



COVID-19 Exposure Protocol

Follow these steps if you have been alerted to a potential exposure

If an EMPLOYEE has respiratory illness symptoms or alerts you they have been exposed

- **Express concern** and care for their health
- **Send them home** and encourage them speak with their healthcare provider
 - Internal employees covered by the QPS health plan are encouraged to use Teledoc
 - AEs who have enrolled in The American Worker can contact them directly at 866-866-3424 to get information on testing and coverage.
 - Do not require them to submit medical documentation, but accept if they voluntarily provide.
- **Avoid contact** with areas used by the employee.
- **Send email** with “Exposure - <NAME>” in subject line to HR@qpsemployment.com, include
 - Name of employee (if AE, also last four of SSN)
 - Phone number to contact employee
 - What QPS location the employee was at (or client location)
 - Information the employee provided you, including how they think exposure happened
 - If they are currently experiencing flu-like [symptoms](#) (do not ask other medical questions)
- HR will contact the employee to perform risk assessment (per CDC [guidelines](#)) and provide further instruction, including if client should be notified.
- **If AE, inform the client of the absence but do not provide medical information.**

If a CLIENT alerts a QPS branch that one or more of our AEs have potentially been exposed:

- **Do NOT go onsite** where the exposure occurred.
- **Express care and concern, and send following information to HR** on how the client is responding:
 - Shutting down or remaining open?
 - How QPS can continue to support them?
 - Which AEs they think might have been exposed?
 - Did they already alert our AEs to possible exposure?
 - Who can QPS HR contact for information sharing?
 - Also feel free to provide them HR@qpsemployment.com email.
- HR will conduct risk assessment per above and respond accordingly.