

Procedures for Suspected and Confirmed COVID-19 Cases

Applies to: All field staff, including installation crews, inspectors, and staff in non-installation roles.

As a component of our efforts to protect the health and safety of contractors and customers, the energy efficiency Program Administrators in Connecticut have established notification procedures to be followed if employees of contracted vendors are suspected of contracting COVID-19 or test positive for the COVID-19 virus. If an affected employee visited a customer's home or business AND experienced symptoms within 48 hours of the visit, co-workers must be informed in accordance with the procedures outlined in the following two pages. If that employee subsequently tests positive for COVID-19, the customers must also be notified following the procedures outlined here. These procedures include links to a customer contact log and to a script for communicating with customers.

Vendors are also required to inform affected employees they must fully cooperate with the Connecticut COVID-19 Response:

<https://portal.ct.gov/Coronavirus/Covid-19-Knowledge-Base>

Frequently asked questions (FAQs) regarding testing and follow-up are located at:

<https://portal.ct.gov/Coronavirus/Covid-19-Knowledge-Base/COVID-19-Testing>

Please see the document which follows for details on notification of customers and co-workers.

Procedures for Suspected and Confirmed COVID-19 Cases

Applies to: All field staff, including installation crews, inspectors, and staff in non-installation roles.

Suspected Case

❖ **Field Staff Member -- Feels Ill with Possible COVID-Related Symptoms:**

(Information from [ct.gov](https://www.ct.gov), see [September 11, 2020: DPH Testing Guidance](#))

- Fever (100.4 F or more) or chills
- Cough (new)
- 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

❖ **Staff Member Should Then:**

- Stay home.
- Notify your supervisor of absence.
- Call your healthcare provider for guidance on whether your symptoms may indicate COVID-19.
- Your provider will tell you if you need to be tested and what type of COVID-19 test to get.
- If your healthcare provider says you should get tested, inform your supervisor you will be tested.
- Follow your healthcare provider's instructions while awaiting test results and after you receive them.

❖ **Contractor/Vendor or Supervisor Actions - Make Notifications IF Necessary (see below):**

- Make a list of customers, including contact information, where the affected worker was onsite from 48 hours before symptoms appeared to the time when they stopped reporting to work. Customer list form is here: [Customer Notification List](#). The list should include customers meeting the following criteria for potential exposure:
 - A potential exposure means being in a household with or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic. ([CDC, 9-11-20](#))
 - Close contact: Someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated. ([CDC, 10-21-20](#))
- Make a separate list of co-workers and others who have also been in close contact with the affected worker from 48 hours before symptoms appeared to the time when they stopped reporting to work. The exposure criteria are the same as those listed above for customers.
- These lists will be used if an ill employee tests positive for COVID-19. In that case, please follow the steps outlined on the following page for Confirmed Cases.

Confirmed Case

❖ Field Staff Member -- COVID-19 test is POSITIVE:

- When you receive your results and they are positive for COVID-19, a healthcare provider will contact you about next steps. The Connecticut Department of Public Health department will be informed of the results.
- Contact your Supervisor and inform them you have tested positive.

❖ Contractor/Vendor or Supervisor Actions – Notification of Customers and Close Contacts:

- If you haven't done so already, make a list of customers, including contact information, where the affected worker was onsite from 48 hours before symptoms appeared to the time when they stopped reporting to work. Customer list form is here: [Customer Notification List](#). The list should include customers meeting the following criteria for potential exposure:
 - A potential exposure means being in a household with or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic. ([CDC, 9-11-20](#))
 - Close contact: Someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated. ([CDC, 10-21-20](#))
- Make a separate list of co-workers and others who have also been in close contact with the affected worker from 48 hours before symptoms appeared to the time when they stopped reporting to work. The exposure criteria are the same as those listed above for customers.
- Inform immediate co-workers about the affected worker as soon as possible (same day if possible). Customers and other possible close contacts (e.g., admin. personnel) will be informed as described below.
- Notifications:
 - As soon as possible, but within 24 hours of being notified of the confirmed illness, an official from the contracted firm/vendor will begin making notifications to customers and other close contacts.
**SEE SPECIFIC SCRIPT FOR CUSTOMER NOTIFICATIONS HERE: [Customer Communication Script](#).
CO-WORKERS AND OTHERS SHOULD BE INFORMED IN ANY MANNER CONSIDERED APPROPRIATE.**
 - As soon as possible, but within 24 hours of being notified of the confirmed illness, notify Eversource and UI.

❖ Returning to Work

- **You can leave your home if:**
 - You must have had no fever for 72 hours (three days) without the use of fever-reducing medications, and your respiratory symptoms (cough, shortness of breath) must be getting better. ([ct.gov, See FAQ 11, 7-2-20](#))
 - At least 10 days have passed since your symptoms first appeared.*
 - * If you had severe illness from COVID-19 (you were admitted to a hospital and needed oxygen), your healthcare provider may recommend you stay in isolation for longer than 10 days after your symptoms first appeared and you may need to finish your period of isolation at home (per CDC).
 - If you had no symptoms but tested positive, you should stay home until 10 days after your positive test.
 - Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation (per CDC).