

New York City

CONTINUITY OF OPERATIONS PLAN FOR A STATE DISASTER EMERGENCY INVOLVING A COMMUNICABLE DISEASE

Purpose

To ensure the continuation of services provided by the City of New York and the health and safety of the public sector workforce, each Local Jurisdiction must prepare a plan for the continuation of operations in the event that the Governor declares a state disaster emergency involving a communicable disease.

To comply the City of New York will post our finalized plan as soon as practicable in (1) a clear and conspicuous location (e.g., bulletin boards or other similar location where employees normally view information posted by the employer), (2) in their employee handbook if they have one, and (3) on either their intranet or internet website.

Continuity of Operations Plan for a Disaster Emergency Involving a Communicable Disease

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Date of Posting: June 2, 2021 *Finalized, with feedback from certain labor partners, as required by law.*

Statutory Elements of the Plan:

- A list and description of the types of positions considered essential in the event of a state-ordered reduction of in-person workforce.
 - "Essential" shall refer to a designation made by the local jurisdiction that an employee is required to be physically present at a worksite to perform their job. Such designation may be changed at any time in the sole discretion of the employer. Examples include police, fire, emergency medical staff, infrastructure staff etc.
- A description of protocols the local jurisdiction will follow for non-essential employees to telecommute including, but not limited to, facilitating or requesting the procurement, distribution, downloading and installation of any needed technology, including software, data, and the transferring of office phone lines to work or personal cell phones as practicable or applicable to the workplace, and any devices.
 - "Non-essential" shall refer to a designation made by the local jurisdiction that an employee is not required to be physically present at a work site to perform his or her job. Such designation may be changed at any time in the sole discretion of the local jurisdiction.
- A description of how the local jurisdiction will, to the extent possible, stagger work shifts of essential employees in order to reduce overcrowding on public transportation systems and at worksites.
- A description of the protocol that the local jurisdiction will implement in order to procure the appropriate personal protective equipment for essential employees, based upon the various tasks and needs of such employees, in a quantity sufficient to provide personal protective equipment to each essential employee during any given work shift. Such description shall also

include a plan for storage of such equipment to prevent degradation and permit immediate access in the event of an emergency declaration.

- A description of the protocol in the event an employee is exposed to a known case of the communicable disease that is the subject of the state disaster emergency, exhibits symptoms of such disease, or tests positive for such disease in order to prevent the spread or contraction of such disease in the workplace. Such protocol shall also detail actions to be taken to immediately and thoroughly disinfect the work area of any employee known or suspected to be infected with the communicable disease as well as any common area surface and shared equipment such employee may have touched, and the employer policy on available leave in the event of the need of an employee to receive testing, treatment, isolation, or quarantine. Such protocol shall not involve any action that would violate any existing federal, state, or local law, including regarding sick leave or health information privacy.
- A protocol for documenting hours and work locations, including off-site visits, for essential employees. Such protocol shall be designed only to aid in tracking of the disease and to identify the population of exposed employees in order to facilitate the provision of any benefits which may be available to certain employees on that basis.
- A protocol for how the local jurisdiction will work with other employer's locality to identify sites for emergency housing for essential employees in order to further contain the spread of the communicable disease that is the subject of the declared emergency, to the extent applicable to the needs of the workplace.
- A protocol of how the local jurisdiction will include any other requirements determined by the state and/or county Department of Health including but not limited to contract tracing and/or testing, social distancing, hand hygiene, disinfection and mask wearing.

Any other public health requirements determined by the New York State Department of Health (DOH) and/or County Department of Health that are designed to reduce transmission of infectious diseases, such as face coverings, contract tracing, diagnostic testing, social distancing, hand and respiratory hygiene, and cleaning and disinfection protocols should be considered, included and implemented as part of this plan.

A. Essential Personnel

What are the positions your local jurisdiction considers essential in the event of a state-ordered reduction of your in-person workforce? Please provide a list and description of the types of positions.

Every agency shall continue to implement and refine as necessary determinations concerning which services it provides that are essential during a state disaster emergency involving a communicable disease, such as COVID-19, and identify the employees who are necessary to ensure provision of those essential services.

This guidance was initially drafted in the context of COVID-19. The below text is included in Guidance for City Agencies on Leave Policy Applicable During the Outbreak of Coronavirus Disease 2019 (COVID-19), eff. January 12, 2021 and is available online at

<https://www1.nyc.gov/assets/dcas/downloads/pdf/guidelines/Updated%20Leave%20Guidance%20Applicable%20to%20Employees%20During%20Outbreak%20011221.pdf>

A. Essential services are defined as follows in the order of importance:

1. Responding to a state disaster emergency involving a communicable disease, such as COVID-19: Delivery of any service or function that is critical to the mitigation of the spread of the communicable disease and emergencies arising because of the outbreak or actions taken to mitigate the outbreak.
2. Lifesaving: The direct, in-person delivery of lifesaving services to the public. Examples: Emergency medical services technicians and paramedics; 911 operators.
3. Life Protecting, Life Safety, Transportation, Utilities: Direct, in-person delivery of medical care to individuals in any capacity, control and care of incarcerated individuals or others under mandated or self-selected government custody of care of any interval, key personnel required to perform essential court proceedings that cannot be conducted remotely, removal / mitigation of environmental hazards, operation of mobility and transportation systems, and physical inspection or maintenance of properties and regulated public and private facilities to ensure continued public safety and public health and other maintenance, repair, and infrastructure to support lifesaving operations. Examples: Public Health Nurse, Shelter Workers, Marine Engineer (Ferry); traffic enforcement agents.
4. Workforce and Internal Service Continuity: Functions, systems, and support of critical equipment and networks that enable agency-specific and whole of government workforce productivity; revenue generation. Examples: Information technology employees who maintain citywide and agency networks and communications, revenue operations, essential services contract administrators; City tax auditors; consumer affairs inspector.

B. Telecommuting

What are the protocols your local jurisdiction will follow for non-essential employees to telecommute including, but not limited to, facilitating or requesting the procurement, distribution, downloading and installation of any needed technology, including software, data, and the transferring of office phone lines to work or personal cell phones as practicable or applicable to the workplace, and any devices? Please provide a description of these protocols as follows:

- **Protocol for telecommuting;**
- **Protocol for procurement, distribution, downloading and installation of needed technology; and**
- **Protocol for phone coverage and transfer of office phone lines to work or personal cell phones.**

As an integral element of the City's efforts to mitigate a pandemic outbreak, implementing a temporary citywide telework policy to enact and encourage social distancing strategies in the workplace is imperative. The temporary policy will allow certain employees to work from home, while ensuring the continuity of agency business operations. This policy does not supersede City rules, regulations, or policies applicable in the workplace, but rather is designed to facilitate the performance of City business in alternate work locations. The City's Temporary Citywide Telework Policy for City Employees During the COVID-19 Outbreak (PSB 600-3) is available at:

https://www1.nyc.gov/assets/dcas/downloads/pdf/reports/600_3.pdf.

Policy and Procedure

A. Agency Head Responsibilities

Agency heads must implement a telework plan. The plan must set forth the maximum number of employees eligible to participate in the telework program in consideration of eligibility criteria and agency capacity to support telework, including technological and telecommunications capabilities, as well as availability of supervisory staff. Agency heads shall coordinate with their respective Deputy Mayor, Law Department, OLR, OMB, DCAS, and DoITT on implementation of their telework plans. Agencies shall submit their telework plans to DCAS for central storage and tracking purposes.

B. Eligibility for Telework

Agency heads must create a roster with the maximum number of employees eligible to participate in the temporary telework program.

1. Non-represented and represented employees who provide essential services in a business continuity context, which can be performed in a remote capacity, are most ideal for telework opportunities. Employees whose tasks have measurable deliverables including, but not limited to, responsibilities such as writing, research, or editing reports, and other tasks that require minimal supervision, should be considered appropriate for telework consideration.
2. An employee must be able effectively to communicate with clients, stakeholders and team members from home or other alternative work site in order to be eligible. Where an employee's responsibilities require case management through a workflow system, remote access to that system should be available for telework to be appropriate.

3. Telework is generally not appropriate for a first responder, healthcare worker, educator or field worker (e.g. parks worker, motor vehicle operator, caretaker, inspector). A position that requires frequent interactions with members of the public may not be appropriate for telework.
4. Agency heads may consider work history in making telework eligibility determinations.
5. If an employee is subject to self-isolation or quarantine, and the position is one in which telework is feasible, the employee is permitted to work from home on a voluntary basis if the employee is healthy enough to work and other criteria within this policy are met.
6. Employees need not sign an agreement to participate in the telework program as this policy does not supersede City rules, regulations and policies applicable in the workplace.

C. Location and Equipment

1. The designated alternate work location must be an appropriate work environment. This location should be one in which the employee's telework duties can be performed in a safe and ergonomically appropriate manner. The teleworker must agree to perform all work at the primary alternate location. If business or exigent circumstances arise requiring the employee to work at location other than the primary designated location, the employee shall immediately notify his or her supervisor.
2. Agencies shall provide equipment (computer, phone, internet access), where possible. Personal equipment (e.g. an employee's own laptop) may be used, provided that strict adherence to information security protocols is followed. Any questions about information security protocols should be referred to DoITT and NYC Cyber.
3. Agencies must facilitate access to necessary agency systems at the alternative work location. 4. Agencies must provide access to CityTime, if technically feasible, or develop another method for timekeeping. DoITT and FISA-OPA, as well as any other applicable agency, shall assist agencies in complying with this provision to the extent feasible.

C. Work Shifts/Schedules

How will your local jurisdiction, to the extent possible, stagger work shifts or adjust work hours of essential employees in order to reduce overcrowding on public transportation systems and at worksites? Consider the following in developing your work shift/schedule adjustments, if applicable:

- *Will you need to alter working hours/shifts/schedules of essential employees?*
- *Will you need to split shifts or change operations to different days of the week?*
- *How will you manage engagement between employees and any clients and/or visitors at the worksite, accounting for physical distancing requirements, as applicable?*
- *How will you promote physical/social distancing in this type of operation or work setting?*
- *What common situations that may not readily allow for 6 feet of distance between individuals exist at the worksite (including employees, clients and essential visitors)?*

All employees must follow Citywide workplace health and safety mandates, including physical distancing, wearing a face covering, and following hygiene protocols. All such policies are detailed in DCAS' Managing the Return to the Office in the Age of COVID-19. This document is updated regularly and the most recent version is available at nyc.gov/ReturnToOffice. The most recent update was released on April 27, 2021. This process is specific to COVID-19 and would need to be updated to appropriately manage a different communicable disease based on evidence-based knowledge of that communicable disease.

Agencies may consider alternative work schedules (AWS) based on the agency's specific needs and capabilities and the limitations of the building and workspace. AWS considerations may include:

- Occupancy limitations.
- Business needs and how service levels will be maintained.
- Logistics and how schedules will be coordinated amongst staff.
- Employee preferences.
- Employee productivity.
- Supervisory and management requirements.
- Fairness and equity.
- How effective communications will be maintained.
- Impact on overtime.

Staff should document the alternative work schedule (see [Alternative Work Arrangement Form](#) for a sample template) to ensure the employee and their supervisor understand duties and scheduling.

Agencies should:

- Ensure work schedules are consistent yet flexible, account for high travel periods and days, maintain physical distancing, and comply with occupancy limitations within the workspace and building congestion.
- Align alternative work schedules with business needs.
- An employee's responsibilities should be evaluated before determining if an alternative work schedule is appropriate.
- Work that must be performed at specific times of the day may not be appropriate for an alternative work schedule.
- Ensure work schedules do not contravene negotiated collective bargaining agreements. Implementation of a new alternative work schedule for represented employees should be coordinated with OLR.

Essential Employees: During the COVID-19 pandemic, like all other employees, essential workers exhibiting symptoms of COVID-19 or who have tested positive for COVID-19 are not permitted to go to work.

An essential worker who is deemed a close contact may return to work without completing the requisite quarantine if all the following conditions are met:

- The employee's physical presence in the workplace is deemed critical for the operation or safety of such workplace, pursuant to a written determination by a human resources representative made at the time the employee seeks to return to work after COVID-19 exposure;
- The employee has no COVID-19 symptoms and has no positive COVID-19 diagnostic test results; and
- The employee affirms they reviewed and understand certain precautions.

Not all essential employees should be deemed critical for the operation or safety of the workplace; rather, upon notification that an employee has been exposed to COVID-19, the employer's human resource department must undertake an individual assessment of current workplace circumstances. When an employee is designated critical and permitted to work, efforts must be made to minimize the potential for disease transmission.

In addition, before being allowed to physically return to the workplace, employees deemed critical must acknowledge in writing that they have reviewed and understand the required "workplace safety practices."

This process is specific to COVID-19 and would need to be updated to appropriately manage a different communicable disease based on evidence-based knowledge of that communicable disease.

Occupancy Planning

In the context of COVID-19, agencies were required to calculate new occupancy limitations for their workspaces:

- Agencies were required to consider HVAC-related factors. The potential for the airborne transmission of COVID-19, in addition to close contact transmission, has led to an increased focus on ventilation and filtration to mitigate the risk of transmission in indoor settings.
- Agencies must ensure individuals always maintain at least 6 feet physical distance from others.
- The total number of occupants of a space should not exceed 50% of the maximum occupancy allowed per the NYC Building Code

For detailed information about occupancy planning HVAC-related issues in the context of COVID-19, please see DCAS' Managing the Return to the Office in the Age of COVID-19, available at nyc.gov/ReturnToOffice.

D. Personal Protective Equipment

What is the protocol your agency or authority will implement in order to procure the appropriate personal protective equipment (PPE) for essential employees, based upon the various tasks and needs of such employees, in a quantity sufficient to provide personal protective equipment to each essential employee during any given work shift? You should consider different job groupings or responsibilities (e.g., patient/direct care, public-facing positions) when describing the protocol. Also, consider the following in developing your protocol:

- ***What is your plan for storage of such PPE to prevent degradation and permit immediate access in the event of an emergency declaration?***
- ***What will be your protocol for cleaning and/or disposal of PPE, to the extent applicable?***
- ***How will you train employees on how to put on, take off, clean and disinfect (as applicable) and discard PPE?***
- ***What is your plan for posting signage to remind employees of appropriate use of PPE?***

The City, in consultation with medical and supply experts, and State and federal guidelines, will identify what types of PPE are appropriate in response to the particular public health emergency. Agency heads will define numbers of essential employees who need PPE, and the City will centrally collect that info and bulk purchase appropriate PPE for agencies. The City's supply, medical, and purchasing experts will ensure that all PPE purchased is up to appropriate standards. The City will define appropriate methods of storage, depending on PPE type, to prevent degradation and permit immediate access as needed. The City has access to numerous warehouses, including a central warehouse, where such items can be properly stored, delivered to agencies, and disposed of as needed. During COVID-19, the City created a stockpile of medical PPE and ventilation equipment that includes 90 days of peak need for City agencies (based on April 2020 utilization) in a secure City-controlled facility, available to agencies by request within one business day.

The City will disseminate relevant information on the proper usage, cleaning, and disposal of PPE (such as [Face Covering FAQ](#)), and encourage agency heads to train employees on the use of higher-level materials. The City will create PPE usage policy such as [Face Covering Directives](#) to ensure that employees are utilizing PPE as they should. The City will encourage the use of signage to remind employees to use PPE, and other mitigating actions (such as in Page 8 of [Return to Office Guidance](#)).

E. Exposure Protocol

What is the protocol in the event an employee is exposed to a known case of the communicable disease that is the subject of the state disaster emergency, exhibits symptoms of such disease, or tests positive for such disease in order to prevent the spread or contraction of such disease in the workplace? Current requirements under your COVID-19 disaster emergency should be taken into account in the description of your protocol:

- Implement mandatory remote or in-person daily health screening for COVID-19 contact or symptoms (e.g., questionnaire, temperature check) for in-person employees at or near the beginning of each workday.
- Coordinate screening to prevent employees from intermingling in close contact with each other prior to completion of the screening.
- Ensure agency/authority is following all screening, testing, and tracing procedures as outlined in the applicable State and County DOH guidance, including instructions to employees on when to return home and when to return to work.
- Ensure screening staff are trained supervisory-level employees or health care professionals, wearing appropriate personal protective equipment including at least a face covering and gloves, if the screening involves contact.
- Maintain a record of all staff who are screened, as well as if screening was passed or if the staff member was instructed to return home, provided no other health information is recorded or maintained. Record must be reviewed and secured on a daily basis.
- Designate a worksite-level safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan.
- Where practicable, maintain a log of every person, including employees and visitors, who may have close contact with other individuals at the worksite or area, excluding deliveries that are performed with appropriate PPE or through contactless means.
- What actions will be taken to immediately and thoroughly disinfect the work area of any employee known or suspected to be infected with the communicable disease as well as any common area surface and shared equipment such employee may have touched? What is your policy on available leave in the event of the need of an employee to receive testing, treatment, isolation, or quarantine?

Health Screening: This protocol was developed with the City’s Chief Privacy Officer and the Department of Health and Mental Hygiene in the context of COVID-19 and would be adapted, as appropriate and based on evidence, in the context of another communicable disease.

Agencies must implement a health screening assessment for employees and visitors and may implement a health screening assessment for clients.

- “Visitors” are prescheduled or expected guests who the agency anticipates will have a prolonged visit and will interact closely with agency employees (e.g., a court reporter coming for a deposition), but who are not seeking services from the agency. Visitors also include, but are not limited to, maintenance workers, consultants, and individuals coming from other entities for conferences and meetings.
- “Clients” are members of the public who are seeking services from City agencies as walk-ins or by appointment.

Employees and Visitors: Agencies must implement a protocol that follows the NYC Agency Employee COVID-19 Screening Tool for employees and visitors.

- Health screenings for employees and visitors can be conducted via a mobile health screen application, secure webform, paper form, or verbally.
- If screenings are conducted verbally:
 - Make every effort to ensure others do not hear the individual's responses to the confirmatory questions.
 - Ask the questions in a private area and at a volume that minimizes the risk of overhearing.
 - If done verbally, the agency must still collect written confirmation from the employee or visitor that (1) the health screen questionnaire was completed and (2) that the person was cleared to enter the building.
- Whenever possible, health screenings should be conducted before an individual arrives at the workplace.
- Health screenings must be conducted on the day the individual is entering the workplace.
- Health screenings need only be conducted once a day.
- An agency must contact its General Counsel for more information if the agency wants to use its private building management's security to screen employees and visitors at the entrance.

Guidance on information management:

- Do not retain the actual responses to the health screen questionnaire. Only collect and retain the following information:
 - Name and agency they work for or are visiting.
 - Confirmation from the employee or visitor that they completed the health screen questionnaire.
 - Whether, based on the completed health screen questionnaire, the employee or visitor is cleared to enter the building.
 - Only share information collected with the agency's Human Resources department or designated agency employees trained to maintain confidential information.
 - Store information securely and treat it as confidential medical information; maintain it in a separate confidential medical file.
 - The above information must be retained for four (4) years and then deleted as required by the Department of Records and Information Services (DORIS).

Clients: It is each agency's discretion to implement a responsible health screening policy for clients that accounts for its services and needs. However, agencies are strongly encouraged to employ the most stringent health screen process feasible to equally protect the health and safety of their employees and all members of the public, whether they are visitors, clients, or customers. During COVID-19, the City created a sample screening tool for clients and distributed it to agencies.

- Only ask clients for the following information verbally:
 - Confirmation that the client read the health screen questionnaire.
 - Confirmation that the client, based on their health screen questionnaire responses, is cleared to enter the workspace.
 - Do not retain any information or written documentation from clients.
 - Train screeners to ensure effective, non-discriminatory application of screening protocols.

Temperature screening is not mandatory but is permitted at the agency's discretion.

- If an agency elects to conduct temperature screenings, it must consult with its General Counsel before implementing a temperature screening policy.
- Ensure staff performing the screens wear appropriate PPE, including, at a minimum, a face covering and gloves.

Managing Communicable Disease in the Workplace: This following process was developed to manage a COVID-19 case in the workplace, as detailed in DCAS’ Managing the Return to the Office in the Age of COVID-19. This document is updated regularly and the most recent version is available at nyc.gov/ReturnToOffice. The most recent update was released on April 27, 2021. This process is specific to COVID-19 and would need to be updated to appropriately manage a different communicable disease based on evidence-based knowledge of that communicable disease.

Managing COVID-19 Cases

Agencies must implement procedures to take action when an individual who tests positive for COVID-19 has been in the workplace or develops symptoms while in the workplace. The information provided in this section is general guidance only; agencies should consult with their Human Resources Department, General Counsel Office, EEO Officer, Safety and Health Coordinator, and Agency Chief Privacy Officer when developing procedures.

If an employee tests positive for COVID-19, they will be contacted by the [NYC Test and Trace Corps \(T2\)](#), a public health program to fight the threat of COVID-19 through free diagnostic testing, safe isolation and quarantine, and specialized contact tracing. T2 also closely monitored a safe return to school in NYC.

- T2 conducts a tracing investigation for any positive case in NYC, including City employees. If an employee tests positive, T2 will contact and support the employee through their isolation and case investigation.
- T2 will contact the positive case and identify any close contacts outside of the agency and, as necessary, close contacts inside the agency.
- The T2 tracing investigation will run in parallel to the Rapid Response Team and each positive case will be treated as any non-City employee positive case in NYC.

Additionally, agencies should take the below steps. Similar steps, as applicable, should be taken if a visitor or client tests positive for COVID-19.

Rapid Response Teams

Each agency must establish a Rapid Response Team (“RRT”) to manage COVID-19 cases in the workplace, composed of the agency’s Agency Chief Restart Officer (ACRO), Safety and Health Coordinator, and HR appointee; and trained by DOHMH, T2, the Law Department, and DCAS.

Notifications

- An employee must notify HR if they develop symptoms of COVID-19 while in the office.
- An employee who tests positive for COVID-19 and was in the office during their infectious period must notify HR of their positive test.
 - For symptomatic employees, the infectious period starts 2 days before symptom onset and ends 10 days after symptom onset. For asymptomatic employees, the infectious period starts 2 days before collection of the test specimen (2 days before the employee was tested) and ends 10 days after the collection of the test specimen (10 days after the employee as tested).
- HR must notify the HR representative on the Rapid Response Team.

- The HR representative on the Rapid Response Team must immediately:

Engage the Rapid Response Team to:

- Establish if cleaning is required (time dependent, see Remedial Cleaning section below). If cleaning is required:
 - Close off the area that needs to be cleaned such that the identity of the individual is not revealed (e.g., include multiple workstations in addition to the one assigned to the individual who tested positive).
 - Designate with signage that the area is closed for cleaning.
 - Notify building management or cleaning vendor to provide remedial cleaning.
- Establish whether the case was confirmed positive with a diagnostic test.
- If a confirmed positive case, interview staff and compile a list of “close contacts” ensuring not to disclose any information that identifies the employee without the employee’s consent.
 - 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 illness onset (or, for asymptomatic person, 2 days prior to test specimen collection) and continuing 10 days after onset. See <https://www1.nyc.gov/assets/doh/downloads/pdf/covid/covid-19-understanding-quarantine-and-isolation.pdf>.

The Rapid Response Team can call DOHMH’s dedicated hotline for additional guidance. This number will be provided directly to Rapid Response Teams. The Rapid Response Team (or designee) must:

- Direct the employee and any close contacts within the agency not to return to the workplace until such time as their return can be made in a manner consistent with DCAS’ return to work policies. Refer to the [Updated Guidance for City Agencies on Leave Policy Applicable During the Outbreak of Coronavirus Disease 2019 \(COVID- 19\)](#) for additional guidance.
- Enter the names of close contacts into the secure webform for recording close contacts. This website will be provided directly to Rapid Response Teams.
- If the employee who tested positive had close contact with someone who works at a different agency, 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.

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.

Remedial Cleaning

If an employee develops symptoms or has been in the workplace prior to testing positive for COVID-19, the following remedial cleaning requirements apply:

If it has been less than 4 days since the employee was last in the workplace:

- To the greatest extent practicable, close off the area around the employee’s office or workstation in a manner that will not reveal the identity of the employee. For example, the area to be closed may include an office and workstations nearby, or the workstation that the positive employee used and workstations proximate to it. Signage should be used to indicate no one should enter the blocked-off area during the remedial cleaning process.
- Where possible, also close off areas visited by the employee for longer than 10 minutes. As with the employee’s workstation, any areas that are closed off must be done so in a manner so as not to reveal the identity of the employee.

- Clean and disinfect all areas blocked off (as indicated above), bathrooms, common areas, and shared electronic equipment used by the employee following the CDC's [guidance on cleaning and disinfecting](#).
- Employees who can affirm clearance as per the health screening assessment may resume using their workstations as soon as cleaning is completed.
- If the employee showed symptoms while at work, notify the building management on generally where the employee has been throughout the building and that the employee has tested positive. Do not disclose the employee's name or specific work locations unless the employee has expressly authorized it, preferably obtained in writing.

If it has been more than 3 days since the employee was last in the workplace, no remedial cleaning is needed.

Quarantine

Note that quarantine guidelines continue to be updated frequently as new information emerges. Contact your General Counsel and your Human Resources Departments for the most current information pertaining to City agencies, and visit [COVID-19: Understanding Quarantine and Isolation](#).

F. Protocol for Documenting Work Hours/Locations

How will your local jurisdiction document hours and work locations, including off-site visits, for essential employees? Your protocol shall be designed only to aid in tracking of the disease and to identify the population of exposed employees in order to facilitate the provision of any benefits which may be available to certain employees on that basis. You should also consider the following questions in describing your protocol:

- *How will these records be maintained?*
- *Who is responsible for maintaining these records?*
- *Who will be in charge of accessing these records for the purposes of disease tracking and identifying potential exposures?*
- *If these records are in paper form, what are your protocols for preserving these records?*

Each agency has discretion to require staff to document hours and work locations in a way that best suits their operational needs when responding to a state disaster emergency involving a communicable disease.

When necessary, the Department of Health and Mental Hygiene may coordinate with an agency during a facility-based investigation regarding COVID, or other communicable disease. This process is specific to COVID-19 and would need to be updated to appropriately manage a different communicable disease based on evidence-based knowledge of that communicable disease.

Test and Trace Corps: If an employee tests positive for COVID-19, they will be contacted by the NYC Test and Trace Corps (T2), a public health program to fight the threat of COVID-19 through free diagnostic testing, safe isolation and quarantine, and specialized contact tracing. T2 also closely monitored a safe return to school in NYC.

- T2 conducts a tracing investigation for any positive case in NYC, including City employees. If an employee tests positive, T2 will contact and support the employee through their isolation and case investigation.
- T2 will contact the positive case and identify any close contacts outside of the agency and, as necessary, close contacts inside the agency.
- The T2 tracing investigation will run in parallel to the Rapid Response Team and each positive case will be treated as any non-City employee positive case in NYC.

G. Protocol for Identifying Emergency Housing for Essential Employees

How will you identify sites for emergency housing for essential employees in order to further contain the spread of the communicable disease that is the subject of the declared emergency, to the extent applicable to the needs of the workplace?

This framework provides an overview of how emergency housing may be procured for essential New York City employees, if necessary, during a pandemic. This framework may be adapted and altered to suit the specific needs of the incident response.

Activation Triggers/Conditions

The following triggers/conditions should be present to activate emergency housing operations:

- A declared state of emergency as a result of a pandemic.
- A lack of widespread, available, and accessible testing or PPE for the relevant disease/pathogen.

Program Eligibility

Client eligibility will be determined at the time of incident, taking into consideration the below factors:

- The eligible population is deemed essential by their respective City agency, and is employed or volunteering in settings where they are at high-risk of transmission.
- The eligible population is temporarily unable to live at home as they continue to provide services to New Yorkers.

Actions

- Establish program management tools and teams to effectively oversee emergency housing program.
 - To limit fraudulent and inappropriate expenditures, each City agency will be responsible for managing and paying for their essential workers who require emergency housing.
- Determine scope, conditions, and eligibility for emergency housing.
 - Determine which essential employees are eligible for emergency housing.
 - Determine number of hotel rooms required to meet the eligible population's need.
 - Determine processes and requirements for operationalizing hotel program, including reservations, booking changes, screenings, incident management, wrap around services, payment, and transportation (if necessary).
- Secure emergency housing, in the form of hotel rooms.
 - Activate contract with participating hotels offering either individual rooms or entire hotels, and that meet the specific needs of the eligible population.
 - If there are no existing contracts, use emergency procurement authorities and procedures as specified in *the City of New York Procurement Policy Board Rules Section 3-06* or any emergency authorities established specific to the emergency to identify and select a vendor.
- Conduct intake of eligible essential employees into emergency housing.
 - Establish intake process and platforms for eligible employees to reserve emergency housing.
- Manage hotel reservations.
 - Create reservations for clients as fast as possible, and provide phone and email support for clients.

- Process reservation extensions, transfers, and additional modifications.
 - Manage reporting of possible incidents that may occur on hotel property and escalate as necessary.
- Establish processes for integrity monitoring and fraud mitigation.
 - Build processes to immediately remove guests for misuse of the program.
 - Ensure hotels receive valid payment from guests for incidentals or damage.
- Collect and analyze data to continuously refine emergency housing program
 - Report and aggregate relevant statistics, such as number of reservations made, locations, employment sector, etc.
 - Ensure practices around HIPAA and PII are implemented throughout intake, reservation, and payment system.
- Process payments in a timely fashion.
 - Ensure accurate documentation and reconciliation of invoices to participating hotels.
 - Track and verify expenditures for FEMA reimbursement, if applicable.

H. Other Requirements Determined by the NYS DOH or County Department of Health

- **Current DOH guidelines for COVID-19 are as follows and would be modified depending on the particular emergency declared.**
 - **Ensure a distance of at least 6 feet is maintained among employees at all times, unless safety of the core activity requires a shorter distance (e.g., moving and lifting equipment). Any time an employee must come within 6 feet of another person, the employee and person should wear acceptable face coverings.**
 - **When distancing is not feasible between workstations or areas, provide and require the use of face coverings or erect physical barriers, such as plastic shielding walls, in lieu of face coverings in areas where they would not affect air flow, heating, cooling, or ventilation.**
 - **Tight spaces should be occupied by only one individual at a time, unless all occupants are wearing face coverings. If occupied by more than one person, occupancy will be kept under 50% of maximum capacity.**
 - **Social distancing markers should be posted around the workplace using tape or signs that indicate 6 feet of spacing in commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g., clock in/out stations, health screening stations, break rooms, water coolers, etc.). Further, bi-directional foot traffic should be reduced by using tape or signs with arrows in narrow aisles, hallways or spaces.**
 - **Post signs, consistent with the DOH COVID-19 signage, to remind employees about social distancing, hand hygiene, PPE, and cleaning guidelines.**
 - **Limit employee travel for work to only essential travel.**
 - **Hygiene and sanitation requirements from the Centers for Disease Control and Prevention (CDC) and state and county DOH must be followed, and cleaning logs that include the date, time, and scope of cleaning must be maintained.**
 - **Hand hygiene stations, including handwashing with soap, water, and disposable paper towels, as well as hand sanitizer or a hand sanitizer containing 60% or more alcohol for areas where handwashing facilities may not be available or practical, must be provided and maintained for personnel.**
 - **Appropriate cleaning/disinfection supplies for shared and frequently touched surfaces must be provided, and employees must use these supplies before and after use of these surfaces, followed by hand hygiene.**
 - **Regular cleaning and disinfection of the office location must be undertaken. More frequent cleaning and disinfection must be undertaken for high risk areas used by many individuals and for frequently touched surfaces, at least after each shift, daily, or more frequently as needed, and align with DOH's "Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19."**
 - **Exposed areas must be cleaned and disinfected in the event of an employee testing positive for COVID-19. Such cleaning should include, at a minimum, all heavy transit areas and high-touch surfaces (e.g., vending machines, handrails, bathrooms, doorknobs, etc.).**
 - **CDC guidelines on "Cleaning and Disinfecting Your Facility" should be complied with if someone in your facility is suspected or confirmed to have COVID-19.**
 - **Local jurisdictions must have internally identified key points of contact including but not limited to site safety monitors, individuals responsible for monitoring compliance with this plan and central points of contact who will coordinate efforts to notify**

appropriate health authorities of positive cases and assist with required contact tracing.

The City of New York requires all agencies to follow NYS DOH, NIOSH, and OSHA guidelines. In the context of COVID-19, each agency was required to submit a checklist on April 30, 2021 confirming alignment with DCAS' Managing the Return to the Office in the Age of COVID-19, available at nyc.gov/ReturnToOffice. If an employee has any questions or concerns, they should contact their HR representative.