

**MFA NM Energy\$mart Guidance:
COVID-19 Exposure Prevention, Preparedness,
and Response Plan for Weatherization**

Updated July 30, 2020

The purpose of this plan is to outline the steps that every agency and agency staff can take to reduce the risk of exposure to COVID-19. The plan describes how to prevent worker exposure to coronavirus, protective measures to be taken on the jobsite, personal protective equipment and work practice controls to be used, cleaning and disinfecting procedures, and what to do if a worker becomes sick.

NM Energy\$mart takes the health and safety of our weatherization team very seriously. With the spread of the coronavirus or “COVID-19,” a respiratory disease caused by the SARS-CoV-2 virus, we all must remain vigilant in mitigating the outbreak. This is particularly true for the weatherization industry, that can be considered construction that has been deemed “essential” in New Mexico during this Declared National Emergency. In order to be safe and maintain operations, we have developed this COVID-19 Exposure Prevention, Preparedness, and Response Plan to be implemented by the entire program and at all jobsites

This Plan is based on currently available information from the CDC, OSHA, and other sources. This plan is subject to change based on further information provided by the CDC, OSHA, and other public officials. The NM Energy\$mart Program may also amend this Plan based on operational needs.

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I. Responsibilities of Agency Managers and Supervisors

General Responsibility

- All agency managers and supervisors must be familiar with this Plan and be ready to answer questions from agency staff.
- Managers and supervisors must set a good example by following this Plan at all times. This involves practicing good personal hygiene and jobsite safety practices to prevent the spread of the virus.
- Managers and supervisors must encourage this same behavior from all agency staff.
- Managers and supervisors are responsible for ensuring that all staff, new staff, and contractors receive the proper training prior to arriving at a jobsite.
- Managers and supervisors must have flexible leave policies to allow sick employees to stay home.
- Communicate supportive workplace policies frequently and clearly.
- Have conversations with staff about concerns
- Develop policies for telework where possible
- Establish emergency communications plan with COVID-19 workplace coordinator
- Regularly conduct workplace hazard assessments to identify potential hazards that could increase the risk of COVID-19 transmission
- Educate employees about steps that can be taken to protect themselves at work and at home
- Protect higher risk employees
- Follow all applicable and updated guidance provided by:

CDC

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

OSHA

- <https://www.osha.gov/SLTC/covid-19/construction.html>
- <https://www.osha.gov/Publications/OSHA3990.pdf>

NM Department of Health

- <https://cv.nmhealth.org/covid-safe-practices/>

Department of Energy

- <https://www.energy.gov/sites/prod/files/2020/05/f75/wap-memo-062.pdf>

Agency COVID-19 Plan

When there is a shut down, before returning to work, the agency must update their COVID-19 Plan that is consistent with the latest CDC, OSHA, DOE, and NM State Department of Health Guidelines.

- The agency's plan must at minimum address employee health, pre-client screening, building structure screening, deferral of work, safety training, hand washing procedures, social distancing, personal, protective equipment (PPE), sanitation, vendor and supplier procedures, jobsite procedures, contractors, and areas outlined in this Plan
- The agency's plan must be distributed to all staff and employees and kept in view in the office and at each jobsite.

Deferral Policy

- Agency's deferral policy must be updated and consistent with the COVID-19/Pandemic Response Plan
- Must be made publicly available

II. Responsibilities of Agency staff

We are asking every one of agency staff and participants of the EnergySmart Program to help with our prevention efforts while at work. In order to minimize the spread of COVID-19 at our jobsites, we all must play our part. As set forth below, various housekeeping, social distancing, and other best practices must be instituted at all jobsites and all agency staff must follow these. In addition, agency staff shall report to their managers or supervisors if they are experiencing signs or symptoms of COVID-19, as described below. If you have a specific question about this Plan or COVID-19, please ask your manager or supervisor. If they cannot answer the question, please contact **Troy Cucchiara, Program Manager, (505) 767-2256, tcucchiara@housingnm.org**.

General

- Be familiar with your agency's COVID-19 Plan
- Attend the online trainings and when applicable in person trainings provided to you by MFA, Energy Smart, and your agency.

OSHA and the CDC have provided the following control and preventative guidance to all workers, regardless of exposure risk:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes.
- Avoid working within 6' of other workers
- Where masks when working with others indoors or closer than 6' outdoors
- Avoid contact with people who are sick.

In addition, all agency staff and NM EnergySmart staff must familiarize themselves with the symptoms of COVID-19:

- Coughing;
- Loss of taste or ability to smell;
- Fever of 100.4 degrees Fahrenheit or higher;
- Shortness of breath, difficulty breathing; and

- Early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose.

If you develop a fever and symptoms of respiratory illness, such as cough or shortness of breath, DO NOT GO TO WORK and call your healthcare provider right away. Likewise, if you come into close contact with someone showing these symptoms, call your healthcare provider right away.

Intake

- Client screening to include list of questions that may lead to deferral
- Client education to include what to expect from assessor and process
- Determine if client can sign applications electronically
- Determine if client can sign hold harmless document electronically

Assessors

- Be familiar with online training high points and put into practice with every home
- Limit time in client home by using satellite technology when possible
- Use proper PPE at all times
- Practice proper social distancing at all times (not less than 6' from others)
- Reiterate client education to client that was conducted by intake
- Write Hazzard Assessment for crew
- Defer client if necessary
- Hand washing
- Blower door procedures that do not increase spread

Crew

- Be familiar with online training high points and put into practice with every home
- Use proper PPE at all times
- Practice proper social distancing at all times (not less than 6' from others)
- Defer client if necessary
- Sanitize all high touch areas before
- Hand washing

QCI

- Be familiar with online training high points and put into practice with every home
- Limit time in client home by using satellite technology when possible
- Use proper PPE at all times
- Practice proper social distancing at all times (not less than 6' from others)
- Blower door procedures that do not increase spread
- Communicate to management any client concerns

III. Guidance for Critical Infrastructure Employers

The CDC has provided guidance for employers regarding safety practices for “critical infrastructure workers” who may have been exposed to a person with a suspected or confirmed case of COVID-19. Construction has been deemed as critical infrastructure by the U.S. Department of Homeland Security’s Cybersecurity and Infrastructure Security Agency (“CISA”) and many state and local jurisdictions have similarly deemed construction as critical infrastructure during the COVID-19 pandemic. Given this, your agency must adopt and continue to update the protocol for agency staff exposed or potentially exposed to a suspected or confirmed case of COVID-19, consistent with CDC recommendations.

Depending upon workforce needs, your agency may choose to keep the exposed or potentially exposed agency staff away from work for 14 days. *See also* Section VI below.

If a critical infrastructure agency staff has been exposed or potentially exposed to a suspected or confirmed case of COVID-19, agencies may permit the agency staff to continue to work, but will implement the following practices:

- Measure temperature of agency staff before they enter the worksite (see Appendix A for additional information);
- Regularly monitor asymptomatic agency staff;
- Exposed or potentially exposed agency staff follow protocol in section VI of this manual;
- Have agency staff maintain social distancing as work duties permit; and
- Routinely disinfect workspaces.

IV. Job Site Protective Measures

The following protective measures must be instituted at all jobsites.

A. *General Safety Policies and Rules*

- **Any agency staff/contractor/visitor showing symptoms of COVID-19 will be asked to leave the jobsite and return home.** Your agency may determine that taking agency staff/contractor/visitor temperatures at worksites is appropriate and restrict access based upon temperature readings. As an alternative to taking temperatures at the worksite, agency staff/contractors/visitors may be requested to take their own temperatures prior to coming to the worksite. (See Appendix A for additional information.)
- Meetings will be by telephone, when possible. If meetings are conducted in-person, attendance will be collected verbally, and the foreman/superintendent will sign-in each attendee. Attendance will not be tracked through passed-around sign-in sheets or mobile devices. During any in-person meetings, avoid gathering in groups of more than five people and participants must remain at least six (6) feet apart.
- **Agency staff must avoid physical contact with others and direct agency staff/contractors/visitors to increase personal space to at least six (6) feet,** where possible. Where work trailers are used, only necessary agency staff should enter the trailers and all agency staff should maintain social distancing while inside the trailers. Masks will be required when working in close proximity of other workers.
- All in-person meetings will be limited and will be outside when possible. To the extent possible, meetings will be conducted by telephone.
- Agency staff will be encouraged to stagger breaks and lunches, if practicable, to reduce the size of any group at any one time to less than five (5) people.

- Due to the nature of our work, access to running water for hand washing may be impracticable. In these situations, your agency must provide, alternative methods of washing hand and if available, alcohol-based hand sanitizers and/or wipes.
- Agency staff should limit the use of co-worker's tools and equipment. To the extent tools must be shared, your agency must provide EPA safe disinfectants to clean tools before and after use. When cleaning tools and equipment, consult manufacturing recommendations for proper cleaning techniques and restrictions.
- Crews must be divided into strategic groups where possible so that projects can continue working effectively in the event that one of the divided teams is required to quarantine.
- Agencies are encouraged to minimize ridesharing. While in vehicle, agency staff must ensure adequate ventilation use and wear face coverings.
- If practicable, agency staff should use/drive the same truck or piece of equipment every shift.
- In lieu of using a common source of drinking water, such as a cooler, agency staff are encouraged to use individual water bottles.
- If overnight travel is needed, staff that are not sharing the same household will not share rooms

B. Workers entering Occupied Building and Homes

- When agency staff performs weatherization within occupied homes, these work locations present unique hazards with regards to COVID-19 exposures. All such workers should evaluate the specific hazards when determining best practices related to COVID-19. **A hazard assessment must be completed by the assessor.**
- During this work, agency staff must sanitize the work areas upon arrival, throughout the workday, and immediately before departure.
- Agency staff should ask other occupants to keep a personal distance of six (6) feet at a minimum. Occupants may be asked to don a mask while in the same room as workers. Workers should wash or sanitize hands immediately before starting and after completing the work.
- Agencies may ask the occupants to stay in one room or vacate the premises while conducting work. Plastic barriers are also an option for safe work in occupied buildings.

C. Job Site and Office Visitors

- The number of visitors to the job site, including the trailer or office, will be limited to only those necessary for the work.
***Follow the NM Dept. of Health required practices, all non-essential visitors including vendors and contractors are prohibited from entering the jobsite or office. Contactless**

deliveries of materials must be arranged. <https://cv.nmhealth.org/covid-safe-practices/construction-and-field-operations/>

- It is important for your agency to establish a policy regarding visitors. **All visitors should be screened and tracked in advance of arriving on the job site.** If the visitor answers “yes” to any of the following questions, he/she should not be permitted to access the jobsite:
 - Have you been confirmed positive for COVID-19?
 - Are you currently experiencing, or recently experienced, any acute respiratory illness symptoms such as fever, cough, or shortness of breath?
 - Have you been in close contact with any persons who have been confirmed positive for COVID-19 and are also exhibiting acute respiratory illness symptoms?
 - Have you been in close contact with any persons who have traveled and are also exhibiting acute respiratory illness symptoms?
- Your agency may determine that taking visitor temperatures at worksites is appropriate and restricting access based upon temperature readings. As an alternative to taking temperatures at the worksite, you may request visitors take their own temperatures prior to coming to the worksite. (See Appendix A for more information.)
- Office and site delivery procedures must be included in the agency’s COVID-19 Plan.

D. Personal Protective Equipment and Work Practice Controls

- In addition to regular PPE for workers engaged in various tasks (fall protection, hard hats, hearing protection), your agency must also address:
 - Cloth type facial coverings are required, when working in close proximity to other workers.
 - Gloves: The type of glove worn should be appropriate to the task. If gloves are not typically required for the task, then any type of glove is acceptable, including latex gloves. Agency staff should avoid sharing gloves.
 - Eye protection: Eye protection should be worn at all times while on-site.
 - Agency staff should wear N95 respirators if available.
- Due to the current shortage of N95 respirators, the following Work Practice Controls should be followed:
 - Keep dust down by using engineering and work practice controls, specifically through the use of water delivery and dust collection systems.
 - Limit exposure time to the extent practicable.

- Isolate workers in dusty operations by using a containment structure or distance to limit dust exposure to those agency staff who are conducting the tasks, thereby protecting nonessential workers and bystanders.
- Institute a rigorous housekeeping program to reduce dust levels on the jobsite.
- To the extent that shortages of N95 respirators continue to occur, your agency may take the following steps in accordance with OSHA guidance to continue to protect agency staff where respirator use is required by other OSHA standards:
 - *Extended use or reuse of N95s* – If extended use or reuse of N95 respirators becomes necessary, the same agency staff is permitted to extend use of or reuse the respirator, as long as the respirator maintains its structural and functional integrity and the filter material is not physically damaged, soiled, or contaminated.
 - *Non-NIOSH approved respirators* – If N95s are not available, extended use or reuse of N95s is not possible, and expired N95s are not available, agency staff may use respirators that are either certified under certain standards of other countries; or previously certified under the standards of other countries but beyond their manufacturer’s recommended shelf life. OSHA directs that respirators certified by the People’s Republic of China be used only after respirators from other countries are sought.

E. *Face Coverings*

OSHA’s workplace classification scheme for worker exposure potential to COVID-19 must be continuously reviewed by agency staff. While construction work could generally be considered “low risk” for viral transmission, some construction tasks or activities may involve working with others in proximity closer than six feet, including sitting in the same vehicle, and therefore might be considered as “medium risk” under the risk pyramid.

Due to this and CDC recommendations, your agency must implement a face covering policy for certain work activities for the foreseeable future, including those situations where (1) it is mandated by state or local rule, or (2) agency staff must work in proximity of six (6) feet from other agency staff. A face covering is a cloth, bandana, or other type of material that covers a person’s nose and mouth. The CDC lists five criteria for “cloth face coverings”: the face covering should:

- fit snugly but comfortably against the side of the face;
- be secured with ties or ear loops;
- include multiple layers of fabric;
- allow for breathing without restriction; and
- be able to be laundered and machine-dried without damage or change to shape.

Use of a face covering is not a substitute for other workplace preventative techniques that are outlined in this Plan.

V. Job Site Cleaning and Disinfecting Including Office

Regular housekeeping practices must be put into practice, which includes cleaning and disinfecting frequently used tools and equipment, and other high touch elements of the work environment, where possible. Agency staff should regularly do the same in their assigned work areas.

- Agency's COVID-19 Plan will ensure that any disinfection shall be conducted using one of the following:
 - [EPA-registered](#) disinfectants for use against SARS-CoV-2;
 - Alcohol solution with at least 60% alcohol; or
 - Diluted household bleach solutions (these can be used if appropriate for the surface).
- Safety Data Sheets of all disinfectants used on site must be maintained.
- [EPA's 6 steps for safe and effective disinfectant](#) use will be followed:
 1. Verify EPA registration number of the product.
 2. Read directions of the product including use sites and surface types
 3. Pre-clean the surface with soap and water
 4. Follow the contact time
 5. Wear gloves and wash hands
 6. Lock up products to keep safe from accidental spillage or children
- Jobsite trailers and break/lunchroom areas will be cleaned at least once per day. Agency staff performing cleaning will be issued proper personal protective equipment ("PPE"), such as nitrile, latex, or vinyl gloves and gowns, as recommended by the CDC.
- High touch areas in the home and office will be sanitized- light switches, doorknobs, thermostats, etc.
- Any trash collected must be changed frequently by someone wearing nitrile, latex, or vinyl gloves.
- Any portable jobsite toilets should be cleaned by the leasing company at least twice per week and disinfected on the inside. It must be ensured that hand sanitizer dispensers are always filled. Frequently touched items (i.e., door pulls and toilet seats) will be disinfected frequently.
- Vehicles and equipment/tools should be cleaned at least once per day and before change in operator or rider.

Vehicle Disinfection

- Clean and disinfect commonly touched surfaces at the beginning and end of each day
- Ensure adequate ventilation when chemicals are used
- Keep doors and windows open when cleaning vehicle
- Use disposable gloves

- Clean visibly dirty hard surfaces with soap and water prior to disinfection
- Use appropriate cleaners for soft surfaces
- Remove and dispose of gloves after cleaning and wash hands immediately using proper hand washing protocol
- Launder clothing worn during disinfection at the end of the day

VI. Jobsite Exposure Situations

RECOMMENDATIONS- AGENCY STAFF POTENTIALLY EXPOSED TO COVID-19

Potential exposure means being in household contact or coming in close contact (within six feet) of an individual with confirmed or suspected COVID-19. Employees will be considered to have been exposed if contact with the infected individual occurred up to 48 hours before the individual became symptomatic.

Staff who have potentially been exposed as defined above will be **required to work from home for 14 days following the date of the potential exposure.**

Should symptoms develop within the 14-day isolation period, the employee should contact the COVID-19 health hotline at 1-855-600-3453 and/or visit <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> to complete a self-check. The employee should also inform their immediate supervisor. If symptoms do not develop within the 14-day isolation period, the employee may return to work. Staff members who experience COVID-19 symptoms or are confirmed positive for the virus must follow the protocol below.

RECOMMENDATIONS- AGENCY STAFF EXHIBITING COVID-19 SYMPTOMS

- **It is critically important for employees to stay home if they are experiencing any COVID-19 symptoms** such as fever, coughing or shortness of breath. They should immediately contact the COVID-19 health hotline at 1-855-600-3453 and/or visit <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> to complete a self-check.
- Employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- Staff who are experiencing symptoms or who are confirmed positive for COVID-19 must self-isolate and, if able, will be required to work from home during the self-isolation period.
- Staff must be directed to obtain free testing through the Department of Health. <https://cv.nmhealth.org/covid-safe-practices/all-employers/>

Ending Isolation for Individuals with COVID SYMPTOMS

Ending isolation for staff exhibiting COVID-19 symptoms can be approached one of two ways

According to the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html> "Accumulating evidence supports ending isolation and precautions for persons with COVID-19 using a symptom-based strategy. Specifically, researchers have reported that people with mild to moderate COVID-19 remain infectious no longer than 10 days after their symptoms began, and those

with more severe illness or those who are severely immunocompromised remain infectious no longer than 20 days after their symptoms began.”

Therefore, staff with COVID-19 symptoms and have self-isolated may return to work under one of the following conditions:

1. **Symptom Based Strategy**- All three of these criteria must be met before returning to work:
 - At least 10 days have passed, 20 days for immunocompromised, 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.
2. **Test Based Strategy**
 - The employee has received two negative tests in a row that are taken at least 24 hours apart; **and**
 - An Attestation to Return to Work form has been completed.

RECOMMENDATIONS- AGENCY STAFF POSITIVE COVID-19

- If your agency learns that agency staff has tested positive, your agency must conduct an investigation into co-workers that may have had close contact with the confirmed-positive agency staff in the prior 14 days and direct those individuals that have had close contact with the confirmed-positive agency staff to follow the “Agency Staff Have Been Potentially Exposed to COVID-19” protocol at the beginning of this section.
- Check with the NM Department of Health for recommended procedures
<https://cv.nmhealth.org/covid-safe-practices/>
- Notify local health officials, staff and clients (if possible) immediately of a possible case while maintaining confidentiality as required by the ADA
- Inform co-workers who may have had close contact with employee and create opportunity to work from home and self-isolate
- Send all employees who may have had even minimal contact with infected person for swab PCR testing
- Ask employee with COVID+ test to speak with NM Department of Health and appropriate contact testing agency
- Pass recorded work-related contact tracing information of any COVID+ workers along to local health department, with information about presumed levels of contact (time and proximity)
- Check if infected employee and co-worker contacts have social support to get groceries, medication pick-up, etc. if needed during isolation (for those COVID+) or quarantine (for contacts).
- Be prepared to close for a few days if there is a case of COVID-19 in the workplace.
- When re-opening the building, consider using the CDC toolkit for re-opening:
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/community/Resuming-Business-Toolkit.pdf>
- Those who were not in contact with the employee may immediately and safely return to work after disinfection.

Disinfection and Employee Workspace

- Employee's space and any areas the employee may have been in contact with should be closed down for 24 hours
- Open outside doors and windows, if possible, to increase air circulation in office spaces
- Wait 24 hours before cleaning and disinfecting
- Clean and disinfect all affected areas, including desk, vehicle, staff bathroom, tools, keyboards, and equipment
- Don proper PPE and replace HVAC air filter
- Wash hands often with soap and water for 20 seconds and immediately after removing gloves or after contact with person who is sick
- If space if vacuuming is needed, follow the [CDC guidelines](#)
 - Use a HEPA air filter
 - Do not vacuum a room with people in it
 - Turn off HVAC units to avoid contamination but to not deactivate central HVAC
 - Turn off room fans

Ending Isolation for COVID POSITIVE STAFF

Ending isolation depends on the individual's condition and symptoms. There are three possible scenarios for confirmed positives: *Asymptomatic, non-immunocompromised, and immunocompromised.*

1. **Asymptomatic individuals: Persons infected with SARS-CoV-2 who never develop COVID-19 symptoms** Individuals who test positive for COVID-19 but do not display any symptoms, may discontinue isolation and other precautions 10 days after the date of their first positive RT-PCR test for SARS-CoV-2 RNA.
2. **Non immunocompromised individuals should follow symptom-based strategy - All three of these criteria must be met before returning to work:**
 - 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
3. **Immunocompromised individuals should follow test-based and symptom-based strategy**
 - The employee has received two negative tests in a row that are taken at least 24 hours apart; **and**
 - An Attestation to Return to Work form has been completed.
 - **At least 20 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

*A limited number of persons with severe illness may produce replication-competent virus beyond 10 days, that **may warrant extending duration of isolation for up to 20 days after symptom onset.** Consider consultation with infection control experts.

FROM OSHA'S 'REVISED ENFORCEMENT GUIDANCE FOR RECORDING CASES OF COVID-19'
DATED 5/19/2020 <https://www.osha.gov/memos/2020-05-19/revised-enforcement-guidance-recording-cases-coronavirus-disease-2019-covid-19>

“Per OSHA's recordkeeping requirements, COVID-19 is a recordable illness, and thus employers are responsible for recording cases of COVID-19, if:

1. The case is a confirmed case of COVID-19, as defined by the CDC
2. The case is work-related as defined by 29 CFR Section 1904.5
3. The case involves one or more of the general recording criteria set forth in 29 CFR Section 1904.7

“Given the nature of the disease and ubiquity of community spread, however, in many instances it remains difficult to determine whether a COVID-19 illness is work-related, especially when an employee has experienced potential exposure both in and out of the workplace...In light of these considerations, OSHA is exercising its enforcement discretion in order to provide certainty to employers and workers.

“Recording a COVID-19 illness does not, of itself, mean that the employer has violated any OSHA standard...Pursuant to existing regulations, employers with 10 or fewer employees and certain employers in low hazard industries have no recording obligations.”

**Check with your local OSHA Compliance Officer to verify current recording requirements. **

CDC RECOMMENDATIONS IF A CLIENT CONTRACTS COVID-19

- Before work begins, have clients sign documentation saying that they will disclose if a member of their household develops symptoms and/or is tested COVID+ -- need not disclose which household member, but should include what date the symptoms first developed and positive test was taken.
- Determine if work in home needs to be stopped or deferred, and for how long.
- If feasible, communicate community resources available to affected client household, including information for local public health office to begin contact tracing, local grocery and pharmacy services, and other support organizations.
- Determine which, if any, of your workers had "contact" with the infected household – i.e., was inside the home for at least 10 minutes and communicated directly with a member of the household, even with masks on.
- Send any workers who had "contact" for immediate swab PCR test, if available in your area, and determine whether it is necessary for worker to self-quarantine.
- Worker to stay at home while waiting for test results or for 14 days if no test is available
- Implement work from home options, if possible, for affected workers.
- Verify in files that any tools or equipment used in "infected household" were properly cleaned and disinfected before being transported to any additional houses or back to the warehouse that day.
- Check back in with client after two weeks to determine if additional household members have gotten sick and when, and whether it is necessary to extend deferral, etc.

VII. OSHA Recordkeeping

For purposes of recording cases of COVID-19, your agency is responsible for recording a case, if:

- The case is a tested-positive confirmed case of COVID-19, as defined by the CDC; and
- The case is “work-related,” which is defined as an event or exposure that either caused or contributed to the resulting condition or significantly aggravated a pre-existing injury or illness; and
- The case involves one or more of the following:
 - Death;
 - Days away from work;
 - Restricted work or transfer to another job;
 - Medical treatment beyond first aid;
 - Loss of consciousness; and
 - A significant injury or illness diagnosed by a physician or other licensed health care professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness.

However, per OSHA recent guidance, your agency will consider a COVID-19 positive case to be work-related only where:

- There is objective evidence that a COVID-19 case may be work-related. For example, a number of cases developing among workers who work closely together without an alternative explanation; and
- The evidence was reasonably available to program staff. For example, if your agency is given information by agency staff or if your agency learns of information regarding agency staff health and safety in the ordinary course of business.

For purposes of reporting the case to OSHA, you must report any work-related confirmed cases if they result in a fatality within 30 days or an in-patient hospitalization within 24-hours of the exposure incident occurring.

VIII. “Essential” Industry

Several States and localities are issuing orders that prohibit work and travel, except for essential businesses. In general, construction work has been deemed essential and NM EnergySmart is committed to continuing operations safely. If upon your travel to and from the worksite, you are stopped by State or local authorities, you will be provided a letter that you can show the authorities indicating that you are employed in an “essential” industry and are commuting to and from work.

IX. Confidentiality/Privacy

Except for circumstances in which your agency is legally required to report workplace occurrences of communicable disease, the confidentiality of all medical conditions will be maintained in accordance with applicable law and to the extent practical under the circumstances. When it is required, the number of persons who will be informed of an agency staff's condition will be kept at the minimum needed not only to comply with legally-required reporting, but also to assure proper care of the agency staff and to detect situations where the potential for transmission may increase. A sample notice to agency staff is attached to this Plan. Your agency may reserve the right to inform other agency staff that a co-worker (without disclosing the person's name) has been diagnosed with COVID-19 if the other agency staff might have been exposed to the disease so the agency staff may take measures to protect their own health.

X. General Questions

Given the fast-developing nature of the COVID-19 outbreak, the NM Energy Smart Program may modify this Plan on a case by case basis. If you have any questions concerning this Plan, please contact **Troy Cucchiara, Program Manager, (505) 767-2256, tcucchiara@housingnm.org**.

Appendix A – Checklist for Agency Plan Minimum Topics

Employee health
Sign waiver willing to work in the field
Sick policies and worker stay at home policies
Symptom monitoring
Supervisor informed of having a sick family member- isolation/quarantine
Screening of staff prior to work with no contact thermometer
Symptoms of COVID-19 reporting and follow up procedures
Failure to comply actions by agency- applies to contractors too
FMLA and paid time off procedures
Inform other employees who have worked with COVID+ but maintain ADA confidentiality
Pulse rate monitoring when wearing N95 for extended periods of time
Testing policies for COVID-19- when and how often and under what conditions
Face touching after touching unknowing surfaces or when wearing PPE
Respiratory tests
Returning to home practices after work in home- how to remove clothes/contaminated items

Pre-Client Screening/Education
Hazard Assessment
Clients to sign a waiver and what will be on the waiver
Are they COVID-19 positive or have they been in contact with someone who is
List of intake questions- has anyone traveled, high risk, is anyone symptomatic, etc.
Has anyone traveled
Has anyone experienced cough, fever, shortness of breath, loss of smell, in last two weeks
Has anyone in your household been in contact with someone who is experiencing symptoms listed above
Social distancing possible for unit- client pre-assess with phone
Use of physical containment (like lead based paint) okay with client?
Use of physical containment (like lead based paint) possible with home?
Client informed of crew wearing PPE
Client asked if provided PPE will they wear it
Client preferences on social distancing- stay in separate room, not be home, etc.
What paperwork can be signed electronically?
Does the household contain a large number of people making social distancing difficult for workers?
Informed of workers using sink immediately upon arrival and several times throughout the day (bring agency purchased soap)

Structure Screening/Pre-assessment
Exterior/Interior work splitting- Google Earth view, pre- assessment
Reasons structure will require staff to be within 6' of each other
Can client show assessor around with smart phone/zoom meetings
Home located in non-high risk area?

Deferral of any part of work
Client preference results in temporary deferral- what is a fair length of time for deferral

<u>Agency preference resulting in deferral- what would define this??</u>
Deferral in the middle of the job due to client showing symptoms or refusing/hindering safe work practices

<u>Safety Training</u>
Staff proof of attending
Proof of agency training contractors
Staff understanding and following training
Frequency of review needed

<u>Hand washing procedures</u>
Entering units
Leaving units
Washing before and after donning and doffing PPE
Inventory of supplies
Bathroom motion detection plans in office if not already
Employee practice

<u>Social Distancing</u>
How to maintain 6'
How bottlenecks identified and controlled in a unit and in the office
Lunch and break procedures among staff
Material purchasing procedures
Subcontractor requirements by agency to social distance
Confined space(attics) social distance protocol
How is ride sharing forbidden? Or is staff using personal vehicles

<u>Personal Protective Equipment (PPE)</u>
How will inventory be maintained
How are substitutions for non OSAH compliant forbidden?
Job stop/shut down procedures if supplies are short or damaged
Communication to client as to why
Supplies kept up to OSHA standard
Eyes, hands, masks
Cleaning, disinfection, rotation of PPE
Proper fit and use
Donning and doffing procedures

<u>Sanitation</u>
How is soap and water provided?
Hand sanitizer with proper alcohol concentration supplies and usage
Client communication that worker will be using client sinks to wash hands frequently
Other disinfectants provided
If employee starts feeling sick, disinfection of workstation procedures
High touch surfaces disinfected prior to start of work
Hand washing frequency and methods

Tool cleaning methods and frequency of cleaning
Vehicle disinfection
Office disinfection

Vendor and Supplier Procedures
What practices are followed when materials are purchased
Vendors required to wear PPE if visiting office

Appendix B- Checklist for Employers and Agency Staff

Know the Symptoms of COVID-19

- Coughing, fever, shortness of breath, and difficulty breathing.
- Early symptoms may include chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose. If you develop a fever and symptoms of respiratory illness, **DO NOT GO TO WORK** and call your health-care provider immediately. Do the same thing if you come into close contact with someone showing these symptoms.

Employer Responsibilities

- Develop a COVID-19 Exposure Action Plan.
- Conduct safety meetings (toolbox talks) by phone if possible. If not, instruct agency staff to maintain 6-feet between each other. The foreman/supervisor will track attendance verbally rather than having agency staff sign an attendance sheet.
- Access to the job site and work trailer will be limited to only those necessary for the work.
- All visitors will be pre-screened to ensure they are not exhibiting symptoms.
- Agency staff, contractors, and visitors will be asked to leave the jobsite and return home if they are showing symptoms.
- Provide hand sanitizer and maintain Safety Data Sheets of all disinfectants used on site.
- Provide protective equipment (PPE) to any agency staff assigned cleaning/disinfecting tasks.
- Talk with business partners about your response plans. Share best practices with other businesses in your communities (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.

Agency staff Responsibilities

- Become familiar with the Exposure Action Plan and follow all elements of the Plan.
- Practice good hygiene: wash hands with soap and water for at least 20 seconds. If these are not available, use alcohol-based hand rub with at least 60% alcohol. Avoid touching your face, eyes, food, etc. with unwashed hands.

Cleaning/Disinfecting Job Sites and Other Protective Measures

- Clean and disinfect frequently used tools and equipment on a regular basis. This includes other elements of the jobsite where possible. Agency staff should regularly do the same in their assigned work areas.
- Clean shared spaces such as trailers and break/lunchrooms at least once per day.
- Disinfect shared surfaces (door handles, machinery controls, etc.) on a regular basis.
- Avoid sharing tools with co-workers. If not, disinfect before and after each use.
- Arrange for any portable job site toilets be cleaned by the leasing MFA at least twice per week and disinfected on the inside.
- Trash collected from the jobsite must be changed frequently by someone wearing gloves.

Personal Protective Equipment and Alternate Work Practice Controls

- Provide and wear the proper PPE.
- Keep the dust down by using engineering and work practice controls, specifically through the use of water delivery and dust collection systems.

Appendix C- Office:

Most important:

- Wash your hands often and thoroughly
- Keep your distance, at least 6 feet, from anyone not in your own household
- Don't touch your face

General Protocols:

- Know what to do if you start feeling symptoms
- Know what to do if visitor is in building with symptoms or is later confirmed positive
- Don't congregate. This includes the lunch/break room and locker rooms
- Wear face protection (can be homemade or surgical mask) when having face-to-face (physically distanced) conversations, or the entire day if preferred
- Host meetings remotely, even when all participants are in the same office
- Remind guests and delivery people to sign-in whenever they enter the office. Sheet should include space for date, name, and phone number for contact tracing purposes (see attachment). Put hand sanitizer by sign in sheet.
- Establish secure location outside of office for deliveries. Consider setting up intercom or video camera so that delivery people can alert you to new package arrivals

Communal Bathrooms:

- Follow organization policy for bathroom use
- At a bare minimum, when in bathroom:
 - Have exhaust fan on the entire time you're in the bathroom
 - Make sure lids are down on toilet before flushing
 - Wash hands thoroughly every time you go
 - Dry counter with paper towel to remove any pooling water
 - Wipe down high-touch and horizontal surfaces with disinfecting wipes
 - Flush handles
 - Stall door handles and door in general
 - Bars for handicap accessibility
 - Faucet handles
 - Paper towel and disinfecting wipe dispensers
 - Anywhere you may have put down personal items
 - Anywhere you might have breathed on a horizontal surface and someone else is likely to touch with their hands (i.e., not the floor)
- Keep trash can by door
- Open door with disinfecting wipe and discard as you exit and leave the exhaust fan on

Desk and Office Maintenance:

- Do NOT use isopropyl alcohol and hypochlorous solutions on the same surfaces! Choose one disinfecting solution and stick with it.
- Wipe down desk with soapy cloth and landline phone with damp microfiber cloth with a 1:1 solution of water and isopropyl alcohol, or a pre-mixed hypochlorous solution
 - At the start of the day

- Before lunch
- When you complete lunch
- At the end of the day
- Do not share computers, phones or workspaces with co-workers
- If you must share equipment, wear a face covering
- Clean electronic equipment, such as phones, keyboards and screens:
 - Wipe with lightly dampened microfiber cloth with a 1:1 solution of water and isopropyl alcohol, or a pre-mixed hypochlorous solution
 - Do NOT make cloth too wet! Lightly dampened is enough
 - Do NOT mix solutions!
 - Toothpicks or barely dampened cottons swabs can be used for small places such as earbuds and between keys
- Thoroughly clean individual workspaces once a week
- Remove carpets in office where possible and, if desired, replace with washable area rugs
- Launder area rugs regularly and in hottest water possible
- For any washable fabrics/rugs, when dirty, place in sealable container until opportunity to launder
- Nightly vacuuming then mopping with basic soap and water. Steam cleaning is ideal.

Lunch Etiquette:

- No large lunch tables and get rid of the company coffee pot and shared utensils.
 - Consider purchasing pre-packaged bamboo or compostable utensil packs for in-office use (and then start a composting program)
- Consider outsourcing coffee needs to a local drive-through coffee shop.
 - If local shop is willing to use them, consider personalized reusable travel mugs (a lovely welcome-back gift for workers, to let them know you care)
- Create small workspace in lunchroom for prepping food
- Wash hands thoroughly before prepping food
- Clean high-touch points before and after prepping lunch, particularly if you're the type that licks your fingers after stirring something
- Wash reusable utensils immediately after use and before setting on horizontal surfaces – even if they are your own from home
- At desk, move keyboard, mouse and any other vulnerable electronic equipment off to side and cover with cloth or paper towel
- Don't avoid talking to co-workers during lunch but do keep distance. If you have to talk across the office, so be it.
- Eat outside if and when you can but keep physical distance of at least 6 feet!
- Do not work through lunch. Maintain your sanity.

Ventilation and Filtration:

- If minimal allergy issues, open windows to create airflow through the building
- Do NOT open windows by parking areas, exhaust vents, or open windows of other offices

- Portable air cleaners in individual offices are an option for at-risk individuals but must be verified not to produce ozone, cannot be shared around office and must always be cleaned as though contaminated
- Spray disinfectants from EPA's List N are designed to be used on surfaces, not in the air, and have long dwell times – do not use as air sprays. This is an inappropriate application for them and may exacerbate existing respiratory issues for co-workers.

Communications with Clients:

- Be compassionate above all else. Stress levels are high, particularly among marginalized and vulnerable communities such as the low-income, elderly and disabled.
- Listen to client concerns and make notes in digital file so that other employees can be aware of past interactions and potential issues that may arise.
- Offer client mask if they do not currently have one

Appendix D- Intake Questions:

- Are you comfortable having crews in and around your home while wearing safety equipment?
- Would you prefer your home/complex be deferred until such a time that the threat of COVID-19 has been deemed extremely low?
- Have any occupants traveled across state lines in the last two weeks?
- Do any occupants work in an environment that would regularly expose them to COVID-19 (e.g. hospital, respiratory clinic, testing facility)? *For MF, assume yes.*
- Have you or any of the occupants been exposed to someone that has been confirmed positive COVID-19 within the last two weeks?
- Are any occupants experiencing COVID-19 symptoms (fever, cough, loss of taste/smell)?
- Can temperatures be taken of all members of the household/affected units the mornings that crews will be coming to do work?
- Will you disclose if anyone (need not specify who) in the household or complex presents with a fever over 100.4 or any other COVID-19 symptoms at any point throughout work?
- Does anyone in the household have any conditions that would place them in a high-risk category *For multifamily, assume there will be high-risk occupants.*
 - advanced age (over 70)
 - respiratory issues
 - heart, lung, liver, kidney conditions
 - diabetes
 - immunocompromised
- Does anyone in the household have any respiratory issues that might be exacerbated by dust in the air (e.g. asthma, allergies)? *Again, for MF, assume occupants with respiratory issues.*
- Are you willing to remain in a separate location either within the house or in a different location entirely during work?
- Is there space within the home or complex to maintain social distance? Are you open to crews setting up physical barriers in order to limit dust, etc. (do not frame as trying to keep them out or hiding work)?
- When crews arrive, would you rather they greet you (from a safe distance) with masks off? Or would you prefer they have masks on the entire time?
- Can our crews have access to a sink, preferably the kitchen sink, to wash their hands throughout the visit?
- Do occupants have access to a face covering and are they willing to wear them during any interaction with our crews?
- If we provide face coverings, will occupants wear them?
- Do you have access to the internet and a way to sign documents via the internet?
- If we send you documents via the mail, can you ensure that they will be returned in no more than 2 weeks?
- Do you have a way to take photos or video of your home if we provide you with examples?
- Are you comfortable setting up a web meeting in order to show us around your home/complex?
- Are you willing to help staff track visitors and inform staff when visitors arrive?
- Are you willing to sign a waiver?
- *If multifamily housing, are there vacant units that can be used for representative assessments?*

Appendix E- Assessments

Remote Options:

- How much of the assessment can be done remotely or, if Multifamily, in vacant units?
- Is the home clear on Google Earth?
- Can client take photos or give walk-through of house via digital medium?
- Can any assumptions be made based on time period and style of the house?
- Limit time in client homes by completing as much of the assessment remotely as possible.
- Review agency pandemic response plan and check for updates, review Health and Safety Plan.
- Can the energy audit be started prior to arriving at the house with as much information entered as possible?
- Has there been clear communication from the intake screener with all questions answered?

At the home:

- Wash hands when arriving and when leaving and in between activities as needed
- Set up visitor contact tracing list with client
- Complete Job Hazard Analysis for any hazard encountered in the home (see attached form) noting what hazards must be dealt with before work can begin- should include client risk habits
- Defer client if necessary
- Always use proper and situation-appropriate PPE , including in attics and crawlspaces
- Implement appropriate blower door procedures to minimize spread of contagion
 - **No blower door for multifamily units**
 - For single family run blower door only for minimum time needed to obtain a CFM 50 number. Use experience and history to develop scope of work for air and duct sealing
 - Duct numbers- Subtraction method for site built and efficient pressure pan method for mobile homes
- Reiterate client education that was conducted during intake interviews
- Emphasize during client education the need to keep ventilation fan operating at calculated settings

Before Next House:

- In addition to cleaning and disinfecting tools and equipment, complete any notes for audit in online client file and upload images
- Communicate to management any client concerns
- Communicate to crew specific list of tools needed
- Communicate to crew list of visitors that were tracked
- Communicate to crew social distancing bottlenecks such as tight spaces- part of Hazard Analysis?

Signature of Assessor: _____ Date: _____

Appendix F- Client Home Procedures:

Client home procedure apply to installers, crew leaders, HVAC, contractors and anyone performing work on the home hired by the program.

Most important:

- Wash your hands often and thoroughly
- Keep your distance, at least 6 feet, from anyone not in your own household
- Don't touch your face

Prior to Arrival Prep Work:

- Check client file to review initial Job Hazard Analysis for necessary precautions
- Review scope of work, photos, videos, specific tools needed and materials list
- Practice social distancing at least 6' when purchasing materials from vendor
- Wash hands after visiting vendor
- Devise plan such as outside and inside work separated so as little time is spent at the home possible
- Consider splitting staff so one works outside and never enters the house

Arrival:

- Check client file to verify if client prefers to be greeted with or without you wearing a mask
- Knock on door and step back at least 10 feet
- Address client by name and introduce yourself-
- Ensure you have a phone number for an occupant in the home THAT DAY
- Keep physical distance of at least 6 feet as much as possible, from client and co-workers
- Complete Job Hazard Analysis for any hazard encountered in or around the home (see attached form) noting what hazards must be dealt with before work can begin
- Complete outdoor tasks first, if possible. If you do not need to enter the home, do not enter the home.

Exterior Work:

- Wear situation-appropriate PPE for the task, even in crawl spaces and attics. If task does not typically involve a mask, don an N95 mask.
- Take photos as you work and, if possible, upload to office 'cloud' right away
- Doff and dispose of potentially contaminated gloves between tasks and replace with new ones
- Restrict tool and equipment sharing. If they must be shared, clean and disinfect tools/equipment between uses

- Alert crew leader if visitors arrive or ask visitor to sign in contact tracing sheet

Interior Work:

- Limit equipment and tools to bring into home based on work order/diagnostics needed
- Remember to include sanitizer and disinfecting wipes in toolbox
- Wash hands upon entering the home
- Do not shake hands or make physical contact with client
- Wipe down any high-touch surfaces before and after contact, including:
 - Faucet knobs
 - Light/fan switches
 - Doorknobs
 - Oven and fridge handles
 - Stove controls
 - Attic pull-string
 - Kitchen and bathroom counters
- Be alert to occupant health behaviors without prolonging interaction
- If respiratory issues arise among occupants, contact office to determine next steps
- If symptoms arise within one of the crew members or yourself, contact office to determine next steps
- Implement appropriate blower door procedures to minimize spread of contagion
- Erect physical barriers if possible and/or necessary to create separation between workspace and occupants
- Use disposable plastic sheeting, cut to 3'x4', or towels to keep tools and equipment off potentially contaminated surfaces
- Take sheeting/towel with tools and equipment outside as tasks are completed and leave in the sun, if possible
 - What about when precipitating? NM is not as much of an issue but if this goes out to other states there will need to be a back-up option
- Remove physical barriers as tasks are completed and dispose of plastic sheeting
- Alert client that you will be leaving
- Complete final wipe down of high-touch surfaces after all tools and equipment are removed
- Obtain visitor list
- Wash hands one last time and leave the house. Do not re-enter unless you absolutely must.

After Exiting Home:

- Doff and either clean and disinfect, store or dispose of PPE appropriately, depending on the item of PPE
 - N-95 masks can potentially be reused up to 3 times if stored in a closed paper bag for at least 72 hours. Bag should be labeled with name of worker to wear mask and date worn
 - Face shields, half or full-face respirators and eye protection can be cleaned and disinfected between houses – cartridges for respirators should be dealt with per manufacturer instructions
 - Tyvek suits, booties and nitrile gloves should be doffed properly and disposed of in a trash bag
- Wash or sanitize hands after removing all PPE
- Don new nitrile gloves before cleaning and disinfecting potentially contaminated equipment and tools
- Clean and sanitize all potentially contaminated tools and equipment, placing on new plastic sheeting/towel and tracking dwell times with plastic timer
- Dispose of used plastic sheeting in trash or place used towel into sealed laundry container
- Safely doff and dispose of nitrile gloves after all tools and equipment have been disinfected and dirty sheeting/ towel has been dealt with
- Wash or sanitize hands after removing gloves
- Ensure all tools and equipment are dry before putting back in toolbox and/or packing away – “clean” plastic sheeting can be used as “clean” option at next home, but cannot be used in the next client’s home.
- Don a new face covering before entering the vehicle if traveling with co-workers
- Record in client file any differences in Hazard Assessment (Job Hazard Analysis)
- Be sure all client concerns are recorded in file

Upon Returning to the Office:

- Stow individually assigned tools and equipment in appropriate locations not in vehicle
- Remove all personal items from the vehicle.
- Remove laundry items from vehicle and place in appropriate location for office laundry pick-up
- Implement cleaning and disinfection procedures for vehicle
- Wipe with disinfecting wipe high-touch surfaces including steering wheel, gear shift, turn signal and windshield wiper stalks, rearview mirror, sideview mirror and radio controls, seatbelt buckles and clips
- Check cleaning and PPE supplies to see what needs restocking and alert appropriate person if supply is low
- Signature of Crew Leader: _____ Date: _____

Appendix G- Field Work Checklist – Print as Many as Needed for List of Tasks

Date: _____

Client File: _____

Team Member(s) / Vehicle Taken: _____

Work Tasks for the Day: 1.

2.

3.

4.

TASK #__:				
PPE FOR TASK #__:				
TOOLS NEEDED	DISINFECTANT TO BRING	DWELL TIME	CLEANED (INITIAL)	DISINFECTED (INITIAL)
EQUIPMENT NEEDED	DISINFECTANT TO BRING	DWELL TIME	CLEANED	DISINFECTED

Client File: _____ Date: _____

Vehicle Driver Name: _____ (should match initials at bottom)

VERIFY PPE AND CLEANING KIT:

N-95 Respirators	How many _____	Box(es) of Nitrile Gloves	
Face Shields	How many _____	Dish Pan(s)	
Full-face Respirators		Water Containers Full	How many _____
Respirator Cartridges	How many _____	Hand soap 1/worker in vehicle	
Eye Protection	How many _____	Dish soap	
Tyvek Suits	How many _____	Disinfecting Wipes	
Work Gloves		Disinfectant	
Booties		Plastic Timer	Batteries working?
Hard Hats		Trash Bags	
Fall Harness		Five Gallon Buckets x 2 (Trash or Water catch)	
Knee Pads		Sealable Laundry Containers – 1/worker	
Ear Plugs		Paper Bags if reusing N-95s	
Zip Walls?		Pre-cut Plastic Sheeting or Towels	
		Paper Towels	

Any supplies low? _____

Low supplies reported to: _____

I verify that all necessary tools, equipment, supplies and cleaning have been gathered and are in the vehicle to be used today. _____ (Initial)

THREE FINAL CHECKS BEFORE ARRIVING AT HOME:

Has client been called to verify household is asymptomatic? _____ Who called?

Has client requested workers greet them with masks on or off? _____

If interior work, will occupants self-isolate or will physical barriers be needed? _____

Signature of Crew Leader: _____ Date: _____

Appendix H- Final Inspections- QCI

Remote Options:

- Is there any indication that the inspection should be deferred for a later date?
- How much of the final inspection can be done remotely or, if Multifamily, in vacant units?
- Is the home clear on Google Earth?
- Did crew take and upload photos of work throughout the process?
- Do crew photos verify that COVID-19 Safe Work Practices were maintained throughout work?
- Can client take photos or give walk-through of house via digital medium?
- Can the client communicate clearly about the work over the phone?
- Can the client answer honestly questions about the safe practices of the crew over the phone?
- Review agency pandemic response plan and check for updates, review Health and Safety Plan.
- View the pre and post energy audit and check the entire file for discrepancies prior to entering the home.
- Check the intake questions for any answers that are out of range.
- Check Job Hazard Analysis for any hazard encountered in the home (see attached form) noting what hazards must be dealt with before QCI can begin- should include client risk habits

Via Telephone with Client:

- Has there been clear communication with the client throughout the work process – from intake to assessment to field work – with all questions answered?
- Gather client's visitor contact tracing list information (either via dictation over the phone or via email – keep in digital format attached to client file)
- Ask if any occupants have had a change in COVID status since field work took place (have tested COVID+ via swab PCR test or presented with symptoms – client need not give names) and verify if it is safe to return to home for inspection, if necessary
- If COVID status of occupants have changed, narrow down dates for when occupants first presented with symptoms or tested positive (via swab PCR test) and, if within two weeks of when crews were onsite, determine if field crew may have been exposed
- Alert COVID-19 Point Person if assessor and/or crew may have been exposed

At the home:

- Defer inspection if necessary due to medical concerns
- Wash hands when arriving and when leaving and in between activities as needed

- Verify that issues found in initial Job Hazard Analysis were remediated as necessary and possible
- Set up visitor contact tracing list with client
- Always use proper and situation-appropriate PPE , including in attics and crawlspaces
- Implement appropriate blower door procedures to minimize spread of contagion
 - **No blower door for multifamily units**
 - For single family run blower door only for minimum time needed to obtain a CFM 50 number. Use experience and history to develop scope of work for air and duct sealing
 - Duct numbers- Subtraction method for site built and efficient pressure pan method for mobile homes
- Reiterate client education that was conducted during intake interviews and assessment
- Emphasize during client education the need to keep ventilation fan operating at calculated settings and how that impacts the current situation

Before Next House:

- In addition to cleaning and disinfecting tools and equipment, complete any notes for online client file and upload images necessary
- Communicate to management any client concerns
- Pick up visitor contact list

Signature of Inspector: _____ Date: _____

Appendix I- End of Day Procedures

Before Returning to the Office

- Check in with scheduler and review work scope (ideally available in cloud file) for the following day and determine if supplies/materials are needed from vendor – has a curbside order already been placed? Is there an order ready for pick-up?
- If necessary, go to vendor AFTER completing work at client homes – Plan ahead so that you do not need to go to a vendor in the morning. This is the location with the highest chance for contamination. Don't start your day off contaminated.
- Maintain social distance while at vendor – again, use curbside pick-up if possible
- Wipe down credit cards after transactions
- Wash or sanitize hands after being at vendor

Upon Returning to the Office:

- Stow individually assigned tools and equipment in appropriate locations not in vehicle, including reusable PPE – Do not bring PPE items home
- Remove all personal items from the work vehicle
- Remove laundry items from vehicle and place in appropriate location for office laundry pick-up
- Implement cleaning and disinfection procedures for vehicle
- Wipe with disinfecting wipe high-touch surfaces including steering wheel, gear shift, turn signal and windshield wiper stalks, rearview mirror, sideview mirror and radio controls, seatbelt buckles and clips
- Check cleaning and PPE supplies to see what needs restocking and alert appropriate person if supply is low
- Update your personal contact tracing file with those people/places where you've had contact since the last time you were in the office. Include phone numbers, if possible.

End of the Day:

- Remove contaminated shoes before entering common office or living spaces. Wipe down with disinfecting wipes or place in sealed bin.
- Remove contaminated clothes and place in appropriate office laundry hamper, separate hamper at home, or launder immediately, if possible.

- If laundry is not available through work, keep dirty work clothes separate from other clothes, particularly those of children and at-risk housemates, and launder in separate loads
- Shower, if possible, or at least wash hands thoroughly and put on clean clothes before entering common office or living spaces
- If taking public transportation, bring disinfecting wipes with you to wipe down high-touch areas, including hand-holds, ticket dispensers, change boxes and seats
- If changing clothes is not possible before entering personal vehicle, wipe down high-touch areas in personal vehicle as soon as possible and definitely before next trip. Vacuum driver seat upholstery (and others if car-pooling) at least once a week.
- Relax and take a moment to decompress before tackling any tasks at home for the day

Signature of Staff: _____ Date: _____

Appendix J- Essential Staff Form

Re: Stay At Home Orders

To whom it may concern:

Please be informed that the bearer of this letter is employed at [Agency NAME], located at [Agency ADDRESS]. MFA is a [name type of contractor]. We have reviewed all applicable Orders and have determined that our operations qualify as essential/critical infrastructure and that we are able to continue to operate under those Orders.

Agency staff in possession of this letter have been deemed essential to the minimum basic operations of our business. All non-essential personnel have been notified to work remotely until further notice. Agency staff who are critical to the minimum basic operations of the business have been instructed to comply with social distancing rules/requirements in the jurisdiction, as well as other safety and health precautions.

If you have questions regarding the nature or scope of this letter, please do not hesitate to contact [insert contact name] at [insert contact number and/or email].

Sincerely,

EXECUTIVE NAME
TITLE

Appendix K- Agency Staff Notification Form

DATE: [DATE]

TO: [CLOSE CONTACT AGENCY STAFF]

FROM: [Agency REP]

We have been informed by one of our [agency staff/customer/vendor/etc] working at [SITE] that he/she has a confirmed case of COVID-19, commonly known as "Coronavirus," based on test results obtained on [DATE]. Per [Agency] policy, this [agency staff/customer/vendor/etc] has been directed to self-quarantine until permitted to return to work.

We are alerting you to this development because we believe that you may have come into contact with the confirmed-positive case, on or about [DATE]. As a critical infrastructure agency staff, **you** will be required to work from home for 14 days following the date of exposure. In addition, we are implementing the following practices:

- Measuring temperature of agency staff before they enter the worksite;
- Regularly monitoring asymptomatic agency staff;
- Ensuring agency staff maintain social distancing as work duties permit; and
- Routinely disinfecting workspaces.

You are also required to wear a face covering at all times while at the worksite. Please inform [Agency Contact] if any of the following occur to you during the next 14 days: you experience flu-like symptoms, including fever, cough, sneezing, or sore throat; or you test positive for COVID-19.

We also want to take this opportunity to remind you that one of our core values as a [Agency] is respect for and among our agency staff [or customers]. We will treat information regarding the identity of agency staff [or customers] with suspected or confirmed cases of COVID-19 as confidential to the extent practicable and will comply with applicable laws regarding the handling of such information. Further, per [Agency] policy, we will not tolerate harassment of, or discrimination or retaliation against, agency staff [or anyone].

Please contact [Agency CONTACT AWARE OF APPROPRIATE PROTOCOLS] at [PHONE NUMBER] if you have any questions or concerns.

For more information about COVID-19, please visit the CDC website at: <http://www.cdc.gov/coronavirus/2019-ncov/index.html>

Appendix L- Temperature Screening Guidance

General Considerations¹

- Certain local jurisdictions have recommended or required employers to conduct temperature screenings of agency staff as they enter the worksite. Any applicable federal, state, or local requirements on agency staff temperature screenings should be consulted prior to performing them.
- Temperature screenings must be conducted consistently, professionally, and with proper training for those conducting the checks. Such checks must be uniformly and non-discriminatorily conducted on all agency staff (as well as contractors, vendors, customers, and/or visitors, if they will also be screened).
- Any information obtained from temperature screenings should be stored securely with access limited to those with a business need to know. It is essential to have proper documentation in the event that an individual needs to be excluded from the worksite based on the results of their temperature screening. If excluding individuals from a worksite based upon temperature, a set temperature should be established, based upon public health recommendations. Many employers have set the temperature required for exclusion at 100.4 degrees Fahrenheit or above.
- Wage protocols and procedures to account for any potential time spent waiting in line to be screened must also be considered. This is particularly important at worksites where there may be numerous workers reporting to their shift at the same time and only one or two individuals conducting the temperature screenings. Any existing Collective Bargaining Agreements should also be considered.

Options for Screening

- There are two options for how temperature screening can be conducted:
 - By the agency staff, at home, prior to leaving for work; or
 - By the employer, at the worksite, when the agency staff arrives to report for their shift.
- Types of temperature screeners:
 - *Traditional digital thermometers applied typically in the ear.* These thermometers should only be used with a temperature screening policy that requires agency staff to conduct such screenings at their homes, prior to leaving for their shift. These types of

¹

Temperature screening involves numerous, difficult legal issues. This Appendix does not represent a comprehensive discussion of all of those issues. It is intended to provide some basic guidance to contractors who might be performing screening. Contractors should consult with legal counsel before implementing a screening program.

thermometers should not be used by employers at the worksite as there would be a high risk of exposure for the individuals conducting such temperature screenings.

- *Infrared thermometers.* Infrared thermometers are the most practicable and safe option for conducting screening at work. However, the individual conducting such temperature screening must still be provided with appropriate protective gear. If the infrared thermometer does not allow the individual conducting the screening to stand at least six feet from the agency staff being screened, the following protective gear is recommended:
 - The individual conducting the screening should wear a face covering and gloves. If at all possible, the agency staff being screened should wear a face covering as well during the check.
 - If the agency staff is not wearing a face covering, the individual conducting the screening should wear a gown and eye protection in addition to a face covering and gloves.

If the individual conducting the screening is able to stand six feet or more from the agency staff being screened, no additional protective gear is necessary, though a face mask is required

COVID-19 FACT SHEET

- Not everyone exposed to the SARS-CoV-2 virus will contract COVID-19.
- If someone is infected and going to present with symptoms, they usually present within 14 days.
- A person infected with SARS-CoV-2 virus starts being infectious 2 days before they first have symptoms, and many infectious people (as many as half) NEVER have symptoms.
- As a result, just because you, your co-workers, or your clients have no symptoms, does not mean they are not carrying the virus and are not infectious.
- Contact tracing is important because between the time that Person 1 is infectious and passes the virus to Person 2 and the time Person 2 becomes infectious themselves is, on average, about 3 days. If Person 2 can self-isolate before they become infectious, they will not spread the virus to co-workers or clients.
- Symptoms include: fever, shortness of breath or difficulty breathing, cough, fatigue, chills, sore throat, and loss of taste or smell. Symptoms differ depending on pre-existing health and age. Older populations experience more respiratory issues while younger, healthier populations experience more flu-like symptoms.
- The chances of developing Severe COVID-19 depend largely upon age and pre-existing conditions (including those that are currently undiagnosed.)
- Without any precautions taken, most active cases of SARS-CoV-2 will infect an average of 2-3 other people.
- If each infected person infects just 2 other people, by the 7th step of infection, over 100 people will be infected and at least 1 person will die. By the 20th level, the number of infected people is over 1 million and the death toll rises to 14,000.
- With basic precautions, such as frequent hand-washing, wearing a face covering and physical distancing, that number can be reduced to 1 or less.
- Infection lasts at least 10 days and patients are infectious the entire time.
- A person is not considered "recovered" and no longer infectious until at least 10 days after the onset of symptoms, they have improving symptoms and have gone at least 72 hours without a fever without the aid of fever-reducing medication.
- Active infection is identified by respiratory swab test -- a PCR or "molecular" test that identifies the virus's RNA reproducing in body's cells. These tests can have false negatives.
- A positive PCR test means active infection. Anyone with a positive PCR test should self-isolate for at least 10 days, despite if they are asymptomatic.
- Prior infection is identified by testing for IgG antibodies present in the blood. These are not effective until 10-14 days after infection and the test itself gives no indication of WHEN the test subject was infected -- only that past infection exists – and does not imply any future immunity to reinfection.
- SARS-CoV-2 is transmitted primarily via respiratory droplets -- when talking, breathing, eating, laughing, sneezing, singing, etc -- landing on someone else's mouth, nose or eyes.
- Transmission is most likely to occur during close contact: physical contact, close contact (within 6feet for 10 minutes or more), shared environment (e.g., households, offices and restaurants), shared food and bathrooms, and shared beds.

Appendix- N- Tool Box Talk

What is COVID-19?

The novel coronavirus, COVID-19 is one of seven types of known human coronaviruses. COVID-19, like the MERS and SARS coronaviruses, likely evolved from a virus previously found in animals. The remaining known coronaviruses cause a significant percentage of colds in adults and children, and these are not a serious threat for otherwise healthy adults.

Patients with confirmed COVID-19 infection have reportedly had mild to severe respiratory illness with symptoms such as fever, cough, and shortness of breath.

According to the U.S. Department of Health and Human Services/Centers for Disease Control and Prevention (“CDC”), Chinese authorities identified an outbreak caused by a novel—or new—coronavirus. The virus can cause mild to severe respiratory illness. The outbreak began in Wuhan, Hubei Province, China, and has spread to a growing number of other countries—including the United States.

How is COVID-19 Spread?

COVID-19, like other viruses, can spread between people. Infected people can spread COVID-19 through their respiratory secretions, especially when they cough or sneeze. According to the CDC, spread from person-to-person is most likely among close contacts (about 6 feet). Person-to-person spread is thought to occur mainly *via* respiratory droplets produced when an infected person coughs or sneezes, like how influenza and other respiratory pathogens spread. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It is currently unclear if a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

In assessing potential hazards, employers should consider whether their workers may encounter someone infected with COVID-19 in the course of their duties. Employers should also determine if workers could be exposed to environments (e.g., worksites) or materials (e.g., laboratory samples, waste) contaminated with the virus.

Depending on the work setting, employers may also rely on identification of sick individuals who have signs, symptoms, and/or a history of travel to COVID-19-affected areas that indicate potential infection with the virus, in order to help identify exposure risks for workers and implement appropriate control measures.

There is much more to learn about the transmissibility, severity, and other features associated with COVID-19, and investigations are ongoing.

COVID-19 Prevention and Work Practice Controls:

Worker Responsibilities

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Cover mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.

- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Agency staff who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home—DO NOT GO TO WORK.
- Sick agency staff should follow [CDC-recommended steps](#). Agency staff should not return to work until the criteria to [discontinue home isolation](#) are met, in consultation with healthcare providers and state and local health departments.

General Job Site / Office Practices

- Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use [products that meet EPA’s criteria for use against SARS-CoV-2external icon](#), the cause of COVID-19, and are appropriate for the surface.
- Avoid using other agency staff’ phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Clean and disinfect frequently used tools and equipment on a regular basis.
 - This includes other elements of the jobsite where possible.
 - Agency staff should regularly do the same in their assigned work areas.
- Clean shared spaces such as trailers and break/lunchrooms at least once per day.
- Disinfect shared surfaces (door handles, machinery controls, etc.) on a regular basis.
- Avoid sharing tools with co-workers. If not, disinfect before and after each use.
- Arrange for any portable job site toilets to be cleaned by the leasing MFA at least twice per week and disinfected on the inside.
- Any trash collected from the jobsite must be changed frequently by someone wearing gloves.
- In addition to regular PPE for workers engaged in various tasks (fall protection, hard hats, hearing protection), employers will also provide:
 - Gloves: Gloves should be worn at all times while on-site. The type of glove worn should be appropriate to the task. If gloves are not typically required for the task, then any type of glove is acceptable, including latex gloves. Gloves should not be shared if at all possible.
 - Eye protection: Eye protection should be worn at all times while on-site.
- **Some agency staff may be required to wear face coverings, including in those situations where (1) it is mandated by state or local rule, or (2) agency staff must work in proximity of six (6) feet from other agency staff. A face covering is a cloth, bandana, or other type of material that covers a person’s nose and mouth. The CDC lists five criteria for “cloth face coverings”: the face covering should: fit snugly but comfortably against the side of the face; be secured with ties or ear loops; include multiple layers of fabric; allow for breathing without restriction; and be able to be laundered and machine-dried without damage or change to shape. Use of a face covering is not a substitute for other workplace preventative techniques that are outlined in this Plan.**

Appendix O -Additional Considerations and Summary Checklist:

Program Management

- Update your pandemic response plan on a regular basis.
- Appoint a COVID-19 Safety Officer or Point Person. Ensure that all employees know how to contact this person.
- Online training on PPE proper use and cleaning prior to re-entry into the field
- Determine deferral conditions with a reasonable timeframe
- Implement flexible sick leave and other flexible policies and procedures, such as telework, if feasible
- Monitor absenteeism of employees and create a roster of trained back-up staff
- Develop a plan and protocol for collecting applications remotely and, in instances where remote applications are not plausible, identify and implement strict distancing protocols
- Develop a plan for field staff traveling to and from job sites, as well as how to allow clients to verify identify of workers and lunch procedures for staff while in the field
- Determine diagnostics procedures to minimize spread -- will a house be pressurized or depressurized? Will assessor stand inside or outside during test?
- Develop plan for PPE and cleaning supplies inventory
- Develop plan for interaction with vendors, contractors, and suppliers

- Develop procedures for the following situations:
 - Communicating and verifying daily health status of employees,
 - If employees present with symptoms outside of work,
 - If Office Staff presents with Symptoms while at Work,
 - If Field Employee presents with Symptoms while at work,
 - Deferral timelines for clients who present with symptoms before fieldwork,
 - If Client presents with symptoms during field work and may have exposed employees,
 - Symptomatic employee needs to be transported home or to a health-care facility either from the office or the field,
 - Operations need to shut down for several days to several weeks due to organizational or community outbreak of COVID-19

Building Management

- Complete audit of HVAC system, making necessary improvements with regard to filtration and disinfection
- Ensure an adequate flow of fresh air must be provided and optimized. If possible, increase outdoor air ventilation and reduce recycled airflow. Consider running air handler all day.
- Flush the water systems of all buildings that have been shut down due to shelter-in-place orders. Stagnant water needs to be released and replaced with fresh utility water
- Test the system after flushing to determine whether disinfection is needed, checking every water-using device, including ice machines and decorative water features
- Refill all floor and sink traps.
- Get rid of carpet
- Establish secure location outside of office for deliveries
- Set up intercom or video camera so that delivery people can alert you to new package arrivals

- Ensure continuous ventilation of bathrooms to outdoors via ducted fan – windows get closed when the weather gets unpleasant
- Consider installing waterless urinals, lids on toilets, and hands-free adaptive technologies for faucets and doors
- Reevaluate existing fire and emergency evacuation plans and relay new plan to team.
- Avoid “cleaning and disinfecting” technologies beyond soap and water and EPA List N disinfectants. Ozone generators, hydrogen peroxide vaporizers, and upper room UVGI are designed for use in hospitals. Office spaces are an inappropriate application for these potentially hazardous technologies.
- Cleaning and Disinfection:
 - Develop cleaning and disinfection schedule for work areas, restrooms, job trailers, and vehicles with a systematic procedure that is tracked and publicized
 - Consider PPE training as well as chemical safety training for cleaning staff.
 - Choose one disinfecting solution from EPA’s List N for a given room and stick with it. Do not mix isopropyl alcohol and hypochlorous solutions, or ammonia and chlorine solutions.
 - Thoroughly clean all individual work stations at least once a week
 - Ensure clean toilet and handwashing facilities.
 - Put hand sanitizer in strategic places around office, including at sign-in sheet and fill dispensers regularly.
 - Disinfect frequently touched items regularly.
 - Limit number of people allowed in communal bathrooms to one at a time
- Office Flow:
 - Encourage telework as much as possible, particularly for administrative and management tasks, as well as front-end home assessments and back-end inspections
 - Determine exactly what can not be done electronically and what absolutely must be done in person. Communicate with funders/partners majority if not all documents will be electronic
 - Get rid of the company coffee pot and water cooler-- breakroom/lunch room facilities should be pass-through only
 - Move desks or cubicles to make larger walkways
 - Tape arrows or lines on the floor for visual reminders
 - Post signs to remind people not to congregate, particularly in "choke points" such as hallways, ingress and egress points
 - Wear face protection (can be homemade) when circulating or communicating face to face, even while physically distancing and particularly for in-person meetings
 - Post signs on how to stop the spread of COVID-19, properly wash hands, promote everyday protective measures and properly wear a face covering
 - Limit occupancy of meeting rooms and post signs with new occupancy limit (less than half of what it was before) Less than half may still be too much for some rooms. Meeting room capacity should be no more than what comfortably allows 6’ between others.
 - Block/tape off chairs in waiting areas and meeting rooms to create physical barriers
 - To the extent possible, screen all visitors in advance of their arrival on the job site for signs and symptoms of COVID-19- consider taking non touch temperature before entry is allowed
 - In elevators and personnel hoists, ensure 6 feet distance between passengers in all directions and require face coverings.
- Communications and Data Management:
 - Move client files to cloud servers in order to share files between various staff

- Create and test communication systems for employees for self-reporting and notification of exposures.
- Set up interoffice chat software to allow on-going conversations between staff to keep connected
- Encourage all levels of field workers to take digital photographs to document work on homes and minimize need for return visits
- Host meetings remotely, even when all participants are in the same office
- Create sign-in sheet for guests and delivery people, with space for date, name and phone number for contact tracing purposes. Scan sheet into digital files at the end of each day.
- Keep record of where crews are every day to facilitate OSHA recording and contact tracing.

Most importantly, model the behavior you want to see in your workplace. Set the example of how to interact and behave so that it's clear and easy to follow.

Appendix P- Sources

COVID-19 FACT SHEET FOR WORKERS AND CLIENTS

- Centers for Disease Control and Prevention, updated content. www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html
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