



OFFICE OF THE MAYOR
THE CITY OF NEW YORK

2019 Novel Coronavirus (COVID-19) FAQ for Contracted Health and Human Service Providers

Topic: Nonprofit Business Continuity Guidance

Updated April 8, 2020

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Introduction

This document is targeted to City-contracted providers to provide guidance on business continuity questions. For questions concerning budget and finance, please consult specific guidance available below and online at nyc.gov/nonprofits. For programmatic questions, please consult agency-specific or program-specific guidance (e.g., guidance for congregate settings, shelters, schools, etc.) available at nyc.gov/coronavirus and nyc.gov/nonprofits.

This is a rapidly changing situation. Please consult guidance from the NYC Health Department and the Centers for Disease Control and Prevention (CDC) which are also provided on nyc.gov/coronavirus.

Health-Related Guidance and Preparations

Q1. What actions should employers be taking in response to COVID-19?

The NYC Health Department's general preventative guidance for businesses and non-healthcare settings, as well as CDC information for health care providers, can be found at nyc.gov/coronavirus.

Q2. What guidance should we distribute to our employees and clients?

Direct employees and clients to nyc.gov/coronavirus for up-to-date information and guidance. Resources may also be found at cdc.gov/coronavirus.

Good personal hygiene remains the best method for preventing the spread of the COVID-19 virus. Employers should encourage staff and clients to:

- Stay home if sick.
- Keep 6 feet of distance between themselves and others.
- In general, all New Yorkers should wear a face covering when they cannot maintain at least 6 feet of distance between themselves and others. A face covering is any well-secured paper or cloth (like a bandana or scarf) that covers your mouth and nose. It is essential that people continue to practice

social (physical) distancing and good hand hygiene even when wearing a face covering — including keeping 6 feet of distance between themselves and others whenever possible. Please visit nyc.gov/coronavirus for the latest guidance from the NYC Health Department and consult the “FAQ About Face Coverings.”

- Cover coughs and sneezes with a tissue, shirt sleeve or bent arm, not hands.
- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
- Avoid touching eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Get the flu shot. Although the flu shot will not protect you from COVID-19, it will help prevent the flu which has similar symptoms to this coronavirus.
- Only go outside for essential tasks. Those tasks include working for an essential business, getting groceries and supplies or securing necessary medical care.

Q3. What should employees or clients do if they have symptoms?

Employees or clients with symptoms (fever, cough, shortness of breath, and/or sore throat) that are not due to a preexisting health condition such as asthma or emphysema may have COVID-19 and must stay home. Those still feeling sick after three to four days should contact their health care provider. Those who do not have a doctor or health insurance can find support by calling 311 or consulting the resources for New Yorkers page on nyc.gov/coronavirus.

Q4. How should we prepare and clean our facilities to prevent the spread of COVID-19? What protocols should be followed for congregate and residential settings?

General disinfection guidance for non-health care settings and protocols for congregate settings can be found at nyc.gov/coronavirus.

Q5. How should individual businesses or community based organizations prepare for potential local outbreak?

Assistance for businesses and organizations can be found at nyc.gov/coronavirus. “General Guidance for Businesses and Other Non-Health Care Settings” provides general guidance for preparedness, including steps to creating an outbreak response plan. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhsteam@mocs.nyc.gov.

Program or Service Modifications

Q6. Should we cancel programs or services?

Any decisions to cancel programs or services should be made with your City contracting agency. City agencies will work with providers to support any modifications in programming, location and staffing as needed. Providers should consult additional guidance on nyc.gov/nonprofits.

Q7. What is the City’s paid sick leave policy for contracted providers as it pertains to COVID-19?

Employees should follow the quarantine and isolation protocols issued by the CDC and the NYC Health Department.

Organizations under contract with the City are encouraged to treat employee absences as excusable with pay and without charge to leave balances when the absence is required because of a NYC Health Department ruling with respect to quarantine. Employees who have been diagnosed as infected by COVID-19 should receive time off with pay.

To the extent practicable and allowable, the City will reimburse providers for paid time off associated with NYC Health Department protocols. All COVID-19 related staffing information must be appropriately documented. The City will be providing further guidance on documentation.

All employers are required to adhere to applicable City, State and Federal laws, including their City contract, regarding paid leave. For more information about the City’s Paid Sick Leave Law, please see: <https://www1.nyc.gov/site/dca/about/paid-sick-leave-law.page>.

Q8. Will the City reimburse contracted providers for supplies, such as cleaning materials, related to COVID-19?

The City will authorize and reimburse the additional cost of disinfection and safety supplies that exceed the current scope of the contract if the provider is following NYC Health Department or other rulings from the City contracting agency. Providers must keep records of all COVID-19 expenses.

Additional Guidance

Q9. Guidance is requested for more resources and translated materials on how community-based organizations can respond to bias related incidents, educate community members experiencing bias, and work with the administration to address bias.

The NYC Commission on Human Rights is monitoring and responding to potential bias incidents due to fear and stigma around COVID-19 which may manifest as harassment or discrimination on the basis of race, national origin, or other protected classes under the NYC Human Rights Law.

New York City is a community with strong laws and resources to prevent and respond to bias and discriminatory incidents. Please direct staff, volunteers, clients and other individuals who believe they have experienced a hate crime, harassment, or any type of discriminatory incident to contact the NYC Commission on Human Rights via 311 (say “human rights”) for intervention or report it here: <https://www1.nyc.gov/site/cchr/about/report-discrimination.page>.