

Guidance for Contractors and Site Visits

The following guidance is based on the most current Centers for Disease Control and Prevention (CDC) and NYS Department of Health (DOH) recommendations for prevention of the spread the novel coronavirus of 2019 disease (COVID-19). Please review this information including the links below with your program's leadership and staff and make any necessary adjustments to your program policies and protocols.

Follow the CDC's guidelines for infection control basics including hand hygiene:

- [Infection Control Basics](#)
- [Hand Hygiene in Health Care Settings](#)
- [Handwashing: Clean Hands Save Lives](#)

Provide and [post educational materials](#) to encourage and educate your staff to:

- Wash hands with soap and water for at least 20 seconds or use hand sanitizer when soap and water are not available.
- Avoid close contact with sick people.
- Stay home if sick.
- Cover coughs or sneezes with a tissue, then discard into the trash.
- Clean and disinfect frequently touched objects and surfaces.

Prior to Making a Site Visit:

Before a site visit, or when scheduling appointments, all consumers should be asked the following 3 questions:

1. Have you traveled to a country for which the CDC has issued a [Level 2 or 3 travel designation](#) within the last 14 days?
2. Have you had contact with any [Persons Under Investigation \(PUIs\) for COVID-19](#) within the last 14 days, OR with anyone with known COVID-19?; and
3. Do you have any symptoms of a respiratory infection (e.g., cough, sore throat, fever, or shortness of breath)?

If the consumer answers No to all of the questions above, the on-site visit can proceed, at your discretion.

If the consumer answers Yes to any questions, do not schedule the visit for at least 14 days. Prior to next scheduled appointment, contact the consumer again, following the same protocol as above.

In the event a delayed visit is necessary, contractors should contact their NYSERDA program liaison to accommodate any necessary extensions to contractual timeframes.