PSI Update Regarding COVID-19

Good Afternoon,

PSI is continuing to monitor the latest developments associated with the global spread of COVID-19. From the beginning of the outbreak, we have followed strict safety procedures in line with federal, state and local guidelines as well as guidelines provided by the Centers for Disease Control and Prevention (CDC) as well as the World Health Organization (WHO).

At all times, our top priority has been the health, safety and well-being of your candidates/clients, our team and the entire community that relies on PSI’s solutions and services. We recognize that these have been difficult and unusual times over the last few months, but together with our partners, we are making great strides in returning our solutions and services to normal.

PSI now has over 98% of its owned and operated sites opened. As a result of this positive news, you will notice when you access the test center site list (https://www.psionline.com/openings), that we are now showing opened sites, the address and the capacity of that site.

Test Center Safety

Candidates

- The health questionnaire will continue to be provided to the candidates prior to the examination (https://www.psionline.com/wp-content/uploads/PSI-COVID-19-Candidate-Questionnaire.pdf). An update to the questionnaire is the mandate that ALL candidates must wear face masks at all times while in the test center.
- Candidates MUST complete the questionnaire and bring it with them on their testing day. If a candidate fails to bring the required questionnaire, one will be provided on-site.
- If a candidate answers, “yes” to any of the first four questions, they will need to reschedule their exam. Candidates should not travel to the test center where they will be denied admission. We recommend that candidates use the self-service option (https://www.psionline.com/test-takers/) or contact PSI via email (examschedule@psionline.com) or phone to reschedule their exam.
- If a candidate fails to bring and wear a face mask during the examination, they will be requested to leave the test site.
- Candidates will be requested to remove the face mask briefly during check-in to verify identity as well as capture the photograph of the candidate.
- Candidates may wear gloves during the examination. Gloves will need to be examined by the test site administrator during check-in and check-out.
Candidates are required to discard face masks and gloves outside of the PSI test site in a safe and sanitary manner.

PSI Employees

- Test site administrators are being provided face masks, hand sanitizers, and antibacterial wipes.
- We are focused on safe distancing in the lobby area for the candidates as well as our employees. As a result, candidates may be requested to wait outside of the building or in the hallway (if applicable) during the candidate check-in process.
- In addition, all testing equipment will be thoroughly wiped down following each test administration.

Our test centers will continue to have signage reminding candidates of the social distancing protocols. On the signage, candidates will see the main PSI support number, but we highly recommend that you encourage your candidates to either call the program specific support numbers or email examschedule@psionline.com. Information regarding the safety and sanitation procedures at our test site can be found in our FAQs (https://www.psionline.com/wp-content/uploads/psi-services-covid-19-faqs.pdf).

We thank all clients for your partnership in this environment and remind you that PSI staff continue to be available to you and your stakeholders for questions and needs during this time.

I have attached some FAQs for some of our most commonly asked questions asked by candidates.

From the PSI family to yours, we hope you are staying safe and healthy.

If you have any questions or concerns please feel free to reach out to me directly.

Kindest regards,

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COVID-19 FREQUENTLY ASKED QUESTIONS DOCUMENT

When will PSI Owned and Operated test sites be open?

Since our update on May 29, 2020 we have seen another 60 to 70 sites globally resume operations. Overall progress remains positive with numerous regions of the world continuing to lift their restrictions. In our partner network we have 266 domestic partner sites and 421 international partner sites now active in addition to our entire Owned and Operated network in the US and England. In the US, most of our remaining closed sites are colleges and universities which have made plans to remain closed until the start of the fall semester.

As of June 18, 2020, 98% of PSI’s Owned and Operated sites are open. Sites have opened in accordance with the guidelines provided by governmental entities within a state, city or county. Due to these guidelines, many of the sites have opened with reduced capacity which results in longer lead times for candidates. A list of all opened sites, the addresses each site and the capacity for each site can be found here https://www.psionline.com/openings. The site list is being updated regularly and serves as the best reference for candidates and stakeholders.

When will there be normal availability in the sites that are open?

We are making daily strides towards normal availability at Owned and Operated sites by ensuring we have trained proctors available to adequately assist and monitor additional volumes of candidates. Additionally, we are ensuring all sites have adequate safety and sanitary supplies on hand to successfully administer our health protocols to serve at full seating. For additional information, please monitor our open site opened page (https://www.psionline.com/openings) for daily updates.

Will PSI be implementing any precautionary protocols for its employees as well as the candidates?

- Yes, employees are being provided face masks, hand sanitizers and antibacterial wipes. The face masks at the test sites will be for PSI employees only.
- Face masks are required to be worn at all times by employees and candidates within the testing facility. Face masks will not be provided at the test site.
- Candidates may also wear gloves if they choose.
- Candidates will need to discard face masks and gloves outside of the PSI test site in a safe and sanitary manner.
If I wear a face mask to the test site, will I be asked to remove it at any time?

- Yes. Face masks will be required to be removed during the check-in process for the purpose of verifying the identity of the candidate as well as capturing the photo of the candidate.
- In addition, the face mask and gloves will need to be visually inspected by the Test Center Administrator (TCA) to ensure that there is no security threat in the form of writing or concealment of potential items that would raise concerns during the test process.
- The face mask and gloves will also need to be visually inspected by the TCA as you are checking out following completion of your examination.
- It is the responsibility of each candidate to dispose of their own face mask and gloves outside of the PSI test center in a safe and sanitary manner.

Will I be asked any health questions when I arrive at the test site?

Yes. Candidates will be required to complete the health questionnaire which is sent via email to the candidate prior to the examination. The candidate will be required to bring the questionnaire with them to the test center. The following questions will be asked:

- Have you been in contact with someone diagnosed with COVID-19 without the use of PPE in the last 14 days?
- Have you been in close contact within anyone without PPE who has traveled within the last 14 days to one of the countries listed which can be found: [https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notices.html](https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notices.html)
- Have you had any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing)?
- Do you understand and will you affirm that PSI requires candidates to bring and wear face masks at all testing facilities and agree to comply with the policies and procedures at the test center?

Candidates will be asked to sign and date this questionnaire and bring to the test site. If a candidate answers, “yes” to any of the first four questions, they will need to reschedule their exam. We recommend that candidates use the self-service option ([www.psionline.com/test-takers/](http://www.psionline.com/test-takers/)) or contact PSI via email (examschedule@psionline.com) or phone to reschedule their exam.

What happens if a candidate answers “no” to all questions on the questionnaire, but they are coughing or sniffling; what authority will the TCA have regarding the candidate?

TCAs will be authorized to use their best judgment and they will be allowed to turn a candidate away due to concerns as a result of displayed symptoms. No fees will be forfeited by the candidate as a result of this action. Candidates are encouraged to use the self-service option to reschedule or contact PSI via email or phone to reschedule their exam.

If a candidate arrives at the test center and after consideration, decides they are not comfortable to continue to test, or after starting the test, are uncomfortable in the test center, are they permitted to leave the test site and reschedule at no charge?

Yes, please ensure that the candidate advises the TCA of the decision so that it is documented in our ticketing system and if the examination had been started, the TCA will assist in ensuring the candidate is appropriately signed out of their examination.
If a candidate is turned away from the test site on the day of their scheduled examination because of responses to the questionnaire or symptoms displayed, how long will they be required to wait to reschedule?

The reason for turning away the candidate will be noted in the candidate’s record. Candidates will be required to wait five (5) days to reschedule their examination. Candidates are required to call PSI or email for assistance in rescheduling.

What sanitation measures are being taken at the test site for candidates and PSI employees?

Test Center Administrators have been instructed to disinfect all equipment using antibacterial wipes, following each use.

All high touch areas will be sanitized by the TCAs. These areas will include, but are not limited to:

- Keyboard
- Mouse
- Desktop
- Chair handles
- Test administrator’s check-in station
- Door handles

What if a candidate wants to do their own sanitation of the work area before beginning the exam, will they be permitted to do so?

Yes. Candidates will be able to do any or all of the following:

- Request antibacterial wipes from the Test Center Administrator
- Sanitize the work area
- Bring their own disinfectant supplies (no bottles of bleach; however, disinfecting wipes are acceptable)

Will PSI be adhering to safe distance guidelines at the test sites?

Yes. PSI has been proactive in reviewing social distancing guidelines and ensuring that best practices are being implemented including:

- Seating availability has been reduced in certain test centers based on various local orders and guidelines.
- During the check-in process, candidates may be requested to stand outside of the test center until they are called by the TCA.

If a TCA is not feeling well, what is PSI’s stance on that individual coming to work?

PSI has taken the position that if a TCA is not feeling well, they are to stay at home.

Are there specific protocols for the test sites as related to COVID-19?

The following protocols will be posted throughout the test site. If a candidate fails to adhere to these protocols, the TCA is authorized to request the candidate to leave the test site and reschedule.
• Please do not touch or approach the TCA and maintain the necessary distance required by the TCA.
• If you have a question/concern, please raise your hand and a TCA will assist you with your queries.
• Wash/sanitize your hand thoroughly prior to TCA interaction.
• Cover your face while coughing, and sneezing during check-in, testing and check-out.

PSI intends to create the safest and smoothest experience possible for all candidates and employees. Please contact PSI examschedule@psionline.com for any questions or clarification.