



## **COVID-19 Policy**

At NYC Navigator, we take the spread of the COVID-19 virus very seriously and are taking steps to help limit the spread of the virus. Our top priorities are the health and safety of our clients, transferees and employees. Our procedures have been based upon local government guidance and will continue to be revised where necessary to take into account any changes to or new travel restrictions and quarantine requirements. Our goal is to provide services in the safest possible manner and advice to help assignees be informed.

### **Measures Being Taken**

- We are closely monitoring recommendations from CDC and the World Health Organization (WHO), and we are implementing the workplace advice coming from those experts.
- All Destination Consultants will be equipped with hand sanitizer
- Company vehicles will be regularly disinfected between client meetings and home searches.
- We will avoid conducting home searches in highly impacted areas, such as New Rochelle, NY.
- The wearing of face masks is subject to individual preference. Any party to the service delivery who feels unwell should wear them, but unwell parties are encouraged not to engage in any accompanied activities (including Transferees, Destination Consultants and any other parties to the service). Face masks are limited in supply and all parties are to make their own best efforts with regard to obtaining them.
- All Destination Consultants will be asked to sign a declaration form indicating their recent travel information. Under no circumstances will a NYC Navigator Destination Consultant perform face-to-face services for a period of 14 days following a return from Mainland China, Italy or while under a mandatory self-quarantine required by local regulations.
- Service partners, including realtors, will also be asked to sign a declaration form indicating their recent travel information to help us ensure the safety of all.
- Should any party feel unwell during a NYC Navigator program, the NYC Navigator Specialist should be notified asap. Unwell parties will be advised to wear a mask and where to seek medical attention immediately.



### **Advisory to Transferees**

- Travel restrictions and mandatory self-quarantine policies are changing rapidly. We will do our best to provide individual guidance, but assignees should double-check their travel history to discover if a quarantine period is required. Report any quarantine requirement to your NYC Navigator Specialist.
- Assignees should have adequate travel and / or health insurance policies in place.
- We recommend assignees bring with them from their home country hand sanitizer, and if they wish, masks as these items are in short-supply across most of the United States.
- Due to the additional strain on the healthcare providers, it is advised to bring any over-the-counter medicine they may need or want during the visit (legal medicines and amounts vary by country). It may take longer than usual to get a doctor's appointment during the next month or so.

### **Disclaimers**

- NYC Navigator cannot guarantee that all appointments made for our programs, such as school tours or property viewings, will be available. Such appointments are conducted at the discretion of each individual or organization.
- No face-to-face services will be delivered to any assignee under mandatory or self-quarantine. NYC Navigator will continue to provide support and guidance via phone and email until the quarantine has ended, rescheduling services where necessary.
- NYC Navigator reserves the right to postpone programs potentially should the situation in the local destination require it in order for us to ensure the safety of all parties involved.
- Travel from 26 European Countries to the United States has been suspended for 30 days and will take effect at midnight Eastern Standard Time on Friday, March 13<sup>th</sup>, 2020
- Best practices for COVID-19 prevention will be reviewed with transferees and we will be available to address any questions or concerns
- We will create an online community to support those who are working from home and may feel isolated



*The following links are provided for additional local information:*

*World Health Organization*

<https://who.maps.arcgis.com/apps/opsdashboard/index.html#/c88e37cfc43b4ed3baf977d77e4a0667>

*US Centers for Disease Control and Prevention*

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

*NYC Department of Health*

<https://www1.nyc.gov/site/doh/health/health-topics/coronavirus.page>