

Workplace Safety & Health During COVID-19

Resources for Your Organization







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About Carolina PROSPER

Carolina Promoting Safe Practices for Employees' Return (PROSPER) recognizes the critically important role that small- and medium-sized businesses play in the state's economy. We know that the COVID-19 pandemic has had a crushing impact on many of these businesses. Carolina PROSPER exists to assist small and medium-sized businesses to stay open and/or re-open while maintaining a healthy workforce.

Carolina PROSPER began in the fall (2020) with the Carolina PROSPER COVID-19 Worksite Impact Survey. Our aim was to assess COVID-related safety and health needs and interests of small and medium-sized businesses in a ten-county region in central North Carolina. The data from this survey has helped us develop programs, policies and technical assistance plans to offer interested businesses.

Thank you for taking time to complete the survey this fall. We have prepared this resource guide for your business based on your responses.

You indicated your business's concern and/or interest in getting employees tested, encouraging healthy behaviors, helping maintain mental health, promoting overall health, leveraging ergonomic resources at home, implementing infection control, disinfecting your work environment, and improving ventilation. In addition, we have included a section on some of what you and your workers need to know about vaccination efforts.

This report provides highly relevant and current information (as of December 2020) on the topics above. Each section includes an overall highlight as well as links to resources to learn more. Many of the resource links include materials that can be shared and easily printed and used for your employees such as posters, fact sheets, and checklists.

While this resource guide has been tailored to your organization's responses, you can find a full report based on responses from all participating businesses on our website.

Resources for Your Organization

What, How, and Where: Getting Tested in NC

Testing can help people who are infected get treatment quickly, reducing the risk of severe illness and reducing exposure to others. Testing is key to preventing the spread of COVID-19 through isolation and contact tracing. See the Carolina PROSPER <u>website</u> for the most up-to-date information on where and how to get tested.

Highlights

Diagnostic Tests

- Show if someone has an active coronavirus infection and should take steps to quarantine or isolate themselves from others
- Most tests occur at pharmacies, clinics, or doctor's offices, but at-home collection tests are available and employers can arrange **for worksite testing**.
- Worksite testing can occur several ways. Some providers send trained personnel to assist
 with sample collection at your worksite, while others will pick-up and analyze saliva samples
 taken on-site.

Understand the Language around Testing*

There are two types of diagnostic tests:

- Molecular tests (aka viral test, nucleic acid amplification test (NAAT), rRT-PCR test, LAMP test) detect the virus's genetic material
 - Can take one day to a week for results depending on location and number of tests
- Antigen tests detect specific proteins from the virus
 - Can receive results extremely fast (15-30 minutes)
 - Negative results may need to be confirmed with molecular test, especially if symptoms are present

Two of the main considerations in assessing a test are its sensitivity and specificity:

- **Sensitivity** refers to the accuracy of positives. A highly sensitive test means that there are few false-negative results so fewer cases of the disease are missed.
- **Specificity** refers to the accuracy of negatives. A highly specific test means that there are few false positive results.

Pooling can be an affordable option, particularly for businesses or areas with low prevalence

- **Pooling** combines samples from several people and conducts one lab test on the combined sample to detect the virus
 - o If the pooled test is negative, you can assume all in the pool are negative
 - If the pooled test is positive, each individual will need to be tested individually

^{*}Information pulled from multiple sources including <u>U.S. Food and Drug Administration</u>, <u>Centers for Disease Control and Prevention</u>, <u>MedTech Dive</u>, <u>Peterson-KFF</u>, <u>Altamirano et.al</u>, <u>GoodRx</u>, <u>Pasomsub et.al</u>, <u>LiveScience</u>

See **Appendix A for Selected Testing Vendors**, including those who offer worksite and athome testing options.¹

Sources and Additional Resources

- 1. Testing Basics Terms and How It Works from the Food and Drug Administration
- 2. More about Antigen Tests from the Centers for Disease Control and Prevention
- 3. Policies around Testing Costs from Peterson-KFF

Masks Go Over the Nose: Encouraging Healthy Behaviors

In addition to testing, health experts recommend the following healthy behaviors to help slow the spread of coronavirus: handwashing, mask wearing, and physical distancing. Consider what changes you can make in your work environment to help support your employees and/or customers to practice these behaviors. Print and share the free materials in the resources section.

Highlights

1) Hand Washing Basics

- Scrub hands for at least 20 seconds.
- In public spaces, try to use a paper towel or cloth to turn off water and open doors.
- You can use warm or cold water as well as bar or liquid soap.
- Soap does not have to be antibacterial.

2) Using Hand Sanitizer

- Washing your hands with soap and water is the most effective way to prevent the spread of infections.
- If soap and water are not available, use alcohol-based hand sanitizer with at least 60% ethanol or 70% isopropanol.
- Spread the sanitizer over all parts of your hands and fingers and rub together until they are dry.
- Use soap and water instead of hand sanitizer if hands are visibly dirty or greasy.

3) Maintaining Physical Distancing

- When possible, stay at least 6 feet away from others not living in your household.
- Utilize drive-through, curbside pick-up, and delivery options, as available.

4) Wearing Masks Properly

- Reusable masks should have two or more layers of washable, breathable fabric.
- Masks should be worn completely over nose and mouth and fit snugly.
- If your mask is always slipping, try a different shape/size.



Figure 1. CDC, How to Wear Masks

- Do NOT touch your mask while you are wearing it. That contaminates your hands and/or the mask.
- When taking off a used mask, only handle the loops or ties, fold the outside corners together so that the part of the mask facing out is now covered.
- Wash hands after removing masks.

¹ Please note that as of the date of this report, several companies sell at-home testing kits, but it is important to check that these tests are U.S. FDA approved for use per applicable Emergency Use Authorization (EUA). At-home testing should not be used as a sole diagnosis tool, nor is a substitute for a visit to a healthcare professional. Always check with your healthcare provider.

Sources and Additional Resources

From the Centers for Disease Control and Prevention

- 1. Posters, Stickers, Videos, and Other Communications about Keeping Hands Clean
- 2. "Life is Better with Clean Hands" Posters, Fact Sheets, Social Media Posts
- 3. How to Select, Wear, and Clean Your Mask Recommendations and Graphics
- 4. How to Safely Wear and Take Off a Mask One-Pager
- 5. How to Protect Yourself and Others
- 6. "Handwashing: A Corporate Activity" One-Pager

From the World Health Organization

7. How-To Guide on Physical Distancing Downloadable Posters

Cope and Thrive: Helping Employees Maintain Mental Health

In addition to concerns over the physical health and well-being of ourselves and loved ones, the pandemic has affected nearly every aspect of our lives from finances to the education of our children to our social lives. These changes and limitations can cause numerous mental health issues, which can severely interrupt functioning in work productivity and daily life.

Highlights

Mental Health Concerns & Symptoms

- Stress
- Anxiety
- Depression
- Loneliness
- Grief
- Poor Sleep
- Exhaustion and Burnout
- Lack of Motivation
- Difficulty Concentrating
- Substance Abuse

Suicide Hotline

If you feel you or someone at your workplace may harm themselves or someone else:

National Suicide Prevention Lifeline

Toll-free number 1-800-273-TALK 1-800-273-8255

The Online Lifeline Crisis Chat is also free and confidential. Users are connected to a skilled, trained counselor in their area.

Disaster Distress Helpline

Immediate crisis counseling is also available for people experiencing emotional distress (e.g., stress, anxiety, depression-like symptoms) related to any natural or human-caused disaster:

Substance Abuse and Mental Health Services Administration's Disaster Distress Helpline

Call or text: 1-800-985-5900 to connect with a trained counselor

Ways Employers Can Help

1) Minimize Work Stress

- Talk openly about how the pandemic affects work.
- Discuss and work together to identify ways to reduce stress caused by work, such as by reducing Zoom (or virtual meeting) fatigue.
- Share information and resources to support mental health.
- Review policies and benefits to minimize work stress and link to available mental health resources.
- Show empathy.

2) Share Information: How to Promote Health & Build Resilience Among Employees

- Make a consistent schedule for sleep, self-care, work, screen breaks, connection, etc.
- Stay informed but take breaks from checking social media and the news.
- Practice mindfulness techniques and self-compassion.
- Stav connected to loved ones.
- · Get fresh air.
- Keep immune system strong by eating healthy foods, prioritizing sleep, being physically active, and maintaining good hygiene.

3) Facilitate Peer Support Groups or Systems

- Create space (virtual or otherwise) for employees with common experiences to provide one another emotional or social support (e.g., buddy system or support group at work).
- Establish strong linkages with professional mental health and care services.

- 1. How to Cope with Job Stress and Build Resilience During the COVID-19 Pandemic from the Centers for Disease Control and Prevention
- 2. Working Remotely During COVID-19: Your Mental Health and Well-being from the American Psychiatric Association
- 3. Peer Support Resources from UNC Peers for Progress
- 4. 10 Ways to Make Zoom Meetings Less Exhausting, According to Psychologists from Prevention

Stay Healthy: Promoting Overall Health During COVID-19

Besides avoiding COVID-19, workers benefit from taking care of their overall health. Get adequate sleep, be physically active, and make healthy food choices, to name a few. However, some basic health advice does not work as well when many of our normal activities are so limited. The health tips and resources in this section consider the limits of COVID-19.

Highlights

1) Improve Sleep

- Set a schedule and routine.
 - Many cell phones now have a bedtime alarm which will alert you when you intended to go to sleep.
- Try to reserve the bedroom for sleep and limit distractions in the bedroom.
 - Keep cell phones out of the room or out of reach.
- Expose yourself to natural light (including opening windows and blinds) throughout the day.
- Utilize relaxation techniques such as mediation, yoga, and warm baths.
- Stay active and maintain a healthy diet.

2) Eat Healthy

- Plan meals for the week and a grocery list ahead of going to the store.
- Schedule eating times, whether at home or at work.
- Stock up on fresh fruit and vegetables, or frozen varieties that stay fresh longer to minimize store trips.
- Watch portion sizes; check labels when uncertain.
- Plan for and enjoy an occasional comfort food.
- Limit purchase of salty and sweet snacks. If something is not in the cupboard, you cannot reach for it.

3) Be Physically Active

- Make use of free online videos and aerobic activities that can be done in small spaces such as dance classes and jumping jacks.
- When possible, get outside to walk or jog.
- Check websites such as eBay and local online marketplaces for secondhand treadmills, ellipticals, or stationary bikes if walking or exercising outside is not an option.
- Use free weights or household items
 (e.g., canned goods, textbooks, or water
 jugs) to help build strength.
- Make it a family activity.

4) Maintain Recommended Healthcare

- Get a flu shot.
- Continue to receive regular medical screenings and dental care.



- 1. <u>Sleep Guidelines During the COVID-19 Pandemic</u> from the Sleep Foundation
- 2. Staying Physically Active during Self-Quarantine from the World Health Organization
- 3. Making Health and Nutrition a Priority During the Coronavirus (COVID-19) Pandemic from American Society for Nutrition
- 4. <u>Eating during COVID-19: Improve your mood and lower stress</u> from Harvard Medical School

Avoid Neck and Back Pain: Leveraging Ergonomic Resources for Home

During the pandemic, many more employees are now working from home; most without the benefit of a home office. Short-term working solutions, particularly around how employees are sitting, can cause neck and back pain, which can reduce productivity. Moreover, as short-term working solutions become longer-term work environments, it is important to consider ergonomic hazards and strategies.

Highlights

1) Improve Sitting and Posture

- Sit in an adjustable, comfortable chair or add lumbar support to a dining room chair with a rolled-up towel.
- Sit with back straight, thighs parallel to the floor, and elbows at 90 degrees.

2) Adjust Environment

- Raise monitors to eyelevel and use an external keyboard and mouse.
- Position frequently used items directly in front of you.

3) Listen to Your Body

- Take frequent stretch breaks.
- Listen to your body and move at least every hour.

Sources and Additional Resources

From the Ergonomics Center at NC State University

- 1. Tips for Working from Home
- 2. Seated and Standing Neutral Postures
- 3. Office Chair Adjustments
- 4. Troubleshooting Discomfort Across the Body
- 5. Office Ergonomics Screening Tool
- 6. Returning to Work During COVID-19: An Ergonomics Perspective



From the Centers for Disease Control and Prevention

7. Ergonomics and Musculoskeletal Disorders CDC Resources

Slow the Spread: Implementing Infection Control Protocols

Employers are encouraged to implement practices and policies that can help reduce transmission of COVID-19 in workplaces.

Highlights

1) Engineering Controls to Reduce Exposure

- Make ventilation improvements.
- Deliver services remotely, or provide remote alternatives (e.g., delivery, pick-up).
- Modify the workplace to increase physical space between employees, and between employees and customers, to 6 feet or more (two arm lengths), where feasible.
- Install sneeze guards, plastic shields, and other barriers between workers and between workers and the public.
- Use signs, tape marks, or other visual cues to indicate where to stand when physical barriers are not possible.
- Place multilingual posters that encourage cough/sneeze etiquette, mask wearing, and hand hygiene at the entrance to and throughout your workplace
- If a credit card reader is present, move it further away from the cashier where feasible.

2) Administrative Practices to Reduce Exposure

- Identify a COVID-19 coordinator who keeps up with updates, monitors the spread of COVID among the community and employees, and acts as the check in person for visitors to the worksite to ensure they know the rules of the site. Think of this person as your "gatekeeper".
- Minimize contact among workers and clients and discontinue non-essential travel.
- Limit the number of staff present for potential exposure tasks.
- Stagger start/stop times and break times.
- Increase the number and/or length of breaks so employees have time for proper hygiene.
- Encourage workers to take extra precautions when carpooling or using public transportation. When possible, reduce numbers in cars and stagger start times if possible.
- Cross-train essential functions.
- Provide training for workers on hygiene, COVID-19 symptoms, disinfecting, and relevant policies, etc.
- Conduct daily in-person or virtual health checks.
 - Consider multiple screening entries and designating doorways as "entry only" or "exit only."
 - Ask workers to self-identify symptoms of fever, coughing, shortness of breath, chills, muscle pain, headache, sore throat, and new loss of taste or smell each day, before the shift, mid-shift, and at home.
 - Screen all workers with a no touch thermometer for fever (≥100.4°-F) at the beginning of shifts and if they become ill on the job.

3) Work Policies to Reduce Exposure

- Encourage workers who are ill to stay home without fear of reprisals or loss of pay.
- Implement flexible worksites, work hours, and meeting and travel options.
- Use email, phone, and teleconferences instead of face-to-face contact.
- Limit unnecessary visitors to the workplace.

- Provide personal protective equipment (face masks, face shields, gloves, etc.) at no cost, appropriate to the hazard.
- At minimum, face masks/coverings must be worn when in close proximity to others, e.g., vehicles, indoors, within 6 feet, poor ventilation exists. If respirators are provided, e.g., N95 or KN95 respirators, a written respiratory protection program must be in place, which includes a fit testing plan. A respiratory protection program is NOT required for face masks or coverings.

4) Plan for When Employees Develop Symptoms or Are Exposed to Coronavirus

- Immediately separate employees who appear to have symptoms from others.
- Have a procedure for safe transport of a sick employee to home or healthcare.
- Determine which employees may have been exposed to the virus and put them on sick leave. Ensure affected workers receive paid sick leave as required under the Families First Coronavirus Response Act (FFCRA).
- Inform employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality.
- If workers or someone in their immediate household has symptoms or test positive, they should notify their supervisor and stay home.
 - A person should stay out of work at least 10 days if they test positive or since symptoms have passed. Workers should not return to work until they meet CDC or local health department criteria to discontinue home isolation.
 - o If an employee came in contact with a person with COVID-19, they should quarantine for 14 days as long as they do not have symptoms or test positive.

- CDC Resuming Business Toolkit for Non-Healthcare Employers from the Centers for Disease Control and Prevention
- 2. Response Training Tool: Protecting Yourself from COVID-19 in the Workplace from the National Institute of Environmental Health Sciences
- 3. <u>Guidance for Retail Establishments</u> from the Western New York Council on Occupational Health and Safety

Keep it Clean: Disinfecting Your Work Environment

In addition to implementing policies and procedures to limit close contact and encourage healthy behaviors such as handwashing, proper cleaning and disinfecting are critical to businesses stopping the spread of COVID-19.

Highlights

In most cases, you want to clean AND disinfect using EPA approved disinfectants for COVID-19, particularly frequently touched surfaces (e.g., drawer handles, door handles, light switches, appliances).

1) Disinfecting Process

- Wear disposable gloves when cleaning and disinfecting.
- Wash hands immediately after removing gloves.
- Use approved disinfectants including wipes, cleaners, or sprays that are included on <u>EPA's N-List of</u> <u>Disinfectants for COVID-</u> 19.
- Take precautions such as wearing skin and eye protection, using the amount recommended on the label, and ensuring adequate ventilation.

Understand the Language around Disinfecting

- Cleaner: removes dirt and germs; should be done before disinfecting
- Sanitizer: reduces germs to safe levels (99.99%)
- **Disinfectant:** destroys almost all infectious germs; does not affect dirt or dust

2) Special Considerations

- Consider putting wipeable covers on electronics.
- Any items that can be laundered should be washed on the highest temperature setting possible and dried completely.
- Dirty laundry should be handled with disposable gloves and should not be shaken before putting into machine.
- Hampers should also be cleaned and disinfected.

3) If Someone was Sick

- Close off the area the sick person used if they were there within the last 7 days.
- Wait at least 24 hours to begin disinfection process.
- Open outside doors and windows to increase air circulation during the waiting period.
- Do not vacuum with anyone in the area.
- Clean and disinfect all areas used by person who is sick.

- 1. Look-Up Your Disinfectant with the Environmental Protection Agency
- 2. 6 Steps for Safe & Effective Disinfectant Use from the Environmental Protection Agency
- Cleaning and Disinfecting Your Facility from the Centers for Disease Control and Prevention
- 4. <u>CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces,</u>
 Businesses, Schools, and Homes from the Centers for Disease Control and Prevention

Breathe Cleaner Air: Improving Ventilation

COVID-19 is transmitted through aerosols, small droplets, and particles, which can stay aloft for hours in poorly ventilated spaces. Heating, Ventilation, and Air Conditioning (HVAC) systems play an important role in minimizing the spread of coronavirus and other harmful pathogens. The most effective ways to maintain healthy indoor air quality are to reduce or remove the sources of pollutants, to ventilate the facility with clean outdoor air, and to ensure that the system is functioning properly.

Highlights

1) Maintain HVAC

- Inspect annually.
- Change filters at least every 6 months, more often for spaces with high particulate loads or other environmental factors.
- Change belts in belt driven systems and clean coils and condensers annually.
- Replace worn parts as needed.

2) Check Air Filters

- The higher the MERV rating on the filter, the fewer dust particles and other contaminants that can pass through it.
 - Use filters with a minimum filter rating of MERV 8.
 - Upgrade filters to at least a MERV 13 rating if the system has been designed to accommodate the larger, more efficient filters.

3) Consider Supplemental Air Cleaners

 When high-efficiency filters are not an option, use a portable air cleaner equipped with a HEPA filter or a high-MERV rated filter and with a Clean Air Delivery Rate that is sufficient for the space.

4) Leverage Nature

 When weather appropriate, you can also increase ventilation through natural means such as by opening windows or moving appropriate tasks outside.

5) Monitor Temperature

- Maintain temperature and humidity at reasonable settings.
- Thermostat setbacks may be appropriate during off hours or for prolonged periods of infrequent use
- Avoid wide temperature swings as this may contribute to other indoor air quality problems.

6) Operate HVAC System when Anyone is Present

 Operate the system in Occupied Mode, even if just a small fraction of the intended building capacity is present.

- COVID-19 Employer Information for Office Buildings from the Centers for Disease Control and Prevention
- 2. <u>Coronavirus disease: Ventilation and air conditioning in public spaces and buildings</u> from the World Health Organization
- 3. <u>HVAC Standards and Guidelines</u> from the American Society of Heating, Refrigerating and Air-Conditioning Engineers

What Comes Next: Preparing for Vaccination

In Mid-December 2020, the state of North Carolina began administering vaccines to frontline healthcare workers with the highest risk of exposure to COVID-19.

"Tested, safe and effective, COVID-19 vaccines will help us get back in control of our lives and back to the people and places we love."

NC Department of Health and Human Services

Highlights

1) About the Vaccine

- You <u>cannot</u> get COVID-19 from the vaccine.
- To date, the vaccines are 95% effective in preventing COVID-19.
- No serious safety concerns occurred in clinical trial.
- Temporary reactions like sore arm, headache, or achiness for a day or two may occur.
- Both vaccines, Pfizer-BioNTech and Moderna, require two shots.

2) Getting the Vaccine

- Vaccines will be free for all.
- The NC Department of Health and Human Services have built the COVID-19 Vaccine Management System to help ensure people get the second dose at the right time and to manage supply and distribution.
- Those at highest risk for exposure will get the vaccine first starting with health care workers and long-term care staff followed by those at highest risk for severe illness (see Figure 2).
- Individuals should talk to their healthcare provider about where their spot is depending on their health and job status.



Figure 2. Vaccination Plan from the NC Department of Health and Human Services

3) Hosting Vaccination Clinics in the Workplace

- As more vaccine doses become available, the state will expand available sites to receive vaccines. Businesses and individuals can stay up to date at YourSpotYourShot.nc.org.
- In case the option for worksite vaccination becomes available, businesses can prepare by <u>reviewing information</u> for hosting flu vaccination clinics.

Sources and Additional Resources

From the North Carolina Department of Health and Human Services

- 1. COVID-19 Vaccine Information
- 2. Vaccines Frequently Asked Information
- 3. COVID-19 NC Vaccination Dashboard

From the Centers for Disease Control and Prevention

1. Promoting Vaccination in the Workplace

Further Support

Carolina PROSPER and the NC Occupational Safety and Health Education and Research Center recognize that this is a challenging time for you and your employees. We hope that the resources provided in this report help keep your employees and clients safe and healthy, and help you stay open or re-open successfully. Healthy employees and customers will help small-to medium-sized businesses continue to be the backbone of our economy. And, the North Carolina economy thrives when your business succeeds.

For additional resources and updates on future offerings, please visit the <u>NC OSHERC website</u> or follow us on social media (@NCOSHERC on <u>Twitter</u>, <u>Facebook</u>, and <u>LinkedIn</u>).

You can also contact the project team at prosper@unc.edu.

Disclaimer Note: This report (and related resources) is designed to assist employers as they consider what is needed for their workplace's pandemic planning and implementation for their workplace. The information is current as of December 2020 and could change as scientific advances continue in addressing the SARS-CoV-2 virus risk. The information should not be construed as medical advice on any subject matter. NC OSHERC disclaims all liability from actions you take or fail to take in workplace pandemic planning or implementation based on any content from this document.

Appendix A: Area Testing Vendors²

This list is accurate as of December 15, 2020. For an updated list, please visit the Carolina PROSPER website. Please note that U.S. FDA approved home-testing kits are available in some locations, and some of the vendors on this list may provide that option. Please refer to the contact information to obtain more information.

Vendor	Services	Contact Information	Cost
CVS Health	Molecular Testing, CVS Pharmacy drive-thru, Worksite Testing	Complete contact form at cvshealth.com/covid-19/return-ready/workplaces to set up a consultation	Not available
Genome Insights	Pooled Saliva Testing, Worksite Testing	919-630-1679 or help@genomeinsights.com	Varies, about \$20/person
Greenlight Durham (Durham only-spots limited)	COVID-19 Testing Resources and Screening	Complete registration form at greenlightdurham.com	Free
Groundwater Solutions	Molecular Testing, Worksite Testing	704-596-0505	Free
IndyCare Health (Partners with Geosyntec Consultants) Geosyntec Consultants	Molecular PCR Nasal Swab Test, Rapid Antigen Test, Pooled Saliva Testing, In- Home Saliva Test, Worksite Testing	Franklin Roye (franklin@indycarehealth.com) OR Greg Vassie (gvassie88@gmail.com) Frank Stillo (FStillo@Geosyntec.com) *Mention your affiliation with Carolina PROSPER when contacting any of the individuals listed above	\$100 PCR Nasal Swab Test, \$80 Rapid Antigen Test, \$115 In- Home Saliva Test \$300-\$450 per pooled test, per person cost dependent on number of people in the pool
<u>LabCorp</u>	Molecular PCR Nasal Swab using self- collection, and Worksite Testing Pixel by LapCorp At- home testing kit	LabCorp Employer Services at 1-877-469-5411	Not available
Visit Healthcare	Worksite Testing	Complete inquiry form at https://www.visit- healthcare.com/contact-us Or email INQUIRIES@VISIT- HEALTHCARE.COM	Not available

² Please note that this list is for informational purposes only. It is not an exhaustive list of all the COVID-19 testing vendors in Central North Carolina nor is it endorsement of any particular service.