NPS Action Steps for Managing and Reporting COVID-19 Cases Among Commercial Service Providers, Contractors, and Partners

As of April 8, 2021

All confirmed COVID-19 cases among commercial service providers (e.g., concession providers, commercial use authorization holders or leaseholders), contractors, or partners that present a risk of transmission within the National Park Service (NPS) should be reported to the NPS Office of Public Health (OPH).

Cases should be reported to the park's regional public health consultant who can be reached through the designated park point of contact (e.g., NPS concessions specialist).

The OPH considers a case to present a risk of transmission within the NPS if the case:

- Could have been infected in the park or park office. This could occur if the case was in the park or park office during the 14 days before symptom onset (or 14 days before a positive test was obtained if the person never had symptoms)

OR

- Could have infected others in the park. This could occur from two days before symptom onset (or two days before a positive test was obtained if the person never had symptoms) until they are no longer considered infectious, usually 10 days after symptom onset (or 10 days after a positive test was obtained if the person never had symptoms).

Suspected COVID-19 cases that potentially present a public health risk to others in the park or park office should also be reported if public health guidance is needed.

These steps aim to ensure appropriate management and follow-up of COVID-19 cases and are based on CDC guidance. Employee-specific information must be kept confidential and retained according to any organizational management policies.

Step 1: Ensure appropriate isolation of suspected or laboratory-confirmed case.

Make sure the confirmed positive or symptomatic person is isolated from others and has the CDC guidance on what they should do if they are sick. Warning signs that someone should immediately seek medical attention include trouble breathing, persistent pain or pressure in the chest, new confusion, inability to wake or stay awake, and bluish lips or face. They can return to work when they have met the CDC criteria to leave isolation. For most people and unless advised differently by their doctor, this is 10 days since symptoms first appeared, improvement in symptoms, and 24 hours with no fever without the use of fever-reducing medications. For

people who never had symptoms but tested positive, they can return when it has been 10 days since their test was done.

Step 2: Collect and document information.

While protecting personally identifiable information and abiding by applicable law and their organization policy, gather the information in Attachment A. This information will be entered in Step 3 by your Regional Public Health Consultant.

Step 3: Report COVID-19 cases through the NPS Reporting Tool for COVID-19 in Commercial Service Providers, Contractors, and Partners.

Contact your park point of contact (e.g., concessions specialist) to report cases to your public health consultants (PHCs). Your PHC will enter the information gathered in Step 2 for this confirmed COVID-19 case through the NPS Reporting Tool for COVID-19 in Commercial Service Providers, Contractors, and Partners. This information will be accessible by PHCs in the NPS Office of Public Health, Regional Safety Managers, and WASO members of the Office of Public Health and Office of Risk Management so that they can help mitigate risk. Case notification for each region may be sent to regional directors as well.

Step 4: Identify and notify close contacts at the workplace.

Close contacts of COVID-19 cases should quarantine Close contacts are defined as being within 6 feet for a total of 15 minutes or more over a 24-hour period. Close contacts can also be defined as those providing care to someone sick with COVID-19, having direct physical contact with the person (hugged or kissed them), shared eating or drinking utensils, or being sneezed or coughed on or somehow getting respiratory droplets on them. Local and state health departments are the leads in contact tracing of close contacts. However, a concessions/contractor/partner organization can assist local/state health departments in their efforts and are often able to act more quickly to recommend quarantine. If the organization is aware of other employees who were in close contact with the COVID-19 case in the workplace while the patient was infectious, they should record (privately and securely) these names to provide to the health department when needed. (Individuals are considered infectious from 48 hours prior to the development of symptoms until they have met the CDC criteria to return to work, OR, if they remain asymptomatic but have had a positive test, from 48 hours before getting the test until 10 days after getting the test.) Additionally, while waiting for the health department contact tracing to make the definitive recommendations, the organization can advise any close, prolonged contacts of the case to begin a quarantine period and get tested. CDC and the NPS Office of Public Health currently recommend a quarantine period of 14 days. However, there are acceptable options for a shorter duration that may be used. Sample language that can be used when contacting close contacts is available from the Association of State and Territorial Health Officials.

The organization may ask potentially exposed critical infrastructure workers to continue to work if they don't have symptoms, but this option should be used only as a last resort and only in limited circumstances, such as

when cessation of operations may cause serious harm or danger to public health or safety, per CDC guidance. These workers should take precautions while they are in the workplace, including screening for fever and symptoms before work, self-monitoring for symptoms while at work, wearing a cloth face mask at all times, social distancing, and disinfecting and cleaning work spaces.

According to the CDC, fully-vaccinated persons do not need to quarantine or be tested following a known exposure if they are asymptomatic. A person is considered fully vaccinated two weeks after their second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or two weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine.

Step 5: Communicate.

The organization should follow their existing policies about notifying and communicating cases within their organization. In some cases, park leadership may decide to notify park employees of cases, without revealing personally identifiable information. Concessioners, contractors, and partners should work with the park's public information officer (PIO) as needed in these situations.

Step 6: Clean and disinfect as recommended.

Clean and disinfect areas the COVID-19 case occupied while they were infectious (which starts 48 hours before symptoms developed). The CDC has guidance for cleaning facilities and vehicles after someone with COVID-19 has been in them. If it has been more than 3 days since the patient was in the facility or vehicle, no additional cleaning, beyond routine cleaning, is needed.

Step 7: Evaluate and mitigate.

Document any places where your physical mitigations (building zones, Plexiglas barriers, etc.) or social mitigations (staffing schedules, frequent communications, supervisor instructions) can be improved or lessons learned. Your goal is to never have to report a case again.

Attachment A
Information for Reporting COVID-19 Cases Among
Commercial Service Providers, Contractors, and Partners

Question	Documented Answer
Is the person a concessioner, contractor, partner, or other?	
Park Alpha Code	
Parent Company, e.g., "Xanterra"	
Authorization Number (e.g., Contract Number), if applicable	
Has the person experienced symptoms of COVID-19? If yes, did they experience those symptoms while in the park or NPS facility while infectious? If yes, when did they first begin to feel ill?	
Has the person received a positive viral diagnostic COVID-19 laboratory test result (not serology/antibody test)? If yes, what was the date that the COVID-19 diagnostic laboratory test was done?	
Was the person previously directly exposed to a confirmed or suspected COVID-19 case? If yes, what was the circumstance of the exposure? (NPS Workplace Exposure, Community Exposure, Unknown Source)	
Is the person currently isolating from others? If yes, what date did they start isolating themselves?	
What is the person's job?	
Does the person live in shared housing in the park?	

Did the person have close (within 6 feet) contact for a total of 15 minutes or more over a 24-hour period with others while at work and/or while residing in government-owned housing while infectious? (Individuals are considered infectious from 48 hours prior to the development of symptoms until they have met the CDC criteria to return to work, OR, if they remain asymptomatic but have had a positive test, from 48 hours before getting the test until 10 days after getting the test.) If yes, how many other people did the case have close, prolonged contact with while they were infectious? If yes, have these people been recommended to quarantine? Were any of the close contacts members of the public? Please describe.	
Has the person recovered? If not yet, please notify your Public Health Consultant when they have met the CDC criteria to return to work.	

Report Completed By: _____ Date: _____

Contact Information (Phone, Email): _____