

CENTER FOR COMMUNITY SERVICES DIRECTIVE

Title: COVID-19 Guidance

Directive #: W2020-2A

Effective: May 8, 2020

To: Weatherization Subgrantees

From: Lynette Praster, Director – Center for Community Services

1.0 Purpose

- 1. To provide subgrantees with the Health and Safety Guidance specifically for COVID-19 pandemic.
- 2. To provide guidance, policy, and procedures regarding the implementation of the COVID-19 Protocols.

2.0 Background

- 1. In March 2020, COVID-19 reached a global pandemic status and Pennsylvania's state government responded with a statewide shut down of all non-essential businesses and a "shelter in place" policy for the entire state. More historical information can be found at this link: https://www.governor.pa.gov/process-to-reopen-pennsylvania/
- 2. Given the unprecedented occurrence of a pandemic situation, additional policy, procedures and guidance for COVID-19 in addition to the Health and Safety Guidance have been identified and developed based on the need to establish processes for returning to work during and after the COVID-19 pandemic.
- 3. The Governor has issued specific guidance and protocol for providing services during the pandemic. The guidance and workplace posters can be found at the following links: Yellow phase business guidance doc: https://www.governor.pa.gov/wp-content/uploads/2020/05/20200504-COVID-19-Business-Guidance.pdf

https://www.pa.gov/wp-content/uploads/2020/04/COVID-19-Reopening-Businesses-Flyer-8-5x14-1.pdf

https://www.pa.gov/wp-content/uploads/2020/04/COVID-19-Reopening-Businesses-Flyer-8-5x11-1.pdf

https://www.pa.gov/wp-content/uploads/2020/04/Spanish-COVID-19-Reopening-Businesses-Flyer-8-5x11-1.pdf

https://www.pa.gov/wp-content/uploads/2020/04/Spanish-COVID-19-Reopening-Businesses-Flyer-8-5x14-1.pdf

4. DCED developed the majority of this COVID-19 Plan by consulting and coordinating with a wide array of resources, including weatherization workers and agency personnel.

3.0 Policy

- A) The COVID-19 Weatherization Assistance Program (WAP) Guidance is in addition to the WAP Health and Safety Plan
 - 1. The Health and Safety Plan can be found in the Health and Safety Directive and as part of the approved State Plan annually
 - 2. Subgrantees and their subcontractors must follow all aspects of the COVID-19 Guidance and the Health and Safety Plan. DCED will provide oversight and monitoring along with the services of the National Sustainable Structures Center (NSSC) to provide training to direct and guide its implementation and maintenance.
 - 3. Attachments have been added to this plan to address Weatherization Agency Office and Field procedures to prepare for COVID-19 Safety.
 - 4. The Subgrantee is responsible for developing an Emergency Preparedness, Disaster and Continuity of Operations Plans to include pandemic protocol
 - 5. All attached documents, including the COVID-19 Guidance and the Health and Safety Plan and accompanying forms, will be maintained and updated on the Weatherization SharePoint site at https://collab.pa.gov/dced/weatherization.
- B) COVID-19 Guidance is provided in attachments to the Directive.

1. Attachment O

- i. Is general safety preparedness guidance for the Subgrantee Office and Field Personnel.
- ii. All Subgrantee Office Staff, Field Personnel and Subcontractors must be trained on all Health and Safety Protocols to include COVID-19 Protocol.

2. Attachment P

- i. Is the **REQUIRED** COVID-19 Pandemic/Infectious Disease Checklist which **must** be used when determining if a unit is appropriate for weatherization services during this extraordinary time
- ii. A person from your staff must be appointed to not only complete the form but also to review the health and safety issues at each home.
 - a) This does not have to be a separate person from your crew or auditor on the job site.
 - b) This person can be but does not have to be present every day on the job.
- iii. This document must be uploaded in Hancock.

- C) Health and Safety Expenditure Limits will include the COVID-19 Guidance materials and equipment for the Field Personnel
 - 1. According to the plan, the Health and Safety Expenditure Guidance is 18% of the average cost per dwelling unit for Department of Energy (DOE) funded projects.
 - 2. The average cost per dwelling unit is defined as the sum of Program Operations, Program Support, and Vehicles and Equipment divided by the total number of dwelling units completed. Please note that Health and Safety costs are not included in the overall average cost per dwelling unit calculation.
 - 3. Twenty (20)% of the average cost per dwelling unit Expenditure Guidance for the Low-Income Home Energy Assistance Program (LIHEAP) Weatherization Assistance Program (WAP) expenditures has been established.
 - 4. The following measure is available in Hancock to report costs associated with PPE/job safety materials
 - i. HS-Personal Protective Equipment / Job Safety Materials
 - 5. Budgets for all DOE WAP funds should reflect the Health and Safety Expenditure Limit of 18%. Budgets for all LIHEAP WAP funds should reflect the Health and Safety Expenditure Limit of 20%. It should be noted that the Weatherization Application Budget Workbook contains formulas to assist the agency in developing a reasonable Health and Safety Budget.
 - 6. Exceeding the 18% Expenditure Limit for DOE or 20% for LIHEAP WAP
 - Subgrantees must actively manage their Health and Safety expenditures so that their overall Health and Safety expenditures do not exceed the 18% of average cost per unit Expenditure Guidance for DOE or 20% of average cost per unit for LIHEAP WAP.
 - a) Subgrantees should manage their Health and Safety expenditures such that they are spent evenly throughout the program year.
 - b) If, at the end of the program year, a subgrantee has exceeded the 18% or 20% Health and Safety Budget Expenditure Limit, the subgrantee may be responsible for repaying to DCED all Health and Safety expenditures in excess of the 18% or 20% Expenditure Limit, respectively.
- D) From the Health and Safety Directive, the Identification of Occupant Health Conditions remains the same: Subgrantees must utilize the "Identification of Occupant Health Conditions" form (*Attachment D*), to identify occupant health conditions prior to weatherization. In addition, the COVID-19 Pandemic/Infectious Disease Checklist (*Attachment P*) must be implemented for each job.
 - 1. Subgrantees must ensure that all clients complete and sign the Occupant Health Conditions Forms as part of the initial application for weatherization and again at the time of the audit. Auditors must use the same form the client signed at time of application for the audit.
 - 2. Subgrantees must provide all clients with worker contact information (at least in the form of subgrantee weatherization office staff phone numbers) so clients can inform workers of any health issues.

- 3. Subgrantees must provide clients with safety information concerning the installation of weatherization materials relative to any conditions the client may have listed (for example Safety Data Sheets).
- 4. Subgrantees must ensure that they are not in any way aggravating a client's existing health condition.
 - i. If necessary, subgrantees may be required to request that a client or a member of the client's household leave the home until the installation of weatherization materials is no longer dangerous to the occupant's health. DOE funds are not to be used to pay for a temporary relocation.
 - ii. Subgrantees may be required to amend a client's audit to avoid installing measures that may harm any members of the client's household.
 - a) Amendments to the audit for this reason must be thoroughly documented in the client file, and all client health conditions affecting such amendments must be listed on the Occupant Health Conditions Form.
 - b) Subgrantees should consider that deferral may be preferable to amending the audit.
 - iii. Subgrantees must defer any home in which the weatherization process will unavoidably negatively affect the health of a client or any member of a client's household.
 - iv. Subgrantees must also defer any home in which the weatherization process will negatively affect the health of the staff or crew while performing weatherization activities.
- 5. The Occupant Health Conditions Form (*Attachment D*) must be signed and dated by both the client and a subgrantee staff person and must be contained in the Client's File. Subgrantees must defer any client refusing to sign the Occupant Health Conditions Form.
- E) Deferrals: The Deferral Policy remains the same as listed in the Health and Safety Directive. Along with noting the changes in the Potential to Defer Form (*Attachment E*) from the Health and Safety Directive, subgrantees should particularly note the implications of minimally weatherizing homes instead of deferring them.
 - 1. A home that receives any weatherization measures at all cannot be re-weatherized with DOE or LIHEAP funds. (see Eligibility Directive for specific rules.) Subgrantees should generally consider deferral over installing only a few minor energy conservation measures (for example, only installing weatherstripping.).
 - 2. Subgrantees that consistently avoid deferring homes that should be deferred for Health and Safety reasons may be found out of compliance and responsible for disallowable costs.

4.0 Notation

Since COVID-19 protocol is new and updated frequently, each agency is responsible for any updates to information provided in links in within these documents.

5.0 Effective Date

It shall remain in effect, in its entirety, until such time as it is amended, replaced, superseded, or nullified. Only a directive from the Center for Community Services or equivalent office may countermand any statement herein contained.

6.0 Attachments

- Attachment D: Identification of Occupant Health Conditions
- Attachment E: Notification of Potential Deferral of Weatherization Services
- Attachment O: General Safety Preparedness Information
- Attachment P: COVID-19 Pandemic/Infectious Disease Checklist

Identification of Occupant Health Conditions

Please list any known or suspected health conditions which could affect you or a member of your household during or as a result of the weatherization process (for example, respiratory issues or allergic reactions that could be affected by the weatherization process):					
or suspected health conditions which coult result of the weatherization process.					
Applicant's Name (please print)	Applicant's Signature	Date			
Staff Name (please print)	Staff Signature	Date			
 That you have received worker contamedical issues caused by the weathe That you promise to inform workers That you have received information could affect the medical conditions y That you have worked with your aud amended so that it does not affect an That you consent to the weatherization 	rization process; immediately if any medical issues ari on weatherization materials and instrou ou have listed; itor to ensure that if necessary, the way listed medical conditions;	se; allation techniques that			
Applicant's Name (please print)	Applicant's Signature	Date			
Staff Name (please print)	Staff Signature	Date			
SIGN AND DATE AT FIRST DAY OF WORK: Page 5 suspected health conditions which could af the weatherization process.					
Applicant's Name (please print)	Applicant's Signature	Date			
Staff Name (please print)	Staff Signature	 Date			

NOTIFICATION OF POTENTIAL DEFERRAL OF WEATHERIZATION SERVICES FORM PLEASE READ, SIGN AND DATE

The Pennsylvania Weatherization Assistance Program is providing you with this information in the event that your application is deferred. If an application is deferred, the applicant's home will not receive weatherization services until after the reason(s) for deferral have been corrected and a new application is submitted. Listed below are reasons why an application may be deferred:

- Reported household income may exceed federal poverty guidelines set for the program;
- The house has been condemned or has electrical, heating, plumbing, or other equipment issues which have caused the local or state building officials or utilities to prohibit work in the building;
- The property becomes owned by a bank or other financial entity or is in foreclosure proceedings;
- The property becomes for sale or rent or unoccupied or the client is moving or scheduled for sheriff sale;
- The building structure or its mechanical systems are in such a state of disrepair that the conditions cannot be resolved cost-effectively;
- The structure is not secured to a permanent foundation and connected to utilities;
- The structure is a camper, recreational vehicle, boat, railroad car, bus, or other structure which does not have a mailing address and is designed and constructed as temporary, non-stationary, living quarters.
- Dangerous conditions exist due to high carbon monoxide levels in combustion appliances that cannot be resolved under existing health and safety measures and with only minor repairs;
- The dwelling unit or surrounding property exhibits problems with pet containment;
- The extent of and condition of lead-based paint or friable asbestos in the house would create further health and safety hazards.
- Moisture problems are so severe that they cannot be resolved under existing health and safety measures and with only minor repairs;
- The client denies access to every room at unit;
- Criminal behavior is observed in the household;
- The client refuses critical weatherization measures;
- The client creates a health and safety issue and refuses to correct the problem, or the dwelling unit has sewage or sanitary problems which will further endanger the client and installers;
- The client refuses recommended health and safety measures;
- The client or a household member acts in an uncooperative, threatening or abusive manner;
- The client has known health problems which preclude insulation or other weatherization materials from being installed;

Radon testing is known, defer home if over 4pCi/L. Other Must Specify:		
mer Must Specify.		
Applicant's Name (please print)		
ripplicant s rame (picase print)		
Applicant's Signature	 Date	
Applicant's Signature	Date	
Stoff Name (places mint)		
Staff Name (please print)		
ar a. a.		
Staff Signature	Date	



COVID-19 Safety Preparedness Guide for Overall Agency Operations

Coronavirus Disease 2019 (COVID-19)

The Centers of Disease Control and Prevention (CDC) is the best source of up-to-date guidance for planning, preparing and responding to COVID-19. At this time, much is still unknown about exactly how the virus that causes COVID-19 spreads. Current knowledge is mainly based on what is known about similar coronaviruses.

Coronaviruses are a large family of viruses that are common in humans and many different species of animals such as camels, cats, bats, and cattle. Rarely, animal coronaviruses can infect people and then spread from person to person, such as MERS-CoV and SARS-CoV. However, respiratory illnesses such as seasonal influenza are also currently widespread in many areas.

Since weatherization crew members are in direct contact with the public we serve, and we work within the homes of those we serve, it is important to prepare and plan a COVID-19 outbreak. The CDC has issued guidance that may help prevent workplace exposures. Additional information is available on CDC's web page at https://www.cdc.gov/coronavirus/2019-ncov/index.html.

Identifying Potential Sources of Exposure

OSHA standards, including those for personal protective equipment (PPE, 29 CFR 1910.132) and respiratory protection (29 CFR 1910.134), require employers to assess the hazards to which their workers may be exposed.

Employers should consider whether their workers may encounter someone infected with COVID-19 in the course of their duties. Employers should also assess whether workers could be exposed to environments or materials contaminated with the virus.

Reviewing information specific to Pennsylvania

Guidance for PA is updated regularly. Please go to the PA Department of Health website for more information:

https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx



Basic Preparation

- All agencies must have Emergency Preparedness, Disaster and Continuity of Operations Plan
- Review if staff have chronic health conditions or compromised immune systems or exposure to this type of people at home
- Inventory all needed supplies for office and field staff (For office areas: disinfectant wipes, work/desk shields, if needed, posters. For field staff see list on COVID-19 Safety Preparedness Guide for Field Staff)
- Possible engineering controls in the building such as increasing the ventilation rates.
- Make sure the air filters in system are changed/cleaned regularly
- Staff training for COVID-19 protocol, to include office, field and subcontractor staff
- Work stations should be at least 6 ft. apart or barriers installed
- Don't share work spaces
- Develop flexible work policies, if possible
- Possible staggered staff hours
- Establish teleworking guidance
- Reduce the size of any group at one time and/or limit all in-person meetings
- Sick employees stay home
- Protocols must be developed for execution, regarding discovery that the agency has been exposed to a person who is a probable or confirmed case of COVID-19.
- Frequent handwashing with soap and water for at least 20 seconds. Avoid touching eyes, nose or mouth with unwashed hands.
- Perform routine environmental cleaning



COVID-19 Safety Preparedness Guide for Field Personnel

Basic Precautionary Measures:

- Prohibit handshaking, maintain social distance, at least 6 feet, as often as possible.
- Sick employees stay home
- Employees and Clients should be screened
- Field Personnel must develop and train all crews and staff to follow basic infection prevention measures
- Routine, daily disinfecting of equipment and tools being used in the field. When choosing cleaning chemicals, consult information in the EPA approved disinfectant labels with claims against viral pathogens. Follow the manufacturer's instructions for use of all cleaning and disinfection products (e.g., concentration, application method and contact time, Personal Protective Equipment (PPE)).
- Frequent handwashing with soap and water for at least 20 seconds. Avoid touching eyes, nose or mouth with unwashed hands.
- Implement the COVID-19 Pandemic/Infectious Disease Checklist
- Can work be divided into exterior work and interior work?
- If interior work is chosen, can the clients be isolated to one area of the home?
- Consider reviewing the NSSC online course for worker safety and proper wearing of PPE https://www.pct.edu/business/workforce-development/catalog/NSSCONLINE/BPX120
- There are other online trainings available for weatherization and specific Health and Safety techniques for weatherization work:
 - Saturn Resource Management offers free training videos on their YouTube page. The YouTube site has 300 videos organized in 39 playlists, all relevant to weatherization. Specifically, the following link is for their Health and Safety series: https://www.youtube.com/watch?v=fgSrDmJn3 8&list=PLkty7JeRwol-fUTdKbyk pckk758kLFK

Inventory Checklist for Field Personnel Use, as needed:

- RespiratorsHand Soap
- N95 Face Masks
- Sanitizing WipesGloves

- Booties
- Paper Towels
- Industrial Cleaners
- Hand Sanitizer
- Tyvek Suits

- Face Shield Client Face Masks Client Ed Materials
 - - Sanitizing wipes
 - Disposable pens
 - Ziploc bags

U.S. Environmental protection Agency (EPA) website for appropriate cleaners:

https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

There is some information regarding PPE inventory availability on the DCED website at: https://dced.pa.gov/



Recommended/Suggested Client Screening Questions (to be asked before going to home):

- 1. Has anyone in the household tested positive for COVID-19? If so, how long ago?
- 2. Does your household contain a person who is considered to "at-risk" due to weakened immunity or an elderly person?
- 3. Has anyone in your household been in contact with someone who has had a fever, cough or shortness of breath in the last two weeks?
- 4. Does anyone in your household work in a COVID-19 high risk line of work such as healthcare, nursing or assisted living facilities, correctional facilities or food processing plants, etc.?
- 5. In the last month, have you been in contact with someone who was confirmed or suspected to have COVID-19?
- 6. In the last month, have you traveled internationally or to an area with a known COVID-19 outbreak?
- 7. In the last month, have you been in close contact with anyone that has traveled internationally or to an area with a known COVID-19 outbreak?
- 8. Has anyone in the household been within 6 feet of a person with a lab-confirmed case of COVID-19 for at least 5 minutes, or had direct contact with their mucus or saliva, in the past 14 days?
- 9. In the last 48 hrs, have you had any of the following symptoms?
 - Fever, New cough, New trouble breathing, shortness of breath or severe wheezing, New Chills, New muscle aches, Sore throat, Diarrhea, New loss of smell, taste, or a change in taste

There is some information regarding PPE inventory availability on the DCED website at: https://dced.pa.gov/

Related links for further safety guidance:

OSHA: https://www.osha.gov/ NAHB: https://www.nahb.org/

CDC: https://www.cdc.gov/coronavirus/2019-ncov/index.html

OSHA, specific to home repair: https://www.osha.gov/SLTC/covid-19/in-home-repair.html

PA Department of Labor and Industry: https://www.dli.pa.gov/Pages/default.aspx

Home Building Performance: https://www.building-performance.org/coronavirus

PA Department of Conservation and Natural Resources: https://www.dcnr.pa.gov/Pages/AlertDetails.aspx

Governor's Guidance and Poster Info:

Yellow phase business guidance doc: https://www.governor.pa.gov/wp-content/uploads/2020/05/20200504-COVID-19-Business-Guidance.pdf

https://www.pa.gov/wp-content/uploads/2020/04/COVID-19-Reopening-Businesses-Flyer-8-5x14-1.pdf

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https://www.pa.gov/wp-content/uploads/2020/04/Spanish-COVID-19-Reopening-Businesses-Flyer-8-5x14-1.pdf



COVID-19 Pandemic/Infectious Disease Checklist

INFORMATION						
Agei	ncy name:					
Sub	ubcontractor name:					
Job/	Job/Site Address:					
Pers	erson/s Completing Form: Date:					
CHE	CHECKLIST					
State or local govt. shelter in place order issued Date County of home is red area Date County of home is yellow area Date		area Date	Enter date of Shelter-in-Place Order Check if home's county is in a red, yellow or green area in PA. Enter date the county was designated red, yellow or green. If choosing to defer because of home's status, notify clients via phone/letter.			
	County of home is gree	n area Date	PA Department of Health website: https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx			
	permitted to operate du	es in the Construction Industry ring the COVID-19 Disaster 3/2020 and updated on 5/6/2020)	Staff need to be well-educated regarding safety protocols, adequate space available, staggered work schedules, hand wash stations, cleaning and sanitizing protocols, no tool sharing without sanitization, separate travel, and Pandemic Safety Officer identified. This guidance can be viewed at https://www.governor.pa.gov/wp-content/uploads/2020/04/20200423-Construction-Industry-Guidance.pdf Yellow phase business guidance doc: https://www.governor.pa.gov/wp-content/uploads/2020/04/2020/04/2020/04/2020/04/2020/04/2020/202			
	COVID-19 Screening Q	duestions Asked	Screening questions are recommended and suggested to be used as a tool to help guide if a unit should be deferred until a later time. If client answer = Yes to any of questions, defer unit for 14-30 days. Agencies should have a procedure in place on when to return.			
	Unit deferred due to scr Date Follow up date	reening or client request	If a unit is deferred based on screening questions, enter the date the client was notified. Enter the date when home should be reconsidered for follow-up for services			
	Unit considered for wor	k ed date	If the unit is considered safe for work to proceed, enter the date that Client Education was provided. Agency must develop educational materials regarding COVID-19 and safety protocols that must be followed by the residents and the crews. Both residents and crews must feel comfortable with and agree to the plan to proceed with weatherization.			



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Unit is suitable for splitting interior and exterior work.	Did the energy audit result in both interior and exterior work needing done? If so, is it/will it be cost-effective to do exterior work and then return at a later date to complete interior work?
	Examples would include audit has been completed previously and exterior measures such as downspouts, exterior caulking and possible insulation blown from the outside can be done.
Social distancing of 6 ft. (2 meters) is possible for unit	Agencies/subcontractors should have guidance in place to maintain good social distancing methods & practices.
	Refer to OSHA, CDC, or the PA Department of Health for guidance.
Use of physical containment barrier necessary	Physical barriers are used to isolate workers from unit occupants. Agencies/subcontractors should have a procedure in place to properly contain the environment. These containments can be similar to what is used already in Lead Safe Work Practices.
	Set up zip wall and/or protective containment to isolate unit occupants from crew; follow OSHA & CDC safety guidance; wear PPE
	Residents may agree to isolate in a room or area of the house that is separated from the weatherization activities
Overall job safety check completed	The links provided are samples that should be reviewed by agencies/subcontractors to help with the development of a safety checklist. These checklists must include COVID-related risks & mitigation protocols
	Please refer to these links for sample job safety checks that include COVID-19 protocol:
	https://www.nteu.org/~/media/Files/nteu/docs/public/coronavirus/cbp-covid-19-jha- 12-march-2020.pdf?la=en
	https://www.osha.gov/SLTC/residential/hazards.html
	https://www.nahb.org/Advocacy/Industry-Issues/Emergency-Preparedness-and-Response/Coronavirus-Preparedness/Protect-Your-Business/Construction-Jobsite-Safety-Recommendations
Followed proper protocols for disposal & maintenance of PPE	Agencies/subcontractors should have procedures in place to properly dispose and maintain PPE to prevent cross-contamination.
Safety Protocols for document handling were followed. The virus is estimated to remain active on paper 4-5	Agencies/subcontractors should have procedures in place to prevent the spread of the virus. The information provided is only an example as to what types of processes can be used or followed.
days; on cardboard up to 24 hours; on plastic 2-3 days	Use of gloves/hand sanitizer; wash hands between files/documents; documents for client signature placed in plastic Ziplock bag; bag wiped down with sanitary wipe; cut slit for signature area; have client sign using own pen; wipe bag down again; repeat as needed; limit human to paper touches & sanitize between touches & humans
Shared tools and equipment MUST be sanitized between individual use and upon completion of work.	Agencies/subcontractors should have proper procedures in place on sanitizing tools to prevent cross contamination
All crew members sanitized hands prior to touching crew vehicle surfaces	Agencies/subcontractors should have procedures in place to properly sanitize surfaces to prevent cross contamination.
Washed hands thoroughly immediately upon return to shop/office	Agencies/subcontractors should have procedures in place for proper hand washing to prevent cross contamination.