allowing remote work and staggering work arrival, departures, shifts and/or workdays.
- Identify ways to preserve PPE supplies. Develop protocols for managing patients with limited or no PPE, including identifying ways to provide care without direct contact to maintain physical distancing.
- Determine the feasibility of scheduling work, when possible, so a home health attendant who is at higher risk for severe illness from COVID-19 does not conduct visits to households with or under investigation for COVID-19.
- Determine the feasibility of limiting home health attendants to one household visit per day.
- Contact healthcare providers and patients to determine if initial care plans can be modified to incorporate remote visits or telecare.
- Plan to conduct a pre-visit phone call with the patient to determine if a visit is essential. Can the visit be cut or condensed?
- Identify means to conduct initial assessments remotely or by review of records.

## Once You Reopen: When the Home Healthcare Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Review and revise policies and procedures that may have been impacted by changes brought about by working during the COVID-19 pandemic. Train employees on all new or revised policies and procedures.
- Continue to retrain all frontline staff on Personal Protective Equipment (PPE).
- Continue to identify ways to preserve PPE supplies. Continue to develop protocols for managing patients with limited or no PPE, including identifying ways to provide care without direct contact to maintain physical distancing.
- Where staffing levels permit, do not allow a home health attendant who is at higher risk for severe illness from COVID-19 to conduct visits to households with or under investigation for COVID-19.
- Continue to contact the healthcare provider and patients to determine if the initial care plan can be modified to incorporate remote visits or telecare.
- Continue to explore if the initial assessments can be conducted remotely or by review of records.
- Continue to motivate your team with frequent dialogue – be aware of employee morale.

## Employee Checklist – Home Healthcare

Ensure that you are up to date on the guidance that is being issued by the State by consulting the NY Forward website at <https://forward.ny.gov> and applicable Executive Orders at <https://www.governor.ny.gov/executiveorders> on a regular basis or whenever notified of the availability of new guidance.

### Before the Visit

- Be familiar with agency’s policy on COVID-19 and attended all agency trainings on COVID.
- Conduct a pre-visit phone call, determine if a visit is essential. Can the visit be cut or condensed?
- Ask if the patient or other people in the household have signs or symptoms of COVID-19 (Fever, cough, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).
- Ask about where to dispose of PPE in the home. CDC recommends removing PPE outside the home. Be prepared with a container or bag for disposal of PPE in the event the patient does not have a PPE disposal location.
- Ensure you have the proper and necessary Personal Protective Equipment (PPE).
  - Face covering - N95 respirator is needed if you must do an aerosol or cough-inducing procedure.
  - Ensure you have been properly trained on how to properly wear, remove and maintain the N95 respirator before you use it.
  - Gloves – Be prepared with many pairs of disposable gloves. Goggles – If possible, wear a face shield to prevent yourself from touching your face.
  - Gowns – This may be necessary in preventing droplets from landing on clothing.
- Limit the number of items to be brought in and out of the house. Prepare only essential items such as PPE, hand hygiene supplies, medical equipment, and other necessities. Refrain from wearing hand jewelry and bringing an excessive number of bags to the visit.
- Keep skin in good condition and nails short. Non-intact skin (e.g., exposed skin that is chapped, abraded, or with dermatitis) is a primary route for pathogens to enter the body. Longer fingernails can harbor more dirt and bacteria than short nails, thus potentially contributing to the spread of infection.
- If you have signs and symptoms of a respiratory infection or other COVID-19 symptoms, you should not report to work.

### During the Visit

- If you develop signs and symptoms of a respiratory infection while on-the-job, you should:
  - Immediately stop work, put on a facemask, and self-isolate at home:
  - Notify your employer of your condition as soon as possible.
  - Provide your clinical manager with information on individuals, equipment, and locations you came in contact with; and
  - Contact and follow the local health [department](#) recommendations for next steps (e.g., testing, locations for treatment).

- Ask about and look for signs or symptoms of COVID-19 (fever, cough, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell) for everyone in the household.
- Ask if anyone in the household has had contact with someone with or under investigation for COVID-19 or has had COVID-19 symptoms in the last 14 days.
  - If someone is sick, try to postpone the visit for a time when the person who is ill has had at least 7 days following onset of illness and 72 hours after being fever free without the use of medication.
  - Ask any person in the household who has COVID-19 symptoms, is sick, or recently has had close contact with a sick individual to wear a cloth face covering when they are around other people at home. The cloth face covering helps prevent a person who is sick from spreading the virus to others by keeping respiratory droplets contained and from reaching other people. (Cloth face coverings should not be placed on young children under age 2, or anyone who has trouble breathing or is not able to remove the covering without help.)
- If direct care is not required, remember to maintain distance of 6 feet or more from people in the household.
- Put on Personal Protective Equipment (PPE) outside before arriving inside the patient's home. If unable to put on all PPE outside of the home, it is still preferred that face protection (i.e., facemask/respirator and eye protection) be put on before entering the home.
- Alert persons within the home that a Homecare Health Aide will be entering the home and ask them to move to a different room, if possible, or to keep a 6-foot distance in the same room. Once the entry area is clear, enter the home and put on a gown and gloves.
- Practice everyday preventive actions while in the home:
  - Clean your hands often.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Limit contact with "high-touch" surfaces and items: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks, electronics, etc.
- Place your bag and on a dry, clean, hard surface in the house, and try to leave it in one place.
  - Do not place the bag on the floor.
  - Keep personal items separate from patient care supplies.
  - Place the bag on top of paper towels, plastic bags, newspapers or other disposable items if you cannot find a clean hard surface.
  - Keep the bag closed as much as possible and away from other items in the house.
- If possible, use a separate bathroom than the other people in the household. If not, wait as long as possible after another person has used the bathroom before coming in to clean or use the bathroom.
- Wear gloves when you touch or have contact with the sick person's blood, stool, or body fluids, such as saliva, mucus, vomit, and urine. Throw soiled gloves into a lined trash container and wash hands right away.
- Cover coughs and sneezes with a tissue or sleeve (not hands).
- Eat in separate rooms or areas from the patient and other household members.
- Do not share personal items (dishes, cups/glasses, towels, electronics, pens, etc.)



- Wash dishes and utensils using gloves and hot water: Handle any dishes, cups/glasses, or silverware used by the person who is sick with gloves. Wash them with soap and hot water or in a dishwasher.
- Wear gloves when removing garbage bags, and handling and disposing of trash.
- Avoid having any unnecessary visitors, especially visits by people who are at higher risk for severe illness.
- Ensure the rooms have good air flow.
  - Open the window and turn on a fan (if possible) to increase air circulation.
  - Improving ventilation helps remove respiratory droplets from the air.
- Clean areas or items with soap and water if dirty. Then, use a household disinfectant.
  - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to kill germs. Many also recommend wearing gloves, making sure there is good air flow, and wiping or rinsing off the product after use.
  - Most household disinfectants should be effective. However, do not use disinfectant on items that can come into contact with a person's mucus membrane.
  - To clean electronics, follow the manufacturer's instructions for all cleaning and disinfection products. If those directions are not available, use alcohol-based wipes or spray containing at least 70% alcohol.
- Do not mix two or more cleaning chemicals.
- Wash hands often with soap and water for at least 20 seconds, and especially:
  - Before and after touching the patient
  - After contact with blood or other bodily fluids
  - Before and after handling food, feeding a patient, or eating
  - After contact with surfaces that have, or potentially have, blood or other bodily fluids
  - Before putting on and after removing PPE
  - Before leaving the patient's home

If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.

- Follow these guidelines if assisting with laundry:
  - Do not shake dirty laundry.
  - Wear disposable gloves while handling dirty laundry.
  - Dirty laundry from a person who is sick can be washed with other people's items.
  - Wash items according to the label instructions. Use the warmest water setting possible.
  - Remove gloves, and wash hands right away.
  - Completely dry laundry, on hot if possible.
  - Wash hands after putting clothes in the dryer.
  - Clean and disinfect clothes hampers. Wash hands afterwards.

## Leaving the home

- Ask the patient if an external trash can is present at the home, or if one can be left outside for the disposal of PPE.
  - PPE should ideally be removed outside of the home and discarded by placing in an external trash can before departing the location.
  - The trash can should have a lining to ensure easier disposal.
  - If unable to remove all PPE outside of the home, it is still preferred that face protection (i.e., respirator and eye protection) be removed after exiting the home.
  - If gown and gloves must be removed in the home, ask persons within the home to move to a different room, if possible, or keep a 6-foot distance in the same room. Once the entry area is clear, remove gown and gloves and exit the home.
- Perform hand hygiene with alcohol-based hand sanitizer that contains 70 to 95% alcohol, remove face protection and discard PPE once outside the home. Perform hand hygiene again. **PPE should not be taken from the home to the HHA's personnel's vehicle.**

## After the Visit:

- Clean and disinfect "high-touch" items and reusable Personal Protective Equipment (PPE) used during the visit. This includes pens, goggles, face shields, laptops/tablets, bags, cell phones, and equipment.
- When at home, remove shoes at the door and change into new clothing. Put the worn clothes into laundry machine or separate laundry bag. Shower as soon as possible.
- If you develop symptoms (fever, cough, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell), advise your supervisor and seek medical attention.

## Before You Reopen: Guidelines for Retail

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

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### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- Develop a plan to motivate your team with frequent dialogue – be aware of employee morale.
- Develop a plan to maintain a continuous log of every person, including workers and visitors, who may have had close contact with others at the workplace, excluding customers, and excluding deliveries performed with appropriate PPE or thorough contactless means.

### Employee Health and Personal Hygiene

- Develop other workplace controls to reduce transmission among employees:
  - Ensure you have an adequate supply of face coverings. Employers must provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement.
  - Inform employees before they return that they will be required to wear a mask or face covering if in close contact with others.
  - Inform employees before they return that they will be required to stay at least 6 feet from other people whenever possible
  - Include measures to limit the sharing of objects (e.g. registers) and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, to wear gloves (trade-appropriate or medical) or sanitize or wash hands before and after contact.
- Consider assigning [workers at high risk for severe illness](#) duties that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier, managing administrative needs through telework).

## Cleaning and Sanitizing

- Assess the workplace to determine high exposure areas and points of congestion (entrances, registers, storage, supply receiving, rest rooms, break areas, etc.). Include frequently touched objects and surfaces.
- Develop cleaning logs to ensure that regular cleaning and disinfection is conducted at least after every shift, daily, or more frequently as needed.

## Social Distancing

- Be prepared to limit workforce presence to only the employees necessary to conduct curbside and in-store pickup activities, but no more than 50% of the maximum occupancy for a particular area set by the certificate of occupancy, inclusive of customers picking up an order who must maintain 6 feet of space from others or wear an acceptable face covering.
- Be prepared to control tightly confined spaces (e.g. elevators, small stock rooms, behind cash registers, narrow merchandise aisles). These should be occupied by only one individual at a time unless all employees are wearing face coverings. If occupied by more than one person, keep occupancy under 50% of maximum capacity.
- Post social distancing markers using tape or signs that denote 6 feet of spacing in commonly used and other applicable areas (e.g. clock in/out stations, health screening stations, cash registers).
- Consider allowing only seniors and people with compromised immune systems to shop during the earliest hour(s) of operation or prior to opening the store to the general public.
- Designate separate entrances and exits if possible. Determine ingress/egress to and from restrooms to limit proximity for guests and staff.
- Install plexiglass partitions at registers or other areas where distancing is difficult. Consider keyboard covers.

## Pickup and Delivery

- Encourage pre-ordering and prepaying, set up designated pick up areas to help maintain distancing, preferably curbside.
- Develop means to discourage unnecessary entry into the premises. This may include a display for a door or sidewalk sign with the available services and instructions for pickup and hours of operation. Plan to discuss this information with the customer when the order is being placed.
- If practicable, plan for each employee to use/drive the same vehicle for deliveries. Develop a protocol for cleaning and disinfecting high touch surfaces before a different person uses a delivery vehicle. Following manufacturer's instructions, plan for routine cleaning and sanitizing coolers and insulated bags used to deliver foods. Include instructions to ensure adequate ventilation while in the vehicle.
- Develop procedures for social distancing when delivering items, offering "no touch" deliveries and sending text alerts or calling when deliveries have arrived. Have customers use their own pen.

## Once You Reopen: When the Retail Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Continue to motivate your team with frequent dialogue – be aware of employee morale.
- Encourage customers to complete a health screening and provide contact information so that they can be logged and contacted for contact tracing, if necessary.
- Continue to maintain a continuous log of every person, including workers and visitors, who may have had close contact with others at the workplace, excluding customers, and excluding deliveries performed with appropriate PPE or through contactless means.

### Protective Equipment

- Continue to:
  - Provide employees with an acceptable face covering at no cost to the employee and have an adequate supply of coverings in case of replacement. Allow employees to use their own acceptable face coverings.
  - Provide employees disposable gloves for when employees must touch frequently touched surfaces or shared objects and hand cleaning and/or disinfecting surfaces immediately before/after is not feasible.
  - Require customers to wear face coverings.

### Cleaning

- Conduct regular cleaning, disinfection, and where appropriate, sanitation, after every shift, daily, or more frequently as needed. Especially focus on shared objects and frequently touched surfaces, as well as high transit areas.
- Maintain cleaning logs to ensure that regular cleaning and disinfection is conducted at least after every shift, daily, or more frequently as needed.

### Social Distancing

- Ensure the location does not exceed 50% of the maximum occupancy for an area set by the certificate of occupancy, inclusive of customers, who must maintain 6 feet of space from others or wear an acceptable face covering.
- Implement procedures to limit customer contact through pre-ordering, pre-paying and no-touch hand-offs.

## Before You Reopen: Guidelines for Clerical/Office Operations

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based can and does change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.

### Engineering Controls

- Implement engineering controls (physical changes to the work area) to isolate employees from exposures:
  - Create barriers such as plexiglass panels for reception areas and the customer service counter.
  - Provide tables to handle large packages.
  - Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.
- Modify cubicles to ensure social distancing of at least 6 feet:
  - Increase wall height.
  - Leave empty, block or tape off cubicles to space people apart.
- Adapt meeting areas for social distancing:
  - Use teleconference and video platforms whenever possible.
  - Determine COVID capacity for meeting rooms.
  - Modify the area so there is at least 6 feet of space between tables and chairs.
  - Require all meeting attendees to wear masks.

### Administrative Controls

- Place proper signage at entrances and as needed for employees and visitors including:
  - Instructions for masking.
  - Hand hygiene/handwashing/hand sanitizer protocols.
  - Visitor screening instructions.
  - Clearly marked zones including "staff only", "PPE required past this point", etc.

- 
- Develop a cleaning/sanitizing program that includes:
  - Ensuring all offices are thoroughly cleaned and sanitized before opening.
  - Frequently cleaning/disinfecting high-touch areas: handles, phones, desks, keyboards, copy machines, vending machines, elevator buttons, watercoolers, etc.
  - Encouraging employees to routinely clean/disinfect their work areas.
  - Placing hand sanitizing stations at all building entrances, office suite entrances, copiers, bathrooms and common areas.
- Ensure receptionists/call center employees will have their own individual equipment so they do not have to share.
- Develop a specific visitor policy for clients, customers, vendors etc. The policy should include the following:
  - Scheduling visits by appointment only. (no walk ins)
  - Designating intake room(s) where staff can meet for appointments that are set up for social distancing and have hand sanitizer available.
  - Placing of 6-foot marks on the floor in reception area and entrances.
  - Removing couches in the waiting area and placing chairs 6 feet apart.
  - Screening of visitors for COVID exposure or symptoms.
  - Providing masks for visitors if needed.
  - Providing protocols for the receptionist/security if visitor affirms exposure or has symptoms.
- Develop a policy for catered or delivery of food including the following:
  - Protocols for ordering, receiving and use of delivered or catered food.
  - Use of individually wrapped cutlery.
  - No family style food.



## Once You Reopen: When the Clerical/Office Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.

### Engineering Controls

- Continue to update and revise engineering controls in order to isolate employees from exposures.
- Update engineering protocols as needed to recognize unexpected or unforeseen developments in the workplace.
- Maintain modified cubicles and workstations to ensure social distancing of at least 6 feet. Create new modifications, as necessary.
- Continue to adapt new meeting place protocols to ensure proper social distancing.
- Ensure that all employees understand and comply with these changes.

### Administrative Controls

- Maintain proper signage throughout the office and consider additions/changes as necessary.
- Ensure that the cleaning/sanitizing program is being followed.
- Continue to provide receptionists/call center employees with their own individual equipment. Reinforce that employees should not share equipment unless necessary.
- Review and revise the visitor policy as needed. Be sure that visitors are made aware of any changes.
- Enforce new policies for catered or delivered food. Update procedures when necessary.
- Update administrative protocols as needed to recognize unexpected or unforeseen developments in the workplace.
- Ensure that all employees understand and comply with these changes.

## Before You Reopen: Guidelines for Restaurants/Bars

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based can and does change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- Assign a site specific COVID-19 safety officer for every location.
- Assess hazards for COVID-19 to determine high exposure tasks and points of congestion (entrances, waiting areas, registers, tableside, kitchen, storage, supply receiving, rest rooms, hallways, break areas, etc.). Include frequently touched objects and surfaces.
- After assessing the workplace, revise policies and procedures, and make physical changes as needed to promote distancing, hygiene, and good infection control among staff and customers. Reduce opportunities for multiple people to touch items (e.g., remove condiments from tables, consider disposable menus). Plan for time to implement cleaning and hygiene practices during shifts.
- Consider symptom screening of customers and vendors before they enter premises.
- Place posters at all locations of the business to encourage social distancing and hand hygiene per [OSHA](#) and [CDC](#) guidelines.
- Post signage at the entrance that states no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant. Also post signage requiring the wearing of masks or face coverings on entrance, exit, when using restroom facilities, and in other situations where physical distancing might be difficult to maintain.
- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations.

## Social Distancing

- Consider limiting party size and using reservations-only or call-ahead seating to better space diners. Use technology solutions where possible to reduce person-to-person interaction: i.e., mobile ordering and menu tablets; text on arrival for seating; contactless payment options.
- Design a process to keep guests from congregating and ensuring they stay separate while waiting. (outdoor distancing, waiting in cars, etc.)
- Designate separate entrances and exits if possible. Determine ingress/egress to and from restrooms to limit proximity for guests and staff.
- Change floor plans to promote distancing (remove, block, or space seating arrangements to ensure at least six feet of separation). Any social distancing measures based on square footage should account for service, prep, and break areas as well as guest areas. Mark six-foot distances on the floor.
- Design ways to avoid direct hand-off, such as tray stands for customers to self-serve and return items.
- Install plexiglass partitions at registers or other areas where distancing is difficult. Consider keyboard covers.
- Discontinue operations such as salad bars, buffets, and beverage service stations that require customers to use common utensils or dispensers. Where local/state officials permit, install sneeze guards or barriers.
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, require face coverings and increase the frequency of surface cleaning and sanitizing.
- Identify ways to limit the number of employees allowed simultaneously in break rooms.

## Cleaning and Sanitizing

- Verify that ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers. Remember hot water can be used in place of chemicals to sanitize equipment and utensils in manual ware-washing machines.

## Employee Health and Personal Hygiene

- Develop other workplace controls to reduce transmission among employees, such as:
  - Providing protective equipment including disposable gloves for handling ready-to-eat food, trash bags, and items touched by patrons, and for washing dishes.
  - Develop an effective hand hygiene policy for employees that describes, how, where, when/how often to clean hands.

## Pickup and Delivery

- Overhaul procedures to maintain social distancing and limit contact with frequently touched surfaces: Encourage pre-ordering and prepaying, set up designated pick up areas - preferably curbside - to help maintain distancing.
- Discourage unnecessary entry into the premises by developing a door or sidewalk sign with available services, instructions for pickup and hours of operation. Plan to discuss this information with the customer when the order is being placed.
- If practicable, plan for each employee to use/drive the same vehicle for deliveries. Develop a protocol for cleaning and disinfecting high touch surfaces before a different person uses a delivery vehicle. Also develop protocols, following manufacturer's instructions, for routinely cleaning and sanitizing coolers and insulated bags used to deliver foods. Include instructions to ensure adequate ventilation while in the vehicle.
- Develop procedures for social distancing when delivering food, e.g., offering "no touch" deliveries and sending text alerts or calling when deliveries have arrived. Have customers use their own pen.

## Employee Training/Communication

- Before work begins, train staff on all new policies, established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations.
- Have in place material to use for [safety talks](#) focusing on the COVID-19 infection. Designate methods or a location for these talks that will permit social distancing.

## Once You Reopen: When the Restaurant/Bar Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.

### Cleaning and Sanitizing

- Continue to routinely disinfect high-touch surfaces using an EPA-registered disinfectant.
- Make sure that staff performs the following between seatings:
  - Clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas.
  - Discard single-use items.
  - Clean and sanitize reusable menus. If using paper menus, continue to discard them after each customer use.
- Check restrooms regularly and clean and sanitize them based on frequency of use.
- Make hand sanitizer readily available to guests.

### Social Distancing

- Enforce mask wearing by customers when they enter and exit and when using restroom facilities.
- Ensure staff are limiting party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government.
- Continue to remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Enforce limiting contact between waitstaff and guests.

### Pickup and Delivery

- Ensure coolers and transport containers are cleaned and sanitized.
- Implement and continue all established pickup and delivery protocols.

As a reminder, NYSIF is here to help you during these difficult and challenging times. Our staff of safety professionals will help you navigate through these difficult waters. If we can be of any help as you put together your plan, if you find challenges after you have opened, or seek training for your staff, please contact us at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com)

## Before You Reopen: Guidelines for Personal Care Services

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based can and does change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- Place posters that encourage [hand hygiene](#) to [help stop the spread](#), and the wearing of masks or [face coverings in public](#), at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Establish procedures to screen employees, customers, contractors, and other visitors before they come into the store.
- Plan to train or retrain all employees on Personal Protective Equipment (PPE):
  - Types of PPE
  - When to use PPE
  - Proper usage and disposal
  - Donning/doffing
  - Limitations
  - Maintenance and storage of non-disposable PPE
  - If issuing N95 respirators, ensure that staff have been properly trained in their use in accordance with OSHA standards.
- Plan to train employees on hand washing and personal hygiene rules that they will be required to follow before and after touching the customer. Rules include:
  - Wash hands often with soap and water for at least 20 seconds:
    - After using the phone, handling cash, and touching high contact surfaces.
    - After contact with blood or other bodily fluids.
    - After contact with surfaces that have, or potentially have, blood or other bodily fluids.
    - Before putting on and after removing PPE.

- If soap and water are not readily available, instruct employees to use a hand sanitizer that contains at least 60% alcohol, cover all surfaces of their hands and rub them together until they feel dry.
- Include instructions to avoid touching eyes, nose, and mouth with unwashed hands.
- Develop protocols for managing customers with limited or no PPE.
- Assess hazards for COVID-19 to determine high exposure tasks and points of congestion (entrances, chairs/stations, restrooms, etc.). Include frequently touched objects and surfaces.
- Plan to limit the number of people in the store using these and other appropriate measures.
  - Have customers wait outside until they are ready to be served or ensure people in the waiting area are separated by six feet.
  - Only allow customers who are receiving service into the shop.
  - Remove all unnecessary items (newspapers, magazines, etc.) from the waiting area.
  - Advise customers to limit items brought into the store.
- After assessing the workplace, revise policies and procedures, and make physical changes as needed to promote distancing, hygiene, and good infection control among staff and customers. Reduce opportunities for multiple people to touch items.
  - If possible, move chairs/stations to allow more space and install divider shields and/or sneeze guards between each station.
  - Develop a cleaning and disinfection program to address high exposure areas (doorknobs, registers, chairs/stations/etc.) as well as shared tools and equipment per [CDC guidelines](#)
- If possible, see clients by appointment only. Have clients check in remotely via telephone when they have arrived or are near the shop.
- Plan to require social distancing of 6 feet except when staff are servicing the customers.
  - Consider additional spacing between booths, divider shields, and/or staggered work shifts.
  - Place floor markings and signage to advise customers of social distancing guidelines.
- To the extent possible, plan to mandate the following rules on hand washing and personal hygiene:
  - Employees should always wear a face covering while in the store.
  - Customers should be encouraged to wear masks in the store. If possible, provide masks to customers.
  - Employees should wear goggles and face shields while washing hair or providing other services that may require close face-to-face contact. Non-disposable goggles and face shields must be cleaned and disinfected between each client.
  - Employees should wear disposable gloves when servicing customers and change gloves between each customer.
  - If possible, employees should wear a clean smock between each customer.
  - Customers should be draped with a clean cape, which must be washed between clients. Consider using disposable capes if it is not possible to wash between customers.
  - Employees must wash their hands between each customer according to [CDC handwashing guidelines](#).
  - Employees should change into clean clothes at the end of their shift before going home.



- Clean dirt off surfaces using detergent or soap and water prior to disinfection.
  - For most hard (non-porous surfaces), you can use a bleach and water solution by mixing 5 tablespoons (1/3rd cup) bleach per gallon of water or 4 teaspoons bleach per quart of water, and applying it to the surface with a contact time of at least 1 minute.
  - For soft (porous surfaces), use appropriate [EPA-approved products](#) for that surface.
  - For electronics, follow manufacturer’s instructions for all cleaning and disinfection. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
  - For towels, smocks and other items that go in the laundry, launder items using the warmest appropriate water setting for the items and dry items completely.
- Clean and disinfect all tools, equipment, surfaces, coverings, etc., throughout the day using bleach and water solution or [EPA-approved products](#).
  - Clean and disinfect surfaces, workstations, bowls, chairs, etc., between each customer. Use disposable plastic coverings if materials cannot be easily disinfected.
  - Clean and disinfect shears, appliances, clippers, combs, brushes, towels, linens, and other items that were used during the service before using the items with another customer.
  - Place cleaned and disinfected items in a clean container or bag that is sealed and remains unopened until the next customer.
  - Clean and disinfect bathrooms, retail areas, trash containers and linen hampers as needed or at least daily.
  - Clean and disinfect high touch areas such as doorknobs throughout the day.
  - Change disinfectants used for immersion throughout the day as they become contaminated.
- Plan to limit the number of cash exchanges in the store. Have customers pay with credit/debit cards, or other electronic transfers.
- Plan to limit the number of items customers touch such as shampoo, nail polish, etc.
- Plan to remove disposable applicators and testers for customers. Bring these items to a customer individually upon request.
- Plan to remove and properly discard single use tools such as files, buffers and drill bits after each use.

## Once You Reopen: When the Personal Care Workforce Returns

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Implement and continue to inform employees and customers of the store's COVID-19 policies and procedures. Communicate frequently and as transparently as possible with employees.
- Implement and continue screening procedures for employees, customers and other visitors before they come into the store.
- If possible, see clients by appointment only. Have clients check in remotely via telephone when they have arrived or are near the shop.
- Train employees on how to reduce the spread of COVID-19 and use of Personal Protective Equipment (PPE), with the latter including:
  - Types of PPE
  - When to use PPE
  - Proper usage and disposal
  - Donning/doffing
  - Limitations
  - Maintenance and storage of non-disposable PPE
  - If issuing N95 respirators, ensure that staff have been properly trained in their use in accordance with OSHA standards.
- Train and continue to monitor employee hand washing and personal hygiene rules.
  - Washing hands for 20 seconds with soap and water
  - Before and after touching the customer
  - After using the phone, handling cash, and touching high contact surfaces
  - After contact with blood or other bodily fluids
  - After contact with surfaces that have, or potentially have, blood or other bodily fluids
  - Before putting on and after removing PPE
  - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry
  - Employees must avoid touching eyes, nose, and mouth with unwashed hands
- To the extent possible, implement and enforce customer hygiene rules and the wearing of PPE in the store.
- Implement and continue policies to limit the number of people in the store.
- Maintain social distancing practices of 6 feet except when staff are servicing the customers.
- Implement and continue cleaning and disinfection policies and procedures including:
  - Cleaning dirt off surfaces using detergent or soap and water prior to disinfection.
  - Cleaning and disinfecting all tools, equipment, surfaces, coverings, etc., throughout the day using bleach and water solution or EPA approved disinfectants.
- Limit the number of cash exchanges in the store.
- Limit the number of items customers touch such as shampoo, nail polish, etc.
- Remove disposable applicators and testers for customers.
- Remove and properly discard single use tools such as files, buffers, and drill bits after each use.

## Before You Reopen – Guidelines for Commercial Building Management

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based can and does change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com).

### Policies and Procedures

- Ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and guidance and in accordance with state officials. Be aware of orders that may affect a specific location.
- Where there are tenants who occupy office space, consult NYS Forward's "[Interim COVID-19 Guidance for Office-Based Work](#)".
- Where management employs maintenance and construction staff, consult our [Guidelines for Construction](#) and [NY Forward guidance](#) to plan COVID-related precautions.
- Designate a workplace coordinator or team who will be responsible for all COVID-19 issues and their impact at the workplace.
- Post signage inside and out about adhering to proper hygiene, social distancing, face coverings, and cleaning and disinfecting protocols.
- Review agreements with tenants with respect to responsibility for leased space and consider alternate agreements to facilitate compliance with New York State's [Interim COVID-19 Guidance for Office-Based Work](#) and [Interim COVID-19 Guidance for Commercial Building Management](#) for issues such as screening protocols.
- Develop a plan to maintain a continuous log of every person, including workers & visitors, who may have had close contact with others at the workplace, excluding customers, and excluding deliveries performed with appropriate PPE or via contactless means. Coordinating with tenants, establish a process to obtain lists of essential visitors expected at building.
- Work with tenants to develop communication systems for workers, customers and visitors (i.e. webpages, text and email groups, social media campaigns) to provide updated information, instructions, training, and signage.
- Before re-opening, inform all employees and tenants of new policies, procedures, and building changes. Work with tenants to establish capacity limits and institute COVID-19 prevention practices.
- Post signage throughout the building reminding individuals to report symptoms of COVID-19 and how they should do so.
- Develop a plan to motivate your team and boost morale with frequent dialogue.

## Physical Distancing

- Evaluate sites to ensure that with tenants, total occupancy will adhere to state standards for maximum occupancy for particular areas as set by the certificate of occupancy. Design ways to promote 6-foot distancing at all times in spaces you control such as:
  - Limit in-person gatherings through tele- or videoconferencing.
  - Stagger work schedules.
  - Prohibit or limit use of small spaces such as elevators and break rooms.
  - Put up signage and systems for bathrooms such as flagging systems when occupied.
  - Close non-essential common or high touch areas and remove, limit, or block off seating space, remove or block off workstations.
  - Limit entrances to manage flow of visitors.
  - When possible, establish separate entrances and exits to manage screening programs.
  - Use signs and arrows to reduce bi-directional traffic in narrow or small spaces.
  - Set 6-foot distance markers especially where people may congregate, such as at elevators.
  - Establish designated areas for pickups and deliveries.
  - Install physical barriers (i.e. plexiglass or similar materials) in accordance with OSHA guidelines where distancing will be difficult such as at reception and security desks.
- Develop policy that workers or visitors must wear face coverings if they must come within 6 feet of another person.
- Contact your local fire department to determine how best to conduct fire drills while social distancing measures are in place. Plan to require the use of face coverings when conducting fire drills and conduct after-drill cleaning of the workplace.

## Protective Equipment

- Acquire sufficient face coverings for employees and contractors. Establish a 30-day supply of this and other PPE as might be needed such as gloves, and necessary PPE for workplace activities such as screening, cleaning and disinfecting.
- Prepare a training program about how to wear, don, doff, clean (as appropriate) and dispose of PPE.
- Prepare a policy that limits sharing of objects and discourages touching of shared surfaces; or, when in contact with shared objects or frequently touched surfaces, requires the use of gloves; or hand hygiene before and after contact.

## Building Systems

- Complete pre-return checks, tasks, and assessments to ensure a healthy and safe environment, including but not limited to, mechanical systems, water systems, elevators, and HVAC systems per [NYS Interim Guidance](#).
- Where building has been closed, receive verification of suitability for occupancy from building engineers before occupants return to buildings.

## Hygiene and Cleaning

- Develop hygiene, cleaning and disinfection protocols per [CDC](#) and [DOH](#) and prepare to maintain cleaning logs on site that document date, time, and scope of cleaning. Acquire products to ensure 30-day supply. Ensure cleaning staff are provided appropriate PPE and properly trained in safe use and practices. See also [NYSIF COVID-19 Safety Guide for New York Businesses](#).
- Ensure cleaning and disinfecting protocols follow recommendations for frequency, including use of [products](#) approved as effective against COVID-19.
- Place additional hand hygiene stations, disposable paper towels and alcohol-based hand sanitizer containing 60% or more alcohol in areas where handwashing is not feasible.
- Consider removing or otherwise avoiding use of furniture that is not easily cleaned and disinfected (e.g. cloth fabric sofas).

## Once You Reopen: When the Building Management Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Introduce and ensure employees are aware of the new coordinator or team responsible for COVID-19 issues and their impact at the workplace.
- Conduct initial and ongoing training for employees on new/updated policies and procedures regarding social distancing, protective equipment, employee and customer health and cleaning/sanitizing/disinfection of the workplace.
- Conduct initial and ongoing training on COVID-19 symptoms, hand hygiene, cough and sneeze etiquette and how employees can protect themselves while using public transportation.
- Maintain ongoing communication with workers, customers, tenants and visitors (e.g., weekly updates or daily briefings) to provide updated information, instructions, training and signage.
- Clearly communicate tenants' responsibilities and obligations within their workspaces regarding social distancing, use of PPE, ongoing monitoring for symptoms and other safety and health procedures within the workplace.
- Ensure that employees and tenants adhere to newly established capacity limits for each work location.
- Maintain signage throughout the building to remind personnel, customers and visitors to adhere to proper hygiene, social distancing rules, appropriate use of PPE and cleaning and disinfecting protocols.
- Maintain signage throughout the building reminding individuals to report symptoms of COVID-19 and how they should do so.

### Physical Distancing

- Ensure that each site/location adheres to State requirements for maximum occupancy limits as set by the certificate of occupancy for that location.
- Enforce the use of face coverings where individuals must come within 6 feet of others.
- Work with your local fire department to determine how best to conduct fire drills while social distancing measures are in place. Require the use of face coverings when conducting fire drills and conduct after-drill cleaning of the workplace.
- Continue to ensure that employees, customers and visitors always maintain 6 feet of separation in spaces that you control through the following measures:
  - Limit in-person gatherings by using tele/videoconferencing where possible
  - When teleconferencing is not possible, hold meetings in open, well-ventilated spaces and Ensure that individuals maintain six feet of social distancing between one another.
  - Stagger work schedules.
  - Reduce face-to-face interactions between employees, tenants, contractors and vendors by performing services remotely where possible.

- Where possible, schedule maintenance activities before and after normal business hours when the building is relatively empty.
- Limit the use and occupancy of small spaces such as elevators and break rooms to maintain social distancing of 6 feet.
- Ensure access to stairs/stairwells to reduce longer wait times in elevator lobbies.
- Maintain the use of signage and other systems such as flagging systems for restrooms to indicate when small spaces are occupied.
- Restrict access to non-essential common areas or high-touch areas
- Maintain the new positions of workstations that allow for 6 feet of separation.
- Designate specific entrance and exit points (limit access points to the building) and stagger arrivals and departures to manage visitor flow and screening programs.
- Maintain directional signage and enforce one-way aisles in narrow spaces
- Maintain 6-foot distance markers in areas where people may congregate (e.g., at elevators, lobbies).
- Ensure compliance with designated delivery and pick-up zones.

## Protective Equipment

- Continue to procure and maintain sufficient supplies of face coverings for employees, contractors and visitors. Maintain a 30-day supply of face coverings and any other PPE that might be needed for workplace activities such as screening, cleaning and disinfecting.
- Conduct initial and ongoing employee training on personal protective equipment as follows:
  - types of PPE
  - when to use PPE
  - donning and doffing of PPE
  - limitations of PPE
  - proper usage and disposal of PPE
  - how to clean and store PPE
  - use of N95 respirators, in accordance with OSHA standards (if applicable)
- Enforce compliance with PPE policy requiring employees, contractors and visitors to wear face coverings in common areas or areas where they will come within 6 feet of others.
- Discourage touching of shared surfaces where possible. Where employees must share surfaces or common objects/tools, require the use of gloves and/or proper hand hygiene before and after contact.

## Building Systems

- Conduct ongoing normal/regular maintenance of building systems such as mechanical, water, HVAC and elevators to ensure a healthy and safe environment.



## Hygiene and Cleaning

- Acquire and maintain sufficient cleaning and disinfection products to ensure a 30-day supply. Use Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. See: [New York State Registered Disinfectants Based on EPA List](#)
- Maintain cleaning logs on site that document the date, time and scope of cleaning.
- Conduct initial and ongoing training for cleaning staff on the safe use of cleaning/disinfection chemicals and personal protective equipment. See also the [cleaning and disinfecting recommendations](#) in this Guide.
- See: [NYSIF COVID-19 Safety Guide for New York Businesses](#)
- Conduct regular cleaning and disinfection of the workplace and conduct more frequent cleaning and disinfection of frequently touched surfaces and high-risk areas such as restrooms and handrails.
- Conduct rigorous cleaning and disinfection at least after every shift, daily or more frequently as needed.
- Maintain hand hygiene stations, disposable paper towels and alcohol-based hand sanitizer containing at least 60% alcohol in areas where handwashing is not feasible.
- Continuously enforce compliance with workplace policy that limits the use of shared objects/tools by assigning such objects/tools to specific workers or shifts where possible. Provide and encourage the use of cleaning/disinfection supplies before and after the use of shared objects/surfaces followed by hand hygiene.
- Continue to clean and disinfect equipment between users and shifts.
- Where possible, increase ventilation of outdoor air while maintaining safety precautions.

## Screening

- Implement remote screening assessment program and coordinate with tenants on a daily basis to determine and document responses.
- Remind sick employees to stay home or return home if they become sick at work.
- Conduct daily checks to ensure that isolation room/area is ready for use before onsite screening begins.
- Conduct initial and ongoing training for on-site screeners.
- Provide appropriate PPE and ensure adequate supplies of PPE for on-site trainers. PPE must comply with CDC, DOH and OSHA protocols.
- Maintain a continuous log of all employees, contractors and visitors entering the building(s) and who may have close contact with other individuals onsite; excluding customers and deliveries that are performed with appropriate PPE or through contactless means.
- Implement established enhanced cleaning and disinfection protocol if someone develops symptoms or screens positive on premises.
- Follow procedures outlined in established Tracing and Tracking plan and notify [state](#) and [local health departments](#) and cooperate with contact tracing efforts if someone who was in close contact with individuals in the building tests positive for COVID-19.
- Continue to communicate frequently with tenants for immediate notification of where the individual has been throughout the building if an employee, visitor, contractor or tenant's employee tests positive or becomes symptomatic while in the workplace.

## Before You Reopen – Guidelines for Auto Sales

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based can and does change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com)

### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- For clerical/office staff, it may be useful to consult the [Clerical/Office Workforce section](#) of this Guide and NYS Forward's [Interim COVID-19 Guidance for Office-Based Work](#).
- Designate a workplace coordinator or team who will be responsible for all COVID-19 issues and their impact at the workplace, and who will ensure continuous compliance with all aspects of the site safety plan.
- Post signage inside and out about adhering to proper hygiene, social distancing, face coverings, and cleaning and disinfecting protocols.
- Prepare to maintain a continuous log of every person, including workers and visitors, who may have had close contact with others at the workplace, excluding deliveries performed with appropriate PPE or through contactless means. Customers cannot be required to give contact information but may be encouraged to do so.
- Develop communication systems for workers, customers and visitors (i.e. webpages, text and email groups, social media campaigns) to provide updated information, instructions, training, signage.

## Physical Distancing

- Be prepared to limit workforce and customer presence to no more than 50% of the maximum occupancy for a particular area as set by the certificate of occupancy, inclusive of customers, who must maintain 6 feet of space from others, and in all cases, wear an acceptable face covering. In addition to measures to reduce occupancy and promote distancing noted in the [workplace controls](#) referenced in this Guide, here are other ways to reduce occupancy and promote distancing:
  - Expand retail hours.
  - Promote remote shopping and transactions through phone, email, web-conference, etc.
  - Encourage visits, viewings, test drives by appointment only.
  - Modify showroom layouts. Limit vehicles in indoor displays.
  - Designate entrances and exits to manage flow of visitors.
  - Use signs and arrows to reduce bi-directional traffic.
  - Set 6-foot distance markers where people may congregate or queue.
  - Put up signage and flagging systems to indicate when bathrooms are occupied.
  - Space, remove or block off workstations and seating areas.
  - Install physical barriers (i.e. plexiglass or similar materials) in accordance with OSHA guidelines where distancing will be difficult such as at customer service desks.
  - Plan to encourage unaccompanied test drives and if employees are in the vehicle, require they sit as far away as possible, and all wear face coverings.
- Develop policy requiring all wear face coverings before entry, and that employees wear face coverings whenever interacting with customers and if they may come within 6 feet of others.

## Protective Equipment

- Acquire sufficient face coverings for employees and visitors. Establish a 30-day supply of coverings and other PPE as might be needed such as gloves, and necessary PPE for workplace activities such as screening, cleaning and disinfecting.
- Prepare a training program about how to wear, don, doff, clean (as appropriate) and dispose of PPE.
- Prepare a policy that limits sharing of objects and discourages touching of shared surfaces; or, when in contact with shared objects or frequently touched surfaces, requires the use of gloves or hand hygiene before and after contact.

## Hygiene and Cleaning

- Develop hygiene, cleaning and disinfection protocols per [CDC](#) and [DOH](#) guidelines and prepare to maintain cleaning logs on site that document date, time, and scope of cleaning. Acquire product to ensure 30-day supply. Ensure cleaning staff are provided appropriate PPE and are properly trained in safe use and practices. See also the [cleaning and disinfecting recommendations](#) in this Guide.
- Ensure cleaning and disinfecting protocols follow recommendations for frequency, including use of [products](#) approved as effective against COVID-19.

- Protocols should include cleaning and disinfection of objects and high touch areas before and after use, followed by hand hygiene. This should be performed at least as often as workers change workstations or customers come into contact with vehicles.
- Protocols should include cleaning and disinfection of vehicle interiors/exterior and keys/fobs prior to customer picking up or test driving and after customer drops off vehicle. Where interiors have difficult to clean surfaces such as fabric seats, consider disposable protective covers.
- Place additional hand hygiene stations, soap, disposable paper towels, and disposal bins throughout the facility. In areas where handwashing is not feasible, place alcohol-based hand sanitizer containing 60% or more alcohol.
- Design touchless ways to hand off items such as keys/fobs.
- Prepare to encourage customers to minimize touching vehicles unless on a test drive.
- Close amenities such as self-serve coffee bars.
- Consider removing or otherwise avoiding use of furniture that is not easily cleaned and disinfected (e.g. cloth fabric sofas).
- Increase ventilation with outdoor air.

## Screening

- Develop a screening assessment program to be performed remotely, before people arrive, to the extent possible. Encourage customers to participate in screening.
- If developing an onsite program, plan for screening at or near the building entrance, and plan to prevent intermingling in close contact near the screening location. Establish a secondary location for those identified as potentially symptomatic. Ensure on-site screeners are trained and provided appropriate PPE, per CDC, DOH, and OSHA protocols. Consider contactless thermal cameras near entrances.
- Plan for screening results to be reviewed daily.
- Develop a cleaning and disinfection protocol in the event of a positive case on the premises. See the [cleaning and disinfecting](#) recommendations in this Guide.
- Identify a point of contact to inform if someone later experiences COVID-19 related symptoms.
- Develop a tracing and tracking plan. See [CDC guidelines](#). Ensure it provides for immediate notification of [state](#) and [local health departments](#).
- Plan for an exposure and expect to consult the log of those who may have been in close contact with someone identified with COVID-19 related symptoms. Cooperate with [state](#) and [local](#) health departments for notifying those who may have been exposed.
- Plan for careful adherence to [relevant NY State guidance](#) about when and how someone can return to work in the event of COVID-19 symptoms or exposure.

## Once You Reopen: When the Auto Sales Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Introduce employees to the workplace coordinator or team responsible for all COVID-19 issues and their impact at the workplace.
- Maintain signage inside and out to remind employees, customers and visitors to adhere to proper hygiene, social distancing, the use of face coverings and cleaning and disinfecting protocols.
- Maintain a continuous log of every person, including workers and visitors, who may have had close contact with others at the workplace, excluding deliveries performed with appropriate PPE or through contactless means.
- Maintain ongoing communication with workers, customers and visitors through previously developed systems (e.g. webpages, text and email groups, social media campaigns) to provide updated information, instructions, training and signage.
- Conduct initial and ongoing training for employees on COVID-19 symptoms, hand hygiene, cough and sneeze etiquette and how employees can protect themselves while using public transportation.
- Conduct initial and ongoing training for employees on new/updated policies and procedures regarding social distancing, protective equipment, employee and customer health and cleaning/sanitizing/disinfecting of the workplace.

### Physical Distancing

- Limit workforce and customer presence to no more than 50% of the maximum occupancy for a particular area as set by the certificate of occupancy, inclusive of customers, who must maintain 6 feet of space from others, and in all case, wear an acceptable face covering. Incorporate additional ways to reduce occupancy and promote physical distancing in the workplace such as:
  - Continue remote shopping and complete sales, financing and other such transactions by phone, or electronically via email or web-conference.
  - Schedule visits, returns, viewings and test drives by appointment only.
  - Limit the number of vehicles for viewing in enclosed areas such as showrooms and utilize open air spaces such as parking lots.
  - Continue to designate specific entrances and exits to manage flow of visitors.
  - Continue to ensure that waiting areas are spaced to allow customers to adhere to social distancing rules.
  - Continue to ensure access to stairs to reduce longer wait times in elevator lobby.
  - Maintain the use of signs and arrows and continue to enforce one-way aisles to reduce bi-directional foot traffic.
  - Maintain 6-foot distance markers where people may congregate or queue.
  - Maintain signage and flagging systems for restrooms and other small spaces to indicate when occupied.

- Space, remove or block off workstations and seating areas.
  - Maintain physical barriers (i.e. plexiglass or similar materials) in accordance with OSHA guidelines where distancing will be difficult such as at customer service/reception desks.
  - Encourage unaccompanied test drives where possible. If an employee must accompany a potential customer on a test drive, they must sit as far away as possible and all occupants of the vehicle must wear face coverings.
- Enforce your policy requiring the use of face coverings whenever employees are interacting with customers and where individuals may come within 6 feet of others.

## Protective Equipment

- Continue to procure and maintain sufficient supplies of face coverings for employees, customers and visitors. Maintain a 30-day supply of face coverings and any other protective equipment that might be needed such as gloves, and PPE necessary for workplace activities such as screening, cleaning and disinfecting.
- Conduct initial and ongoing employee training on personal protective equipment as follows:
- types of PPE.
  - when to use PPE.
  - how to don and doff PPE.
  - how to clean and store PPE.
  - how to dispose of PPE.
  - limitations of PPE.
- If issuing N95 respirators, train staff on their use in accordance with OSHA standards.
- Enforce compliance with PPE policy requiring employees, contractors and visitors to wear face coverings in common areas or where they may come within 6 feet of others.
- Discourage touching of shared surfaces where possible. Where employees must touch shared surfaces or common tools/objects, continue to require the use of gloves and/or proper hand hygiene before and after contact.

## Hygiene and Cleaning

- Continue to acquire and maintain sufficient cleaning and disinfection products to ensure a 30-day supply. Use products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. See: [New York State Registered Disinfectants Based on EPA List](#).
- Ensure that cleaning staff are provided with appropriate PPE and are properly trained in its safe use and practices.
- Conduct initial and ongoing training for cleaning staff on the safe use of cleaning/disinfection chemicals (Hazard Communication Training).
- Maintain and ensure employee access to chemical Safety Data Sheets for cleaning and disinfection products.
- Maintain cleaning logs on site that document the date, time and scope of cleaning.
- Conduct regular cleaning and disinfection of the workplace and conduct more frequent cleaning and disinfection of frequently touched surfaces and high-risk areas such as restrooms and door handles.

- To reduce the risk of falls on stairs, conduct frequent cleaning and disinfection of handrails to encourage employees to hold handrails while using the stairs.
- Continue to follow established protocols for cleaning and disinfecting as follows:
  - Follow recommendations for frequency of cleaning.
  - Clean and disinfect objects and high-touch areas before and after use, followed by hand-hygiene at least as often as employees change workstations or customers come into contact with vehicles.
  - Clean and disinfect vehicle interior/exterior and keys/fobs before a customer takes delivery, picks-up or test drives the vehicles and after a customer returns a vehicle.
  - Where vehicle interiors are comprised of surfaces that may be difficult to clean/disinfect such as fabric seats, use disposable protective covers.
  - Maintain additional hand hygiene stations, soap, disposable paper towels, disposal bins and alcohol-based hand sanitizer containing at least 60% alcohol.
- Continue to use touchless methods to hand off items such as keys/fobs.
- Keep high-touch communal amenities such as self-serve coffee bars, vending machines and dining areas closed.
- Encourage employees to bring lunch from home and continue to ensure 6 feet of distancing between employees while eating meals.
- Continue to increase ventilation with outdoor air as much as possible.

## Screening

- Conduct remote screening assessment daily to the extent possible. Screening responses must be reviewed daily before employees are scheduled to arrive.
- For onsite screening, conduct daily checks and ensure isolation room/area is ready for use.
- On a daily basis, ensure that employees/visitors do not intermingle in close contact near the screening location.
- Conduct initial and ongoing training for on-site screeners and provide appropriate PPE in accordance with CDC, DOH and OSHA protocols. Continue to ensure that screeners are protected from exposure to potentially infectious workers or visitors to the workplace.
- If conducting temperature checks, ensure that this is being done in accordance with U.S. Equal Employment Opportunity Commission or DOH guidelines.
- Communicate with employees, customers and visitors on a daily basis and identify a contact person to inform if someone later experiences COVID-19 related symptoms.
- In the event of an exposure, implement the contact tracing and tracking plan that provides for immediate notification of [state](#) and [local](#) health departments. Consult the log of those who may have been in close contact with someone identified with COVID-19 related symptoms and cooperate with local and state health departments for notifying those who may have been exposed.
- Implement established [enhanced cleaning and disinfection](#) protocol if someone develops symptoms or screens positive on premises.
- Continue to follow [relevant State guidance](#) about when and how an employee can return to work in the event of COVID-19 symptoms or exposure.



## Before You Reopen – Guidelines for Automobile Repair Facility

*Note: These guidelines supplement the General Guidelines for All Industries and are intended to be used in conjunction with this general information.*

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the current best-known public health practices; documentation upon which these guidelines are based can and does change frequently.

NYSIF is providing these resources for our policyholders so you can be prepared as you face the challenges presented by the Novel Coronavirus (COVID-19). The resources are designed to provide the latest guidance so that you understand what you need to do to reopen your business, maintain your business and address any issues that may arise during these efforts. Of course, NYSIF is available to assist you with this process and our staff of safety professionals can be reached here at 877-898-5349 or email [COVID19SafetyAssistance@nysif.com](mailto:COVID19SafetyAssistance@nysif.com)

### Policies and Procedures

- Ensure policies and procedures are updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#), and [Environmental Protection Agency](#) guidance and in accordance with state officials regarding social distancing, protective equipment, employee and customer health, and cleaning/sanitizing/disinfecting. Be aware of orders that may affect a specific location.
- Assign a workplace coordinator who is responsible for COVID-19 issues and their impact at the workplace. Ensure that employees know who the coordinator is and how to contact this person.
- Bring in key personnel prior to opening for special training related to any COVID-19 responsibilities that they may have.
- Post signage inside and out about adhering to proper hygiene, social distancing, face coverings, and cleaning and disinfecting protocols.
- Prepare to maintain a continuous log of every person, including workers and visitors, who may have had close contact with others at the workplace, excluding deliveries performed with appropriate PPE or through contactless means. Customers cannot be required to give contact information but may be encouraged to do so.
- Develop communication systems for workers, customers and visitors (i.e. webpages, text and email groups, social media campaigns) to provide updated information, instructions, training, signage.
- Space out service appointment times. Social distancing will affect the number of appointments you can handle at a given time.
- Consider a second shift to assist spreading out your team.
- Determine if vehicle pickup and delivery servicing options will be offered to customers. If, so identify an individual(s) specifically responsible for this service and train them in appropriate precautions when conducting these activities.
- Determine if you will allow walk-in customers or whether you should have an appointment only policy.

## Physical Distancing

- Be prepared to limit workforce and customer presence to no more than 50% of the maximum occupancy for a particular area as set by the certificate of occupancy, inclusive of customers, who must maintain 6 feet of space from others, and in all cases, wear an acceptable face covering. In addition to measures to reduce occupancy and promote distancing noted in the [workplace controls](#) referenced in this Guide, here are other ways to reduce occupancy and promote distancing:
  - Expand retail hours.
  - Promote remote transactions through phone, email, web-conference, etc.
  - Designate entrances and exits to manage flow of visitors.
  - Use signs and arrows to reduce bi-directional traffic.
  - Set 6-foot distance markers where people may congregate or queue.
  - Put up signage and flagging systems to indicate when bathrooms are occupied.
  - Install physical barriers (i.e. plexiglass or similar materials) in accordance with OSHA guidelines where distancing will be difficult such as at customer service desks.
- Develop policy requiring all wear face coverings before entry, and that employees wear face coverings whenever interacting with customers and if they may come within 6 feet of others.

## Protective Equipment

- Acquire sufficient face coverings for employees and visitors. Establish a 30-day supply of coverings and other PPE as might be needed such as gloves, and necessary PPE for workplace activities such as for screening, cleaning and disinfecting.
- Prepare a training program about how to wear, don, doff, clean (as appropriate) and dispose of PPE.
- Prepare a policy that limits sharing of objects and discourages touching of shared surfaces; or, when in contact with shared objects or frequently touched surfaces, requires the use of gloves; or hand hygiene before and after contact.
- Cloth, disposable or other homemade face coverings are not acceptable for workplace activities that require a higher degree of personal protection due to the nature of the work. For those activities, respirators or other personal protective equipment used under existing industry standards should continue to be used as defined in OSHA standards.

## Hygiene and Cleaning

- Develop hygiene, cleaning and disinfection protocols per [CDC](#) and [DOH](#) guidelines and prepare to maintain cleaning logs for the facility on site that document date, time, and scope of cleaning. Acquire product to ensure 30-day supply. Ensure cleaning staff are provided appropriate PPE and are properly trained in safe use and practices. See also the [cleaning and disinfecting recommendations](#) in this Guide.
- Sanitize customer vehicles at drop off and pick up. Consider using a defogger with an antimicrobial disinfectant to fumigate vehicles. Alternatively, spray and wipe down the steering wheel, control panel, seatbelt, door handles and other touch areas with an appropriate solution.
- Place seat, floor mat and steering wheel protectors in all vehicles.
- Have designated staff move vehicles off the drive through, into the shop and back to the customer. Ensure cleaning and disinfecting protocols are followed at each step.
- Ensure cleaning and disinfecting protocols follow recommendations for frequency, including use of [products](#) approved as effective against COVID-19.
- Protocols should include cleaning and disinfection of objects and high touch areas before and after use, followed by hand hygiene. This should be performed at least as often as workers change workstations or customers come into contact with vehicles.
- Protocols should include cleaning and disinfection of vehicle interiors/exterior and keys/fobs prior to customer picking up or test driving and after customer drops off vehicle. Where interiors have difficult to clean surfaces such as fabric seats, consider disposable protective covers.
- Place additional hand hygiene stations, soap, disposable paper towels, and disposal bins throughout the facility. In areas where handwashing is not feasible, place alcohol-based hand sanitizer containing 60% or more alcohol.
- Design touchless ways to hand off items such as keys/fobs.
- Prepare to encourage customers to minimize touching vehicles unless on a test drive.
- Close amenities such as self-serve coffee bars.
- Consider removing or otherwise avoiding use of furniture that is not easily cleaned and disinfected (e.g. cloth fabric sofas).
- Increase ventilation with outdoor air
- Review sanitation processes and procedures weekly to ensure safety, distancing and that stringent processes are being followed.

## Check in and Service Procedures

- Email or text appointment procedures before every service appointment. Be specific in providing your COVID-19 policies and procedures. Highlight that you are committed to a contactless experience to ensure the safety of customers and employees.
- Encourage customers to wait in their vehicle until you are ready for them.
- If using a rental car agency, advise them of your new processes. Request they match your changes or provide their own processes.
- Develop paperless multipoint inspections that allow customers to review them on their own device. Communicate technician recommendations via mobile device so customers can review, approve and sign estimates remotely.

## Screening

- Develop a screening assessment program to be performed remotely, before people arrive, to the extent possible. Encourage customers to participate in screening.
- If developing an onsite program, plan for screening at or near the building entrance, and plan to prevent intermingling in close contact near the screening location. Establish a secondary location for those identified as potentially symptomatic. Ensure on-site screeners are trained and provided appropriate PPE, per CDC, DOH, and OSHA protocols. Consider contactless thermal cameras near entrances.
- Plan for screening results to be reviewed daily.
- Develop a cleaning and disinfection protocol in the event of a positive case on the premises. See the [cleaning and disinfecting recommendations](#) in this Guide.
- Identify a point of contact to inform if someone later experiences COVID-19 related symptoms.
- Develop a tracing and tracking plan. See [CDC guidelines](#). Ensure it provides for immediate notification of [state](#) and [local health departments](#).
- Plan for an exposure and expect to consult the log of those who may have been in close contact with someone identified with COVID-19 related symptoms. Cooperate with [State](#) and [local](#) health departments for notifying those who may have been exposed.
- Plan for careful adherence to [relevant state guidance](#) about when and how someone can return to work in the event of COVID-19 symptoms or exposure.

## Once You Reopen – When the Auto Repair Workforce Returns

### Policies and Procedures

- Continue to ensure policies and procedures regarding employee and customer COVID-related health and safety remain updated in accordance with the latest [FDA](#), [Centers for Disease Control and Prevention](#), [OSHA](#) guidance, and in accordance with state officials. Be aware of orders that may affect a specific location.
- Post the Families First Coronavirus Response Act (FFCRA) [poster](#) in a visible place. Post a copy at all job sites as well.
- Communicate with the COVID-19 workplace coordinator to see if there are any new issues. Make sure employees know who the coordinator is and how to contact this person.
- Make sure that all key personnel are being updated on new procedures. Provide additional training as needed.
- Maintain signage inside and out to remind employees, customers and visitors to adhere to proper hygiene, social distancing, the use of face coverings and cleaning and disinfecting protocols.
- Maintain a continuous log of every person, including workers and visitors, who may have had close contact with others at the workplace, excluding deliveries performed with appropriate PPE or through contactless means.
- Maintain ongoing communication with workers, customers and visitors through previously developed systems (e.g. webpages, text and email groups, social media campaigns) to provide updated information, instructions, training and signage.
- Set custom appointment intervals to space out your customers. Revise these intervals as needed.
- If a second shift was added, make sure employees are comfortable with these changes.
- Review and update policies for vehicle pickup/delivery and remote servicing options if offered to customers.
- Review your appointment policy and whether you will allow walk-ins.

### Physical Distancing

- Limit workforce and customer presence to no more than 50% of the maximum occupancy for a particular area as set by the certificate of occupancy, inclusive of customers, who must maintain 6 feet of space from others, and in all cases, wear an acceptable face covering. Incorporate additional ways to reduce occupancy and promote physical distancing in the workplace such as:
  - Maintain expanded retail hours.
  - Encourage remote transactions through phone, email, web-conference, etc.
  - Designate specific entrances and exits to manage flow of visitors.
  - Maintain the use of signs and arrows and continue to enforce one-way aisles to reduce bi-directional foot traffic.
  - Maintain 6-foot distance markers where people may congregate or queue.
  - Maintain signage and flagging systems for restrooms and other small spaces to indicate when occupied.
  - Maintain physical barriers (i.e. plexiglass or similar materials) in accordance with OSHA guidelines where distancing will be difficult such as at customer service desks.
- Enforce your policy requiring the use of face coverings whenever employees are interacting with customers and where individuals may come within 6 feet of others.

## Protective Equipment

- Continue to procure and maintain sufficient supplies of face coverings for employees, customers and visitors. Maintain a 30-day supply of face coverings and any other protective equipment that might be needed such as gloves, and PPE necessary for workplace activities such as screening, cleaning and disinfecting.
- Conduct initial and ongoing employee training on personal protective equipment as follows:
  - types of PPE
  - when to use PPE
  - how to don and doff PPE
  - how to clean and store PPE
  - how to dispose of PPE
  - limitations of PPE
- If issuing N95 respirators, train staff on their use in accordance with OSHA standards.
- Where respirators are required, make sure that employees are not using cloth, disposable or other homemade face coverings. Respirators or other personal protective equipment used under existing industry standards should continue to be used as defined in OSHA guidelines.

## Hygiene and Cleaning

- Continue to acquire and maintain sufficient cleaning and disinfection products to ensure a 30-day supply. Use products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. [New York State Registered Disinfectants Based on EPA List](#)
- Make sure that customer vehicles are being sanitized and/or defogged at drop off and pick up.
- Check that seat, floor mat and steering wheel protectors are being placed in all vehicles.
- Make sure that only designated staff move vehicles to and from the designated parking area, into the shop and back to the customer. Ensure they wipe down or defog where applicable.
- Follow established protocols for cleaning and disinfecting. Be sure to only utilize [products](#) that are approved as effective against COVID-19.
- Conduct regular cleaning and disinfection of the workplace and conduct more frequent cleaning and disinfection of frequently touched surfaces. This should be performed at least as often as workers change workstations or customers come into contact with vehicles.
- Clean and disinfect vehicle interiors/exterior and keys/fobs prior to customer picking up and after customer drops off vehicle. Where interiors have difficult to clean surfaces such as fabric seats, consider disposable protective covers.
- Maintain additional hand hygiene stations, soap, disposable paper towels, disposal bins and alcohol-based hand sanitizer containing at least 60% alcohol.
- Continue to use touchless methods to hand off items such as keys.
- Keep high-touch communal amenities such as self-serve coffee bars, vending machines and dining areas closed.
- Avoid using furniture that is not easily cleaned and disinfected (e.g. cloth fabric sofas).
- Increase ventilation with outdoor air as much as possible.
- Review sanitation processes and procedures weekly to ensure safety, distancing and that stringent processes are being followed.

## Check in and Service Procedures

- Review and update the email appointment system. Be sure to advise customers of any additional changes. Remain committed to a contactless experience and continue to explain how you are ensuring the safety of customers and employees.
- Continue to encourage customers to wait in their vehicle until you are ready for them.
- If using a rental car agency, keep them apprised of any new procedures. They should match your changes or provide their own processes.
- Make sure that all multi-point inspections remain paperless and allow the customer to review on their own device.

## Screening

- Conduct remote screening assessment daily to the extent possible. Screening responses must be reviewed daily before employees are scheduled to arrive.
- For onsite screening, conduct daily checks and ensure isolation room/area is ready for use.
- Conduct initial and ongoing training for on-site screeners and provide appropriate PPE in accordance with CDC, DOH and OSHA protocols. Continue to ensure that screeners are protected from exposure to potentially infectious workers or visitors to the workplace.
- On a daily basis, ensure that employees/visitors do not intermingle in close contact near the screening location.
- Communicate with employees, customers and visitors on a daily basis and identify a contact person to inform if someone later experiences COVID-19 related symptoms.
- In the event of an exposure, implement the contact tracing and tracking plan that provides for immediate notification of [state](#) and [local](#) health departments. Consult the log of those who may have been in close contact with someone identified with COVID-19 related symptoms and cooperate with local and state health departments for notifying those who may have been exposed.
- Implement established [enhanced cleaning and disinfection protocol](#) if someone develops symptoms or screens positive on premises.
- Continue to follow [relevant State guidance](#) about when and how an employee can return to work in the event of COVID-19 symptoms or exposure.