



COVID-19 Health and Safety Protocols for Connecticut C&LM and Weatherization Programs

I. Health and Safety Protocols for Customers for Work within Occupied Spaces

- Customers must be informed of and agree to all Health and Safety Protocols, including the Utility Guidelines, in the language spoken by the customers, prior to the commencement of on-site activity. Customers must also be encouraged to report to the contractor any work practices by field crews that violate the Health and Safety Protocols.
- For residential work, if possible, customer will limit the number of people in the home to one adult.
- All people within the home or business must maintain a distance of 6 feet from all workers, unless doing so is impractical or unreasonable under the circumstances.
- The customer and any other people inside the home or business must agree to wear a mask or cloth face covering that completely covers the nose and mouth, except in the case of young children who cannot practically be relocated during the work. If the customer does not have a mask or cloth face covering, one must be provided to them.
- Before on-site activities commence, customers must confirm that no one residing, working, or visiting with in the building has experienced within the last 14 days, or is now experiencing, COVID-19 CDC defined symptoms, including either a cough or shortness of breath, or any two of the following symptoms:
 - Fever
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Sore throat
 - Headache *or*
 - Loss of taste or smell
- While on-site activities are ongoing, customers must agree to monitor their health and report if anyone in the home or business begin to experience any COVID-19 CDC defined symptoms.
- Customers should be informed in advance that the following physical conditions may make someone more vulnerable to COVID-19, and that if they have concerns, they should check with their health care provider regarding appropriate protective measures prior to engaging any work inside the occupied space:
 - People 65 years of age or older
 - People with a body mass index (BMI) of greater than 40
 - People with chronic lung disease or moderate to severe asthma
 - People with diabetes
 - People with serious heart conditions



- People who are immunocompromised
- People with chronic kidney disease undergoing dialysis
- People with liver disease

II. Health and Safety Protocols for Contractors/Employees

- Contractors must institute a training program and ensure employee participation in the program. There shall be weekly refreshers on policies. The training shall be provided at no cost to the employee during working hours. The training materials shall be presented in the language and at the literacy level of the employees. Ensuring any subcontractors are trained is also the responsibility of the contractors. Training shall include:
 - The Health and Safety Protocols
 - Protocols on proper sanitization
- Records must be kept to ensure all employees have participated in COVID-19 Health and Safety Protocol training prior to resuming on-site work. Further training must be provided when Health and Safety Protocols or the Utility Guidelines are amended.
- To the extent possible, all office and field staff should be tested for COVID-19 prior to resuming on-site work. Contractors are encouraged to require employee testing on a regular schedule.
- To the extent possible, employees should work in consistent cohorts to simplify contact tracing and reduce the number of employees who must quarantine should one employee become ill.
- Contractors should keep staffing and shift logs by job site to aid in contact tracing should that become necessary.
- Contractors and employees must follow all CDC and state protocols for quarantine and return to work for employees who test positive, who have with symptoms, or who have been exposed to someone with a positive test result.
- Contractors must provide Personal Protective Equipment (PPE) to their employees per the Utility Guidelines.
- Employees must wear the appropriate level of Personal Protective Equipment (PPE) for the specific job requirement at all times while on-site, except when removal is necessary to eat or drink, per the Utility Guidelines.
- Employees working near exhaust fans or plumbing vents should wear Level 3 PPE as detailed in the Utility Guidelines.
- If possible, employees should avoid carpooling. However, if employees must carpool, the following rules should be implemented:
 - The vehicle should be disinfected prior to entry at the beginning of the workday, and upon completion of use at the end of the workday.
 - Hand sanitizer and disinfectant cleaners must be available for employee use within the vehicle.
 - No more than two passengers should travel in the vehicle at a time.



- Passengers should practice social distancing to the extent possible while carpooling (i.e. avoid physical contact, passenger sits in the back seat, etc.).
- Appropriate PPE should be worn at all times while carpooling, with a minimum requirement of gloves and a protective mask. New PPE should be used once the employees arrive on-site.
- Outdoor air ventilation should be maintained.
- Employees should take their temperature daily before they report to work. If they have a temperature of 100.4 degrees Fahrenheit or higher, or if they have other symptoms as described below, they should stay home.
- To the extent possible, field staff should limit their visits to the office and their interactions with office staff. Remote communication should be utilized as much as possible.
- Before they are allowed onto the work site or into a shared vehicle, employees must confirm to their employer daily that they are not experiencing any COVID-19 CDC defined symptoms, including **either** a cough, a fever of 100.4 or above, or shortness of breath; **or** any **two** of the following symptoms:
 - Fever
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Sore throat
 - Headache *or*
 - Loss of taste or smell
- Employees who are experiencing the above symptoms, or who have had close contact with a person experiencing the above symptoms or who has been diagnosed with COVID-19, should not report to work and should not be allowed on the work site. Employees shall adhere to federal guidance pertaining to paid leave for employees and provide this guidance to employees in accordance with federal guidelines. Employers shall post the Families First Coronavirus Response Act (“FFCRA”) Department of Labor poster in a conspicuous location on its premises or, for employees working remotely, provide an electronic version. The poster can be accessed at: <https://www.dol.gov/agencies/whd/posters>. Additional guidance can be accessed at: <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>. Contractors should make hand sanitizer available to all employees for use throughout the workday.
- Employees must use all appropriate sanitization and disinfecting procedures before work, after work, and during work hours as necessary. Any office facilities should be sanitized and disinfected daily.
- Except when necessary to complete a task, employees must strive to maintain a social distance of 6 feet between one another regardless of the level of PPE each worker is wearing. In addition, contractors must limit the number of crew members assigned to a worksite, as appropriate for the project, to ensure proper social distancing.



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- To promote social distancing and to minimize contact, any communications between the customer and the contractor and any signature of documents should be conducted virtually or outdoors, where possible, unless doing so is impractical due to the customer's lack of access to internet or other necessary technology.
- Any items provided to customers, such as documents, tablets or other devices, should be sanitized and disinfected by on-site employees.
- In the event a customer refuses to comply with the Health and Safety Protocols or a work site cannot be sanitized effectively, employees should leave the work site without any penalty.