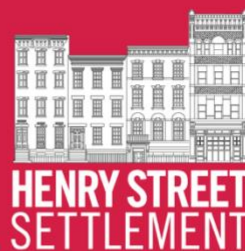




# MOVING FORWARD MANUAL



*NOVEMBER 6, 2020*  
*Version 1*

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# Introduction

Dear Henry Street Team Members,

I am pleased to share with you this Moving Forward Manual. The manual represents a set of policies, procedures, and practices that have been developed and refined during the course of our response to the coronavirus pandemic to keep everyone safe and to ensure Henry Street's stability and ability to serve our community's needs in an uncertain and difficult time. Of course, there is no precedent for this crisis, and this document will continue to evolve, along with our response and the support for our team.

You are all our heroes! All of you have risen to the challenge in so many ways to serve our community, support each other, and keep our doors open for those who need us most. Your service, dedication, and commitment is deeply appreciated. Many of the policies outlined in this book have grown directly from your diverse experiences and needs during this crisis. I cannot thank you enough.

Justice. Peace. Health. Hope.



David Garza

## Program-Specific Guidance

This manual contains information that applies generally to Henry Street team members and programs. In some cases, policies may differ due to programming specifics, funder demands, or site configurations. **PLEASE VIEW YOUR PROGRAM-SPECIFIC APPENDIX FOR POLICIES OR PROTOCOLS THAT MAY DIFFER OR EXPAND ON THOSE IN THE GENERAL MANUAL.**

## Changes to the Manual

The Moving Forward Manual will change as policies are added or modified. Addendums will be posted to this manual—always available on the Intranet or in print in each site and by request—and will be shared by email with department heads.

## Disclaimer

The Moving Forward Manual constitutes a set of workplace policies for Henry Street. It is not intended to provide medical or other health advice. Any team member with health concerns should contact a medical professional.

## Documentation to Keep Onsite

All sites must have a copy of the New York Forward Safety Plan at the front desk at all times. Inspectors from the New York State government may arrive onsite unannounced and request to view this plan; we must comply. A writeable version of this plan can be found after the Appendices in this document.

## The Moving Forward Committee

Henry Street would like to say a very special thank you to all of the members of the Moving Forward Committee and its sub-committees, who worked across departments and divisions to help create this manual—along with all other aspects of Henry Street’s moving forward planning. They are as follows: Emmanuel Adepoju, Geniria Armstrong, Raihana Bosse, Ian Bostwick, Leonor Colon, Debbie Cox, Quanda Delande, Renee Epps, Arthur Espino, Felipe Ferreira, Terrell Finner, Janet Fischer, Nicole Fogarty, Gisela Ireland, Barbara Kancelbaum, Martha Katechis, Brian McCollam, Maggie Oldfather, Meghan O’Sullivan, Craig T. Peterson, Matthew Phifer, Jan Rose, Frank Rotandi, Betsy Smith, Merav Stern, and Lisa Tomanelli.

# People

## Team Members

### Team Communications

**Emails:** During this time, please pay particular attention to all-team emails, which contain important information and policies.

**Texts:** In the event of particularly important communication, and to reach team members who do not regularly use email, Henry Street will make judicious use of text messages to the team.

**Intranet:** Policies will be kept on the team Intranet at [support.henrystreet.org](https://support.henrystreet.org); please make sure you are logged in, and if you have trouble logging in, contact [it@henrystreet.org](mailto:it@henrystreet.org).

### Team Member Health Matters

#### Team Member COVID Screening

#### Questionnaire

A daily questionnaire must be completed within 4 hours in advance of every employee's reporting to work. Henry Street will provide training to the entire team on this process. The questionnaire is based on the latest CDC and New York State guidance.

If you have a smartphone: All team members will receive an initial message with a link [<https://hssscreen.questionpro.com>] to a daily questionnaire. If you have a smartphone, save this link to create a shortcut or add it as a "favorite." If you need help saving the link, please submit a request to [IT@henrystreet.org](mailto:IT@henrystreet.org).

To bookmark the survey in Favorites on your iPhone (other smartphones have similar options):

1. Visit <https://hssscreen.questionpro.com> in your browser
2. Click the Share icon (the middle bottom at the bottom of the screen--the box with an arrow pointing up)
3. Scroll down and click "Add to Favorites" The survey will now come up as an icon on any blank Safari tab when you open Safari on your phone.

To add the survey to your iPhone Home Page

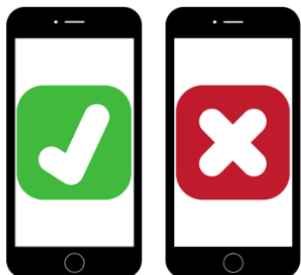
1. Visit <https://hssscreen.questionpro.com> in your browser.
2. Click the Share icon (the middle bottom at the bottom of the screen--the box with an arrow pointing up)
3. Scroll down and click "Add to Home Screen" The survey will now come up as an icon on your home screen. You may need to scroll through screens to get to it if you have a lot of apps.

If you do not have a smartphone, you will be able to use an iPad or paper survey when you arrive at work.



Each day you are scheduled to work onsite, within 4 hours of your scheduled work start time—before your commute if you have a smartphone—answer all four COVID screening questions<sup>1</sup>:

1. **Have you experienced a fever of 100.4 degrees Fahrenheit or greater, a new cough, new loss of taste or smell, or shortness of breath within the past 10 days?**
2. **In the past 10 days, have you tested positive for COVID-19 using a saliva test or nose or throat swab (not a blood test)? (10 days measured from the date you were tested, not the date you received the test result.)**
3. **To the best of your knowledge, in the past 14 days, have you been within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection)?<sup>2</sup>**
4. **In the past 14 days, have you traveled internationally or returned from a state identified by New York State as having widespread community transmission of COVID-19 (other than neighboring states or passing through a restricted state for less than 24 hours)? [Click here](#) for applicable states.**
  - a. **If yes, have you gone through the New York State required three-day quarantine and received two negative results (one in the first three days and the second on the fourth day)?**



If you answer no to all of the questions on a smartphone, the questionnaire color will turn green, indicating you are approved to commute to work. Upon arrival at your work site, show your green phone screen to the Site Monitor ([jump to Site Monitor section](#)). If you've answered the questions on an office iPad or stated them to the site monitor verbally for the Site Monitor to input them on a device, the Site Monitor will give you clearance to proceed to work.

If you answer yes to any of the questions, the questionnaire color will turn red, indicating you may not come to work. Notify your manager immediately, and stay home. Consult your medical provider about any symptoms if appropriate.

If you arrive on site without having completed the screening questionnaire for any reason, the Site Monitor will provide you with the necessary direction to complete it before you start your work day. If necessary, based on your responses, you will be sent home.

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<sup>1</sup> [NYC Screening for Businesses 10.1.20](#)

<sup>2</sup> [CDC Glossary of Terms](#)



## Temperature Screening

Each day you are onsite, your temperature will be taken upon entry into the building by your Site Monitor. If your temperature reading is above 100.4, you must return home and notify your manager immediately.



## Record Keeping

Sites are prohibited from keeping records of employee health data (e.g., the specific temperature data of an individual), but should maintain records that confirm individuals were temperature screened and whether they passed or failed the screening. Screenings completed through the online questionnaire are automatically recorded, but in some programs, temperature check records may need to be kept as well.

HR will have access to the detailed individual employee questionnaire responses and will maintain the responses in a confidential log.

## Notification of Failure to Pass Screening

Managers must notify HR immediately when they are alerted to a red questionnaire. HR will review the questionnaire answers (accessed through the confidential Screening Questionnaire system) to address any medical leave implications and to notify New York State in compliance with reporting guidelines.

The manager and HR will determine next steps for contacting other staff to alert them about their exposure to a colleague who has tested positive (your name will not be revealed to them).

## Team Member Personal Hygiene

### Hand Washing

Wash your hands upon arrival to work, several times a day, and before/after touching any shared materials, doorknobs, railings, etc. [Watch this video](#) for best practices. Hand sanitizer stations are available throughout the sites, but hand washing with soap and water is preferred.

## If you cough or sneeze...



- Cover your mouth and nose with a tissue.
- Throw used tissues in the trash.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Immediately [wash your hands](#) after blowing your nose, coughing or sneezing.

## Sanitizing Personal and Shared Work Areas

- You are required to maintain the cleanliness of your work station, including desk, chairs, phone, keyboard, and any electronic devices, or vehicles, delivery carts, and other items used every day.
- If a desk or personal work area is used by multiple people, each employee must sanitize the area at the start *and* at the end of your shift.

## Team Member Use of PPE

### Masks

**Team Members:** All team members are required to wear a mask at all times in common spaces or when coming into contact with others. You will receive a reusable washable mask to use each day you are scheduled to report to work, at no cost to you. You are responsible for cleaning and maintaining your masks. *Note: All team members and visitors must wear a mask at all times in a shared office (if the office is occupied by two or more people), hallways, restrooms, and other communal spaces such as classrooms, meeting rooms, and break rooms. A mask is not mandatory if you are in a private office and no one else is in the space. Masks may be temporarily removed when dining or drinking, provided you maintain social distance of at least 6 feet from others.*



**Mask alternatives for lip readers and other situations:** People who are hearing impaired or care for or interact with a person who is hearing impaired may be unable to wear cloth face coverings if they rely on lipreading to communicate. In this situation, a clear face covering such as a face shield or mask with a clear shield may be used. If a team member or participant requires a face shield, contact the Facilities team.

**Training:** Current employees are required to participate in health safety training. New staff will be required to observe a recording of this training as part of their onboarding process. Training details will be announced shortly.

### Guidance for putting on masks:

- Wash hands before putting on the mask.
- Masks must be worn properly, covering both mouth and nose, at all times.
- Effective masks are required: N95, surgical, or 2+ layer cotton/synthetic blend, attached to the ears. Bandanas and gaiters are not effective. They also should not have a valve—these protect you, but they do not protect others if you are sick.

- Reusable masks should be washed daily; disposable ones should be thrown out at the end of the day.

## Gloves

While cleaning, you must wear gloves unless you are cleaning your personal work area that is not shared by other team members.

## Team Member HR Policies

### Special COVID Benefits

#### Childcare Stipend

The childcare stipend is available for all regular full-time and part-time employees on days they work onsite. Reimbursement is at the rate of \$15 per hour up to a maximum of \$105 per day.

The following rules apply:

- Employees must be the legal guardian of the child/children to be eligible for this benefit.
- Employees must be working at Henry Street on the days/time requested for the stipend.
- Employees must obtain an invoice from the childcare provider or a note signed by a personal provider (see attached declaration form).
- Spouses, domestic partners, and significant others are not eligible to be reimbursed as childcare providers.
- Stipends are provided only on days that the child's school or daycare are closed; they do not apply on days a parent has elected remote learning.
- Stipends are provided only during weekdays and only during daytime hours.
- Backdated requests for a period of more than two weeks will not be authorized.

Employees must submit [the Childcare Stipend Declaration form](#), and provide an invoice and W-9/SSN/EIN from a daycare center or daycare provider, to Ian Bostwick at 265 Henry Street, New York, NY 10002 or [ibostwick@henrystreet.org](mailto:ibostwick@henrystreet.org).

#### Ridesharing Program

Effective October 15, all employees are eligible to participate in a pilot ride-sharing program. Masks are required of all vehicle occupants.

Drivers and riders will offer or seek rides via the 8x8 "bulletin board," indicating the

neighborhoods they live in and their scheduled hours/sites. Drivers who offer rides will receive 50% reimbursement of parking fees during the pilot period upon submission of a receipt to Ian Bostwick at 265 Henry Street, New York, NY 10002 or [ibostwick@henrystreet.org](mailto:ibostwick@henrystreet.org). Employees should use the 8x8 messaging platform to arrange ride shares to one or more of our 19 sites. Employees will be able to connect with those who live in their neighborhoods or on the way to their program location(s).



This pilot program offers a parking discount incentive for volunteer drivers and peace of mind travel for volunteer passengers who may be uncomfortable taking public transportation. Rideshares will be accepted solely under the discretion of drivers and their passengers. Henry Street assumes no responsibility for failed ridership arrangements.

Reimbursements will be offered ONLY to drivers who offer their services on the public 8x8-message board. If passengers fail to meet with the drivers after an arrangement has been made Henry Street will honor the driver's 50% parking discount for that day.

Proper safety precautions must be taken when participating in the rideshare pilot program:

1. Both drivers and passengers must complete Henry Street's screening questionnaire prior to the ride and must show proof of passing the screening (a dated green check on their mobile phone) before entering the shared vehicle. If you don't have a mobile phone, contact your HR Partner who will confirm your valid questionnaire screening result from the website report.
2. Both drivers and passengers must wear face masks while in the vehicle.

### **How to access the 8x8 messaging platform:**

The name of the message board is "HSS Ride Share" meeting room on 8x8. This is a public chat room, available to all Henry Street employees. To access the room, follow these simple steps:

1. Open the 8x8 application via desktop or mobile phone.
2. Select the magnifying glass to search.
3. Type "HSS Ride Share" in this search bar.
4. Under ROOMS, select the "HSS Ride Share" room.

Reminder: This room is a public forum. All posts are visible by anyone in the room and are unable to be deleted.

### **How to make a request**

Post a message on the message board describing your service and/or need, location, program site and work hours, for example:

- Driver, 1 seat available, leaving from 11209 (Brooklyn), traveling to 265 Henry Street, work hours 9 a.m. – 5 p.m.
- 1 Passenger, pick up from 11209 (Brooklyn), traveling to 265 Henry Street, work hours 9 a.m. – 5 p.m.

### **How to search for a request as a driver and/or passenger**

You may use this interactive google map to view the amount of Henry Street staff living in/near your zip code. This may help you determine if someone in your area is available for a ride share. Then follow these simple steps:

1. Open the 8x8 rideshare message forum.
2. Type in a zip code.
3. Details matching your search will appear.

### **How to confirm ride share details**

Once you have found a request that matches your need, send the driver or passenger a private chat via 8x8 to share exact address information. Do not share your personal address

information on the main chat message board, as it will be seen by all who access the chatroom. ONLY share that information within your private message chat.

### **How to submit parking reimbursement requests (for drivers)**

To receive the reimbursement, submit your parking garage receipt and your passenger's name(s) by email to Ian Bostwick ([ibostwick@henrystreet.org](mailto:ibostwick@henrystreet.org)), cc'ing Jan Rose ([jrose@henrystreet.org](mailto:jrose@henrystreet.org)). Henry Street will periodically review activity on the 8x8 Rideshare Meeting Room to confirm drivers' eligibility for reimbursement.

### **Bike Storage**

If you need space to store your bicycle, contact Renee Epps at [repps@henrystreet.org](mailto:repps@henrystreet.org).

### **MTA TransitChek**

Employees who are not planning to use public transportation for an extended period of time may suspend or cancel their TransitChek commuter deductions. Make any changes by contacting WageWorks directly (800.945.2435 or [www.transitchek.com](http://www.transitchek.com)), as normal. The suspension or cancellation will automatically be communicated to Henry Street's payroll department. TransitChek encourages employees to go online for faster service during this busy period.

### **Extended EAP**

The EAP (Employee Assistance Program) helps employees cope with personal, family, financial, and work/life issues by providing resources and up to 8 free counseling sessions.

### **Mental Health Resources – For Part-Time (Hourly) Employees**

As of March 23, 2020, Henry Street offers a mental health benefit for employees who have previously been ineligible (part-time/hourly). Information about the EAP, administered by ESI, can be found [here](#), and an introductory video can be found [here](#). Call 1-800-252-4555 or visit [www.theeap.com](http://www.theeap.com) to register.

### **Mental Health Resources – For Full-Time/Regular Employees**

Full-time/regular employees will continue to be eligible for the mental health benefit administered by UNUM/Employee Assistance Program (EAP). Call 1-800-854-1446 or visit <https://www.unum.com/employees/services/life-balance> for more information.

### **Bereavement**

In the circumstance of the death of an immediate family member, Henry Street will provide up to 5 fully paid days (previously 3 days) of leave.

All other provisions of this benefit apply. Immediate family is defined as a parent, husband, wife, domestic partner, child, brother, sister, grandparents, stepparents, stepsiblings, and stepchildren.

## Grief Counseling

Henry Street employees who may be grieving over loss or experiencing anxiety about loved ones who are ill may talk to a grief counselor free of charge. Henry Street is fortunate to have engaged a longstanding and beloved social worker, Lela Charney, LCSW, who has expertise in issues of death and dying, and who has a long professional history with the Settlement.

If you feel grief counseling may help you, call Lela at 917-958-9897 any time to leave a message requesting an appointment. Provide your name, contact information, and your availability for scheduling; you will receive a call to confirm your appointment.

## Extended Vacation Carryover

Recognizing that many employees have been unable to use vacation days due to the pandemic, Henry Street is temporarily increasing the vacation carryover limit from 10 days to 20 days.

The extra days must be used by June 30, 2022. This means that employees who did not take all their vacation days that were available to them between July 1, 2019, and June 30, 2020, may carry up to 20 unused vacation days into the next two fiscal years starting July 1, 2020 and ending June 30, 2022. All days in excess of 20 unused vacation days will be forfeited.

As always, carryover days will be prorated for part-time employees.

The additional 10 carryover days are not eligible for cash out in the event of separation from employment. Refer to the [Employee Handbook](#) for rules about payment of vacation balances upon separation.

## Leave Donation

Henry Street's culture is centered on helping those in need, and this includes our colleagues who may have a family medical emergency or be affected by a major disaster resulting in a need for additional time off in excess of their available sick, personal, and vacation time. To address this need, all eligible employees will be allowed to donate to a "leave donation bank" accrued paid sick, personal, or vacation hours from their unused balance to be used anonymously by their co-workers in need of additional paid time off, in accordance with the policy outlined below.

This policy is strictly voluntary. *The donated days must be used within the same fiscal year in which the donor was eligible to take them.* The Leave Donation benefit began on April 27, 2020.

**Eligibility:** All employees regardless of tenure who have accrued sick time, personal time, or vacation time are eligible to donate their time under this program. All employees regardless of tenure are eligible to receive donated time.

**Guidelines:** Employees who would like to make a request to receive donated time from their colleagues must have a situation that meets the following criteria:

- Medical emergency, defined as a medical condition of the employee or an immediate family member that will require the prolonged/extended absence of the employee from work and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave available. Immediate family is defined as parent, husband, wife, domestic partner, child, brother, sister, grandparents, stepparents, step-siblings, and stepchildren.
- Major disaster, defined as a disaster declared by the U.S. president. An employee is considered to be adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to a family member of the employee that requires the employee to be absent from work.

### **Donation of Personal Time**

- Donated sick, personal or vacation time will go into a leave bank for use by eligible recipients.
- Recipients' identities will not be disclosed to donating employees.
- Donated time is on an hourly basis, without regard to the dollar value of the donated or used leave.
- The minimum number of hours that an employee may donate is 4 hours per year; the maximum is 40 hours or no more than 50 percent of the employee's current balance.
- Employees may not borrow against future sick, personal, or vacation days to donate.
- Employees who are currently on an approved leave of absence cannot donate time.
- Employees who are terminated may not donate time.

**Requesting Donated Sick, Personal, or Vacation Time:** Employees who would like to request donated time must complete a Time Donation Request Form and submit it to their Human Resources generalist. Requests must be approved by Human Resources, the employee's immediate manager and the division vice president.

If donated time is not sufficient to meet the approved requests, Human Resources will process requests in order of date received. HR will recommend criteria for distributing donated time after analyzing requests in the weeks following the launch of this program.

If a recipient has available sick, personal, or vacation days in their balance, this time will be used prior to any donated time. Donated time may be used only for time off related to the approved request.

Employees who receive donated time will be taxed on this time as regular pay.

Nothing in this policy will be construed to limit or extend the maximum allowable absence under the Family and Medical Leave Act.

### **Forms**

- [Donation Form](#)
- [Request Form](#)



## Returning to Work After Illness or Quarantine

### **Returning to Work after Staying Home due to a Positive COVID-19 Test WITHOUT Symptoms<sup>3</sup>**

If you were not eligible to come onsite because you had a positive COVID-19 test without symptoms, do not return to work until 10 days after the date of your first positive test. You may accelerate your return to work if you undergo repeat testing and receive two negative test results in a row, from tests done at least 24 hours apart.

### **Returning to Work after Staying Home WITH Symptoms<sup>4</sup>**

If you were not eligible to come onsite because you were symptomatic, including if your temperature was above the threshold of 100.4, do not return to work until you have met all these criteria to [discontinue home isolation](#):

- At least 10 days have passed since symptom onset and
- At least 24 hours have passed since resolution of fever without the use of fever-reducing medications and
- Other symptoms have improved.



You may accelerate your return to work if your symptoms are gone and you have undergone repeat testing with received two negative test results in a row, from tests done at least 24 hours apart.

Managers should not require a sick employee to provide a negative COVID-19 test result or healthcare provider's note to return to work.

### **Returning to Work after Staying Home Due to Exposure to a Suspected or Confirmed Case of COVID-19<sup>5</sup>**

If you were not eligible to come onsite because you had close contact\* with a suspected or confirmed case of COVID-19, stay home for 14 days after your last contact with the person who has COVID-19, even if you have tested negative and have no symptoms.

#### *What counts as close contact?<sup>6</sup>*

- You were within 6 feet of someone who has COVID-19 for a cumulative total of 15 minutes or more over a 24-hour period, starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated
- You provided care at home to someone who is sick with COVID-19
- You had direct physical contact with the person (hugged or kissed them)
- You shared eating or drinking utensils

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<sup>3</sup> [CDC If You Are Sick Aug 12, 2020](#)

<sup>4</sup> [CDC Discontinuing Home Isolation for Persons with COVID-19](#)

<sup>5</sup> [CDC: September 10, 2020 When to start and end quarantine](#)

<sup>6</sup> <https://www.cdc.gov/coronavirus/2019-ncov/php/public-health-recommendations.html>

- They sneezed, coughed, or somehow got respiratory droplets on you.

## Concerns about Working Onsite

If you believe you are unable to work onsite because of a disability or because you identify as high risk, but would be able to do so with a reasonable accommodation, notify your manager or HR. Your HR partner may ask for documentation from your medical provider, and will work with you and your manager to identify possible accommodations to support your needs. [See below](#) for policy on pay and job protection in this circumstance.

## Travel Policy

If you are planning to travel and/or returning from travel, you must comply with the following actions.

1. Consider postponing your trip until New York State lifts this travel advisory and it is safer to travel. If you determine that this travel is necessary, inform your manager as soon as possible and discuss the implications of an extended absence. For any travel outside of New York State (including international travel), except for neighboring states of New Jersey, Pennsylvania, Massachusetts, Connecticut, and Vermont, you must quarantine for 14 days, or follow the following state regulations to test-out of quarantine:



- a. If you travel out of state for more than 24 hours, you must obtain a test within three days of departure from that state or country, quarantine for 3 days upon arrival in New York, and receive a second negative diagnostic COVID test on your fourth day of your quarantine. If both tests come back negative, you may exit quarantine early upon receipt of the second negative result.
- b. If you travel out of state for less than 24 hours, you do not need to quarantine, but will need to receive a COVID diagnostic test 4 days after your return to New York.

If you cannot work remotely during any quarantine period, you must use any personal days or vacation days available. If you don't have enough days in your time bank, the time will be unpaid.

## Pay and Job Security When Taking COVID-Related Leaves of Absences<sup>7</sup>

### If you're mandated to quarantine:

If your health care provider instructs you to self-quarantine due to personal high risk or if you are quarantining due to a "red" questionnaire result or temperature above 100.4, and if you cannot telework, your pay for the first 80 hours (up to \$511 per day/\$5,110 total) of your leave will be covered under the Emergency Paid Sick Leave Act provisions of federal law—and you may exhaust this pay before using your time bank.

Your time bank (i.e., sick, personal, or vacation days) will not be deducted for the 80 hours, and your job will be protected for the entire period of quarantine. All regular and temporary full-

<sup>7</sup> [NYC Update About Workplace Laws During COVID](#)

time and part-time employees are eligible for this leave, regardless of tenure or Henry Street benefits eligibility, although hours will be pro-rated for part-time employees. Per diems are not eligible.

To activate this leave, use the code “CDC” on your time card.

After the first 80 hours of quarantine, you may use your accrued sick days, personal days, or vacation days. Do not use the CDC code on your time card beyond the first 80 hours of your quarantine or illness.

Your COVID-19 quarantine period may also qualify for other forms of leave. Contact HR with any questions.

**If you’re caring for a family member with COVID-19:**

If you must care for someone who is mandated to quarantine by a stay-at-home order or by a health care provider and you cannot telework, your pay (two-third your regular rate up to \$200 per day and \$2,000 total) for the first 80 hours of your leave will be covered under the Emergency Paid Sick Leave Act provisions of federal law.

Your time bank (i.e., sick, personal, or vacation days) will not be deducted for the 80 hours, and your job will be protected for the period of quarantine.

To activate this leave, use code “CFM” on your time card.

All regular and temporary full-time and part-time employees are eligible for this leave, regardless of tenure or Henry Street benefits eligibility, although hours will be pro-rated for part-time employees. Per diems are not eligible.

**If your child’s school or childcare provider is closed due to COVID or if your children are mandated to stay home for remote learning:<sup>8</sup>**

Some schools are using a “hybrid,” “blended,” or “alternate day” attendance method.

Generally, this is when a school is open every day, but students are only onsite some days and have remote learning on other days.

If you have a job that can be done remotely, talk to your manager about whether you may do so.

Henry Street’s childcare stipend continues to be available to help you fund coverage when you work onsite and your child’s school or daycare provider is not available due to COVID. [Click here](#) for details on this policy.

If you are unable to use the childcare stipend and you cannot telework, your pay (two-third your regular rate up to \$200 per day and \$2,000 total) for the first 80 hours of your leave will be covered under the Emergency Paid Sick Leave Act provisions of federal law. All regular and temporary full-time and part-time employees are eligible for this leave, regardless of tenure or Henry Street benefits eligibility, although hours will be pro-rated for part-time employees. Per

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<sup>8</sup> [DOL new FAQs on FFCRA](#)

diems are not eligible. Your time bank (i.e., sick, personal, or vacation days) will not be deducted for the 80 hours, and your job will be protected for the period of quarantine.

If you are a regular full-time or part-time employee who has worked with Henry Street for at least 30 calendar days, you are eligible under the Federal Emergency Family and Medical Leave Expansion Act (EFMLEA) to receive up to 12 weeks of leave at two-thirds pay up to \$200 per day and \$12,000 total. Your sick, vacation, and personal days will not be deducted, and your job will be protected during this period of leave. Temporary and per diem employees are not eligible for this leave. The leave is not available to take care of a child if their school is open for in-person attendance but you chose a remote learning option for your child. To activate the leave, use code “CCC” on your time card.

## Program Participants & Guests

### **Participant COVID Screening**

Each program must consult appendices for any specific guidelines.

#### Questionnaire

All participants at program sites must complete the mandatory screening questionnaire. Participants are strongly encouraged to complete the questionnaire electronically, either on their smartphones, through an iPad provided for this purpose, or presented verbally and recorded by the Site Monitor on the Site Monitor’s device. See program-specific guidance for any funder requirements of paper records. Each site will have a QR code<sup>9</sup> displayed for visitors to access the questionnaire on smartphones.

If delivering the questions verbally, ask the following questions or post them on a wall:

1. **Have you experienced a fever of 100.4 degrees Fahrenheit or greater, a new cough, new loss of taste or smell, or shortness of breath within the past 10 days?**
2. **In the past 10 days, have you tested positive for COVID-19 using a saliva test or nose or throat swab (not a blood test)? (10 days measured from the date you were tested, not the date you received the test result.)**
3. **To the best of your knowledge, in the past 14 days, have you been within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection)?<sup>10</sup>**
4. **In the past 14 days, have you traveled internationally or returned from a state identified by New York State as having widespread community transmission of COVID-19 (other than neighboring states or passing through a restricted state for less than 24 hours)? [Click here](#) for applicable states.**
  - a. **If yes, have you gone through the New York State required three-day quarantine and received two negative results (one in the first three days and the second on the fourth day)?**

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<sup>9</sup> QR Code stands for "Quick Response" bar code that, when scanned into a smartphone, finds data

<sup>10</sup> [CDC Glossary of Terms](#)

## Temperature



Non-resident participants' temperatures must be taken by the Site Monitor upon entry into any Henry Street building. If the temperature reading is above 100.4, participants must be asked to leave the premises and provided with contact information for the program they intended to visit.

## Record Keeping

Sites are prohibited from keeping records of personal health data (e.g., the specific temperature data of an individual or any symptoms described), but should maintain records that confirm individuals were screened and the result of such screening (e.g., pass/fail, cleared/not cleared).

When visitors take the questionnaire--or a team member records their verbal answers--on paper, use two sheets. a sheet with the questionnaire answers and a separate sign-in sheet with the individual's name, phone number, program they are visiting, entry and exit times, and whether they passed or failed the screening. After the screening, throw away the answer sheet. You may post the four questions on a wall poster, in English, Spanish, and Chinese.

## Notification of Program

The Site Monitor should notify designated program personnel when a participant fails to pass screening.

## COVID-Positive Procedure

In the event a participant who is on site identifies as COVID positive.

- The program director must notify the New York City Health & Hospitals (H+H) contact tracing corps. [covidemployerreport@nychhc.org](mailto:covidemployerreport@nychhc.org).
- The program must contact Facilities immediately to provide sanitation. [Click here](#) to jump to that section.

## Site Monitors

### **Site Monitor Assignment**

All Henry Street buildings or programs must designate a Site Monitor(s) and Site Monitor backup(s), who will administer the health policies outlined in this manual. The Site Monitor may be a Henry Street employee or an external resource.

The Site Monitor will monitor front door entrances and perform the following functions:

- Upon employees' onsite arrival to work, admit only those employees who show a green COVID Screening Questionnaire result on their smartphone or pass the screening by other means (see below). **Monitors must confirm that the date associated with the green check mark is the current date.**
- Assist employees who have not completed the COVID Screening Questionnaire with completing it via the preferred method at each site (options include: scanning the QR

code on smartphone, tablet, escort to shared computer, or input data into a program-owned device for them)

- Admit any visitors or clients who show a green COVID Screening Questionnaire or capture their screening responses in a manner determined by the program
  - If inputting information for a participant, and the participant says “yes” to any screening question, the Site Monitor should continue through the end of the survey until the red screen appears.
- Administer temperature checks for all who enter the building
- Maintain entry logs, noting screening pass/fails and entry/exit times if appropriate
- Serve as the point person on Moving Forward policies for each site.

## **Training**

Site monitors will be trained on all policies in this manual, and how to conduct temperature monitoring.

## **Records**

Site Monitors maintain records if any program-specific requirements need to be met.

## **PPE**

Site monitors must wear appropriate PPE, e.g., masks, gloves, face shield.

## **Delivery People**

- COVID screening is not required for people making deliveries.
- Masks are required for people making deliveries.
- Designate delivery areas at each site.



# Places

## Signage

All Henry Street spaces, in building entryways and upper-floor landings—must display Henry Street–branded signs promoting:

- Mask-wearing
- Hand-washing
- Physical distancing (note: decals or tape on the floor must designate 6-foot distances wherever people congregate, such as outside the front door or in front of the elevator).
- Capacity limits for all shared offices, communal and public spaces, classrooms, laundry rooms, and elevators.
- Exit/enter locations where feasible



Signs are available for download on the [COVID-19 Updates page](#) on the Employee Intranet. Email [bkancelbaum@henrystreet.org](mailto:bkancelbaum@henrystreet.org) if you need a particular sign.

## Work Spaces

### Occupancy Guidelines

- **Reception areas:** Remove chairs or physically restrict seating in waiting areas to maintain social distancing.
- **Dining & break rooms:** Maintain social distancing. Weather permitting, we encourage outside dining and breaks.
- **Classrooms, community rooms, and conference rooms:** Maintain social distancing. Maintain furniture layouts. Do not move blue tape or distancing signs that have been laid down.
- **Shared offices:** Shared office and room occupancy should be kept at the architect's reduced capacity recommendations until further notice.
- **Elevators:** Abide by posted notices. Where feasible, use the elevator to ascend, and stairs to descend
- **Laundry rooms:** Laundry room capacity must be posted.
- **Bathrooms:** Multi-stall restrooms must have occupancy signage, and alternating sinks, stalls and urinals will be closed off to promote distancing. NOTE: Individual programs must set policies as to public walk-in use of restrooms.
- **Stairways:** Those who can walk up and down stairs instead of taking elevators should do so.



- **Delivery area:** designate an area to receive deliveries, limiting contact as much as possible

## Distancing Guidelines

If you share an office with one or more colleague, ensure a six-foot distance between team members at all times, unless a core function of work requires a shorter distance. Tightly confined spaces should be occupied by no more than one person at a time.

## Furniture Placement

Once furniture placement in shared offices is determined, rearranging of furniture must be authorized by the Facilities team.

## Shared Equipment

- Refrain from using desk fans, which can spread droplets.
- Don't use water fountains; use water coolers.
- Remember to practice good hand hygiene after using any kitchen appliance such as a water cooler, microwave or refrigerator
- All team members must adhere to distancing guidelines and designated zones for client consultations.

## Cleaning Policies

### All Team Responsibility

- Keep your desk surface clear of clutter to allow for easy cleaning and disinfection
- If you share a work area, clean at shift start
- Clean between consultations in meeting rooms, classrooms, offices, etc.

### Facilities Team Responsibility

#### Facilities: General Cleaning Protocols

The maintenance team must use revised cleaning check lists. OSHA and CDC cleaning guidelines must be followed and maintained at each site, with records kept on site.

Appropriate cleaning supplies, PPE, and tools are on hand at each site, and supply inventory is checked regularly, and facilities team members must wear appropriate PPE.

The Facilities team will conduct daily cleaning and disinfecting including cleaning high touch areas such as:

- Entry doors/ramp railings
- Inside doors



- Communal spaces—lobby chairs, offices, etc.
- Conference/intake rooms
- Elevators/buttons
- Restrooms

### Facilities: COVID Case Protocols

In the event a team member or participant identifies as COVID positive, whenever feasible primary and secondary rooms are to be closed for at least 24 hours and up to 72 hours in advance of sanitization. (These include the individual's main work area and secondary areas used by the individual, such as break rooms, classrooms, etc.) The team member and manager must assist the Facilities team by identifying all areas occupied by the COVID-positive individual. The Facilities team will sanitize areas that cannot be closed as quickly as feasible (e.g., passageways and reception areas).

A maintenance manager will review the disinfection checklist with the maintenance team prior to sanitization. The maintenance team must wear all appropriate PPE during sanitizing, including masks, gloves, protective eyewear or face shields, and disposable coveralls or jackets. All identified areas will be sanitized following the manager's instructions on the use of the cleaning products and the checklist. All PPE is to be discarded or sanitized after disinfection is performed.

Each site maintains a supply of the appropriate PPE and sanitizing products such as soap and bleach. Inventory is to be checked and replenished should supplies run low.

## **Cleaning Supplies**

### All Team Members

- Gloves are not necessary for cleaning your personal work area (unless it is shared with other users), but are available on request from the Facilities team.
- Wipes are available from the Facilities team to clean your work areas.
- Electronics cleaning supplies and device protectors (mouse covers, keyboard covers must be used if a computer is shared)

### Facilities Team Members

Cleaning and sterilization products including soap, bleach, Tilex, paper towels, and associated tools (mop buckets, spray bottles, gloves, trash bags) are at each site. The Facilities team must maintain an adequate stock at each site.

## Air Quality

### **Air Conditioning**

#### Central Systems

All filters must be changed regularly for central air systems.

### Window Units

Vents, where available, must be open on window units. Increase the operating time to increase air exchange. Filters should be cleaned or replaced monthly.

### **Fans**

Don't use fans if you are in a shared space.

### **Air Purifiers**

To increase the exchange of air, programs may want to purchase air purifiers. Contact Facilities for recommended manufacturers and assistance with unit sizing.

### **Humidifiers**

Humidifiers are effective during the winter months, when humidity is lower, in reducing viral transmission rates. The mechanical engineer has recommended [this unit](#).

### **Windows**

Weather permitting, managers must encourage staff to open windows or run a/c units that have outside air vents on fan to increase fresh air intake.

### **Window shades**

Should remain open where feasible to allow UV rays into the spaces.

# Things

## Distribution of PPE

Each site must have adequate supplies of face masks for employees and participants, as well as gloves, KN95 masks, and coveralls in case a disinfection action needs to be carried out. Complete a Facilities work order if supplies need to be replenished.

### **Masks**

Everyone must wear a mask unless they are alone in a private office. Team members are responsible for washing their masks at night. [Acceptable masks](#) are fitted N95, surgical, or multi-layered cotton/poly blend—**bandanas and gaiters are not acceptable**. Contact your manager if you need a new mask.



### **Hand Sanitizer**

Hand sanitizer is not a substitute for hand washing but is available at sites as a supplement for good hygiene. Hand sanitizer is classified by the FDNY as a flammable substance. As such, dispensers must be installed according to FDNY regulations. Small bottles of sanitizer are available to team members to have at their desk. Ask your manager to contact Facilities if you need one.

### **Gloves**

Gloves are optional while cleaning your personal (non-shared) work area but are required for cleaning all other areas.

### **Face Shields, Goggles & Safety Glasses**

During sanitization, Facilities team members must wear protective face coverings.

### **Disposable Coveralls, Jackets**

During sanitization, Facilities team members must wear disposable coveralls or jackets.

# Appendices

## Program-Specific Guidance: Education

### Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Education Division Staff must review both manuals.

### Opening Status

The Early Childhood Education center reopened in early September in full compliance with OCFS, DOH, and DECE guidelines, and adhering to established HSS protocol. Afterschool programs that are school based will adhere to the schedules provided by their principals, including three scenarios: full in-person, hybrid, and full-virtual. Center-based after-school programs began on September 28 virtually, with a goal of returning to in-person services by October 6.

Learning Labs opened on October 13 at BGR and JRC, operating from 8 a.m. to 3 p.m.

### Funder Guidance

All buildings (301, BGR, JRC, PS 20\*, PS 110\*, PS 134\*, UNMS\*) with programs operating with School Aged Child Care (SACC) Licenses must adhere to proper DOH Article 47 guidelines and [OCFS Interim Guidance for Child Care and Day Camp Programs During The COVID-19 Public Health Emergency](#).

### Visitors

All visitors must be screened using CDC guidelines prior to entering a program building. Data will be maintained and tracked in compliance with OCFS and DOHMH guidelines, regulated by HIPAA legislation.

Visitation to all our program spaces is restricted to team members and participants until further notice. We are not permitting members of the public to use the restroom in any of our buildings. Walk-ins will be met by the entrance of the building, screened, required to wear masks, and engaged no further than the lobby.

### People

#### Team Members

#### **Team Member Health Matters**

#### **Team Member COVID Screening**

Temperature screening must include a temperature below 100 degrees Fahrenheit. These screenings/checks will take place either outside of the buildings or in the lobbies/entryways. Education will implement an orderly setup and system of socially distanced lineups, markings on the ground, and staggered arrival schedules.

### Program Participants & Guests

#### **Participant COVID Screening**

Screening must include a temperature below 100 degrees Fahrenheit.

### Site Monitors

Ideally, the 301 Monitor would also be the ECE-required Health Monitor. ECE leadership staff have been trained in health monitoring protocol as a necessary backup. The site monitor is responsible for enforcing occupancy guidelines in addition to screenings. Employees and parent/guardians should know who this person is and how to contact them.

## **Places**

### Signage

#### **Hygiene**

Conspicuously post completed summary safety plans on site.

#### **Hallways**

Reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of 6 feet in commonly used areas and any area in which lines are commonly formed or people may congregate (e.g. vestibules, in large facilities during drop off/pickup).

Place outdoor sidewalk markings where available, appropriate, and allowed at 301, JRC, BGR.

### Work Spaces

#### **Occupancy Guidelines – Classrooms**

Follow DOE room capacity requirements. Take reasonable steps to reconfigure space to limit overall density of rooms to 15 or fewer children. (Must maintain DOE OCFS child to staff ratio)

### Cleaning Policies

**Team Responsibility:** Adhere to hygiene, cleaning, and disinfection requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain logs on site that document date, time, and scope of cleaning and disinfection.

**Cleaning Supplies:** Follow DOH guidelines for cleaning shared toys, etc.

### Air Quality

Per mechanical engineer recommendations, provide air purifiers for all spaces with poor ventilation and or no other air filtration systems.

## **Things**

### Distribution of PPE

A PPE repository is established in all education buildings, and staff are informed of the location and procedure for procurement.



# Program-Specific Guidance: Employment Services – 178 Broome Street & 24 Avenue D

## Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Manual. All Employment Division team members based at 178 Broome Street and 24 Avenue D must review both manuals.

## Documentation to keep on site

A binder must be kept on site at front desks of both sites with the following documentation:

- NY Forward Safety Plan<sup>11</sup>
- HSS Moving Forward Policy Manual + Employment Division Appendix
- Memo regarding seating plan and room occupancy
- Copies of all signage

## People

### Team Members

#### Team Communication

In addition to the all-team policies for communication outlined in the Henry Street Moving Forward Manual, please be sure to also follow all communication policies set forth by your program director and department heads.

#### Team Member Health Matters

##### Team Member COVID Screening – Record Keeping

Sites are prohibited from keeping records of employee health data (e.g., the specific temperature data of an individual), but should maintain records that confirm individuals were temperature screened and whether they were cleared. Screenings completed through the online questionnaire are automatically recorded but temperature check records may need to be kept as well. Consult with your program for specific details.

### Program Participants & Guests

#### Participant COVID Screening

The site monitor should inform the participant that they have failed to pass the screening and gently ask the participant to leave the premises immediately. The participant should be given a handout of what to do for their health. Whichever staff the client intended to visit should then be notified. That staff member should then reach out to the participant for follow up on their health and follow up on the intended business with Henry Street.

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<sup>11</sup> Inspectors from NYS government may arrive onsite unannounced and request to view this plan; we must comply.

The site monitor should notify the program director/senior staff member on site to determine who else should be notified ([see Moving Forward Manual for contract tracing information](#)) and facilities staff immediately to sanitize any touched surfaces.

For 178 Broome Street, building management is alerted to common-area responsibilities.

## **Client Meeting Protocols**

It is imperative that staff adhere to social distancing protocols and maximum person limits for each room/space. To this end, please note the following:

- Please refer to the memo listing the occupancy and seating charts for each room space. These limits will also be posted outside each room.
- Six feet of distance must be kept between client and staff; sneeze guards will be provided if this is not possible.
- Staff are responsible for sanitizing the space (furniture and equipment) before and after use. PPE and cleaning supplies will be provided.

While this will differ program by program based on occupancy rates and program need, we are trying to limit walk-in clients as much as possible. Please work with your supervisor for further guidance.

## **Site Monitors**

Pending addition of designated staff, all team members at 178 Broome Street and 24 Avenue D will be trained as site monitors due to the potential need for coverage (e.g., lunch coverage) and/or if staff must intervene if a client needs further assistance adhering to screening protocols.

## **Places**

### **Work Spaces**

## **Distancing Guidelines**

Arrange reception or other communal seating area chairs by turning, draping (covering chair with tape or fabric so seats cannot be used), spacing, or removing chairs to maintain social distancing.

Install transparent shields or other physical barriers where possible to separate employees and visitors where social distancing is not an option.

## **Furniture Placement**

Modify or adjust seats, furniture, and workstations to maintain social distancing of 6 feet between employees.

## **Cleaning Policies**

All-team Responsibility: Clean between consultations in meeting rooms, classrooms, offices, etc. Use PPE when cleaning after a client has been in the space.

## **Air Quality**

Staff may not use fans. Windows should be open as much as possible to improve air flow.

# Program-Specific Guidance: Health & Wellness – Dale Jones Burch Neighborhood Center

## Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Health & Wellness team members at the Dale Jones Burch Neighborhood Center must review both manuals.

## Opening Status

The center is open by appointment only.

## People

### Program Participants & Guests

#### Participant COVID Screening

All team members arrange appointments in advance with clients. DJBNC staff ask the clients the three screening questions ahead of time (morning/day of the appointment). Record pass/fail only. If they pass, they will be added to the sign in sheet with their name and the date/time of the appointment. If they fail, the appointment will be rescheduled.

Onsite screening must occur outdoors before they enter the front door of the DJBNC.

#### Participant Entry

Individual workers must take client temperatures outside of the building at the door. Sign-in procedures have changed to keep the medical information separate from the name of the client. Will collect the name, phone number, and a check box to determine if they were screened.

### Site Monitors

The DJBNC has a rotating team of site monitors who review staff questionnaires and take staff members' temperatures before entry.

# Program-Specific Guidance: Health & Wellness – Outpatient Department (OPD), PROS, & Acces-VR

## Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Health & Wellness team members working in OPD, PROS, and Acces-VR must review both manuals.

## Opening Status

The OPD began seeing clients on September 14, 2020. Nurses are currently seeing clients for injections on Tuesdays (6 clients) and Thursdays (up to 3 clients).

## Funder Guidance

OMH is currently encouraging telehealth. Waiting for further guidelines. Official guidance from OMH can be found [here](#). Governor Cuomo continues to extend Executive Order 202.48. OMH reports order is updated every 30 days<sup>12</sup>.

## People

### Team Members

#### Team Member Health Matters

##### Team Member COVID Screening

- **OPD & PROS:** Self-administer the survey via the online questionnaire within 4 hours before coming into work and conduct your own temp check. Paper questionnaires will be used until the questionnaire is implemented.
- **PROS:** Monday through Thursday, screening is done by nurses (including temperature).

**The site will need a dedicated site monitor should the number of individuals onsite rise above one-third of site capacity.**

### Program Participants & Guests

#### Program Participant COVID Screening

**OPD & PROS:** The questionnaire is being asked verbally. The nurse screens and takes temperature every time clients come to 40 Montgomery. If the nurse is unavailable, a team member can fill in.

**PROS:** A team member calls clients the previous day and lets them know to expect screening and temp check. (Wednesday/Thursday Chinese speaking staff do the screening for clients.)

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<sup>12</sup> <https://omh.ny.gov/omhweb/guidance/>

### Site Monitors

**OPD & PROS:** Nurses are the site monitors for up to one-third of building capacity, doing temperature checks and screenings. If a nurse is unavailable, staff members conduct the screenings. Beyond this capacity, a dedicated site monitor will be needed. They will keep records on who entered the space and who was turned away in a binder.

## **Places**

### Work Spaces

#### **Occupancy Guidelines**

Total occupants, including team members and clients, must not exceed 30 in the CCC. PROS should have no more than 11 people onsite per day, including 8 clients.

#### **Air Quality**

**Community Room:** Keep windows open where possible, and acquire an air purifier.

# Program-Specific Guidance: Health & Wellness – Stanton Street Residence

## Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Health & Wellness team members working at the Stanton Street Residence must review both manuals.

## Funder Guidance

Stanton Street has received official guidance from HRA.

## People

### Team Members

#### Team Member Health Matters

##### Team Member COVID Screening

Team members self-administer the screening questionnaire within four hours before coming into work and conduct their own temperature checks. Covid screening should consist of daily temperature reading (temperature below 100), questionnaire should be filled out daily and reviewed by designated staff

#### Team Member PPE

**Masks:** Staff should wear face coverings at all times when in the presence of others.

- Face coverings should either be cloth or, if disposable, used for one day only.
- Wash face coverings daily with soap and water and let dry.

**Face Shields:** Shields may be worn in addition to a mask.

**Gloves:** Gloves should only be used for tasks requiring actual physical contact, e.g. when touching blood or bodily fluids, when cleaning, when touching someone else's food, etc. Gloves should be used for a one-time event and then disposed of; they should not be worn all day. Gloves give users a false sense of protection and may actually increase spread. Washing hands is the most effective way to combat infection.

#### Team Member HR Policies

Per funder guidance, if a residential provider has a recipient of services/tenant who responds Yes to questions 1 **OR** 2, **AND ALSO** reports symptoms in response to question 3:

- Provide a mask for the recipient of services/tenant
- Isolate the recipient of services/tenant in a private room with the door closed if possible and ensure that they are kept separate from other tenants



- A program medical provider should immediately assess the individual using appropriate PPE if possible. If no qualified program medical provider is available, the person should be asked to contact their own medical professional immediately.
- The programs should also contact the NYS DOH (1-888-364-3065) for further recommendations including transport to their recommended medical facility if necessary. The receiving medical provider and transporter should be notified in advance and informed of potential concern for COVID-19.

## Program Participants and Guests

### **Participant COVID Screening**

If any guest who has an appointment with a team member fails the screening process, the appointment can be held remotely.

### **Visitors**

Stanton Street visitors:

- Will be mandated to wear a mask throughout the building.
- Will not be subjected to the screening questionnaire.
- Will be subjected to random temperature screenings (especially if they are visibly unwell).

### **Client Meeting Protocols**

Appointments will be offered when clients can meet with the case manager. When in-person consultation is required:

- Encourage tenants to schedule appointments via phone or email to minimize traffic, etc.
- Limit tenant meetings to one tenant in a private office at a time.
- Meet with tenants in a conference room using only two chairs placed at opposite ends of the table when possible, and do not offer any coffee or snacks.
- Shorten duration of in-person meetings.
- Meet outdoors, when possible.

## Site Monitors

Emmanuel Adepoju serves as the site monitor, with Chris Lee as the backup. Emmanuel is the point of reference for COVID-related concerns or issues and responsible for establishing communications that inform all participants and staff where information is located.

## **Places**

### Work Spaces

### **Distancing Guidelines**

- The Community Room is our designated cooling room. Social distancing is strictly enforced. Minimum time per person is limited to ensure all those who desire to utilize space will have an opportunity. NYCHA guidance states that no more than 50 people in the communal spaces at any given time. Stanton Street will only allow 45 people per communal space throughout the residence.

- Encourage outdoor activities at the residence or local outdoor spaces.
- Partitions will be used in places where there may be closer interactions with residents or staff—like when giving out medications, at security desks, etc.
- Staff will operate on a staggered schedule due to office space being very small.
- In the community room, chairs will be 6 feet apart.

## Shared Equipment

The team is in the process of replacing high-touch communal items, such as coffee pots, water coolers, and bulk snacks, with alternatives such as pre-packaged, single-serving items. Each staff member is assigned their own office equipment with labels/individual inventory list.

## Cleaning Policies

### Resident Responsibility

The resident's family should disinfect the home entirely. In addition, staff will secure vendors for disinfection if necessary.

## Cleaning Supplies

HSS/HRA is responsible for distributing cleaning supplies.

## Air Quality

Pending funding, filters/purifiers will be purchased in accordance with contract

## Things

### Distribution of PPE

HSS/HRA is responsible for PPE distribution for residents and staff. Face coverings must be available in social service offices for tenants. Site will contact Facilities if hazmat suits are needed.

# Program-Specific Guidance: Senior Services

## Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Senior Services team members must review both manuals.

## Reopening Status

**NORC:** The NORC office is now closed to clients and staff. No notification from funder DFTA aside from possible staff-only reopening November/December

**Meals on Wheels (MOW):** All seniors must schedule an appointment starting after August 15, 2020.

**Senior Companion Program (SCP):** Office staff and SW Interns on site two days a week, senior volunteers will meet outside in the courtyard at this time. Starting in November, volunteers must make appointment to enter office

**Senior Center:** Volunteers are onsite in the food pantry.

## Funder Guidance

**MOW:** There has been no notification from funders beyond August 15 as the end of senior temporary pay; Corporation for National and Community Service (CNCS) continues to update, and SCP will follow additional protocols as they change or become available

## People

### Team Members

### Team Member Health Matters

#### Team Member COVID Screening

- **Senior Center:** Program staff report to 351 Madison St., Apt. 1E conference room, to get their temperatures taken. Once they report to their offices there is someone appointed to make sure that they sanitize their hands. Hand sanitizer is available when staff and clients come through the door.
- **MOW:** Program staff report to 351 Madison St., Apt 1E conference room, to get their temperatures taken and complete the questionnaire. Once temperature and questionnaire are cleared, they report to their offices at 367 Madison St. basement and make sure that they sanitize their hands from the sanitizer station in the common area. Hand sanitizer is available when staff/clients come through the door.
- **SCP:** Program staff to 351 Madison St., Apt 1E conference room, to get their temperatures taken and complete the questionnaire. Once temperature and questionnaire are cleared, they report to their offices at 367 Madison St. basement and make sure that they hand sanitize from the station in the common area. Hand sanitizer is available when staff and clients come through.

## Team Member PPE Use

### Masks

- **NORC:** At re-opening, face shields will be worn in group settings in addition to masks, not as a substitute for a mask
- **MOW:** Face shields can be worn in addition to a mask but not as a substitute to a mask (inside the office space).
- **SCP:** All staff, interns, and volunteers in office must wear mask at all time

### Gloves

- **NORC, Senior Center, SCP:** Gloves must be worn when touching food that will be served to others, when in contact with shared items, handling client belongings or when there is no access to water or disinfectant for cleaning hands
- **MOW:** When in contact with shared objects. i.e., meal delivery or distribution, paperwork, picking up objects/ packages etc.

## Program Participants and Guests

### Participant COVID Screening

**All programs:** Senior clients complete a paper questionnaire. Staff must keep a record of who was allowed in and at what time, but must not keep any further information about temperature or other health details.

**SCP:** At this writing, senior clients are not being invited to the SCP office. When SCP volunteers come to office, it will be by appointment only. When scheduling an appointment, volunteers will be asked if they have had a recent COVID test, are experiencing any symptoms, or live with someone experiencing symptoms or a positive test. Upon arrival, the seniors will first report to the Senior Services nurse (Senior Center or 351 Madison, Apt. 1E) to get their temperatures taken and complete a written questionnaire. Senior volunteers, if cleared, will then wait outside the office on the ramp or in the courtyard. They must wear masks and adhere to social distance markers. Senior volunteers are admitted one at a time and sent to the hand sanitizer station in the classroom. Chairs are limited and situated at least six feet apart. The area must be cleaned prior and post senior visit.

## Site Monitors

**Senior Center & MOW:** The division nurse is the site monitor, reviewing questionnaires and taking staff temperatures daily.

**SCP:** Division nurse or program director or program coordinator, depending on day schedule

## Places

### Signage

**NORC:** Posters in multiple languages posters with rules must be placed in common area/bathrooms.

**MOW and SCP:** Mask requirements must be posted outside and throughout the office.

**All programs:** Markings must be placed on ramp/office entrance prior to client appointment returns.

### Work Spaces

#### Occupancy Guidelines

**Senior Center:** Reduce the amount of seating in meeting rooms

#### Distancing Guidelines

- **MOW:** Modify or adjust seats, furniture, and workstations to maintain social distancing of 6 feet between employees. Install transparent shields or other physical barriers where possible to separate employees and visitors where social distancing is not an option.
- **SCP:** Looking to install plastic over outside office door. Use signs, tape marks, or other visual cues such as decals or colored tape on the floor, placed 6 feet apart, to indicate where to stand inside of classroom for clients.

#### Furniture Placement

**NORC, Senior Center, MOW:** Maximum 2 chairs in each office wait room.

# Program-Specific Guidance: Transitional & Supportive Housing – UFC, DV Shelter, Helen's House

## Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Transitional & Supportive Housing team members at UFC, the DV Shelter, and Helen's House must review both manuals.

## Funder Guidance

**UFC Youth:** OCFS has not provided specific guidance for this program but their guidelines for other camps should be followed at this site

## People

### Team Members

#### **Team Member Health Matters**

##### **Team Member COVID Screening**

Helen's House will keep a smartphone on hand for any team members who don't have a phone to complete the questionnaire.

##### **Team Member Hygiene**

Follow CDC guidelines (OMH). Sufficient hand sanitizer must be available throughout the facility, including in waiting areas, and be available for staff and clients.

### Program Participants & Guests

Residents who return from quarantine states can be admitted into the shelter and must quarantine for 14 days. (Including DV shelter)

#### **Building Entry**

Security guard signs people in. No visitors allowed; the only guests are social workers and other service employees.

#### **Participant COVID Screening**

Screening process for all new clients at intake (DHS required). Use Henry Street's screening questionnaire and put information on screening into intake notes (including for DV residents).

UFC youth should use the attendance form from OCFS.

## Participant Hygiene

Follow all CDC guidelines (OMH). Sufficient hand sanitizer must be available throughout the facility, including in waiting areas, and be available for staff and clients.

### Site Monitors

**Helen's House:** Site monitors are a combination of outside security guards, resident assistants, and office personnel.

**UFC/DV Shelter:** The security guard at Booth F is the site monitor. The guard will inform onsite administration, the on-call worker (Mon-Fri 5 p.m. – 9 a.m. and on weekends), or a resident assistant if a team member or visitor fails the screening and is not allowed to enter the facility. In the event that a staff person or visitor requires a device to complete the health screening or paper version, the onsite administrator, on-call worker, or resident assistant will be contacted to administer the questions and input the information into a device.

## Places

### Signage

### Floor Markings

Courtyards must have distance markings on sidewalk; distance markings at reception, and signage.

### Masks & Distancing

Signage must be posted in all staff- and client-accessed bathrooms.

### Work Spaces

### Occupancy Guidelines

- Post capacity for large meeting room & Community Room.
- **UFC Youth:** Post capacity for 605 spaces.
- One family only in laundry room at a time.

### Furniture Placement

Desks cannot face each other. UFC must reduce furniture in main conference room.

### Cleaning Policies

### Facilities Team Responsibility

Client spaces are disinfected upon client leaving.



## **Air Quality**

**DV Shelter:** Make sure purifiers are cleaned and office occupants know how to clean them.

## **Things**

### **Distribution of PPE**

Distribution of masks to staff and clients must be documented and staff and clients must sign off on receipt of masks (including DV Shelter).

## **Masks**

All staff and visitors are required to wear a mask in shared spaces (including DV Shelter).

## **Face Shields**

Ask DHS for assistance in providing face shields as an additional level of protection for maintenance in apartments, client meetings, etc.

## **Hand Sanitizer**

Follow all CDC guidelines (OMH). Sufficient hand sanitizer must be available throughout the facility, including in waiting areas, and be available for staff and clients.

## **Gloves**

Wear gloves while cleaning and while handling client belongings (including DV Shelter).

# Program-Specific Guidance: Transitional & Supportive Housing – 282 East Third Street Women’s Shelter

## Instructions

This appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Transitional & Supportive Housing team members at 282 East Third Street must review both manuals.

## Funder Guidance

Department of Homeless Services and Office of Temporary and Disability Assistance

## People

### Team Members

#### **Team Member Health Policies**

Clients who arrive from NYS quarantine requirement states are admitted, but shelter staff must notify DHS to have them assigned to a quarantine shelter site.

### Program Participants & Guests

#### **Participant COVID Screening**

In the event of a positive COVID test for residents, isolate the individual and contact DHS. Disinfect the client living area and all nearby touchpoints.

## Places

### Signage

Blue tape markings are required for lines for cafeteria and medication management. Post flyers reminding staff and clients of wearing masks.

### Work Spaces

#### **Occupancy Guidelines**

- Create cohort risk groups, distance line, reduce # of chairs.
- Only one person at a time allowed in the laundry room.

#### **Shared Equipment**

According to OMH, frequent-contact office surfaces (such as tabletops, door knobs, chair arms, clip boards, pens, etc.) must be disinfected in between every client/patient by the office occupant.

## **Cleaning Policies**

### **Facilities Team Responsibility**

As per the Funding source requirements.

### **Air Quality**

No fans are allowed.

## **Things**

### **Distribution of PPE**

Distribution of PPE to staff and clients must be documented and staff and clients must sign off on receipt of PPE. Staff and clients are provided with masks and asked to wear them at all times on site. Gloves should be used when handling personal client belongings.

# Program-Specific Guidance: Transitional & Supportive Housing – 290 East Third Street

## Instructions

This Appendix is intended to supplement the greater Henry Street Moving Forward Policy Manual. All Transitional & Supportive Housing team members at 290 East Third Street must review both manuals.

## Funder Guidance

OMH (DOHMH/HRA/HPD)

## People

### Team Members

#### Team Member Health Matters

##### Team Member use of PPE

- **Masks:** All residents and staff should be masked in all common areas (OMH). All staff must wear a mask or cloth facial covering while at the facility, including staff who do not have direct contact with clients. When providing services, staff should attempt to maintain physical distancing and meet clients in well-ventilated spaces. If room ventilation is a concern, staff can meet with clients in a private outdoor area, weather permitting. Physical distancing is never a replacement for wearing a mask or facial covering. Staff and clients should always observe BOTH.
- **Face Shields:** Face shields are an acceptable equivalent for masks where medically necessary. Face shields should be worn by any staff doing work in client apartments in addition to masks.
- **Gloves:** While cleaning, employees must wear gloves.

### Program Participants & Guests

#### Participant COVID Screening

Clients are not systematically screened. Information is collected from scheduled meetings and logged in a spreadsheet for the purposes of tracking the health of residents.

Tenants who test positive must quarantine at home. Staff monitor their presence and quarantine with wellness checks.

If a visitor does not pass the screening, but the resident still wants to invite the visitor inside, the site monitor must alert Felipe Ferreira or Kineta Medina.

## Delivery People

Delivery people must be screened at the door if they are to enter the building beyond dropping off a package at reception. They must wear masks at all times.

### Site Monitors

Several people serve as site monitors at 290 E 3rd Street Supportive Housing Residence. An Allied Universal security guard usually serves in this role. The guard will alert Felipe (or Kineta if he is not present) if any visitor fails the screening. If the guard is absent, Felipe or Kineta will serve this role.

The site monitor on duty assists employees who have not completed the COVID screening questionnaire in advance, instructing them to complete it using their own smartphones (preferably) or they will be escorted to a shared computer.

Team members at 290 have agreed to immediately contact their supervisors if they have a “red” COVID Screening Questionnaire result. The supervisor will then contact Felipe (or Kineta).

### Allied Universal Guards

Each guard being relieved from their Post 2 position by the next guard will check the temperature of the new guard. If the new guard’s temperature reading is above 100.4, the old guard will not allow the new guard to enter the building and will call a supervisor to document the occurrence. In addition, Allied Universal has a paper COVID Screening Questionnaire that guards complete daily before their shift.

## Places

### Signage

Multilingual hygiene, hand washing, and mask-wearing protocols must be posted.

**Elevator:** Mark recommended location for anyone waiting at each floor to allow the occupant of the elevator to come out without getting too close to anyone waiting.

### Work Spaces

## Occupancy Guidelines

- Elevator capacity is 2, with face masks required.
- Only one person at a time is allowed in the laundry room.
- As of this writing, the community room and conference room are closed.

## Distancing Guidelines

**OMH recommendation:** Consider installing Plexiglas shield in reception areas to protect staff in high-traffic areas.

## Shared Equipment

**OMH:** Frequent-contact office surfaces (such as tabletops, door knobs, chair arms, clip boards, pens, etc.) must be disinfected in between every client/patient by the office occupant.

## Things

### Distribution of PPE

Distribution of PPE to staff and clients must be documented and staff and clients must sign off on receipt of PPE.

# Acknowledgment

## Henry Street Settlement Moving Forward Manual

I, \_\_\_\_\_ (name), acknowledge that I received training regarding the Moving Forward Manual and my program-specific appendix (if applicable) on \_\_\_\_\_ (date).

I agree to abide by the policies and procedures that were explained in this training. I understand that if I have any questions that were not addressed in training or if I encounter any problems, I can contact the Human Resources Department.

I acknowledge receipt of the Henry Street Settlement Moving Forward Manual.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

Once completed, please send this form to HR by emailing it to Meghan O'Sullivan ([mosullivan@henrystreet.org](mailto:mosullivan@henrystreet.org)).





## NY FORWARD SAFETY PLAN TEMPLATE

Each business or entity, including those that have been designated as essential under Empire State Development's Essential Business Guidance, must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. **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.

Business owners should refer to the State's industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: [forward.ny.gov](https://forward.ny.gov). If your industry is not included in the posted guidance but your business has been operating as essential, please refer to ESD's [Essential Business Guidance](#) and adhere to the guidelines within this Safety Plan. Please continue to regularly check the New York Forward site for guidance that is applicable to your business or certain parts of your business functions, and consult the state and federal resources listed below.

### COVID-19 Reopening Safety Plan

Name of Business:

Industry:

Address:

Contact Information:

Owner/Manager of Business:

Human Resources Representative and Contact Information, if applicable:

### I. PEOPLE

A. Physical Distancing. To ensure employees comply with physical distancing requirements, you agree that you will do the following:

- ☐ Ensure 6 ft. distance between personnel, unless safety or core function of the work activity requires a shorter distance. Any time personnel are less than 6 ft. apart from one another, personnel must wear acceptable face coverings.
- ☐ Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50% of maximum capacity.

- ☐ Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. clock in/out stations, health screening stations)
- ☐ Limit in-person gatherings as much as possible and use tele- or video-conferencing whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.
- ☐ Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.

*List common situations that may not allow for 6 ft. of distance between individuals. What measures will you implement to ensure the safety of your employees in such situations?*

*How you will manage engagement with customers and visitors on these requirements (as applicable)?*

*How you will manage industry-specific physical social distancing (e.g., shift changes, lunch breaks) (as applicable)?*

## II. PLACES

**A. Protective Equipment.** To ensure employees comply with protective equipment requirements, you agree that you will do the following:

- ☐ 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.

*What quantity of face coverings – and any other PPE – will you need to procure to ensure that you always have a sufficient supply on hand for employees and visitors? How will you procure these supplies?*

- ☐ 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.

*What policy will you implement to ensure that PPE is appropriately cleaned, stored, and/or discarded?*

- ☐ Limit the sharing of objects and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact.

*List common objects that are likely to be shared between employees. What measures will you implement to ensure the safety of your employees when using these objects?*

**B. Hygiene and Cleaning.** To ensure employees comply with hygiene and cleaning requirements, you agree that you will do the following:

- ☐ 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.

*Who will be responsible for maintaining a cleaning log? Where will the log be kept?*

- ☐ Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, or an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible.

*Where on the work location will you provide employees with access to the appropriate hand hygiene and/or sanitizing products and how will you promote good hand hygiene?*

- ☐ Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and frequent cleaning and disinfection of shared objects (e.g. tools, machinery) and surfaces, as well as high transit areas, such as restrooms and common areas, must be completed.

*What policies will you implement to ensure regular cleaning and disinfection of your worksite and any shared objects or materials, using [products](#) identified as effective against COVID-19?*

**C. Communication.** To ensure the business and its employees comply with communication requirements, you agree that you will do the following:

- ☐ 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.
- ☐ Establish a communication plan for employees, visitors, and customers with a consistent means to provide updated information.
- ☐ 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; excluding customers, who may be encouraged to provide contact information to be logged but are not mandated to do so.

*Which employee(s) will be in charge of maintaining a log of each person that enters the site (excluding customers and deliveries that are performed with appropriate PPE or through contactless means), and where will the log be kept?*

- ☐ 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.

*If a worker tests positive for COVID-19, which employee(s) will be responsible for notifying state and local health departments?*

### III. PROCESS

**A. Screening.** To ensure the business and its employees comply with protective equipment requirements, you agree that you will do the following:

- ☐ Implement 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, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days. Assessment responses must be reviewed every day and such review must be documented.

*What type(s) of daily health and screening practices will you implement? Will the screening be done before employee gets to work or on site? Who will be responsible for performing them, and how will those individuals be trained?*

*If screening onsite, how much PPE will be required for the responsible parties carrying out the screening practices? How will you supply this PPE?*

**B. Contact tracing and disinfection of contaminated areas.** To ensure the business and its employees comply with contact tracing and disinfection requirements, you agree that you will do the following:

- ☐ Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case.

*In the case of an employee testing positive for COVID-19, how will you clean the applicable contaminated areas? What products identified as effective against COVID-19 will you need and how will you acquire them?*

*In the case of an employee testing positive for COVID-19, how will you trace close contacts in the workplace? How will you inform close contacts that they may have been exposed to COVID-19?*

#### IV. OTHER

Please use this space to provide additional details about your business's Safety Plan, including anything to address specific industry guidance.

Staying up to date on industry-specific guidance:

To ensure that you stay up to date on the guidance that is being issued by the State, you will:

- ☐ Consult the NY Forward website at [forward.ny.gov](https://forward.ny.gov) and applicable Executive Orders at [governor.ny.gov/executiveorders](https://governor.ny.gov/executiveorders) on a periodic basis or whenever notified of the availability of new guidance.

**STAY** HOME.

**STOP** THE SPREAD.

**SAVE** LIVES.

## State and Federal Resources for Businesses and Entities

As these resources are frequently updated, please stay current on state and federal guidance issued in response to COVID-19.

### *General Information*

[New York State Department of Health \(DOH\) Novel Coronavirus \(COVID-19\) Website](#)

[Centers for Disease Control and Prevention \(CDC\) Coronavirus \(COVID-19\) Website](#)

[Occupational Safety and Health Administration \(OSHA\) COVID-19 Website](#)

### *Workplace Guidance*

[CDC Guidance for Businesses and Employers to Plan, Prepare and Respond to Coronavirus Disease 2019](#)

[OSHA Guidance on Preparing Workplaces for COVID-19](#)

### *Personal Protective Equipment Guidance*

[DOH Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees](#)

[OSHA Personal Protective Equipment](#)

### *Cleaning and Disinfecting Guidance*

[New York State Department of Environmental Conservation \(DEC\) Registered Disinfectants of COVID-19](#)

[DOH Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)

[CDC Cleaning and Disinfecting Facilities](#)

### *Screening and Testing Guidance*

[DOH COVID-19 Testing](#)

[CDC COVID-19 Symptoms](#)