

ACS Protocol on the Management of COVID-19 Cases in the Workplace

The Department of Citywide Administrative Services (DCAS) has instructed in *Managing the Return to the Office in the Age of COVID-19, revised April 27, 2021*, that each City agency establish a Rapid Response Team ("RRT") to manage COVID-19 cases in the workplace, including exposure notification and remedial cleaning quickly, safely, effectively and consistently. An RRT is expected to maintain open communication channels between City agencies, DOHMH, NYC Test and Trace and employees. ACS's RRT is composed of the following staff:

- Chris Papa, Administrative Manager (Office of Human Resources)
- Lisa Hines-Johnson, Deputy Commissioner (Division of Administration)
- Kaytlin Simmons, Chief of Staff (Division of Administration)
- Stuart Goldstein, Executive Director of Office of Transportation Services, Occupational Safety & Health, Mailroom Services (Division of Administration)
- Richard Watson, Director of the Occupational Safety and Health Unit (Division of Administration)
- Adrian Saldana, Agency Chief Restart Officer / Director of Strategy, Innovation and Planning (Division of Policy, Planning and Measurement)

The protocol described below on managing COVID-19 Cases in the Workplace is visualized in Appendix A (COVID-19 Exposure Notification Flow Chart).

Initial Notifications

Before arriving at an ACS work site or in-community visit, ACS employees must complete a mandatory health screening. Based on the employee's responses, the screening result will confirm the employee's clearance to report to their ACS work site or in-community visit. Employees who are medically confirmed to have COVID-19 or are exhibiting symptoms consistent with COVID-19 (that are not due to a pre-existing condition) should stay home, inform their supervisor, call their doctor and contact the Office of Human Resources (OHR) at Ask.HR@acs.nyc.gov. Employees who have been exposed to COVID-19 via close contact, and are not symptomatic, should contact OHR at healthscreening@acs.nyc.gov as soon as possible to determine if they are designated as a critical employee. Fully vaccinated/recently-recovered employees who are exposed, but asymptomatic, do not need to contact OHR and can report to work directly. Employees should also contact their supervisor to inform them if they are not cleared to report to their work site or in-community visit.

For confirmed or suspected cases of COVID-19, notification is made by the supervisor or employee to Ask.HR@acs.nyc.gov. If the employee is in the workplace, supervisors or OHR must instruct such employee to go home. If an employee informs their supervisor that they are experiencing symptoms consistent with COVID-19, the responsibility to send them home and contact OHR should solely lie with the supervisor.

The employee should leave immediately or isolate until they can leave, following the isolation requirements provided to them by their supervisor or OHR. Isolation requirements includes social distancing and use of face coverings while exiting the workplace. If emergency assistance is needed, 911 should be called.

If the employee or supervisor believes the exposure occurred in the workplace, this information should be conveyed to Ask.HR@acs.nyc.gov at the time of reporting. Exposures ultimately determined to have

occurred in the workplace are NYS Public Employee Safety and Health Bureau (PESH) reportable. (See links to OSHU/ OHR PESH Guidance on page 4.)

A supervisor's notification to OHR should include the following template. All fields are mandatory and must be filled out upon submission:

- Employee First Name:
- Employee Last Name:
- Employee ID Number:
- Division:
- Supervisor Name:
- Work Location:
 - Address:
 - Floor:
 - Workstation/Office Location ID (IT Tag):
- Most Recent Date in the Office/Work Location:
- Test date and Results (Not-Tested, Positive, Negative, Pending + Date):
- Date of Notification to Supervisor of Testing Positive (if applicable):
- Who ordered the self-isolation? (medical provider or self-isolating themselves):
- Expected date of Return:

Exposure Notification

If the employee communicates a positive test result, OHR will prompt the employee and/or supervisor to determine any workplace close contacts and potential areas for cleaning, and submit them in the ACS OHR Internal COVID-19 Exposure Notification Form (See Appendix B). A close contact is defined as someone who was within 6 feet of an infected person, for at least 10 minutes over a 24-hour period, starting from 2 days before the onset of illness (or, for an asymptomatic person, 2 days prior to test specimen collection) and continuing 10 days after onset.

OHR will notify the workplace close contacts and inform them of their quarantine requirements and the COVID-19 leave policy (See Appendix C). An employee's name or any information that may reveal their identity may not be disclosed without the employee's consent. Supervisors and managers may be informed regarding necessary restrictions on the work or duties of the employee and necessary accommodations.

If the employee with the positive test result had close contact with someone who works at a different agency, OHR will notify the human resources department of the agency for which the close contact works to notify them that one of their employees has been identified as a close contact.

OHR will provide the names and contact information of close contacts to the NYC DOHMH through the following [webform](#) to assist the City's overall tracing efforts.

A close contact who is fully vaccinated against COVID-19 OR has recovered from COVID-19 in the past 3 months does not need to be reported to the webform. These close contacts are also exempt from quarantine.

A close contact who reports to be unvaccinated AND continues to report on-site as a "critical" essential worker must be reported to the webform. These close contacts will quarantine when not at work and self-monitor for 14 days.

Remedial Cleaning

If an employee experiences symptoms consistent with COVID-19 while at work or has been in the workplace prior to testing positive for COVID-19, they must notify OHR using the above template at Ask.HR@acs.nyc.gov directly or via their supervisor. OHR (Ask.HR) will ensure that cubicle number is included and will notify the RRT distribution list which includes OHR ("RRT-OHR") and Division of Administration members ("RRT-ADMIN") as indicated above.

RRT-OHR will collect the ACS OHR Exposure Notification Form, which lists the close contacts to notify and potential additional areas to clean, and will distribute it to the RRT. Based on the information in the notification template, the Division of Administration will determine if Remedial Cleaning is required. If it has been less than 72 hours since the employee was last in the workplace, the Division of Administration will initiate the required sanitization, in addition to the routine daily cleaning. If it has been more than 72 hours since the employee was last in the workplace, no remedial deep cleaning is needed.

Remedial Cleaning is to be conducted as soon as practical and feasible.

As part of Return to Office planning, Chiefs of Staff have identified Divisional Liaisons for each floor of ACS office spaces as RTO point people. RRT-OHR will contact the respective RTO Divisional Liaison to advise that cleaning will occur in the next 24-48 hours and obtain information about which cubicles and employees are within the affected area (See Appendix D). RRT-OHR will update the RRT distribution list so that RRT-ADMIN can begin the cleaning process.

RRT-OHR will instruct the RTO Divisional Liaison to inform affected staff, also notifying OHR, to relocate to another work station or work remotely for the next 48 hours to allow for the remedial cleaning. Staff will have an opportunity to submit follow-up questions to OHR-RRT. Relocation should be conducted in a manner that does not disclose identity of the employee that has tested positive for COVID-19.

Once employees are relocated, Division of Administration custodial staff or contracted cleaning staff will block off the exposed areas according to CDC and NYS guidance:

- Block off the workstation that the positive employee used and workstations proximate to it using signage that indicates no one should enter the blocked-off area during the remedial cleaning process (see Appendix E).
- Block off areas visited by the employee for longer than 10 minutes in a manner so as not to reveal the identity of the employee where feasible.
- The Division of Administration will notify the custodial staff or contracted custodians to clean and sanitize all blocked off areas, bathrooms, common areas, high touch areas and shared electronic equipment used by the employee following the CDC's guidance on cleaning and disinfecting.
- In buildings where ACS custodial and contracted cleaners are not responsible for bathroom cleaning the Division of Administration will recommend building management conduct thorough cleaning of bathrooms.

A cleaning time may be selected to minimize other staff presence and the likelihood of revealing the identity of the employee.

Employees who can affirm clearance as per the health screening assessment may resume using their workstations after cleaning agents have thoroughly dried.

The Division of Administration will also inform the building management of any leased sites of the suspected or confirmed case and generally where the employee has been throughout the building without disclosure of the employee's name.

The Division of Administration will update the RRT distribution list once cleaning has been completed.

Information and Resources

If the RRT has questions related to close contacts, remedial cleaning requirements, quarantine requirements, or any other issues related to a positive case, team members should call DOHMH'S dedicated hotline at 877-205-4963.

Definitions and differences between quarantine and isolation

[COVID-19: Understanding Quarantine and Isolation](#)

Isolation guidance for people who have COVID-19 and when they may return to work

[What To Do If You Have COVID-19](#)

Definitions of infectious period and close contact and exceptions to quarantine

[DOHMH Handling COVID-19 Cases in the Workplace](#)

Information about different types of tests for SAR-CoV2 (virus that causes COVID-19)

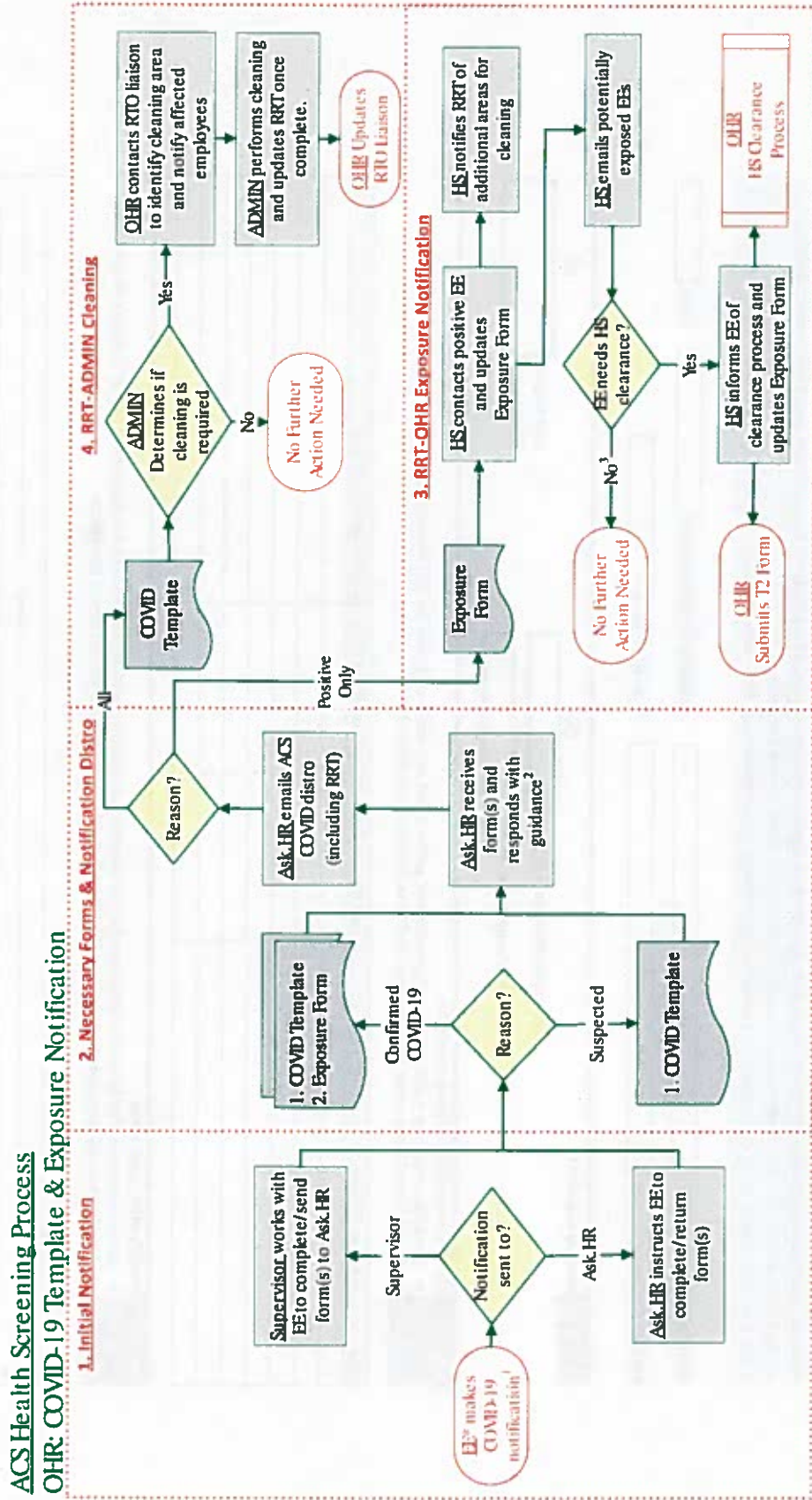
[COVID-19 Testing: Frequently Asked Questions](#)

Information about new PESH Record Keeping Guidance for Workplace Exposures

https://www.osha.gov/coronavirus/standards#temp_enforcement_guidance

<https://www.osha.gov/memos/2020-05-19/revised-enforcement-guidance-recording-cases-coronavirus-disease-2019-covid-19>

Appendix A
 COVID-19 Exposure Notification Flow Chart



Revised: 07/28/2021

Appendix B ACS OHR Internal COVID-19 Exposure Notification Form

ACS Rapid Response Team - OHR: Internal COVID-19 Exposure Notification Form

- Submit this form along with a COVID-19 Template to Ask.HR@acs.nyc.gov if you test positive for COVID-19. For questions, email Ask.HR@acs.nyc.gov.
- Information will be used for cleaning purposes and to confidentially notify exposed employees.
- This process and form is not a substitute for external contact tracing requirements (e.g. NYC Test and Trace).

Form Submitted By Relationship to Employee Date

Positive Employee's Name Emp. ID

Step 1 Identify key dates

(A)

Symptoms Start Date (if any)

Date Positive Test Taken

(B)

Last Day at Workplace

Step 2 Identify potential workplace exposures

- Workplace exposure = ACS or other City employees, within 6 feet of positive employee for 10+ minutes over a 24hr period.
- Period = two (2) days prior to Symptoms Start/Test Date (if no symptoms) until Last Day at Workplace.

First and Last Name of Person	Last Date of Contact	Agency (if not ACS)	Additional Info (if any)

Step 3 Identify other work areas

- Common areas visited by positive employee for 10+ minutes (not including work desk/office which is captured in COVID Template Notification).
- Period = three (3) days prior to Symptoms Start/Test Date (if no symptoms) until Last Day at Workplace.

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Updated: 05/11/2021

Page 1/2

OHR USE ONLY	OHR USE ONLY		OHR USE ONLY		OHR USE ONLY	
Updated By		Date		T2 Submitted By		T2 Date & Time

Positive

First and Last Name of Person	DOB	Personal Tel #	Address

Exposures

First and Last Name of Person	Needs T2 Form?	DOB	Personal Tel #	Address
	▼			
	▼			
	▼			
	▼			
	▼			
	▼			

Additional Notes

**Appendix C
Exposure Notification Template**

Communication to Potentially Exposed Employee

Subject: Urgent Message from OHR

Hello,

We received notice that you may have been potentially exposed to COVID-19 through close contact on _____. For medical advice or testing, please consult with your health care provider.

If you are asymptomatic you can continue to report to work and/or conduct in-community visits if you have been:

- A. Fully vaccinated two (2) or more weeks prior to the exposure date, or
- B. Laboratory-confirmed for COVID-19 and recovered within 90 days of the exposure date.

Please let us know if A or B above apply to you.

If you are asymptomatic but none of the above apply to you:

- We will provide you with additional guidance and can help clear you if you are designated as critical.
- For contract tracing purposes, please confirm:
 - Date of Birth:
 - Personal telephone number:
 - Address:

Additionally, please find attached relevant guidance:

- **Health Screening Protocol** – If at any point you exhibit symptoms consistent with COVID-19: stay home, call your doctor, and contact Ask.HR@acs.nyc.gov.
- **Leave Guidance** applicable during COVID.
- **Excused Leave Form** – Always keep your supervisor informed if you are not able to physically report to your worksite or in-community visit. If requiring excused leave for absences, please complete/return this form to Ask.HR@acs.nyc.gov.

Best regards,

Office of Human Resources

Email: HealthScreening@acs.nyc.gov for health screening clearance.

Email: Ask.HR@acs.nyc.gov for questions regarding absences from work, or general questions on employee health screening.

Appendix D Sample Floor Plans

In the below two sample floor plans, John and Frank (red-fill circle) tested positive for COVID-19. The areas circled in yellow were identified as needing to be closed-off in order to sanitize John and Frank's work areas.

Closing-off the area is in order to protect the privacy of John and Frank, the two (2) employees that tested positive for COVID-19.

Based on the location's floorplan, the size of the area will be different. For example:

- An office and workstations nearby, or
- A workstation and workstations proximate to it.





**THIS AREA IS CLOSED FOR
CLEANING
DO NOT ENTER**

