NY Forward:
Guidance for New York's Energy Efficiency Workforce

June 2020

Purpose

This presentation was developed in coordination with New York's energy industry agencies and utilities to provide workers with access to current best practices and support a safe return to work after NY PAUSE.

NEW YORK STATE OF OPPORTUNITY. | Department of Public Service | NYSERDA

NY Forward: Reopening in Phases

10 Regional Councils

Western New York: Allegany, Cattaraugus, Chautauqua, Erie, Niagara

Finger Lakes: Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, Yates

Southern Tier: Broome, Chemung, Chenango, Delaware, Schuyler, Steuben, Tioga, Tompkins

Central New York: Cayuga, Cortland, Madison, Onondaga, Oswego Mohawk Valley: Fulton, Herkimer, Montgomery, Oneida, Otsego, Schoharie

North Country: Clinton, Essex, Franklin, Hamilton, Jefferson, Lewis, St. Lawrence

Capital Region: Albany, Columbia, Greene, Saratoga, Schenectady, Rensselaer, Warren, Washington

Mid-Hudson: Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester

New York City: Bronx, Kings, New York, Richmond, Queens

Long Island: Nassau, Suffolk

NYS DOH – Construction Guidance (1/2)

NYS DOH – Construction Guidance (2/2)

> **Issued on**: **May 13, 2020**
>   - **Full version:**
      https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/ConstructionMasterGuidance.pdf

> **Purpose**: **To provide owners/operators of construction projects and their employees and contractors with precautions to help protect against the spread of COVID-19 as indoor and outdoor construction sites reopen**
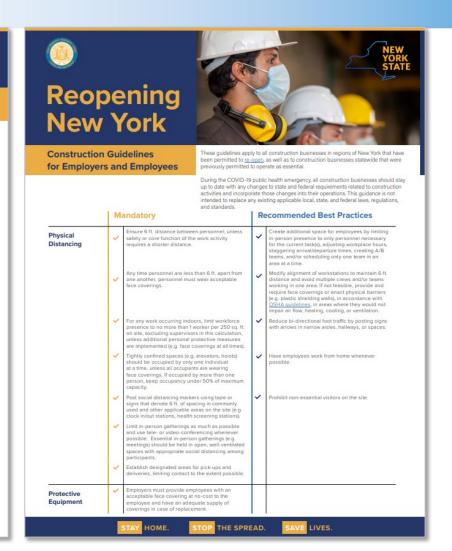
> **The DOH guidelines are:**
>   - **Minimum requirements only (any employer is free to provide additional precautions or increased restrictions)**
>   - **Based on the best-known public health practices at the time of Phase I of the State's reopening, and the documentation upon which these guidelines are based can and does change frequently**

> **Construction-involved entities/sites:**
>   - **Must adhere to all local, state and federal requirements relative to construction activities**
>   - **Are also accountable for staying current with any updates to these requirements, as well as incorporating same into any construction activities and/or Site Safety Plan**

COVID-19 Evolving Data

Scientists and public health professionals are continuing to learn new things about this virus on a daily basis

> This type of learning curve is normal with a novel virus

> This presentation is based upon the best-known public health practices at the time of Phase I of New York State's reopening

> The information in this presentation is provided as a supplemental resource for companies providing energy efficiency and clean energy in-home services

> Construction entities are accountable to continue to adhere to all state-mandated practices including those contained within the <u>Department of Health's Interim Construction Guidelines</u>, and to monitor key state and federal government sites to stay abreast of any changes

Presentation Outline

> **Module 1: COVID-19 Overview**

> **Module 2: Preventive Measures for Energy Efficiency Workers**

> **Module 3: Safe Travel and Planning for On-Site Work**

> **Module 4: Working On-Site**

> **Module 5: Review**

Objectives

At the end of this presentation, participants will be able to:

1. Describe general COVID-19 information and how it is transmitted

2. Identify employer requirements and best practices and worker responsibilities for protecting employees, customers, and the public

3. Understand guidance on safe practices for work travel and planning for on-site work

4. Apply required safe practice adjustments to operations when performing on-site work

5. Access additional resources

Requirements vs. Best Practices

Requirements

NYS DOH Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

Best Practices

- NYS Department of Health "Advice for In-Home Contractors"
- OSHA COVID-19 Resources
- ASHRAE Epidemic Task Force
- AIHA "Back to Work Safely"

Module 1: COVID-19 Overview

Objectives

At the end of Module 1, participants will be able to:

Describe general COVID-19 information and how it is transmitted

➢ Identify COVID-19 signs and symptoms and potential complications

➢ Identify primary COVID-19 transmission routes

➢ Understand employee responsibilities if exposed or symptomatic

➢ Understand public health guidance on COVID-19 exposure and management

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What is COVID-19?

The virus SARS-CoV-2 causes the disease COVID-19 and is not the same as the coronaviruses that cause conditions such as the common cold or the influenza virus which causes seasonal flu

> **COVID-19 stands for <u>Co</u>rona <u>Vi</u>rus <u>D</u>isease 20<u>19</u>**

> **What makes COVID-19 a greater public health concern than seasonal flu?**
  - We are still learning about this virus, but worldwide experience to date indicates:
    - The rate of transmission is higher, possibly as much as 2x that of the flu
    - The death rate is higher, possibly 10x that of the flu
    - Symptoms are wide ranging and not limited to typical "flu-like" symptoms
    - Some carriers show no symptoms at all

CDC: COVID-19 FAQ

COVID-19 Transmission

COVID-19 is a new disease and we are still learning how it spreads — let's review what we currently know:

> COVID-19 is transmitted from person-to-person:

- Between people who are in close contact with one another (within ~6 feet)
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks
  - These droplets can land in the mouths or noses of people who are close by and possibly be inhaled into the lungs
  - Aerosolized droplets may remain airborne longer and travel farther on air currents
- It may be possible to become infected with COVID-19 by touching a surface or object that has the virus on it and then touching one's mouth, nose, or possibly eyes
- COVID-19 may be spread by individuals who are not showing symptoms

CDC: How COVID-19 Spreads

COVID-19 Signs and Symptoms

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms or combinations of symptoms may have COVID-19*:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache

- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

*This list is not exhaustive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

CORONAVIRUS DISEASE 2019 (COVID-19)

Patients with COVID-19 have reportedly had mild to severe respiratory illness. Symptoms can include

- Fever
- Cough
- Shortness of breath

*Symptoms may appear 2-14 days after exposure.

Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

CDC

cdc.gov/COVID19-symptoms

314705-B March 21, 2020 4:58 PM

CDC: Symptoms of Coronavirus

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COVID-19 Preventive Measures

The following preventive measures are recommended to minimize your risk of contracting or spreading COVID-19:

> Avoid close contact, keep a physical distance of at least 6 feet apart (i.e., "social distancing")

> Wash your hands often

> Cover mouth and nose (e.g., using a face cover)

> Use a tissue or cover cough/sneeze

> Clean and disinfect frequently touched surfaces

CDC: Preventing Getting Sick

COVID-19 Guidance:
Employee Tests Positive and/or is Symptomatic

The appropriate employee action is determined by the scenario:

Scenario 1:
Employee <u>is</u> symptomatic <u>and either</u> tests positive for COVID-19 <u>or</u> did not receive a test:

- Notify employer and contact your health provider
- Return to work after completing a 14-day self-quarantine
- If an employee is symptomatic upon arrival at work or becomes sick during the day, the employee must be separated and sent home immediately, following the protocol for a positive case

Scenario 2:
Employee <u>is not</u> symptomatic <u>but tests positive</u> for COVID-19:

- Notify employer
- Return to work after completing a 14-day self-quarantine

COVID-19 Guidance:
Employee had Close Contact with a Person with COVID-19

Scenario 3: Employee had close contact with a person with COVID-19 for a prolonged period of time (≥ 15 minutes) **and is** symptomatic:

- Notify employer and contact your health provider
- Return to work after completing a 14-day self-quarantine

Scenario 4: Employee had close contact with a person with COVID-19 for a prolonged period of time (≥ 15 minutes) **and is not** symptomatic:

- Notify employer
- Adhere to following practices:
    - *Monitor Regularly:* If no symptoms, self-monitor under supervision of employer's occupational health program
    - *Wear Mask:* **At all times** in workplace for 14 days after last exposure
    - *Maintain Social Distancing:* At least 6 feet from others
    - *Clean:* Disinfect and clean work spaces, including tools, equipment, and vehicles the employee may have been in contact with

Module 2: Preventive Measures for Energy Efficiency Workers

Objectives

At the end of Module 2, participants will be able to:

Identify employer requirements and best practices and worker responsibilities for protecting employees, customers, and the public

➢ Understand reporting and communication requirements

➢ Understand employee responsibilities for maintaining preventive measures:

- Health Screening

- Social Distancing

- Hygiene

- PPE

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Workers' Rights (1/2)

Workers have the right to a safe workplace, free of known health and safety hazards. Employers must follow Federal Department of Labor (DOL) Occupational Safety and Health Administration (OSHA) and New York Public Employee Safety and Health Bureau (PESH) guidelines where applicable.

> **Coverage:**
  - OSHA covers federal government workers and private sector employers
  - NY PESH Bureau covers all state and local government workers in the state
  - NY PESH has an agreement with OSHA to provide free on-site consultation services to the private sector

> **Working safely under COVID-19:**
  - Post/distribute worker protections against retaliatory actions (e.g., not working for COVID-19 reasons without penalty)
  - If an employee feels they are being exposed to an unsafe environment, but do not feel confident speaking up due to confidentiality, immigration status, etc., they can **file a complaint** with DOL / OSHA

NY: PESH   OSHA COVID-19 Resources   19

Workers' Rights (2/2)

Employers should make reasonable accommodations for workers at high risk

> **Consider making your employer aware if you are part of the following higher risk populations:**

- Over age 65
- Have underlying medical conditions, including, but not limited to: chronic lung disease, asthma, hypertension, some heart conditions, weakened immunity, severe obesity, diabetes, liver disease, and kidney disease requiring dialysis

> **Employers should consider making accommodations, including:**

- Designated separate workspaces
- Adjusted hours
- Provision of additional personal protective equipment
- Shift to positions with lower contact with other individuals

CDC: Public Health Recommendations

Confirmed Case of COVID-19

What should employers do if someone in the workplace has tested positive for COVID-19?

Isolate
- Employer should ensure individual immediately isolates if currently located at workplace

Alert
- Individual should make manager/ HR director aware
- Employer should collaborate with state/ local health departments

Investigate
Employer should determine:
- Who came in contact with the infected individual?
- Where were they on-site?
- Have they traveled to other sites?

Communicate
- Employer should inform other staff of possible exposure and provide daily updates

Clean
- Employer should close off any affected areas
- Employer should ensure any impacted surfaces are thoroughly cleaned with DEC-registered cleaning products

Monitor
- Employer should review the situation carefully and regularly to determine if a shutdown is needed

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

COVID-19 Response Planning

To best manage COVID-19 response, employers must implement the following:

> **Develop a COVID-19 Safety Plan to help guide protective actions against COVID-19**
- Plan must be posted on-site
- Site safety monitor must be designated to ensure compliance

> **Develop a communication plan for employees, visitors, and customers including:**
- Instructions
- Training
- Signage
- Consistent means to provide employees with information
- Also consider use of webpages, text and email groups, and social media

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency
NY DOH: NY Forward Safety Plan Template

Health Screening Process (1/2)

Daily health screening is mandatory for all employees, contractors, suppliers, and visitors:

> **Daily health screening practices (e.g., temperature check or survey)**

- May be performed remotely (e.g., phone, online survey) if possible
- Must be coordinated to prevent close intermingling among employees at shared facilities (e.g., warehouse, central office)

> **All workers and essential visitors must attest to the following:**

- Have they been in close contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19?
- Have they tested positive for COVID-19 in the past 14 days?
- Have they experienced any symptoms of COVID-19 in the past 14 days?

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

Health Screening Process (2/2)

> **No one answering "yes" to any of the previous questions is permitted to perform work on-site or enter shared facilities**
>   - If responses to any questions above change, must immediately disclose to employer
>
> **In addition to not allowing entrance, if employees, contractors, suppliers, or visitors screen positive for COVID-19 they:**
>   - Must go home with instructions to contact their healthcare provider for assessment and testing
>   - Should be provided with information on healthcare and testing resources
>
> **Employers are required to maintain documentation that daily health screenings have been completed but keeping records of individual health records including temperature data is prohibited.**

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

Signage and Distance Markers

> **Employers must provide signage to remind personnel to:**
- Cover their nose and mouth with a mask when social distancing cannot be maintained
- Properly dispose of PPE
- Adhere to social distancing instructions
- Report symptoms of COVID-19 exposure and how to do so
- Follow handwashing and cleaning guidelines

> **Employers must post social distancing signs or markers to denote 6 feet of spacing in commonly used areas**

> **Employers should post signs with arrows in narrow aisles, hallways, or spaces to reduce bi-directional foot traffic**
- Includes central offices and warehouses used by multiple employees

Pickups, Deliveries, and Engaging with Suppliers ✓

Employer must establish designated area for pickups and deliveries. Additional best practices include:

> **Implement touchless delivery system whereby drivers stay in cab**

- Employees can remove deliveries from delivery trucks, instead of interacting with the delivery driver
- If not possible, provide face coverings, gloves, and foot booties to delivery workers
- Inform suppliers that all signatures will be provided electronically
- Clean shared spaces, surfaces, and supplies in the delivery area

> **Warehouse Deliveries**

- Instead of delivering supplies to warehouses, ask drivers to drop them off in an adjacent parking lot or to project site, if applicable
- Alternatively, provide a spare set of keys/access codes to delivery drivers, and ask them to deliver supplies during off-hours

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency
CA DPH: COVID-19 Delivery Services Guidance

Social Distancing

STOP THE SPREAD OF GERMS
Help prevent the spread of respiratory diseases like COVID-19.

Stay at least 6 feet (about 2 arms' length) from other people.

6 ft

cdc.gov/coronavirus

Social Distancing Overview

Social distancing, also called "physical distancing," means keeping space (at least 6 feet) between yourself and other people outside of your household

> **Why is this important?**

- COVID-19 spreads mainly among people who are in close contact for a prolonged period
- Since people can spread the virus before they know they are sick, it is important to physically distance, even if you have no symptoms
- Social distancing is one of the best tools we have to avoid virus exposure and slow its spread

> **Additional best practices that should be followed when possible:**

- Do not gather in groups, both in public or private places
- Wear a mask or face cover if you can medically tolerate, in addition to keeping a distance of 6 feet apart
- Avoid contact with those who have traveled to high-risk areas
- Avoid using public transportation, ridesharing, or taxis if possible

CDC: Social Distancing

Social Distancing On-site (1/3)

Social distancing requirements and best practices include:

> **Prioritize tasks that allow for social distancing over those that do not**

- Employees should limit movement and remain near the work area as much as possible

> **For indoor work at non-occupied sites, no more than 1 worker per 250 square feet is allowed (excluding supervisors) unless:**

- Additional PPE measures are taken or
- Measures are taken to ensure physical distancing of at least 6 feet

> **Must keep a physical distance of at least 6 feet apart unless safety of core activity requires a shorter distance (e.g., dry walling, glazing, lifting)**

- If employee must come within 6 feet of another person, acceptable face coverings must be worn
- Employees must be prepared to don face covering if another person unexpectedly comes within 6 feet

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

Social Distancing On-site (2/3)

> **For confined spaces such as elevators, hoists, and vehicles:**

- Use by more than one individual at a time is prohibited unless all employees are wearing acceptable face coverings

- Occupancy must never exceed 50% of capacity of device or vehicle

- Increase ventilation to greatest extent possible (e.g., removing the outer protection of a hoist), while maintaining safety protocols

- Take additional precautions not to congregate at elevators, including taking the stairs

Social Distancing On-site (3/3)

> **For indoor work at occupied sites, minimize exposure to occupants as much as possible (e.g., close doors, tape/string off areas)**

> **At work sites, wherever possible workers should remain 6 feet apart in all directions from other workers and dwelling occupants. If not possible:**

- *Option 1:* Ensure physical barriers are in place (e.g., strip curtains, plexiglass, other impermeable dividers)

- *Option 2:* Use face coverings if able to medically tolerate

> **If virtual meetings (e.g., video conferencing, teleconferencing) are not possible, keep meetings brief and maintain social distance**

NY DOH: Advice for In Home Contractors
OSHA: In-Home Repair Services
AIHA Reopening: Guidance for At-Home Service Providers

Hygiene

Hygiene Overview

General hygiene during COVID-19 should include:

> **Wash your hands with soap and water for at least 20 seconds**
> - When hand washing is not available, use hand sanitizer
> - If hands are visibility dirty, soap and water should be chosen over hand sanitizer
> - When hand washing is not available use hand sanitizer with at least 60% alcohol

> **Cough and sneeze into or tissue, discard tissue, then wash hands**

> **Avoid touching eyes, nose, and mouth**

> **Change work clothes prior to arriving home or as soon as practicable**
> - If work clothes must be worn home, establish a specific area to remove work clothing before entering the rest of the home, such as a garage or mudroom, and immediately put in to wash

Hygiene and Cleaning / Disinfection

Employer must provide and maintain on-site hand hygiene supplies and cleaning / disinfection supplies including:

> **Hand hygiene**

- Handwashing: Soap, running warm water, disposable towels
- For areas where handwashing facilities may not be available or practical (e.g., vehicles, site visits), use alcohol-based hand sanitizer (containing at least 60% alcohol)

> **Cleaning / disinfection supplies**

- Must be available for shared and frequently touched surfaces (e.g., tools, vehicles)
- Encourage employees to use supplies before and after use of these surfaces
- Follow cleaning by hand washing / sanitization

Your hands carry germs you can't see

Wash your hands

www.cdc.gov/handwashing

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

Wash Your Hands Frequently

Wash your hands for 20 seconds using soap and water frequently, especially if hands get soiled during a job.
Hand sanitizer is not effective on visibly soiled hands. You can use hand sanitizer with at least 60% alcohol on unsoiled hands.

> **Wash hands:**

- Before entering someone's home or interacting with a customer
- After leaving a job site
- Before eating
- After using the restroom

> **Consider asking customers to designate a hand-washing sink for workers, or installing a handwashing station in your vehicle:**

- Pail filled with water and soap, and paper towels
- Gallon jug of water, soap, paper and paper towels
- Hand sanitizer made with 60% alcohol

NY DOH: Advice for In Home Contractors

Workplace Hygiene (1/3)

Workplace hygiene requirements and best practices include:

> **Must comply with Federal and State guidance and regulations**

- **Occupational Safety and Health Administration (OSHA)**
- **New York Public Employee Safety & Health Bureau (PESH)**

> **Do not shake hands or use other contact greetings**

> **Regularly disinfect commonly-touched items and surfaces including door handles, light switches, stair handrails, copy machine, coffee pot, etc.**

> **If a designated on-site hand-washing sink is used, disinfect all contact surfaces before using and at the end of the job before leaving the site**

CDC: Preventing Getting Sick
NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

Workplace Hygiene (2/3)

> **Use disposable materials (e.g., drop cloths) wherever possible rather than reusable ones**

> **Eating food:**
- Must avoid sharing dishes, drinking glasses, or eating utensils
- Should bring food from home if possible, rather than purchasing food during the day
- Should avoid eating in groups, stagger lunch breaks where possible

Workplace Hygiene (3/3)

> **Clean and Disinfect Vehicles and Tools**

- Clean and disinfect tools that are shared after each use
- Disinfect vehicle contact surfaces inside and out between uses and at a minimum, daily
- Use products from the DEC List of Products to Disinfect COVID-19:
    - https://www.dec.ny.gov/docs/materials_minerals_pdf/covid19.pdf

- Follow manufacturer instructions for safe and effective use of products

Personal Protective Equipment (PPE)

Personal Protective Equipment Overview (1/2) ✔

PPE includes masks and respiratory protection, safety goggles, disposable gloves and other equipment

> **Employer must provide acceptable face coverings to employees at no cost to the employee**

- Must allow employee-provided face coverings if acceptable

> **Employers must provide accommodations to employees who are not able to medically tolerate face coverings**

- Examples of accommodations include alternative PPE, isolated work locations, or new work assignments

> **Specific equipment will depend on the industry, ensure continued compliance with industry regulations and standards**

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

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Personal Protective Equipment Overview (2/2)

The most common types of PPE for clean energy workers include:

> **Face protection including, but are not limited to:**

- ***Cloth (e.g., homemade sewn, quick cut, bandana):*** Cloth or homemade face coverings shall not be considered acceptable face coverings for construction activities that impose stricter face covering requirements
- ***Surgical masks***
- ***N-95 respirators:*** Use only if required based on the work task, if respirators are needed, medical exams, fit testing, and training are required
- ***Face shields:*** Masks and face shields may be worn in combination

> **Eye protection**

- Includes safety goggles and face shields

> **Gloves**

- Includes latex (avoid if you have a latex allergy) or nitrile gloves

OSHA: Guidance on Preparing Workplaces for COVID-19

Don and Doff **Personal Protective Equipment**

Don (put on) masks before entering structures and doff (take off) after exiting:

> **Don (put on) and doff (take off) PPE in the proper manner:**
>   - For how to properly don PPE, see CDC's Demonstration of Donning PPE Video from 01:36-03:08 (respirator or mask) and 03:22-03:55 (gloves)
>   - For how to properly doff PPE, see CDC's Demonstration of Doffing PPE Video from 00:36-01:25 (gloves) and 02:27-3:06 (respirator or mask)

> **Masks should be worn for the entirety of site visits**

> **If you need to doff PPE during the visit, it must be replaced with new, equivalent PPE as soon as possible**

> **Used PPE must be properly disposed of as soon as possible**

> **Face coverings must not be shared amongst coworkers**

> **When proceeding to the next site visit, a new set of PPE should be donned**

CDC: Using Personal Protective Equipment

Reusable **Personal Protective Equipment**

For cases when PPE will be re-used multiple times, or is needed several times a day:

> **Consider acquiring reusable PPE that is more durable**

- Decisions will be dependent on the nature of the work, and will likely require a combination of reusable and disposable PPE

> **Clean, launder, repair, and store PPE after use**

> **Reusable PPE should be considered when inventory or availability is low**

Module 3: Safe Travel and Planning for On-Site Work

At the end of Module 3, participants will be able to:

Understand guidance on safe practices for work travel and planning for on-site work

➢ Review guidance on conducting safe work travel, including commutes and site visits

➢ Understand best practices for planning and scheduling on-site work visits

➢ Understand how to engage more safely with customers when face-to-face interaction is needed

Objectives

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Safe Travel Overview

Safe travel considerations generally include:

> **Avoiding travel whenever possible**

> **Where travel is essential:**

- Limit stops along the route—each stop is a potential exposure point
- Practice good hygiene—wash or sanitize hands often
  - Especially after coughing, sneezing, blowing your nose, or visiting a public place
  - Wash with soap and water for at least 20 seconds
  - Keep hand sanitizer with at least 60% alcohol content readily available and in a sufficient amount for frequent use
- Avoid touching face
- If possible, travel during off-peak hours
- Wear a face mask
- Social distance to the extent possible

CDC: Considerations for Travelers

Reduce Contact When Traveling

For COVID-19 safe travel, reduce contact using the following best practices:

> **Avoid carpooling and operate the same equipment and/or vehicle daily wherever possible**

> **If fuel is purchased in transit:**

- Avoid entering gas station facility to pay and use company/personal credit card to pay at pump
- Either disinfect handles and buttons before touching them and sanitize hands with at least 60% alcohol sanitizer after fueling **or** wear gloves while fueling, then discard and don a new pair before proceeding with the site visit

> **Bring your own food/water, where possible**

- If food/water must be purchased, use contactless options and practice good hygiene (i.e., handwashing or hand sanitizer) before and after eating

> **Use touchless pay and signature methods or use gloves/sanitize hands immediately after**

Traveling in Teams

When traveling in teams:

> **Limit to one person per vehicle, if possible**

> **Wear a mask when sharing vehicles**

> **Ensure proper ventilation practices**
> - Use the car's vents and/or windows to bring in fresh outside air
> - Avoid using the recirculated air option
> - Lower vehicle windows

> **Keep disinfectant spray, wipes, and disposable trash bags in the vehicle**

> **Clean and disinfect frequently touched surfaces within the vehicle (e.g., door handles, windows, seatbelt buckles, and steering wheel)**

NY DOH: Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency

Public Modes of Travel

Best practices using public modes of travel include:

> **Public Transit**

- Keep 60% alcohol-based hand wipes or hand sanitizer available for decontamination in transit
- Wear mask over nose and mouth to prevent virus spread

> **Public Transit in Densely Populated Areas**

- Avoid sitting or standing within 6 feet of other passengers
- Carry hand sanitizer with at least 60% alcohol and use after touching surfaces
- Wash hands with soap and water upon reaching destination
- Travel during times during the day when public transit is less likely to be crowded, if possible

CDC: Considerations for Travelers

Long-distance Travel

Best practices for long-distance travel include:

> **Long-distance travel (e.g., flying or commuting via train):**

- In addition to following standard CDC guidance (e.g., maintaining social distancing and using good personal hygiene practices), disinfect all high-touch surfaces, such as arm rests, trays, and screens

> **For overnight lodging:**

- Follow CDC guidance as if in a public place
- Bring an DEC-registered disinfectant and other cleaning supplies, such as disposable gloves
  - Disinfect all high-touch surfaces, such as tables, doorknobs, light switches, countertops, handles, desks, phones, remote controls, toilets, and sink faucets
  - Disinfect any plates, cups, or silverware before using

Planning for On-site Work, Overview

Consider the following general best practices prior to arrival:

> **Alert the customer well in advance of arrival so they can adequately prepare and take proper precautions**

- Consider sending a text message system with information such as "your tech is on the way! Here's what to expect …"
- Ensure you have the right materials to sanitize your work area when you arrive on-site
- The Department of Environmental Conservation (DEC) has developed a list of products registered in NYS and identified by the EPA as effective against COVID-19

> **Designate one employee representative and request one customer point of contact**

> **Request to stagger work shifts if there are multiple crews on-site**

NY DOH: Advice for In Home Contractors

OSHA: In-Home Repair Services

Phased Return to Work

> **Reopening activities are encouraged to be phased-in so as to allow for operational issues to be resolved before production or work activities return to normal levels. A limited number of employees and hours, when first reopening should be considered so as to provide operations with the ability to adjust to the changes.**

> **Is the work routine/preventive maintenance?**

- If so, consider postponing and **not** entering the dwelling

> **Can some or all of the work be conducted remotely?**

- If so, use remote strategies to the extent possible and schedule field visits strategically to address only those activities that cannot be accommodated remotely. Examples of potential activities that can be completed remotely include:
  - Pre-assessments and customer screenings
  - Energy audits
  - Customer education and sales
  - Inspections

Screening Call

Conduct screening calls before performing on-site work. Sample questions include:

> **Is anyone in the home sick, tested positive for COVID-19, or under voluntary or required quarantine/isolation or been in contact with someone known to have COVID-19 in the past 14 days?**

- If yes, postpone the job until everyone is healthy and cleared from isolation and quarantine

> **Do you have special requests or concerns about the upcoming site visit?**

> **Review safety procedures with the customer over the phone**

NY DOH: Advice for In Home Contractors
OSHA: In-Home Repair Services
AIHA Reopening: Guidance for At-Home Service Providers

Proactive Customer Engagement

Prior to arrival:

> **Clearly communicate to customers as part of the screening call or follow-up:**

- Share that all employees will follow standard guidance from the CDC and OSHA on physical distancing, sanitation, and using PPE
- Share the number of workers that will be on-site
- Ask that all dwelling occupants are informed of on-site work
- Articulate additional precautions taken if possibly interacting with vulnerable populations/locations
- Ask that any pets are contained in areas away from the site
- Coordinate entry/exit procedure with customers

> **Postpone service if workers are concerned about their health and safety, especially if unable to maintain a safe distance from quarantined individuals**

NY DOH: Advice for In Home Contractors

OSHA: In-Home Repair Services

Limit In-Person Interactions

Daily customer interaction is common for many clean energy workers, including those in the energy efficiency and HVAC fields. Consider these measures to reduce the need for in-person interaction:

> **Promote alternative communication methods whenever possible**
  - Provide customers with multiple ways to interact with you (e.g., phone, email, video conference)
  - Develop a FAQ page on company websites to assist customers identify or down select their issue
  - Set up a payment system to collect payments through websites, phone applications, or over the phone

> **Offer remote services in lieu of on-site work**
  - Develop a platform on your website to offer customers remote services
  - Conduct pre-assessments, audits, and other activities virtually to minimize the time spent on-site

> **Prioritize projects that do not require high levels of in-person interaction**

> **Limit the number of in-person customer interactions where feasible**

AIHA Reopening: Guidance for At-Home Service Providers

Module 4: Working On-Site

Objectives

At the end of Module 4, participants will be able to:

Apply required safe practice operations adjustments for on-site work

➢ Apply best practices in handling and sharing tools and resources

➢ Identify best practices in on-site ventilation

➢ Determine effective strategies in on-site entry and exit

➢ Apply additional precautions for working in populated areas

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Working On-Site Overview

General best practices to consider once on-site include:

> **Reduce the duration of in-person interactions wherever possible**

> **Restrict site access to the work crew only**

> **Isolate the area where work is being performed if practical**

> **Ventilate the area where work is being performed if possible**

> **Avoid touching doorbells, doorknobs, door handles, and other similar entry/exit surfaces at work sites**

- If you must press a button or open a doorknob or handle, use your knuckle, elbow, or forearms

> **Ask customers to move furniture, storage, or other obstacles from work areas prior to your arrival to minimize contact with the occupants' belongings**

Tools and Equipment

When using employer provided tools and equipment, follow best practices including:

> Do not use other workers' phones, desks, offices where possible

> Limit the sharing of machinery, materials, tools, equipment, and vehicles

> Limit the use of shared surfaces such as railings and fences

> If limiting sharing is not an option, wear gloves (trade-appropriate or medical) and sanitize or wash your hands before and after contact

> Disinfect tools when changing workstations or moving to a new set of tools

Associated General Contractors of America: Coronavirus (COVID-19) Resources

Ventilation (1/2)

Best practices for on-site ventilation include:

> **Continue to prioritize maintaining normal thermal comfort conditions (68-78°F, 40-60% relative humidity)**

> **Request that any shared spaces have adequate air flow**

- HVAC systems
  - In general, disabling of heating, ventilating, and air-conditioning systems is not recommended
  - Ventilation and filtration provided by HVAC systems can reduce the risk of transmission
- Windows
  - If mechanical ventilation systems are not available in single-family homes, opening windows is an acceptable alternative
  - Ventilation should only be increased above required minimums if normal indoor temperature and humidity conditions are maintained

ASHRAE: Epidemic Task Force
ASHRAE: Pandemic COVID-19 and Airborne Transmission

Ventilation (2/2)

> **Fans: Increasing ventilation within a room, such as from an exhaust fan, is advisable**
  - Exhaust fans in bathrooms should be operated continuously, if possible
  - Do not use personal cooling fans (recognizing employers must still take steps to prevent heat hazards)
  - Avoid having fans blow directly from occupants to workers (and vice versa) or from one worker to another

> **Air cleaners: Stand-alone air cleaners/air purifiers with particle filters should be operated continuously, if available**
  - Air filter with high-efficiency media filter (e.g., MERV14 or higher) and have a high clean air delivery rate (CADR) are preferred

> **Rooftop Workers: Special precautions**
  - Exercise caution when working near exhaust fan outlets, avoiding exposure wherever feasible
    - Wear additional PPE, including goggles and face shields, if available

ASHRAE: Epidemic Task Force

Job-Specific Guidance: HVAC Systems

> **HVAC air filter changes (where required)**

- Assume filters have active microbial materials on them; the risks associated with handling filters contaminated with coronaviruses in ventilation systems under field-use conditions have not been evaluated

- Change filters with system turned off

- Wear disposable gloves, eye protection, and respiratory protection

- Dispose of in sealed bag

- When feasible, filters can be disinfected with a 10% bleach solution or appropriate disinfectant, before removal. Filters (disinfected or not) can be bagged and disposed of in regular trash

- When maintenance tasks are completed, maintenance personnel should immediately wash their hands with soap and water or use an alcohol-based hand sanitizer

ASHRAE: Epidemic Task Force
National Air Filtration Association: COVID-19 and Air Filtration

Job-Specific Guidance: Blower Door Tests

> **Do not conduct blower door and duct blaster tests in occupied homes or apartments until risk of COVID-19 transmission is reduced or safe procedures become available**

"During the rapid rise in COVID-19 illnesses and deaths globally, and notwithstanding recommended precautions, questions are voiced about routes of transmission for this pandemic disease. Inhaling small airborne droplets is probable as a third route of infection, in addition to more widely recognized transmission via larger respiratory droplets and direct contact with infected people or contaminated surfaces. While uncertainties remain regarding the relative contributions of different transmission pathways, we argue that existing evidence is sufficiently strong to warrant engineering controls targeting airborne transmission as part of an overall strategy to limit infection risk indoors."

Source: Morawska, L. et al, "How can airborne transmission of COVID-19 be minimized?", Environmental International (article pre-proof, 21 May 2020)

Entry and Exit Process for Shared Facilities

To manage entry, exit, and access processes for shared facilities (e.g., warehouses, central office):

> Where feasible, designate a worker only entry and exit to reduce contact with others

> Clearly label entry and exit to reduce confusion

> Stagger arrival and departure times for employees at shared facilities

> Designate specific days of week particular employees or teams have access to shared facilities

Entry and Exit Process for Customer Sites

To manage entry, exit, and access for customer sites:

> **Minimize the number of employees entering a dwelling where possible**
  - For example, two-person teams where one-person stays in vehicle
  - Coordinate entry and exit process with customer prior to arriving on-site
  - If possible, use separate entrance/exit from customer while on-site
  - If necessary for the customer to open the door, request that they remain 6 feet from the door before the service provider enters/exits the residence

> **Restrict worksite access to the crew performing the work**

> **In multifamily buildings, use stairs instead of an elevator where possible**

Working in Populated Areas

> **Occupied commercial and multifamily buildings may pose additional challenges. Workers should make efforts to distance themselves from building occupants and the public to the extent possible, including:**

- Communicating with occupants ahead of time when and where workers will be in the building with guidance to avoid these active work areas

- Isolating work areas from occupants using signage, safety cones, caution tape, or other methods

- Establishing designated worker entry/exit paths to and from work areas using signage or physical barriers to direct

> **Discuss the job with the client before you go to the site. Plan ahead and review pictures of the work area through text or email to collect as much information as possible and to limit your time in the home or building**

> **Wear appropriate PPE when in close proximity to others is required for safety purposes (i.e., face mask, face shield, safety glasses, gloves, etc.)**

Entry and Exit Process for Populated Areas

Additional precautions should be taken in densely populated areas that experience heavy public foot traffic, including the following best practices:

> **Cordon off area around entry and exit points to allow sufficient distance between entering/exiting employees and general public**

> **Provide signage notifying public of the off limits entry and exit areas**

> **Provide signage directing employees to appropriate entry and exit**

> **Stagger employee arrivals and departures to minimize need to form lines**
   - When lines are necessary, ensure physical distancing of at least 6 feet apart

> **Conduct work during off hours, where feasible, to minimize interactions with building occupants in common spaces including lobbies and hallways**

Module 5: Review

Objectives

At the end of Module 5, participants will be able to:

Access additional resources

➢ Review the course objectives

➢ Identify useful Federal, State, and industry COVID-19 resources

Presentation Objectives

At the end of this presentation, participants will be able to:

1. Describe general COVID-19 information and how it is transmitted
2. Identify employer requirements and best practices and worker responsibilities for protecting employees, customers, and the public
3. Understand guidance on safe practices for work travel and planning for on-site work
4. Apply required safe practice adjustments to operations when performing on-site work
5. Access additional resources

References (1/2)

> **NYS Department of Health**

- Interim Guidance for Construction Activities During the COVID-19 Public Health Emergency: **https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/ConstructionMasterGuidance.pdf**

- Advice for In-Home Contractors: **https://www.health.ny.gov/publications/6730.pdf**

- NYS-registered disinfectants based on EPA COVID-19 list: **https://www.dec.ny.gov/docs/materials_minerals_pdf/covid19.pdf**

> **NY Public Employee Safety & Health Bureau**

- **https://labor.ny.gov/workerprotection/safetyhealth/DOSH_PESH.shtm**

> **CDC**

- COVID-19 Website: cdc.gov/coronavirus/2019-ncov/index.html
  - How COVID-19 spreads and mitigation strategies
  - General business information for small business and employees, including worker safety and support
  - Transportation and delivery information
  - Information on managing workplace fatigue
  - Safe workplace practices, cleaning and disinfection

References (2/2)

> **OSHA**
  - OSHA COVID-19 Website: osha.gov/SLTC/covid-19/
  - Guidance for preparing workplaces for COVID-19: osha.gov/Publications/OSHA3990.pdf

> **American Society of Heating Refrigeration and Air Conditioning Engineers (ASHRAE)**
  - COVID-19 preparedness resources: ashrae.org/covid19
    - HVAC, buildings, transportation, and disinfection and filtration
    - Guidance for reopening of buildings

> **American Industrial Hygiene Association (AIHA)**
  - "Back to Work Safely" resource page: backtoworksafely.org/
    - Safe work-site guidance for small businesses including in-home services, construction, and general office settings

> **California Department of Public Health**
  - **COVID-19 Industry Guidance: Delivery Services, https://covid19.ca.gov/pdf/guidance-delivery-services.pdf**

Key Resource Pages

For additional resources and guidance, please visit the following:

> **NYSERDA COVID-19 Response Website: nyserda.ny.gov/ny/COVID-19-Response**

- To stay updated on the latest COVID-19 news and announcements, **sign up** to join the NYSERDA mailing list

> **New York State Department of Health COVID-19 Website: coronavirus.health.ny.gov/**

> **The Business Council of New York Managing Coronavirus resource pages: https://www.bcnys.org/managing-coronavirus**

- Includes list of PPE suppliers and downloadable signage templates as well as other business assistance resources

Additional New York State Resources

> **NY Forward**
> - Phases: forward.ny.gov/industries-reopening-phase
> - Guidebook: governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYForwardReopeningGuide.pdf
> - Regional Dashboard: forward.ny.gov/regional-monitoring-dashboard

> **Empire State Development**
> - FAQ on NY Forward and Business Reopening, Regional Control Room Contacts: esd.ny.gov/nyforward-faq
> - COVID FAQ for Businesses: esd.ny.gov/novel-coronavirus-faq-businesses
> - Submit Your COVID-19-Related Business Questions Here: esd.ny.gov/content/submit-your-covid-19-related-business-questions-here

> **NYS Department of Health**
> - COVID-19 Website: coronavirus.health.ny.gov/
> - Symptoms/Prevention: coronavirus.health.ny.gov/protect-yourself-and-your-family-coronavirus-covid-19
> - Testing Protocols: coronavirus.health.ny.gov/covid-19-testing#protocol-for-testing
> - Online Assessment: covid19screening.health.ny.gov/
> - Local Health Department Contacts: https://www.nysacho.org/directory/

Presentation Wrap-Up

Thank you for attending NYSERDA's *NY Forward: Guidance for New York's Energy Efficiency Workforce* Presentation!