

# CITY OF NEW HAVEN

## Revised Guidelines for Operations during COVID-19 MANUAL FOR SUPERVISORS

*Updated 08/31/2021*

*These Guidelines are intended to be both temporary in nature and evolving to meet the changing conditions associated with the COVID-19 pandemic.*

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# I. Reporting to Work & Daily Screening Log

The following shall be used in conjunction with any departmental protocols established to determine whether an employee may safely report to the worksite on each scheduled day of work.

1. All employees, regardless of COVID-19 vaccination status, **must follow current mask wearing guidance**. This may include the wearing of approved masks that cover one’s nose and mouth upon entering a City building, per current policy. See also Section IV. Social Distancing / Safety Precautions to Follow During the Workday.
2. Employees are instructed to self-evaluate daily to assess if they have or have had any ONE of the following symptoms within the last 14 days that are unrelated to another known health condition. See also Appendix E. Daily Self-Monitoring & Positive Case Guidance.

Fever 100.4° or above	Sudden onset of headache
Chills	New loss of taste or smell
Cough	Sore throat
Shortness of breath or difficulty breathing	Congestion or runny nose
New onset of fatigue	Nausea or vomiting
Muscle or body aches	Diarrhea

***\*\*Any symptoms of the following?  
Trouble breathing, pain or pressure in the throat, confusion, blue lips or face?  
Call 911\*\****

3. Additionally, each department shall designate one or more persons responsible for maintaining a daily screening log in which temperature is reviewed and symptom responses of all employees are recorded. The temperature reading is not to be reported, only if it is under 100.4° or not. Similarly, symptoms are not recorded, only if the employee has or has had one or more symptoms as described in the table above.

Example:

Designated Employee checks temperature of Employee #1.

If temperature reading is *under* 100.4°, “YES” is recorded.

If temperature reading is *over* 100.4°, “NO” is recorded and Employee #1 is instructed to isolate, self-schedule a COVID-19 test, and follow steps as detailed in Appendix E. Employees – Daily Self-Monitoring & Positive Case Guidance.

Designated Employee asks Employee #1, “Do you have any of the symptoms we monitor for daily?”

If Employee #1 answers “No,” Designated Employee records “No symptoms” or “None.”

If Employee #1 answers “Yes,” Designated Employee asks, “How many?” and records that number of symptoms; Employee #1 is instructed to isolate, self-schedule a COVID-19 test, and follow steps as detailed in Appendix E. Employees – Daily Self-Monitoring & Positive Case Guidance.

Sample Log:

Date:		
<u>Name</u>	<u>Temperature UNDER 100 degrees</u> <u>Yes / No</u>	<u>Response to COVID-related Questions</u>
<i>Employee Name</i>	<i>Yes</i>	<i>No COVID-19 related symptoms OR (# ) of COVID-19 related symptoms</i>
Michael	Yes	No symptoms / None
Sue	No	3 symptoms
Prepared by		<i>Employee Signature</i>

**Whatever log is utilized for this purpose, it should include the names of employees in attendance, the date, and then signed by the person verifying the information.**

4. If employee has answered that they have one or more symptom as described in symptom table, they should be instructed to isolate, self-schedule a COVID-19 test, and follow steps as detailed in Appendix E. Employees – Daily Self-Monitoring & Positive Case Guidance

***Information obtained during the reporting of cases and contact tracing will adhere to the privacy and confidentiality of the individual(s) affected. Each Department Head and/or Supervisor shall uphold the same standard.***

## II. Symptoms & Reporting an Employee Positive COVID-19 Case

1. If either by employee self-evaluation or by daily screening log an employee is found to have or have had one or more of the following symptoms that are unrelated to another known health condition) within the last 14 days, the employee will report this assessment to their Supervisor.

Fever 100.4° or above	Sudden onset of headache
Chills	New loss of taste or smell
Cough	Sore throat
Shortness of breath or difficulty breathing	Congestion or runny nose
New onset of fatigue	Nausea or vomiting
Muscle or body aches	Diarrhea

2. The Supervisor will tell the employee to **immediately isolate** and self-schedule a **COVID-19 PCR** test. To schedule a COVID-19 PCR test, employees can contact their own physician, or find information at:

- <https://www.211ct.org/search?terms=COVID-19>
- <https://covid19.newhavenct.gov>

3. The Supervisor will advise the employee to remain out of work and adhere to “COVID-19 Guidance with Testing” as described in Appendix C, pending the test result.

### a. **POSITIVE TEST RESULT:**

- i. The employee must remain out of work and quarantine for **10 days from the onset of symptoms** (20 days for immunocompromised individuals). Return to work on day 11 if symptoms improved and 24 hours without fever or fever-reducing medication.
- ii. The Supervisor should begin an internal contact tracing process, identifying any potential close contacts who spent 15 minutes or more within 6 feet of the case employee, regardless of mask use. Those individuals should immediately quarantine\*. See Appendix A. CONH Contact Tracing Workflow.
- iii. The Supervisor will complete the City Employee Case Report Form via the VEOCI COVID-19 portal, at <https://veoci.com/veoci/p/form/agrtw4wsva4v>
- iv. Contract Tracers employed by the New Haven Health Department will contact the case employee and notify any contacts who need to quarantine. The Veoci report form will send an automatic notification to the HR point of contact. If necessary, the Contact Tracers will contact the Supervisor with any additional steps that need to be taken. See Appendix B. CONH Staff Reporting Protocol
- v. The Supervisor may contact Emma Allen, COVID-19 Epidemiologist at the New Haven Health Department at 203-464-6159 for any additional guidance.

### b. **NEGATIVE TEST RESULT:**

- i. If symptoms have improved, the employee is clear to return to work.
- ii. If symptoms persist, retest in 3 days after the last test.
  1. If the second test is **positive**, follow instructions above.

2. If the second test is **negative**, symptoms persist, and the employee is not well enough to perform job duties, the employee must follow up with their healthcare provider. The employee will then follow medical professionals' advice to return to work.
4. Each close-contact employee will remain out of work to **quarantine\***. These employees will be required to self-schedule a COVID-19 PCR test **3-5 days following their exposure** as well as monitor themselves for the symptoms listed above. The testing guidelines for contacts are the same as the testing guidelines for positive cases.

\* **NOTE on quarantine:** If asymptomatic, fully vaccinated individuals (14 days following second dose of mRNA vaccine) do not need to quarantine prior to testing on days 3-5 following exposure. Employees should wear a mask for 14 consecutive days after exposure.

5. If you have an employee who believes they may have been exposed to a person who has tested positive for COVID-19, refer to item 4 above.
6. If there is a possibility that an employee acquired COVID-19 while at work, the Supervisor must enter a **Workers' Compensation claim with PMA Companies.**  
**www.pmacompanies.com**  
**1-888-476-2669 via phone**  
**1-888-329-2721 via fax**  
(Your PMA account number 1251222 is your "user name" and your password is "newclaim")
7. Supervisors should also refer Employees to Appendix E. Employee Daily Self-Monitoring & Positive Case Guidance

### III. Cleaning/Disinfecting the Workplace

**Supervisors are responsible for the compliance of those they supervise.**

1. Supplies will be made available to each work unit to clean individual tools and frequently/commonly used spaces (e.g., phones, computers, chairs). Employees are responsible for cleaning and disinfecting their workspace throughout the day and at the end of the day before they leave.

Supplies for cleaning and disinfecting are available from the Supply Room maintained by the Purchasing Office.

Designated person(s) shall be responsible for cleaning and disinfecting the common area outside of the office at the beginning of the workday, after use, and at the end of each workday. This area includes tables, chairs, kiosks, keyboards, doorknobs, doorjambs, walls, etc.

2. When employees use other common areas within the office, such as a meeting room or a copy machine, they will be responsible for cleaning that area before and after use.
3. Employees must take the following steps when cleaning and disinfecting:
  - a. Gather required cleaning and disinfecting supplies.
  - b. Put on proper PPE, wear disposable gloves (nitrile/vinyl recommended) to clean and disinfect.
  - c. Clean surface areas using soap and water using a moistened cleaning cloth, or another detergent BEFORE disinfecting.
  - d. Allow surfaces to dry, then apply disinfectant to all cleaned and commonly touched surfaces.
  - e. Use disinfecting wipes, alcohol solutions with at least 70% alcohol, or diluted ES364 disinfectant. Follow all instructions for application.
  - f. The disinfectant is to remain on surfaces for the required contact time (see product label).
  - g. Properly remove and dispose of single-use PPE.
  - h. Staff must wash their hands with soap and water immediately after removing and properly disposing of gloves for a minimum of 20 seconds.

Employees who may have sensitivity or allergies to cleaning and disinfecting supplies should notify the department head Employees will be mindful of others with such sensitivity and allergies.

For additional information, review CDC cleaning and disinfecting guidelines at [www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

## IV. Social Distancing/Safety Precautions to Follow During the Workday

**Supervisors must model and enforce all rules regarding social distancing.**

1. All employees, regardless of vaccination status, **must wear approved masks** that cover one's nose and mouth upon entering a City building.

**Approved masks** are as follows:

- **Surgical Masks:** These masks are for one-time use only and can be used in public or the workplace outside the home.
- **Fabric Masks:** Employees can use two-ply cotton or other tightly woven material for cloth masks. These masks are reusable and should be washed after each use.

**Unapproved masks** include the following:

- Bandanas, neck gators, and masks with valves.

2. **Masks will be required while conducting City business** when there is a possibility of being closer than six feet from another City employee or member of the public.
3. **Masks are required in the office** unless you are alone in your own office or an office space at least six feet away from others.
4. Surgical Masks may be available from the Supply Room maintained by the Purchasing Office for order by departments.
5. Maintain at least six feet of physical separation from others. Avoid contact with people who appear to be sick.
6. Cover your mouth and nose with your elbow when coughing or sneezing to prevent the spread of germs.
7. Employees should not share headsets, phones, or other objects that are near the mouth or nose.
8. Wash your hands frequently and for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% Ethyl Alcohol. Additional vital times to wash hands include:
  - a. After blowing one's nose, coughing, or sneezing
  - b. After using the restroom
  - c. Before eating or preparing food
9. Stay home when you are sick. Regardless of whether your plans for the day involve office work or fieldwork, stay home to prevent spreading illness to others if you are sick. Refer to [Item I – Reporting to Work](#) for guidance.
10. Increase the frequency of cleaning commonly touched surfaces. Use cleaning sprays or wipes to clean and disinfect frequently touched objects and surfaces. These surfaces include tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, copy machines, faucets, sinks, etc.

## V. Other Measures to Promote/Maintain Social Distance

Each Department (or subdivision thereof) should address protocols for the following considerations, if relevant.

### 1. Physical/Architectural Changes to the Workspace

Where there is interaction with the public, a window may need to be installed, or a current window may need to be removed and re-fit with appropriate see-through material (glass or plexiglass). Such projects may need to be prioritized based on such factors as the ease of installation or the importance of the time-sensitive nature of the function. There also may be more straightforward changes in protocol, such as keeping doors locked with entry only by the office staff, with a number to call for visitors (City employees and outsiders) for controlled access.

Shared spaces such as reception areas and conference rooms may need alterations for appropriate distancing (e.g., limiting and positioning chairs, marking floors with tape, separating tables, designating doors as entrance versus exit).

### 2. Changes to Procedures for Limited Contact in Common Areas

- a. Copier Area
- b. Break Room Protocol
- c. Receiving/distributing Mail
- d. Limiting/Controlling Visitors (Employees Outside Department as well as Vendors, Contractors, Public)

3. Each Department should schedule appointments where possible and find alternatives to in-person meetings. Utilize remote meetings via Microsoft Teams, Zoom, WebEx, etc.

4. The City will work with affected unions to devise alternative work schedules to maintain appropriate density in a work unit, commensurate with employee health and safety and operational needs.

5. Such alternatives may include: Temporary remote work provided the employee is qualified, per the City's Policy and Guidelines in Managing a Remote Workplace.

6. Flexible or staggered hours to cover hours of operation (a combination of working remotely and reporting to work, working remotely half days, or alternating with other staff members the days of the week they physically report to the office.)

## **VI. Avenues to Report Concerns or Violations**

Employees can report concerns to:

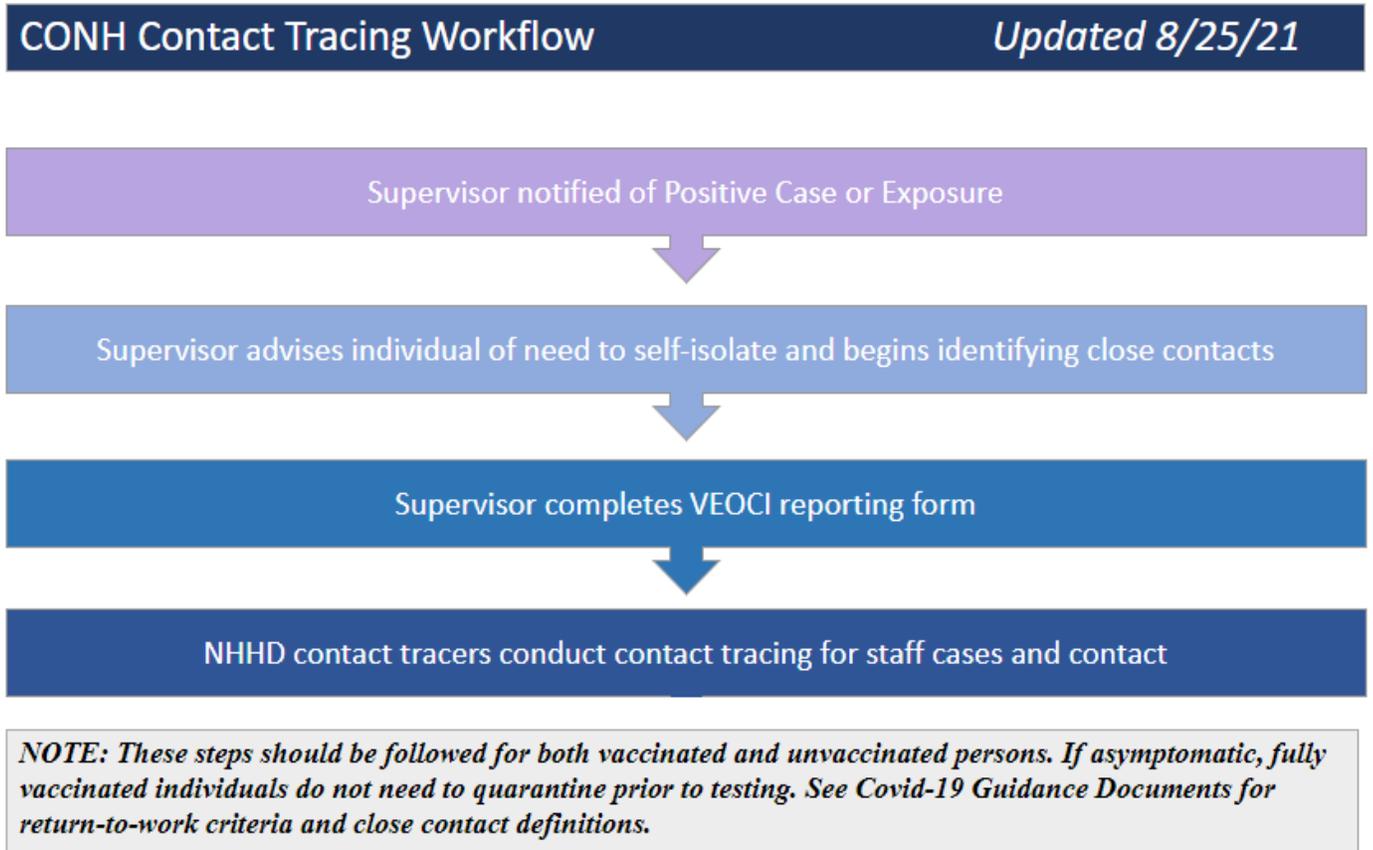
- Supervisors and Department Heads
- Human Resources (203) 946-4925
- Risk Management (203) 946-8357
- The State 211 hotline

## **VII. Appendices**

- A. CONH Contact Tracing Workflow
- B. CONH Staff Reporting Protocol
- C. COVID-19 Guidance with Testing
- D. COVID-19 Guidance without Testing
- E. Employees – Daily Self-Monitoring & Positive Case Guidance
- F. Definitions

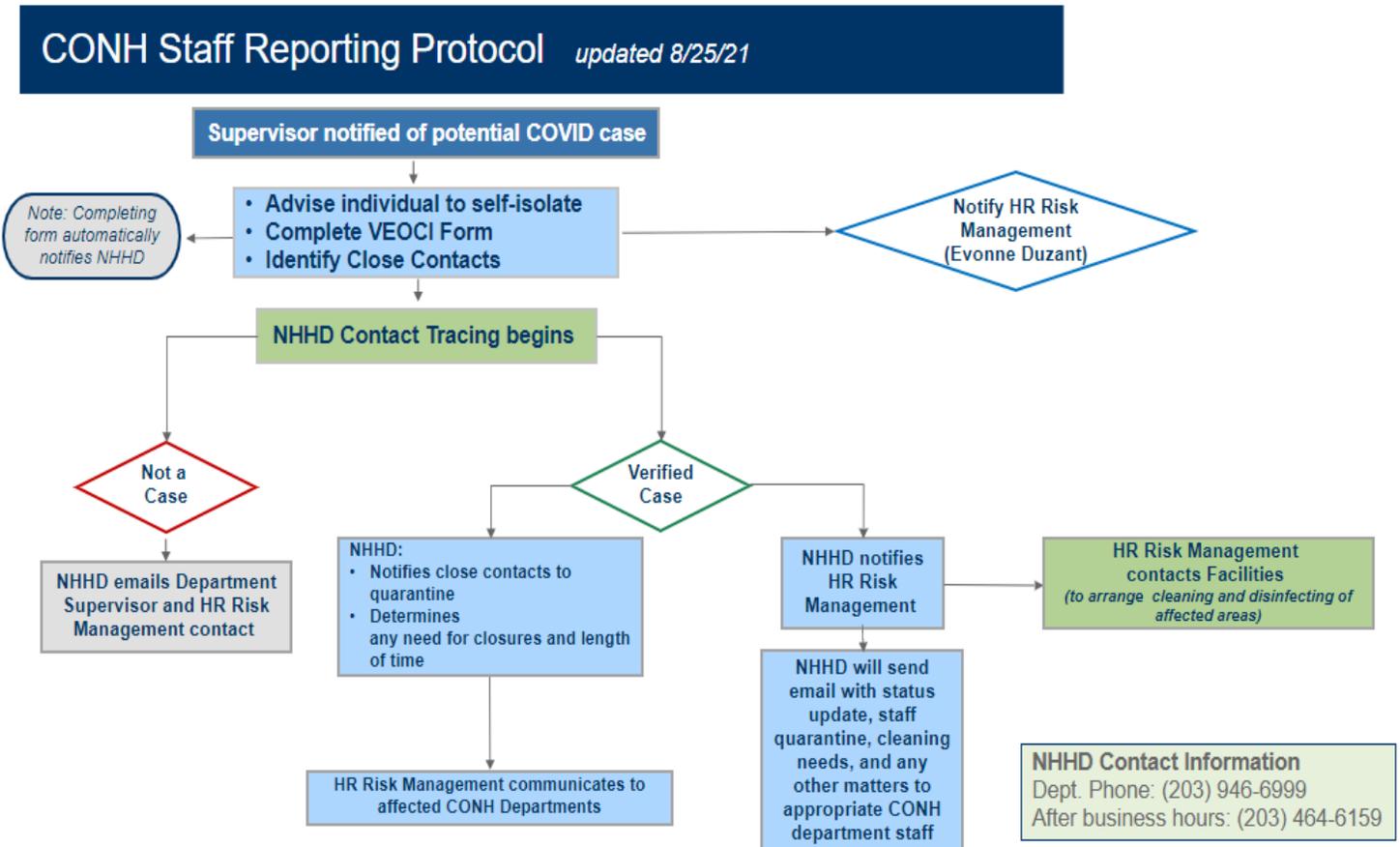
## Appendix A. CONH Contact Tracing Workflow

Supervisors are notified of a positive case or exposure and should conduct Contact Tracing following the workflow below.



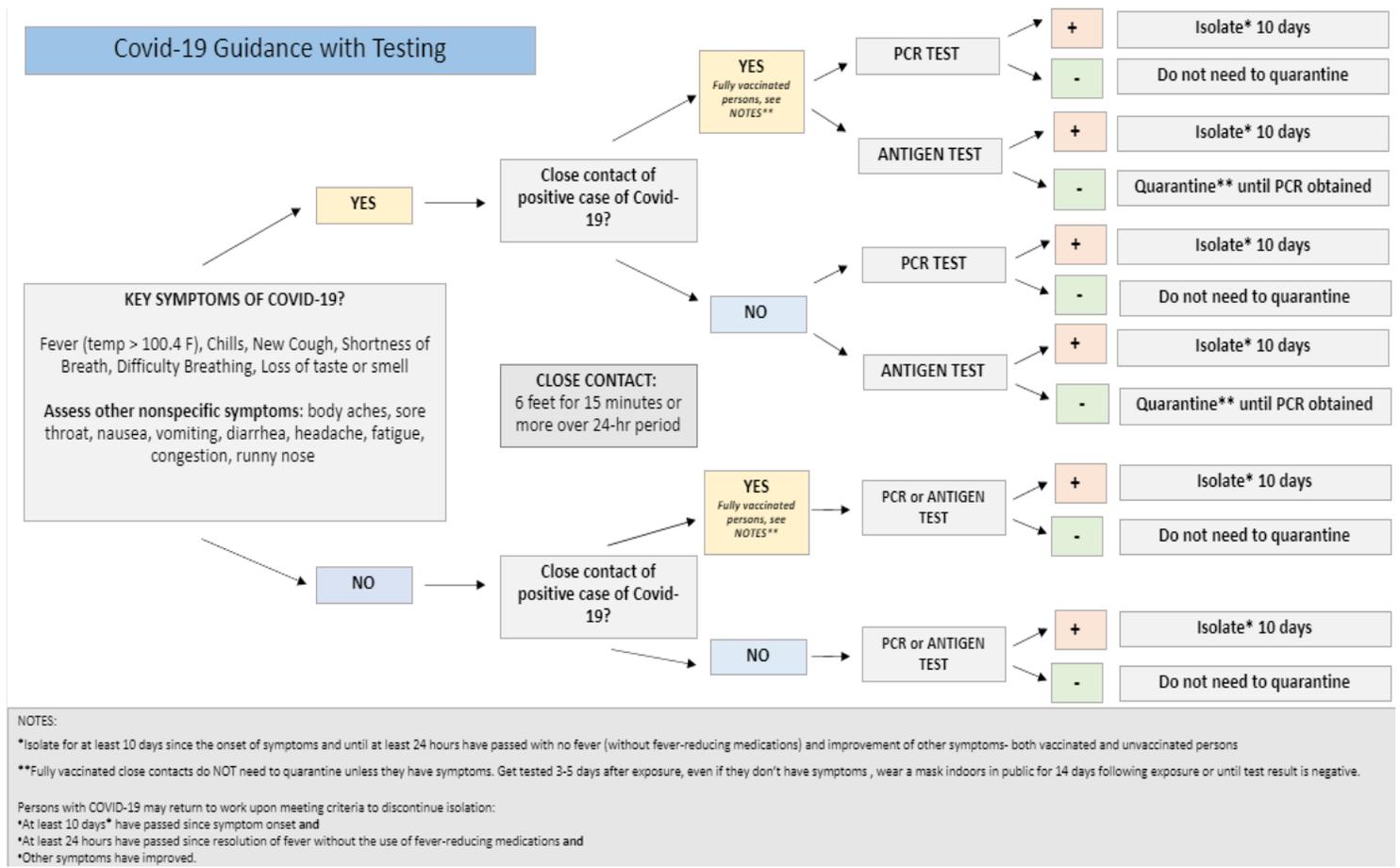
## Appendix B. CONH Staff Reporting Protocol

Supervisors notified of a potential COVID case should follow the Staff Reporting Protocol below.



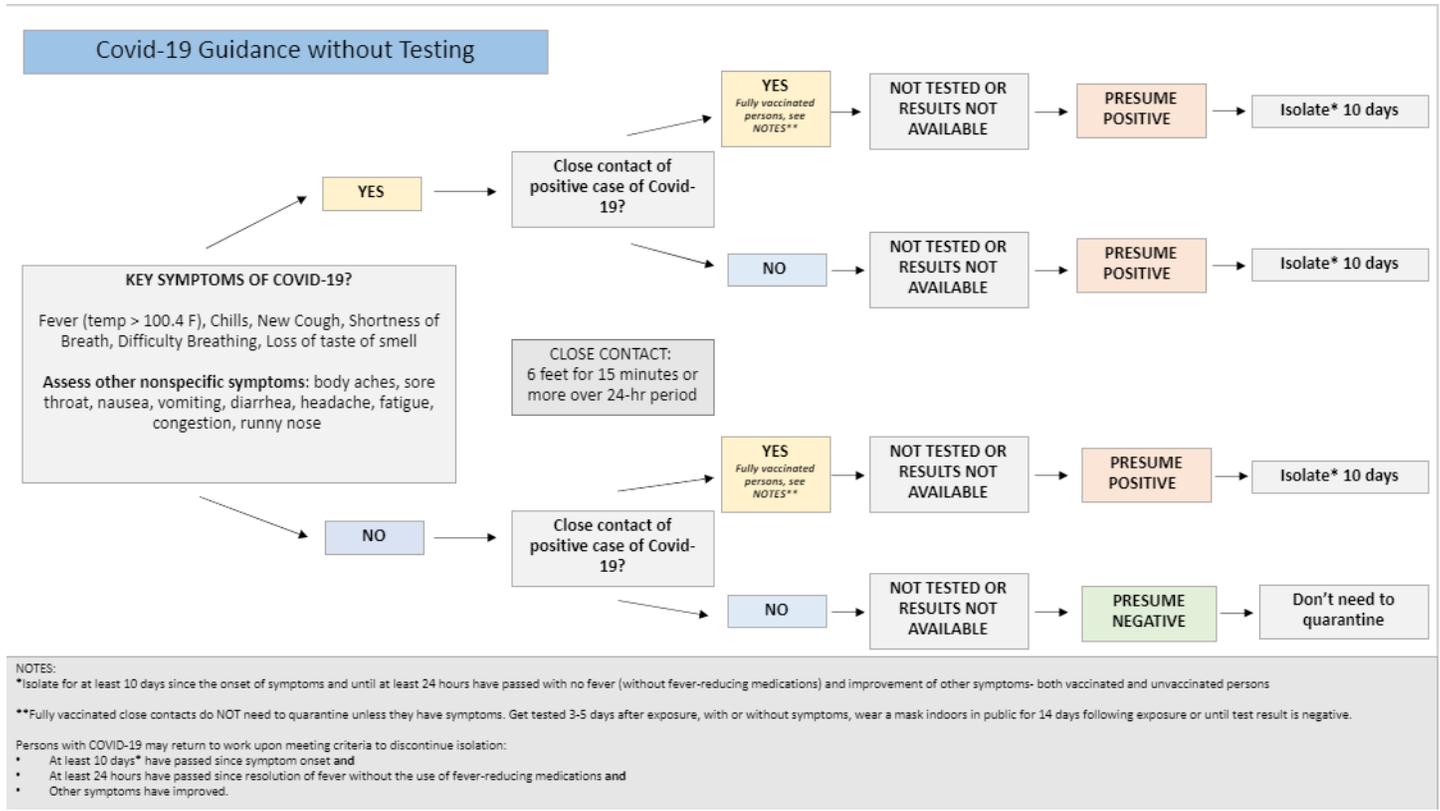
## Appendix C. COVID-19 Guidance with Testing

Supervisors should follow this guidance, (taking into consideration employee’s symptoms, if they are a close contact, vaccination status and type of COVID test they received) to determine if employee should quarantine or isolate and length of time.



## Appendix D. COVID-19 Guidance without Testing

Supervisors should follow this guidance for employees to who have not yet tested, (taking into consideration employee’s symptoms, if they are a close contact, and vaccination status) to determine if employee should quarantine or isolate and length of time.



## Appendix E. Employees – Daily Self-Monitoring & Positive Case Guidance

Departments should post this as well as provide a copy for all employees to take home for reference.

# CITY OF NEW HAVEN COVID-19 WORK PROTOCOLS for ALL EMPLOYEES DAILY SELF-MONITORING & POSITIVE CASE GUIDANCE

### I. DAILY SELF-MONITORING BEFORE & DURING WORK:

Employees shall self-evaluate daily to assess if they have or have had any ONE of the following symptoms within the last 14 days that are unrelated to another known health condition.

Fever 100.4° or above	Sudden onset of headache
Chills	New loss of taste or smell
Cough	Sore throat
Shortness of breath or difficulty breathing	Congestion or runny nose
New onset of fatigue	Nausea or vomiting
Muscle or body aches	Diarrhea

Employees should perform this self-evaluation every day before arriving to the workplace. If you feel sick, or you have one or more of the symptoms as described above, stay home.

***\*\*Any symptoms of the following?  
Trouble breathing, pain or pressure in the throat, confusion, blue lips or face?  
Call 911\*\****

If employee has answered that they have one or more symptom as described in table above, the following steps should be taken.

1. The employee should **immediately isolate** and self-schedule a **COVID-19 PCR** test. To schedule a COVID-19 test, employees contact their physician, or can find information at:
  - <https://www.211ct.org/search?terms=COVID-19>
  - <https://covid19.newhavenct.gov>
2. The employee should contact their Supervisor. When speaking with the Supervisor, the employee shall indicate whether they have a symptom listed above (employee doesn't share which symptoms, only that they have them.)
3. The employee will remain out of work and adhere to "COVID-19 Guidance with Testing" pending their test result.
  - a. **POSITIVE TEST RESULT:**
    - i. The employee must remain out of work and quarantine for **10 days from the onset of symptoms** (20 days for immunocompromised individuals). Return to work on day 11 if symptoms improved and 24 hours without fever or fever-reducing medication.

- ii. The employee must report the positive test result to their Supervisor. The Supervisor will report the information to the VEOCI COVID-19 portal for Health Department review.
- iii. The employee should identify close contacts, those who spent 15 or more minutes within 6 ft of the employee, regardless of mask use and provide this list to Supervisor.
- iv. Contact Tracers employed by the New Haven Health Department will contact the employee, confirm close contacts and notify all close contacts who need to quarantine.

**b. NEGATIVE TEST RESULT:**

- i. If symptoms have improved, the employee is clear to return to work.
  - ii. If symptoms persist, retest in 3 days after the last test.
    1. If the second test is **positive**, follow instructions above.
    2. If the second test is **negative**, symptoms persist, and the employee is not well enough to perform job duties, the employee must follow up with their healthcare provider. The employee will then follow medical professionals' advice to return to work.
4. The employee may contact the New Haven Health Department at 203-946-6999 for any additional guidance.

**II IF YOU RECEIVE A POSITIVE COVID-19 TEST RESULT:**

1. The employee must remain out of work and quarantine for **10 days from the onset of symptoms** (20 days for immunocompromised individuals). Return to work on day 11 if symptoms improved and 24 hours without fever or fever-reducing medication.
2. The employee must report the positive test result to their Supervisor. The Supervisor will report the information to the VEOCI COVID-19 portal for Health Department review.
3. The employee should identify close contacts, those who spent 15 or more minutes within 6 ft of the employee, regardless of mask use, and provide this list to Supervisor.
4. Contact Tracers employed by the New Haven Health Department will contact the employee, confirm close contacts and notify all close contacts who need to quarantine.

**Employees have the responsibility of monitoring their symptoms and acting sensibly when reporting to or remaining at work.**

## Appendix F. Definitions

*Definition of terms used in these Guidelines*

<b>Term</b>	<b>Definition</b>
<b>Approved masks</b>	Surgical Masks: These masks are for one-time use only and can be used in public or the workplace outside the home. Fabric Masks: Employees can use two-ply cotton or other tightly woven material for cloth masks. These masks are reusable and should be washed after each use
<b>Case</b>	An incident of an employee testing positive for COVID-19.
<b>Cleaning</b>	Cleaning removes germs, dirt, and impurities from surfaces or objects
<b>Contact tracing</b>	The process of attempting to identify people who have recently been in contact with someone diagnosed with an infectious disease, especially in order to treat or quarantine them
<b>COVID-19 PCR</b>	Also called a molecular test, this COVID-19 test detects genetic material of the virus using a lab technique called polymerase chain reaction (PRC)
<b>Daily screening log</b>	Worksheet on which a designated employee will record responses to daily COVID-19 symptom review of all employees upon arrival to the workplace.
<b>Designated Employee</b>	Employee assigned in each work area to record responses to daily COVID-19 symptom review.
<b>Disinfecting</b>	Kills germs on surfaces or objects
<b>Isolate</b>	Separates sick people with a quarantinable communicable disease from people who are not sick. Isolation helps slow the spread of COVID-19. People with COVID-19 must stay in isolation, away from other people, even in their home.
<b>Positive Case Report</b>	Supervisor will complete this report in the VEOCI COVID-19 Portal if they receive notification from an employee of a positive COVID-19 test result.
<b>PPE</b>	Personal protective equipment, such as approved masks, face shields, gloves
<b>Quarantine</b>	Separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick. In regards to this manual, it is the period in which the employee is to remain home and out of work; if having received a positive COVID-19 test result, quarantine 10 days from onset of symptoms (20 days for immunocompromised individuals). If asymptomatic, fully vaccinated individuals (14 days following second dose of mRNA vaccine) do not need to quarantine prior to testing on days 3-5 following exposure.
<b>Self-schedule</b>	Employee arranges their own COVID-19 test
<b>Symptom</b>	Any of the following: Fever 100.4 F or above, Chills, Cough, Shortness of breath or difficulty breathing, New-Onset Fatigue, Muscle or body aches, Sudden Onset of Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, Diarrhea.
<b>Unapproved masks</b>	Include the following: Bandanas, neck gators, and masks with valves.
<b>Vaccination</b>	Treatment with any of the vaccines that has received full approval or emergency use authorization against COVID-19 by the U.S. Food and Drug Administration, or as otherwise defined by the Centers for Disease Control.
<b>VEOCI COVID-19 portal</b>	Reporting tool in which the positive cases of employees are entered. <a href="https://veoci.com/veoci/p/form/agrtw4wsva4v">https://veoci.com/veoci/p/form/agrtw4wsva4v</a>