

DPSAC Committed to Adhering to NIH and CDC Guidance to Safeguard Our Customers, Staff and the NIH Community

In light of recent events and concerns regarding COVID-19, the Division of Personnel Security and Access Control (DPSAC) would like to reiterate our commitment in following and abiding by the NIH and CDC guidance to prevent, deter, and mitigate any risk of infection to our customers, staff, and the NIH community. Therefore, please be assured that DPSAC has implemented mandatory, stringent safety precautions and procedures for protecting our customers and DPSAC staff members during public interactions and daily operations.

Effective immediately, we have instituted several measures and policies ensuring promotion of public health and safety as follows:

1) Adherence to General Guidance Principles

- a. All DPSAC staff have been informed and mandated to adhere to general guideline principles not limited to:
 - i. Following basic protective measures from the World Health Organization, the Centers for Disease Control and Prevention, and NIH guidance.
 - ii. Discouraging sick employees to come into work and instead seek medical advice as needed.
 - iii. Maintaining physical distancing and limiting personal contact whenever possible.
 - iv. Abiding and implementing frequent proper hand washing and sanitizing techniques.
 - v. Avoiding direct contact with surfaces and faces (eyes, nose, mouth).
 - vi. Other elements as prescribed.

2) Front Desk Operations

- a. Customers will now be asked to place their identification documents on the counter for validating identities and limiting direct handling of materials.
- b. If direct handling occurs for whatever reason, sanitizer will be utilized prior and afterwards.
- c. Customers requesting documentation review will place documents on counters instead of directly passing to Front Desk staff members.
- d. Staff will sanitize counters through disinfectant spray throughout the day.
- e. Other elements as prescribed.

3) Enrollment

- a. Use of document authenticators for ID authentication has been suspended.
- b. Pin pad along with other surfaces will be wiped down with disinfectant wipe.
- c. Enrollers must sanitize both their hands and applicants' pre and post enrollment sessions.
- d. A sanitizer droplet will be placed into applicant hands instead of direct exchange of sanitizers. Enrollers must sanitize hands prior to and post fingerprint authentication.
- e. Customers will be asked to place documentation on desk for review to avoid touching.

In implementing these measures, DPSAC wants to assure our customers that we are committed to safeguarding everyone's health and safety. We thank you for your patience and understanding during this challenging time.

Please feel free to contact DPSAC at orspersonnelsecurity@mail.nih.gov or 301-402-9755 with any concerns and/or questions.

Please stay safe,
The Division of Personnel Security and Access Control (DPSAC)