



NEW SOUTH RESEARCH FACILITY HEALTH AND SAFETY MEASURES

Updated: May 19, 2020

YOUR SAFETY AND EXPERIENCE MATTERS

At New South Research, we care about the health of every person who enters our doors, and we are committed to doing our part to prevent the spread of illness. We also know that some research experiences are better in person, so we are implementing the following policies and procedures to ensure every research participant, client, and staff member has a safe and comfortable in-person research experience.

FACILITY STANDARDS

We are committed to practicing social distancing:

- All visitors are strongly encouraged to maintain a physical distance of 6 ft as much as they are able throughout our facility.
- Signs will be posted throughout the facility displaying standards for physical distancing, hygiene, and symptoms of illness.
- Where applicable, floor markers will indicate appropriate distancing for standing in line.
- Lobbies and reception areas will be arranged to ensure visitors can maintain appropriate distancing; when necessary, viewing areas or focus group rooms will be utilized as waiting areas.
- Focus group rooms will have individual tables set up in a u-shape and spread out in the focus group room so that all participants can maintain a distance of 6 ft from each other.
- Group sizes will be limited to 6-8 people, depending on room size; if more respondents are required, we can create alternatives with additional rooms.



FACILITY STANDARDS, CONTINUED

We are committed to keeping our facilities clean:

- Focus group start times will be staggered to allow for cleaning of all surfaces between groups, focusing on high-touch areas such as chairs, tables, door handles, and any devices used (in cases where devices are required for the research). During the groups, hosts will clean waiting areas, and hosts will wipe down the focus group rooms between groups.
- Hand sanitizer, tissues, and disinfectant wipes will be available throughout the facility.
- Fabric chairs will be replaced with vinyl chairs.
- Notepads will be replaced with loose-leaf notepaper that will be replaced for every group.
- Pens will not be reused, and visitors will be encouraged to bring their own writing utensil.
- Magazines and other paper materials have been removed from waiting areas and client viewing rooms.

We are committed to safe food handling:

- Gloved hosts will distribute water bottles and individually wrapped snacks to respondents at the start of each focus group.
- Individual meals will be served as delivered. When studies require food to be served to participants, boxed meals will be provided.
- All utensils and dishware will be disposable.
- Communal candy dishes and snack mixes have been removed from the facility and have been replaced with individually wrapped snacks.



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PEOPLE ON SITE

We are committed the health of every person entering our facilities:

- A sign will be posted on external doors indicating that temperatures of staff, clients, and respondents will be checked prior to entry into the building. If anyone entering our facilities has a temperature above 99.6, they will not be allowed to enter. If anyone feels ill, has any symptoms of illness, or has been exposed to COVID-19, they will not be allowed to enter.
- A mask will be required upon entry and in common areas. We will encourage staff, clients, and respondents to bring their own mask and masks will be available to those who do not have one.

We are requiring the following of our staff:

- Staff will follow 6 ft physical distancing guidelines.
- Staff will practice regular and thorough handwashing.
- Staff and hosts will be required to wear masks and gloves when interacting with any people or any surfaces in common areas and focus group rooms.

We request cooperation from RESPONDENTS with the following:

- Prior to the groups, respondents will be sent 1) a list of health practices that will be encouraged while on-site at the facility and 2) a liability waiver to be returned electronically or brought with them.
- Respondents will be pre-screened for exposure to COVID-19 and potential symptoms of illness, and any respondents not recruited by NSR will be screened for exposure and symptoms of illness at check-in.
- Respondents will check in verbally and will not be required to physically sign in.
- While masks are required in common areas, respondents must be willing to remove their mask so they can be easily understood during the focus group discussion. If clients would prefer to have respondents wear masks during the discussion sessions, they should request this at the outset of the project.
- If respondents have a fever of 99.6 or above, have other symptoms of illness upon checking in, or have been exposed to the virus, they will not be paid if dismissed at this point.
- Respondents will be encouraged to bring and use their own writing utensil.
- Respondents who wish to wear gloves are encouraged to bring their own.



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We request cooperation from CLIENTS with the following:

- We are asking clients to limit the number of clients attending sessions to five per viewing area.
- While masks are required in common areas, wearing of masks in client rooms will be at the clients' discretion.
- Clients will not be allowed to wander the facilities and will be asked to stay in the client viewing rooms and telephone the front desk if something is needed.
- Client meals will be served in the containers they arrive in, and individually packaged snacks and beverages will be available. If requested, all dishware, glassware, utensils will be disposable.
- Any client who has exhibited symptoms similar to COVID-19 or who has been exposed to COVID-19 will be asked to not visit the facility.