



Order of the Commissioner of Health for Isolation: Frequently Asked Questions

What does this Order do?

The Order creates a process for NYC residents who have tested positive for coronavirus disease 2019 (COVID-19) or have symptoms of COVID-19, to receive the documentation necessary to claim paid sick leave from their employer under New York State's COVID-19 paid sick leave law. Visit paidfamilyleave.ny.gov/covid19 for more information about the law.

Does the Order apply to me?

The Order applies to you if you are applying for paid sick leave from your employer under New York State's paid sick leave law, live or work in NYC, and currently meet or previously met the qualifications for mandatory isolation related to COVID-19. The qualifications for a mandatory isolation include:

1. You tested positive for COVID-19, or
2. You have symptoms of COVID-19 **and** were in contact with someone who tested positive for COVID-19 or who had symptoms of COVID-19.

There are three appendices in the Order. Which Appendix applies to me?

- Appendix A applies to you if you are a health care worker.
- Appendix B applies to you if you are an essential employee, but not a health care worker.
- Appendix C applies to you if you are a nonessential employee.

Who is an essential employee?

Essential employees are people working in a business deemed essential under the guidance published by the Empire State Development Corporation. Essential employees include utility operators; skilled manufacturers and those supporting supply chains; transportation infrastructure, law enforcement, and emergency response personnel; and essential retail employees working at grocery stores, convenience stores, and pharmacies. Visit esd.ny.gov/guidance-executive-order-2026 for a complete list.

I am not a health care worker or an essential employee. Does this Order apply to me?

You are a nonessential employee covered by Appendix C.

What steps must I follow to use the Order?

First, determine which category you fit in: health care worker, essential employee, or nonessential employee. Then, review the Appendix that applies to you. You must gather the information and documentation described in the Appendix and submit it along with a completed copy of the Appendix to your employer.

Question 1 of the Appendices has as an option: “I had contact with a known COVID-19 case; and I am currently experiencing symptoms of COVID-19, such as cough, fever, sore throat or shortness of breath; and I am unable to get a test.” How do I know if I have had contact with someone who has COVID-19? What if I was in contact with someone who had symptoms of COVID-19 but did not receive a test confirming their diagnosis?

New York State considers the following scenarios as qualifying as contact with a known COVID-19 case:

- Sharing the same household with a person who has tested positive for COVID-19 or is presumed to have COVID-19
- Having direct physical contact with a person who has tested positive for COVID-19 or is presumed to have COVID-19
- Having direct contact with infectious secretions (for example, being coughed on or touching a used paper tissue with a bare hand) of a person who has tested positive for COVID-19 or is presumed to have COVID-19
- Having contact, either by being within 6 feet for about 10 minutes or being in the same enclosed space for a sustained period, with a person who has tested positive for COVID-19 or is presumed have COVID-19
- Travel from a country the Centers for Disease Control and Prevention (CDC) has recognized as a “hotspot” for COVID-19 and has issued a level 2, 3 or 4 travel advisory, or travelling on a cruise ship

Question 1 of the Appendices has as an option: “I meet another qualification for mandatory isolation described by the Department, NYSDOH or CDC.” What are other qualifications for mandatory isolation?

Consult the current the New York State Department of Health guidance for any other qualifications for a mandatory isolation. Visit paidfamilyleave.ny.gov/covid19.

I don’t have health insurance and so cannot obtain the necessary medical advice to quarantine. What should I do?

Please call **311** and they will transfer you to a medical professional.

Do I need to show any documentation to qualify for the Order?

Review the relevant Appendix to determine what documentation you must provide to your employer.

I am a health care worker and I believe this Order applies to me. What do I need to do?

You should follow the steps in Appendix A. You will need to:

- Have been advised to isolate by a medical professional. If you need a medical professional, call **311** and you will be directed to one.
- Gather any documentation, including test results or evidence of a medical consultation.
- Complete and sign Appendix A.
- Present the signed Appendix A to your employer along with supporting documentation.
- Your employer may require you to provide additional documentation.

I am an essential employee (other than a health care worker) and I believe this Order applies to me. What do I need to do?

You should follow the steps in Appendix B. You will need to:

- Have been advised to isolate by a medical professional. If you need a medical professional, call **311** and you will be directed to one.
- Gather any documentation, including test results or evidence of a medical consultation.
- Complete and sign Appendix B.
- Present signed Appendix B to your employer along with supporting documentation.

I am a nonessential employee and I believe this Order applies to me. What do I need to do?

If your employer is requiring you to report to your worksite, you should follow the steps in Appendix C. You will need to:

- Affirm the reason that you are required to isolate.
- Gather any supporting documentation, including test results or evidence of a medical consultation.
- Complete and sign Appendix C.
- Present the signed Appendix C to your employer along with supporting documentation.

I am not sick but my friend/neighbor/colleague or someone in my household tested positive for COVID-19, does this Order apply to me?

No. If you live with or have otherwise been in close contact (such as within 6 feet for a sustained period of time, such as 10 minutes) with a person who has tested positive for COVID-19 or who is experiencing or who has recently experienced symptoms of COVID-19, and you cannot work because you are required to quarantine, you should call the NYC Health Department at 855-491-2667 to request an individual quarantine order to claim paid sick leave from your employer under the State's COVID-19 paid sick leave law.

I traveled internationally and was told to self-quarantine when I returned, does this Order apply to me?

No, unless you became sick with COVID-19 or have symptoms of COVID-19. If you traveled internationally and could not work because you were subject to CDC or New York State self-quarantine guidance, you should call the NYC Health Department at 855-491-2667 to request an individual quarantine order to claim paid sick leave from your employer under New York State's COVID-19 paid sick leave law.

I think I meet another qualification for self-quarantine not in any of the appendices above, does this Order apply to me?

No. You should call the NYC Health Department at 855-491-2667 and describe the reasons for your self-quarantine to see if you qualify for an individual quarantine order to claim paid sick leave from your employer under New York State's COVID-19 paid sick leave law. Visit paidfamilyleave.ny.gov/covid19 for more information about the law.