



May 4, 2020

To Our Clients, Vendors and Community Partners:

Our team remains devoted to delivering unparalleled service and support through consistent and transparent communication. We are eager to assist and offer solutions while our Client and community partners are working from home during the coronavirus pandemic. **Client satisfaction remains our top priority.**

### **Andrew Cuomo issues additional guidance for Reopening New York**

Amid the ongoing COVID-19 pandemic, Governor Andrew M. Cuomo today outlined additional guidelines for when regions can re-open. The state will monitor four core factors to determine if a region can re-open:

- **New Infections:** Based on guidelines from the CDC, regions must have at least 14 days of decline in total net hospitalizations and deaths on a 3-day rolling average. In regions with few COVID cases, the region cannot exceed 15 net new total hospitalizations or 5 new deaths on a 3-day rolling average. In order to monitor the potential spread of infection in a region, a region must have fewer than two new COVID patients admitted per 100,000 residents per day.
- **Health Care Capacity:** Every region must have the health care capacity to handle a potential surge in cases. Regions must have at least 30 percent total hospital and ICU beds available. This is coupled with the new requirement that hospitals have at least 90 days of personal protective equipment stockpiled.
- **Diagnostic Testing Capacity:** Each region must have the capacity to conduct 30 diagnostic tests for every 1,000 residents per month. The state is rapidly expanding capacity statewide to help all regions meet this threshold.
- **Contact Tracing Capacity:** Regions must have a baseline of 30 contact tracers for every 100,000 residents, and additional tracers based on the projected number of cases in the region. The state is currently building an army of contact tracers with Mayor Bloomberg to meet the needs of each region statewide.

Re-opening is not going to happen statewide all at once - New York has diverse regions and those regions have different circumstances.

### **Safety Precautions for Businesses**

The Governor also outlined new safety precautions that each business must put in place upon re-opening to help lower the risk of spreading the virus. Businesses will be required to:

- Adjust workplace hours and shift design as necessary to reduce density in the workplace;
- Enact social distancing protocols;
- Restrict non-essential travel for employees;

- Require all employees and customers to wear masks if in frequent contact with others;
- Implement strict cleaning and sanitation standards;
- Enact a continuous health screening process for individuals to enter the workplace;
- Continue tracing, tracking and reporting of cases; and
- Develop liability processes.

### **Additional Comments from Governor Cuomo**

"While we continue to reduce the spread of the COVID-19 virus, we can begin to focus on re-opening, but we have to be careful and use the information we've learned so we don't erase the strides we've already made. Re-opening is not going to happen statewide all at once - New York has diverse regions and those regions have different circumstances, so rather than wait for the whole state to be ready to re-open we are going to analyze the situation on a regional basis. We will measure whether a region can re-open based on four factors - the number of new infections, health care capacity, diagnostic testing and contact tracing - and we will continue to monitor these factors throughout the re-opening process to prevent a second wave of the virus and protect the health and safety New Yorkers."

<https://www.governor.ny.gov/news/amid-ongoing-covid-19-pandemic-governor-cuomo-outlines-additional-guidelines-when-regions-can>

### **Client Satisfaction is our Top Priority**

If you should have questions our Client Care team is eager, ready and available to assist.

**Toll Free Access:** (800) 724-7500 (option 6)

**Email:** [clientcare@conserve-arm.com](mailto:clientcare@conserve-arm.com)

**Web Portal:** <https://clientportal.conserve-arm.com/ClientPortal/Account/Login.aspx>

### **We Value Your Business**

During these unprecedented times, we will continue to make the best decisions with the information we are provided. We thank you for your support and value your business and encourage you to stay informed via regular updates provided by the [World Health Organization](#) and local government authorities.

Our people are at the heart of ConServe and Client satisfaction remains our top priority.

Sincerely,

Kevin Gelabert  
Chief Marketing Officer