



COVID-19 FAQ

HSC is a designated point of contact with NYC and NYS for disaster preparedness. As such, we are in dialog with local and state governmental agencies with issues regarding COVID-19. While we may not have immediate answers, we note that we are asking provider questions, following up with them and tracking answers, which can be found in this FAQ and on our [COVID-19 Resources for Human Services Providers webpage](#).

COVID-19

1. If a person contracts the COVID-19 then recovers, can they contract the virus, again?
 - a. Although there have been news reports of the possibility that people may not be developing immunity to the new coronavirus, even after they have recovered, disease specialists state that currently there is not enough data to support that conclusion. See the [Novel Coronavirus Outbreak Factsheet](#) for more information.
2. When you self-quarantine, what medication can you take to alleviate the symptoms?
 - a. Use telephone, text, telemedicine or a patient portal to reach out rather than going to your doctor in person. You and your provider will decide if you need to come to medical care. If you need help finding a healthcare provider, call 311.
 - b. Also, see NYSDOH Guidance on how to [Protect Yourself and Your Family from Coronavirus \(COVID-19\)](#).
3. What should be our first point of contact in the event we suspect a client may have the virus?
 - a. Reports can be made by calling 311. See the [NYCDOHMH website](#) for more information.
 - b. Providers can also call NYSDOH Novel Coronavirus (COVID-19) Hotline: 1-888-364-3065. See [NYSDOH's website](#) for more information.
4. Is there guidance on whether to call 311 or the State DOH about COVID-19?
 - a. If you have a City contract, please call 311 and for State contracts, please call NYSDOH Novel Coronavirus (COVID-19) Hotline: 1-888-364-3065.

Nonprofit Sustainability/Contracting Issues

1. Will contracting agencies or government provide financial assistance for nonprofits to support employees who are part-time, low-paid hourly workers, with limited leave time, who must voluntarily shelter in place or who become ill and must remain at home for a long period of time?
 - a. HSC is actively engaging the City and State on this issue. See the [NYC MOCS Letter to Providers](#), [City Nonprofit Business Continuity Guidance](#), [HSC's Memo on New York State's Response to the COVID-19 Pandemic and Community-Based Organizations](#) and a sign-on letter to Congress: [Why Nonprofits Must Be Included in a COVID-19 Relief and Economic Stimulus Package](#) for more information.
2. Are we expecting slowdowns or delays in payments on contracts? If so, what processes are in place for the contracting agency to inform providers?
 - b. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhs@mocs.nyc.gov. See the [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
3. If a nonprofit has one or more performance-based contracts or if programs/schools close how will they be protected if they are unable to perform at full or at all due to COVID-19 related issues?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
4. How can we address access to credit/cash to handle disruptions in the financial markets impacting access to credit?
 - a. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
6. Can the City suspend recouping advances?
 - a. HSC is actively engaging the City and the State on this issue. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
7. Will agencies that normally allow for only quarterly invoicing, allow us to submit monthly invoices in order to ensure we have adequate cash flow?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional

expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.

8. With staff working from home, many finance/grants staff do not have easy access to copy, scan, etc. some information that is normally needed to justify invoices we submit for payment. In order to keep cash flowing, will contracting agencies be making temporary exceptions to the backup requirements and allow additional information to be submitted later or as part of the audit process?
 - a. The City is delaying all new audit engagements. For existing audits, the City is extending deadlines for at least the next four weeks when they will reassess the environment and make a determination about how to proceed. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
9. Governor Cuomo announced new sick-leave legislation. Will there be funding for it or will this be another unfunded mandate?
 - a. HSC is actively engaging the State on this issue and has sent a memo to NYS, including our three major asks related to paid sick leave for the state, a copy of which may be found in the [Advocacy Section of HSC's website](#).
 - b. 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. See [City Nonprofit Business Continuity Guidance](#) for more information.
10. Will funding be made available to cover not just additional sick time, but also the additional coverage that is needed, potentially overtime?
 - a. The City will reimburse providers for additional personnel expenditures related to overtime and temporary staff to address shortages if staff cannot come to work. This may include expenditures such as staff travel. Providers must keep records of all COVID-19 expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. HSC has also sent a memo to NYS, including our three major asks related to paid sick leave for the state, a copy of which may be found in the [Advocacy Section of HSC's website](#).
11. What financial and other resources can be leveraged to support organization sustainability, such as budget flexibility and more resources for overtime, temps or other workforce solutions to ensure coverage for critical services like food, medical, basic staffing?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.

- b. See a sign-on letter to Congress: [Why Nonprofits Must Be Included in a COVID-19 Relief and Economic Stimulus Package](#).
12. Is there any push from the City, State or federal government to extend the census?
- a. Mayor Bill de Blasio called on the U.S. Census Bureau to extend 2020 Census operations to ensure a complete and accurate count of all New Yorkers in light of the challenges posed by the spread of the COVID-19 virus. See [the Mayor's press release](#) for more information.
13. The regional enrichment centers will "accommodate school-aged children of first responders, health care workers, and transit workers, as well as students in need of the most intensive support. Will this be extended to human services providers, especially since the City designated its health and service nonprofit workforce as essential workers?
- a. The Governor stated that essential businesses, including any for profit or non-profit, regardless of the nature of the service, the function they perform, or its corporate or entity structure, are not subject to the in-person restriction. See [NYS Empire State Development's Guidance on Essential Workers](#), which lists the types of businesses deemed "essential" for more information. See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) for more information.
14. Has there been any discussion about suspending USPS?
- a. HSC is actively engaging the City and State on this issue.
15. What can organizations do to collect funding for services provided for contracts that have been delayed? Are contracts still being registered?
- a. Contracts should still be registered. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhs@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
16. For professionals with licenses, especially those with CEU requirements (think LMSW/LCSW) where only a limited number of CEUs can be earned via remote learning, will their licenses be extended since the required in-person CEU classes are being cancelled?
- a. HSC is actively engaging the City and State on this issue. See the [Governor's Executive Order 202](#), which grants OCFS the authority to waive selective regulatory requirements in order to meet the need for childcare services, especially for first responders, health care workers, and other critical staff. See [OCFS Letter to Childcare Providers](#) for more information.
17. Have the City and State indicated any kind of timeline for organizations to be held harmless for being able to provide services?
- a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your

contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.

18. How do we get access to the regional enrichment centers? Is there a process/application for that?
 - a. HSC is actively engaging the City on this issue. There will be 10% of seats reserved for children of people staffing the RECs. When a staffing assignment is confirmed, the staff person will be invited to enroll their children. Note, seats are not guaranteed for children of REC staff. Parents can enroll through the [NYCDOE Regional Enrichment Center Enrollment Form](#). See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) and the [REC FAQs for CBOs](#) for more information.
19. Are the regional enrichment centers open during spring break?
 - a. HSC is actively engaging the City on this issue. See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) and the [REC FAQs for CBOs](#) for more information.
20. What are the hours for the regional enrichment centers?
 - a. RECs will be open from 7:30am-6pm Monday-Friday. See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) and the [REC FAQs for CBOs](#) for more information.
21. Many of the human services organizations owe significant dollars back to government as a result of past over payments/under spending on contracts. Has there been discussions about a debt forgiveness program?
 - a. HSC is actively engaging the City and State on this issue.
22. Are SBS loans that were made available earlier this week include nonprofits?
 - a. [These loans](#) do not include nonprofits, but you can check out [NYC COVID-19 Response & Impact Fund](#), which was created to aid nonprofit service providers struggling with the health and economic effects of the coronavirus.
23. OPWDD has talked about giving hazard pay to staff who must work on a contract. Is that something the City has considered?
 - a. HSC is actively engaging the City and State on this issue.

HHS Program-Related Issues

1. Is there a mechanism for young people to get meals if programs shut down for COVID-19 related issues?
 - a. Three meals a day, including breakfast, will be available to all NYC children Monday through Friday 7:30 am to 1:30 pm at locations across the city. You can find a free meal location through [NYC DOE's site lookup tool](#).
2. How will Medicaid respond when programs are closed for virus-related reasons?
 - a. CMS will temporarily waive or modify certain Medicare, Medicaid, and CHIP requirements. See the [New York State Medicaid Coverage and Reimbursement](#)

[Policy for Services Related to Coronavirus Disease 2019 \(COVID-19\)](#), [the CMS website for guidance](#), [COVID-19 Telephonic Communication Services Guidance](#), [COVID-19 Guidance to Transportation Managers and Brokers](#), and [Information for PACE Organizations Regarding Infection Control and Prevention of Coronavirus Disease 2019 \(COVID-19\)](#) for more information.

3. Will the City/State expedite background clearances so that nonprofits can hire more staff in case of not having minimum staffing in place? What will the process be for that?
 - a. See the [Governor's Executive Order 202](#), which grants OCFS the authority to waive selective regulatory requirements in order to meet the need for childcare services, especially for first responders, health care workers, and other critical staff. See [OCFS Letter to Childcare Providers](#) for more information.
4. What telehealth options are available for clients and are services covered under Medicaid?
 - a. See [NYS Comprehensive Guidance Regarding Use of Telehealth](#) and [Providing Telehealth Services During the COVID-19 State of Emergency](#) for more information.
5. There is concern about making home visits to homebound clients for fear of introducing COVID-19 to them. Will standards/contract requirements be relaxed so that nonprofits can conduct assessments virtually or by phone?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
6. What should providers do regarding planning for upcoming events or gatherings for our clients?
 - a. Effective Sunday, March 22nd, at 8:00 PM, all non-essential businesses in New York City will be closed. Only businesses with essential functions will be permitted to operate. Also, all non-essential gatherings of any size for any reason are banned. See [NYCDOHMH's website](#) for more information.
7. With schools now closed, what are the plans regarding educating students and schools reopening?
 - a. The City will move towards a new Remote Learning Model for all school days until Spring Recess. See [NYC Department of Education website](#) for more information.
8. What is the definition of "deep clean" for schools?
 - a. See [NYSDOH Interim Cleaning and Disinfection Guidance for Primary and Secondary Schools for COVID-19](#).
9. Will nonprofits be receiving supplies from the government (PPE, face masks, hand sanitizers, etc.) and if not, will they be reimbursed for purchasing these supplies, especially for organizations that do not operate health care sites and are therefore not equipped with such items?

- a. The City will reimburse providers for additional costs of supplies necessary to comply with NYC Department of Health Guidance. Providers must keep records of all COVID-19 expenses. If a provider is unable to obtain necessary supplies from their sources, they should contact their contracting agency for assistance through the Office of Emergency Management process. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
10. Who can we contact if we are struggling to find cleaning supplies to keep the office safe?
 - a. If a provider is unable to obtain necessary supplies from their sources, they should contact their contracting agency for assistance through the Office of Emergency Management process. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. Also, check [NYS Preferred Source Program for New Yorkers Who Are Blind](#) for more supplies.
11. What can nonprofits do to ensure residents don't run out of medication if they are forced to be isolated or quarantined specifically at sites where there is no onsite medical staff?
 - a. HSC is actively engaging the City and State on this issue. See [NYSDOH Medicaid Pharmacy Guidance](#) for more information.
12. What is the protocol in the event of a suspected case of exposure or infection of COVID-19 in residential facilities?
 - a. See [NYCDOHMH Coronavirus Disease \(COVID-19\) Guidance for Congregate Settings](#) for more information.
13. How can we ensure that both the Mayor's Office, Governor's Office and contracting agencies are on the same page and communicating so that nonprofits are receiving consistent information?
 - a. The City has established central communication channels to support agencies and providers. Please check the [nyc.gov/coronavirus](#) website for new guidance on COVID-19 and the new email address at c-19.hhsteam@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
14. Is there uniform guidance on visitor policy?
 - a. HSC is actively engaging the City and State on this issue. See [OCFS Temporary Visitor Restrictions Within Residential Treatment Centers and Congregate Care Settings](#), [NYSDOH's Guidance for Nursing Homes and Adult Care Facilities](#) and [Coronavirus Disease \(COVID-19\) Guidance for Congregate Settings](#) for more information.
15. How and when do organizations determine the closing of programs?
 - a. 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. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
16. What additional resources are available to families as they struggle with this pandemic?

- a. See [NYC Emergency Management’s COVID –19 Services and Resources Page](#) and [NYC SBS Assistance & Guidance for Businesses Impacted Due to Novel Coronavirus](#) for more information.
17. There are concerns that food resources for food security organizations and supportive housing organizations are drying up as meal programs close and restaurant donations disappear. Will the City and State be addressing this need in any way?
 - a. HSC is actively engaging the City and State on this issue. [Foodbank NYC](#) has a interactive map with providers who have switched to “grab and go” meals and pantry bags to minimize the risk of exposure.
 - b. [HungerFree NYC](#) published “Neighborhood Guides to Food and Assistance”. These guides cover all neighborhoods in NYC by zip code and are available in multiple languages.
 - c. See NYS Health Foundation’s website on [COVID-19 Resources for Nonprofits and Community-Based Organizations](#).
18. Many government agencies are still holding large meetings with providers around contracting and/or programming and some are also still requesting hand delivery of contract documents. Given the Mayor’s guidance for social distancing, what is being done about this issue?
 - a. The City is allowing digital and email signatures, waiving notaries, and conducting virtual preproposal conferences. See [Letter to Providers Streamlined Practices](#) for more information.
19. Have there been any discussions with State and County governments?
 - a. HSC is actively engaging the State on this issue. See [HSC’s Advocacy Section](#) for more information.
20. For DFTA, has there been discussion regarding the grab-and-go meals as that still puts the older adults at risk? Are they going to eventually increase city meals to support those seniors that are not homebound?
 - a. Given the evolving COVID-19 situation, DFTA is phasing in a direct meal delivery system that will gradually replace the current Grab and Go model of food distribution at centers. See [Important-New information on Meal Deliveries to Senior Centers from DFTA](#).
21. We want to provide our medically compromised participants with a food pantry, probably delivery of meals and grab-and-go meals. Has the City and State considered food assistance to support this population?
 - a. HSC is actively engaging the City and State on this issue. [Foodbank NYC](#) has a interactive map with providers who have switched to “grab and go” meals and pantry bags to minimize the risk of exposure.
 - b. [HungerFree NYC](#) published “Neighborhood Guides to Food and Assistance”. These guides cover all neighborhoods in NYC by zip code and are available in multiple languages.
 - c. See NYS Health Foundation’s website on [COVID-19 Resources for Nonprofits and Community-Based Organizations](#).

22. What agency is coordinating organizations' ability to maintain travel and non-compliance with restrictions and curfews for essential staff including childcare workers and staff in housing facilities? What will the process be?
 - a. HSC is actively engaging the City and State on this issue.
23. Will there be free parking for essential workers? Given that we are advised to avoid mass transit, is it permissible to carpool with colleagues even though we'd be in a group of 2 or 3?
 - a. HSC is actively engaging the City and State on this issue.
24. Nonprofits are being asked to deliver services telephonically, but many of clients have only Medicaid phones which have limited minutes and little to no data. Has the State discussed this and do we know if they can lift the limits allowing for more voice and video? If so, would they need the phones or is this something they can do globally?
 - a. HSC is actively engaging the State on this issue.
25. What are the HIPAA compliance rules for telehealth services provided under the COVID-19 emergency standards?
 - a. OCR will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency. See the [HHS Notification of Enforcement Discretion for telehealth remote communications](#) for more information.
26. Is there a protocol for situations where a single parent is infected with the coronavirus and has complications that warrant hospitalization?
 - a. HSC is actively engaging the City and State on this issue.
27. Is the City and the State postponing RFPs with deadlines before the end of the fiscal year?
 - a. Proposal due dates for open HHS RFPs have been extended. With a rapidly changing environment, the City will continue to assess these due dates and make any adjustments. Please consult HHS Accelerator for the latest information on HHS RFPs. Extensions will also be communicated through addenda posted on HHS Accelerator. See [Letter to Providers Streamlined Practices](#) for more information.
28. Nonprofits need assistance finding appropriate environmental cleaning facilities to disinfectant program sites, primarily senior centers. Is there a collective list of approved/vetted type of vendors be created?
 - a. HSC is actively engaging the City and State on this issue.
29. NYS Commission for the Blind has a once a week conference call with the Commissioner and the Commissioner of OCFS, will the City and State commit to have regular calls with providers as well?
 - a. HSC is actively engaging the City and State on this issue.
30. Staff is currently working remotely, however, there are moments that staff consisting of clinicians, attorneys and advocates may want/need to go to office and/or court for

services. Our staff consists of clinicians, attorneys and advocates. Do we fall under essential services?

- a. Yes, see [NYS Empire State Development's Guidance on Essential Workers](#), which lists the types of businesses deemed "essential" for more information.
31. We have residents sharing bathrooms and kitchens in which many are seniors. It would be impossible to quarantine someone who tested positive but didn't need to be hospitalized at home because they still have shared spaces. Any advice on how that will be handled?
- a. NYC Emergency Management is providing isolation beds.
32. Many seniors are without meals due to senior centers closing. Are there available resources to support this population?
- a. DFTA is phasing in a direct meal delivery system that will gradually replace the current Grab and Go model of food distribution at centers. See [Important-New information on Meal Deliveries to Senior Centers from DFTA](#).

Employer Regulations

1. What is the City and State's paid sick leave policy for contracted providers as it pertains to the novel Coronavirus?
 - a. See the [City Nonprofit Business Continuity Guidance](#), [NYC's Paid Safe and Sick Leave Law](#), [NYS Paid Family Leave and Other Benefits](#), and the [Office of the Attorney General's Guidance on Coronavirus Resources and Warnings about Consumer Scams](#).
2. Will the City commit to reimbursing providers for following this guidance of paid time off without charge to leave balances?
 - a. 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. See the [City Nonprofit Business Continuity Guidance](#).
3. What is the telecommuting-to-work policy for nonprofits with government contracts? Can nonprofits allow employees to work from home, even if the City/State contract stipulates otherwise? Can nonprofits allow employees to work from home, even if the City contract stipulates otherwise?
 - a. According to Lawyer's Alliance, employees have the right, under OSHA, not to come to work if they have a reasonable fear for their health or safety. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [Lawyer's Alliance's Guidance on Protecting Your Nonprofit from COVID-19](#) for more information.
 - b. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through [c-](#)

19.hhs@mocs.nyc.gov. See the [City Nonprofit Business Continuity Guidance](#) for more information.

4. Will the City/State increase contract budgets to reimburse providers for the costs associated with accommodating employees so that they can work from home (e.g., costs for added VPN access, laptops/remote devices, individual employee bandwidth, etc.)?
 - a. HSC is actively engaging the City and State on this issue.
5. Would the City/State provide advances on contracts to ensure providers have the resources to meet payroll in the event of an extended period of quarantine/City/State shutdown?
 - a. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
6. If an employee is quarantined by DOH, are we contractually obligated to provide 14 days of sick leave without charges to leave balances, especially if there are no telecommuting options?
 - a. HSC is actively engaging the City and State on this issue. 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. See the [City Nonprofit Business Continuity Guidance](#).
7. If a staff member is out with the fever and have not been tested for COVID-19, are there any guidelines around staff returning to work?
 - a. Anyone who has COVID-19-like symptoms should be treated like they have COVID-19 in NYC. If you can manage your symptoms at home, you should self-quarantine and only return to work after whichever is longer: 7 days of illness or 3 days after you have any symptoms and not using any medication to treat symptoms. See [Lawyer's Alliance's Guidance on Protecting Your Nonprofit from COVID-19](#), [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [NYC DOHMH Home Self-Monitoring for Coronavirus Disease 2019](#).
8. Some organizations have a probationary period for employees to receive health benefits. How do we offer those employees access to healthcare?
 - a. HSC is actively engaging the City and State on this issue. Check with your group health plan broker to see if that requirement can be waived somehow, or if the plan can be temporary amended.
 - b. If staff do not have a doctor or health insurance, they can visit an NYC Health + Hospitals facility. To find health care visit [NYC Health + Hospitals website](#) or call 311. See [General Guidance for Businesses and Non-Health Care Settings](#) for more information.
9. If a staff member has COVID-19, what are the procedures for the office in terms of cleaning, closures, staff quarantine, etc.?
 - a. According to Lawyer's Alliance, you must ensure that that person leaves the premises, or does not come in, until they are symptom free for 24 hours. You

- must inform coworkers that they have been exposed but may not reveal the name of the person who is ill. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) for more information.
- b. See [General Disinfection Guidance for Businesses and Non-Health Care Settings](#), [General Disinfection Guidance for Commercial or Residential Buildings](#), and [Guidance for Businesses and Non-Health Care Settings](#).
10. How should we handle persons who refuse to get screened or accept care?
 - a. According to Lawyer’s Alliance, you cannot force anyone to accept care, but you can make anyone with symptoms, or who has been exposed to the virus, remain at home. See [Lawyer’s Alliance’s Guidance on Protecting Your Nonprofit from COVID-19](#) for more information.
 11. Can we ask employees to work at the office if we lack the adequate supplies to keep the office appropriately clean?
 - a. According to Lawyer’s Alliance, all employers have a duty under OSHA to provide a clean and safe workplace. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [Lawyer’s Alliance’s Guidance on Protecting Your Nonprofit from COVID-19](#) for more information.
 12. If an employee is quarantined but not sick and can work remotely, can the employer require work during a quarantine?
 - a. According to Lawyer’s Alliance, yes, you can ask the employee to work during quarantine. See [Lawyer’s Alliance’s Guidance on Protecting Your Nonprofit from COVID-19](#) for more information.
 - b. Also, according to [NYS Emergency COVID-19 Paid Sick Leave Policy](#), if you are not showing symptoms and are physically able to work through remote access or similar means you are not eligible for quarantine leave.
 13. Will funds be made available to facilitate payment of non-clinical staff who do not come to work and cannot work from home?
 - a. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhs@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 14. Can employees eligible for FMLA use FMLA for childcare during school closures, managing anxiety during this time, remaining at home if you have a pre-existing condition that makes you high risk for COVID-19?
 - a. It depends. If the school is closed due to a mandatory or precautionary quarantine or order of isolation issued by the State, department of health, local board of health, or government entity, you may be eligible to take paid family leave. If your child’s school closes for preventative social distancing, you may want to check with your employer to see if there are any benefits that may be available to you. See [NYS COVID-19 Paid Sick Leave Policy](#) for more information.
 - b. The NYC earned safe and sick time act states employers must give employees five days off (paid, if the employer has at least five employees) in the event that

the workplace is closed by official order for a public health emergency, or if an employee must stay home to care for a child whose school or child care facility is closed for a public health emergency. See [NYC's Paid Safe and Sick Leave Law](#) for more information.

15. For the NYS new sick leave legislation, how do you define an organization with 100 staff? Does this include full-time, part-time, seasonal employees?
 - a. See the eligibility criteria on the [NYS COVID-19 Paid Sick Leave Policy](#) website for more information.
16. Under the NYS on Pause Executive Order, does this include nonprofits that are classified as essential workers?
 - a. Any essential business or entity providing essential services or functions shall not be subject to the in-person restrictions. See [Executive Order No. 202.6: Continuing Temporary Suspension and Modification of Laws Relating to the Disaster Emergency](#) and [Guidance for Determining Whether a Business Enterprise Is Subject to a 75% Workforce Reduction](#), which lists the types of businesses deemed “essential” for more information.
17. If our staff has been told to stay home and have a remote work plan, can they be redeployed later when the City needs workforce for something?
 - a. The Mayor’s declaration of a State of Emergency for NYC triggers Section 7.03 of the Standard Health and Human Service Contract. This section allows Contractor, at the request of and in a manner determined by the Department, to assist the Department in carrying out emergency procedures during the State of Emergency. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. However, you should also check any collective bargaining agreements and regulations regarding union workers while you contact your contracting agency.
18. Can we determine if essential staff designation includes immediate access to protective materials and priority access to testing?
 - a. HSC is actively engaging the City and State on this issue.
19. Any general guidance on potential lawsuits from staff if they get infected at work claiming unsafe workplace? Can you assist with the challenge of liability insurance? Will the City cover costs when employees begin suing agencies for failure to protect them from the virus?
 - a. HSC is actively engaging the City and State on this issue.
20. Do you have suggested language for informing staff members that someone they had contact with has tested positive?
 - a. HSC is actively engaging the City and State on this issue.
21. In terms of school coverage – is the City going to make nonprofits who have State contracts separate out City folks from State folks so that only City folks will be covered. When will they release their plan?
 - a. HSC is actively engaging the City and State on this issue.

22. How do employees access the additional paid leave time the governor has authorized, especially if their employer is unaware/unresponsive about it?
 - a. See [NYS Emergency COVID-19 Paid Sick Leave FAQs](#) for more information.
23. Can you provide more information about layoffs?
 - a. See NYS DOL [Worker Adjustment and Retraining Notification](#) for more information.
24. Do essential employees still have the right to refuse to come to work if they have a "reasonable fear" (high risk of contraction, preexisting conditions, unsafe/unclean work environment)?
 - a. Yes, according to Lawyer's Alliance, all employers have a duty under OSHA to provide a clean and safe workplace. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [Lawyer's Alliance's Guidance on Protecting Your Nonprofit from COVID-19](#) for more information.
25. With the new order from the Governor that only allows first responders and essential services workers to be outside and take public transportation, can we get confirmation from the City/State that showing an email version of an agency's letter is just as good as a physical copy in addition to work ID? Some of our staff don't have access to home printers.
 - a. Currently, essential employees do not need a special credential in order to take public transportation, but just as a precaution, you can provide a letter with your organization's letterhead for your staff to state that this employee is an essential worker.
26. We have essential employees over 70 years of age. Since the Governor has mandated anyone over 70 to stay at home, are they allowed to report to work or do they have to stay at home?
 - a. HSC is actively engaging the City and State on this issue; however, if the employee has preexisting conditions or at high risk of contracting COVID-19, they should most likely stay at home.
27. If someone refuses to come to work because they are fearful of transportation issues, is that covered under OSHA? Do they still get paid if they don't show up for work?
 - a. This issue should be determined under the employer's discretion.
28. How can we advocate for staff who are being forced to come to work even when they're sick?
 - a. If you have been unlawfully denied sick leave or for more information, please visit the [NYC Department of Consumers Affairs](#) or the [Westchester County Earned Sick Leave resource page](#). If you have been unlawfully denied FMLA leave, or for more information, please visit the [U.S. Department of Labor](#).

Nonprofit Best Practices

(Please email info@humanservicescouncil.org if you would like to share your organization's best practices.)

1. What are nonprofits doing regarding planning for upcoming events or gatherings for clients?
2. Many events and fundraisers have been postponed or cancelled. Have any funders stepped up to voice their commitment to funding for keeping staff in even if programs and events are disrupted?
3. How long are organizations tending to close their offices for (or allow all to work remotely)?
4. Are organizations shutting down programs that serve clients/large groups?
5. How are crucial organizational systems being handled (i.e. payroll) if they cannot be moved entirely online?
6. How are organizations serving young people or the elderly adjusting their service programs?
7. Are nonprofits seeing a decrease in clients served due to clients choosing not to access services?
4. How are organizations handling mail and banking such as depositing checks? If offices are closed, who is designated to get mail and who is handling checks?