

ATTACHMENT C - Limited and Safe Interaction Protocol for In-person Tech Support

This protocol is designed to eliminate direct contact between IT technicians and those needing direct support on their NPS issued devices. Technicians in coordination with the Assistant IT Coordinator for Technical services shall provide additional details to this plan as is needed for its execution in practice.

1. All in-person technical support shall take place at the Ed Center.
2. All in-person technical support shall be by appointment.
3. Techs shall have available hand sanitizer, gloves, and disinfectant wipes for use on electronics. Hand-sanitizer and disinfect wipes shall also be available for the client when they drop off their device.
4. Devices to be serviced shall be left in a box (location TBD by technicians) or on a designated table by the client and the client will walk away to allow the tech to access the device while maintaining proper distance (at least 6 feet).
5. The tech will wipe the device down before servicing.
6. The tech will service the device as needed in a designated location at the Ed Center (room 104A or at the workbench - TBD by techs).
7. The tech will wipe the device down after servicing.
8. Upon completion of repairs or determination to issue a loaner, the device will be returned to a box (or table) for client pickup, again maintaining proper distance (at least 6 ft).

The client should call upon arrival at the Ed Center and the technician will call the client when the device is ready for pickup. The protocol for leaving the device for servicing and the number to call upon arrival at the Ed Center will be sent to the client when service is requested and scheduled.

Technicians shall follow proper protocols of handwashing, hand-sanitizing, and device and workspace cleaning in accordance with current protocols from the Newton Health and Human Services Department and/or CDC.