

WHAT TO DO WHEN A COVID-19 POSITIVE CASE HAS BEEN REPORTED IN YOUR FACILITY

GENERAL GUIDELINES

1. Communicate general guidance to your employees, contractors, vendors and patrons coming into your facility about how your organization is responding to COVID-19.
2. Require people to stay home if they are sick.
3. Ask staff and patrons to self-report if they are diagnosed with COVID-19 so that you can take the necessary steps to ensure the safety of others.
4. Regularly review [CDC guidance for Communities, Schools, Workplaces, and Events](#)
 - a. Businesses in the city of Chicago should review latest [CDPH guidance](#).
5. Designate a team in your administration to manage COVID-19-related matters, including
 - o Receiving self-reports from individuals diagnosed with COVID-19
 - o Communicating with staff and patrons regarding potential exposure
 - Ensure the team has access to accurate staff, contractor and patron contact lists.
 - o Arranging for enhanced cleaning of the facility
6. For businesses located in the city of Chicago, please email coronavirus@chicago.gov with any additional COVID-19 related questions.

WHAT TO DO IF YOU GET NOTIFICATION OF A SELF-REPORTED POSITIVE CASE

1. If someone in your facility self-reports that they have been diagnosed with COVID-19, ensure their identity is protected.
2. Interview the individual by telephone. Questions to ask include:
 - o The last day they were in the facility.
 - o The first day of their symptoms, or if asymptomatic, their test date.
 - o Whether they were diagnosed through a test and if so, what type.
 - If they had an antibody (blood test) and they have not had any symptoms, no further action is required as it is unlikely they have an active infection.
 - o The names of individuals at your facility with whom they had close contact (within 6 feet for more than 15 minutes, including anyone with whom they shared a car) starting 2 days prior to their first day of symptoms (or for asymptomatic individuals their test date) through their last day at the facility.
3. Ensure the positive individual is aware that they should stay home and away from others for at least **10 days** since their symptoms first appeared (or for asymptomatic individuals, from their test date) and at least 3 days (72 hours) with no fever (without using fever-reducing medications) and improving symptoms, whichever is longer. Establishments located in Chicago: refer them to CDPH guidance on [What to Do if You're Sick](#).
 - a. Illinois also allows for individuals to return to work/normal activities if confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. Notify those that may have been exposed (keeping COVID positive individual confidential):
 - a. Any employee who has had close contact with co-worker or any other person who is diagnosed with COVID-19 is required to quarantine for **14 days after the last/most recent contact** with the infectious individual and should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop
 - A negative test result during the quarantine period does not allow employees to return to work prior to the end of the 14 day quarantine. This is based on the incubation period

of the virus, meaning that it can take up to 14 days for someone to develop COVID after exposure. Also, because test results are a point in time, if someone tested negative on day 7 of their quarantine, it doesn't ensure that they will also be negative on day 10 or day 14.

- Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.
- Close contacts should monitor their symptoms and contact their medical provider if they develop symptoms of COVID-19.
- Note: A sample general notification template is included at the end of this document. It is recommended to include the Illinois or your local municipality COVID-19 website on all communications to ensure your employees and patrons have the most up-to-date information.

5. Reporting:

- Illinois: Encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, notify your local health department within one day of being informed of the prevalence of COVID-19 symptoms or positive test results.
- Chicago: If 2 or more COVID-19 cases are identified at your facility within 14 calendar days of each other, consider reporting to CDPH within 24 hours of identifying the cluster. Use CDPH's confidential [online reporting form](#).

6. Facility closure or alteration of services depends on multiple factors including how quickly enhanced cleaning can occur, the number of employees affected, and whether you serve a high-risk patron population, etc. Follow [CDC guidance specific](#) to your setting.

CLEANING AND DISINFECTING YOUR BUILDING OR FACILITY IF SOMEONE IS SICK

- Close off areas used by the person who is sick.
- Companies do not necessarily need to close operations, if they can close off affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- Vacuum the space if needed. Use vacuum equipped with high-efficiency particular air (HEPA) filter, if available.
- Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
- Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- Once area has been appropriately disinfected, it can be opened for use.
- Workers without close contact with the person who is sick can return to work immediately after disinfection.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
- Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

EMPLOYEE LEAVE POLICIES:

- Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
- Employers should be aware that the **Occupational Safety and Health Act of 1970** and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns
- Under the **Federal Emergency Paid Sick Leave Act (EPSL)**: Businesses with *less than 500 employees* are required to offer full-time employees 10 days (80 hours) and part-time employees a two-week hourly average of paid sick leave, on top of any other existing paid leave program, to quarantine or seek a diagnosis or preventive care for COVID-19. If the employee is absent to care for a sick family member, or a child unable to attend school, they are compensated at two-thirds of the rate they would otherwise receive. The law limits an employer's requirement of paid leave to \$511 per day (\$5,110 total) where leave is taken for an employee's own illness/quarantine and \$200 per day (\$2,000 total) where leave is taken for care for others or school closures.
 - Employers will receive a 100% tax credit for all wages that are paid.
 - Unlike the emergency FMLA requirements, an employee is immediately eligible for this leave (there is no 30-day-on-payroll requirement).
 - **Regulatory Authority or Exemption:** The U.S. Secretary of Labor has authority to exempt a small business with fewer than 50 employees from this section "when the imposition of such requirements would jeopardize the viability of a business as a going concern."
 - The benefit expires on December 31, 2020.
- Who qualifies for the **COVID-19 Emergency Paid Sick Leave (EPSL)**?
 - Covered employers are required to provide EPSL to full-time employees up to 80 hours, and part-time employees up to the number of hours they work on average over a two-week period. There are no eligibility requirements, meaning the employee is eligible immediately upon hire. There are very specific reasons for EPSL, detailed below.
 1. Employee is subject to a quarantine or isolation order related to COVID-19;
 2. Employee has been advised to self-quarantine by a health care provider because of COVID-19;
 3. Employee is experiencing symptoms of COVID-19 and is seeking a medical diagnosis;
 4. Employee is caring for an individual, which includes "an employee's immediate family member, a person who regularly resides in the employee's home, or similar person with whom the employee has a relationship that creates the expectation that the employee would care for the person if he/she is advised to quarantine or self-isolate." The key is there must be an existing relationship with the person; and
 5. Employee is caring for a son or daughter whose school or place of child care is closed or whose child care provider is unavailable due to COVID-19.
 - For reasons 1-3 above, EPSL must be paid at 100% of employee's regular rate of pay, capped at \$511 per day and \$5,110 total.
 - For reasons 4-5, EPSL must be paid at 2/3 employee's regular rate of pay, capped at \$200 per day and \$2000 total.
- Does my business have to give family leave?
 - Yes, but there may be hardship exemptions.
 - Businesses with *less than 500 employees* will be required to offer **Emergency Family Medical Leave Act (FMLA)** leave benefits to all employees.
 - Employers will receive a 100% tax credit for all wages that are paid.
 - Eligible employees must have been on the employer's payroll for 30 calendar days.

- **Regulatory Authority or Exemption:** The U.S. Secretary of Labor has authority to exempt a small business with fewer than 50 employees from this section “when the imposition of such requirements would jeopardize the viability of a business as a going concern.”
- The benefit expires on December 31, 2020.
- Who qualifies for paid emergency family leave?
 - Covered employers are required to provide **EFMLE** to eligible employees. As with traditional **FMLA**, this leave is job-protected. This leave can be utilized only for:
 - 1) an employee’s coronavirus quarantine or treatment or
 - 2) care for a child due to school closings or childcare disruption.
 - For EFMLE, the employee must have been employed by the employer for at least 30 calendar days. An employee is entitled to take up to 12 weeks of leave.
 - The first two weeks (10 days) of this leave are unpaid, though the employee may substitute paid sick leave under the EPSL or paid leave under the employer’s preexisting policies for these two weeks of unpaid leave.
 - The following period of up to 10 weeks must be paid at 2/3 the employee’s regular rate of pay, capped at \$200 per day, or \$2,000 total.
- What records must I keep for Federal Reimbursement?
To qualify for the tax credits administered by the IRS, the Department states that employers are required to maintain for four years the following items:
 - Documentation to show how the employer determined how much EPSL or EFMLE was paid to employees (including records of actual work performed, telework, and paid leave credits);
 - Documentation to show how the employer determined the amount of qualified health plan expenses that were allocated to wages; and
 - Copies of any completed IRS Forms 7200 (Advance Payment of Employer Credits Due to COVID-19) that the employer submitted to the IRS, and
 - Completed IRS Forms 941 (Employer’s Quarterly Federal Tax Return) that the employer submitted to the IRS (or, if applicable, records provided to a third party payer to meet an employer’s employment tax obligations/entitlement to the credits claimed on IRS Form 941).
 - Employers must maintain records regarding an employee’s request for leave (detailed above) for four years, regardless of whether the employer grants or denies the employee’s request for leave.
 - Additionally, an employer may request from the employee “such additional material as needed for the Employer to support a request for tax credits.”
- Can I require a “fit to work” note before allowing an employee to return?
 - A restaurant may require employees to provide notes from healthcare providers confirming they can return to work. While they may not require disclosure of medical information, they can require notes confirming employees can return to work without violating the ADA (because the request is not disability related.)

NOTIFICATION TEMPLATES: GENERAL COMMUNICATION

Subject: Confirmed COVID-19 Case at (FACILITY)_

Dear Staff and Patrons,

We are writing to update you on a recent development regarding the Coronavirus Disease 2019 (COVID-19). We have learned that a _(FACILITY)_ employee/patron has been diagnosed with COVID-19.

[The employee/patron was last at the facility on (DATE) - only to be included if it can be done without obviously identifying the individual. If needed, give a broad date like “the week of _____.”] To ensure the health and safety of our employees and patrons, following CDC guidance, _(FACILITY)_ [will ensure/has conducted] a thorough cleaning and disinfection of our facility.

Employees and patrons who have been identified as having been in prolonged close contact with this individual [will be/have been] notified via a separate communication. As a reminder, prolonged close contact is defined as being within 6 feet of an infected person for 15 minutes or more. Those who had brief, casual contact with an infected individual are not considered at great risk of transmission and, for most people, the illness is generally mild and can be safely managed at home. As always, everyone should monitor their health and stay at home if they develop symptoms. Anyone who develops severe symptoms should seek medical care immediately.

We continue to follow the Department of Public Health and CDC guidelines as we ensure proper protocols and preventative measures are in place for the health and safety of our staff and patrons.

Public Health Guidance

Some common [symptoms of COVID-19](#) include fever (temperature greater than 100.4 degrees Fahrenheit), cough, and shortness of breath. If you develop symptoms of COVID-19, please contact your medical provider to discuss whether you need to be evaluated in person or tested. If your symptoms are severe, such as difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or difficulty waking up, or bluish lips or face please seek the closest emergency department or call 9-1-1 immediately.

Any individuals who are sick with or exhibiting symptoms of COVID-19 must stay home and away from others for at least 10 days since their symptoms first appeared and at least 3 days (72 hours) with no fever (without using fever-reducing medications) and improving symptoms, whichever is longer.

For any additional COVID-19 questions or support, please visit <https://coronavirus.illinois.gov/s/> or www.chicago.gov/coronavirus for the most reliable information.

The health and wellness of our staff and patrons are the highest priority of _(FACILITY)_. Please contact us at _(FACILITY CONTACT INFORMATION)_ if you have any questions.

Sincerely,
SIGNATURE
(FACILITY LEADERSHIP NAME)



NOTIFICATION TEMPLATES: CLOSE CONTACT COMMUNICATION

Subject: Exposure to COVID-19 Case at _(FACILITY)_

Dear (Individual's Name),

We are writing to update you on a recent development regarding the Coronavirus Disease 2019 (COVID-19). We have learned that a _(FACILITY)_ employee/patron has been diagnosed with COVID-19. You were identified as a close contact of this individual.

You should monitor your health starting now through (DATE of 14 days after last exposure to positive case). Some common symptoms of COVID-19 include fever (temperature greater than 100.4 degrees Fahrenheit), cough, and shortness of breath.

You should not go to work or school and should avoid public places during this time.

If you develop symptoms of COVID-19, please contact your medical provider to discuss whether you need to be evaluated in person or tested. See the Illinois/Chicago Department of Public Health's guidance on what to do if you are sick. If your symptoms are severe, such as difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or difficulty waking up, or bluish lips or face please seek the closest emergency department or call 9-1-1 immediately.

Any individuals who are sick with or exhibiting symptoms of COVID-19 must stay home and away from others for at least 10 days since their symptoms first appeared and at least 3 days (72 hours) with no fever (without using fever-reducing medications) and improving symptoms, whichever is longer.

For any additional COVID-19 questions or support, please visit <https://coronavirus.illinois.gov/s/> or www.chicago.gov/coronavirus for the most reliable information.

The health and wellness of our staff and patrons are the highest priority of _(FACILITY)_. We continue to follow Chicago Department of Public Health and CDC guidelines as we ensure proper protocols and preventative measures are in place for the health and safety of our staff and patrons. Please contact us at _(FACILITY CONTACT INFORMATION)_ if you have any questions.

Sincerely,

SIGNATURE
(FACILITY LEADERSHIP NAME)

Quick References - Phase IV (Last updated June 26, 2020)

State of Illinois

Indoor & Outdoor Dining Guidelines

- [Industry Posters \(Graphic\)](#)
- [Industry Posters \(Text\)](#)
- [Industry Signage](#)
- [Illinois Restaurant Promise \(Pledge\)](#)
- [Industry Checklists](#)

Includes the following resources:

- Checklist for Businesses: What steps can I take to keep workers and others safe?
- Checklist for Employee Training
- Checklist for Wellness Screenings & Post Screening Practices
- [Social Media Graphics](#)
- [Full Industry Toolkit](#)
- [Illinois COVID-19 Testing Locations](#)

Meetings & Social Events Guidelines

- [Industry Posters \(Graphic\)](#)
- [Industry Posters \(Text\)](#)
- [Industry Signage](#)
- [Industry Checklists](#)

Includes the following resources:

- Checklist for Businesses: What steps can I take to keep workers and others safe?
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- [Social Media Graphics](#)
- [Full Industry Toolkit](#)

City of Chicago

Food Service + Bars Guidelines

- [Illinois Restaurant Promise \(Pledge\)](#)
- [Communications Resources](#)

Includes: posters, flyers, social media graphics

- [“Be Safe, Chicago” self-certification](#)
- [Chicago PPE Market](#)
- For questions related to COVID-19 email coronavirus@chicago.gov or workplaceCOVID@cityofchicago.org

Outdoor Dining

- [Sidewalk Café Permit](#) – for dining on sidewalk directly in front of your restaurant or in front of a business directly adjacent to your property in the public way.
- [Expanded Outdoor Dining](#) – for street closure dining or for expanded dining into private property

Workplace/Health Regulations

- [What to Do if a Confirmed COVID-19 Case Has Been in Your Facility](#)
- [CDPH COVID-19 Guidance for Businesses and Employers](#)
- [Illinois COVID-19 Testing Locations](#)
- [Paid Sick Leave, Worker Protections During COVID-19](#)
- [Employer Anti-Retaliation Ordinance](#)
- [Federal Paid Sick Leave Law - Families First Coronavirus Response Act](#)