

Site Visit Policy

As Palante plans to restart site visits for our tech support clients in New York, we want to do the best job possible to keep our workers and our clients safe in the ongoing pandemic. Recognizing that there is no vaccine available for COVID-19 and that cases are surging in many parts of the country and world, we are trying to keep the number of site visits that we schedule to a bare minimum and keep the amount of time that we spend at each office to under 2 hours, unless otherwise agreed upon in advance of the visit. Prompt and clear communication around office procedure in preparation for our visit is really important to us. Our workers will come prepared to scheduled site visits with full PPE (face masks, gloves, disinfecting wipes) and will sanitize workstations and surfaces that they come into contact with. We ask for your cooperation on the following safety procedures in order to make this process as smooth as possible:

At least 2 weeks in advance of our scheduled visit, we ask that you:

- Confirm in writing over email that you have fulfilled all mandatory Phase II opening requirements as required by the [law of New York State](#). This includes filling out a [NY Forward Safety Plan](#).
- Confirm in writing over email the number of staff who will be on-site at the same time as Palante and that this is under 50% occupancy. We ask that a minimal number of workers on-site at the same time as Palante's scheduled visit.
- Keep us informed of any positive COVID-19 results on your staff at least 2 weeks before our visit, up until the date of the scheduled visit.

Before we arrive, we ask that you:

- Sanitize all workstations, equipment, and work surfaces that Palante must come into contact with. All common areas (bathroom, kitchen, etc.) that Palante has access to must be sanitized before the scheduled visit.
- Clear workstation and work area of all non-essential clutter. Often our work requires us to crawl under tables or move furniture around to access outlets and ports. We ask that you make these as accessible as possible so that we can minimize contact.

During our visit, we ask that you:

- Inform all workers who will be on-site at the same time as Palante that we will be working in the area, and ask them to remain at least 6 feet away from Palante workers in all directions. Workers sharing a room as Palante workers or who interact with us must wear a face covering (with mouth and nose covered) at all times and no workers should share workstations with Palante workers while we are on-site.
- Ventilate the work space as much as possible, including opening the window and turning on the fan.
- Make hand sanitizer and disinfecting wipes available to Palante workers at all times.

After our visit, we ask that you:

- Keep us informed of any health updates on your staff at least 2 weeks after our visit, so that our workers can pursue testing, self-quarantine, and social distancing as needed.