

April 24, 2020

## COVID-19 FREQUENTLY ASKED QUESTIONS DOCUMENT

**When will PSI owned, and operated test sites be open?**

PSI will begin opening owned and operated test sites on May 1, 2020. Sites will be opened where governmental entities within a state, city or county allows. If a site is not opened, it will be reflected on the closed list found [here](#). This list is being updated regularly and serves as the best reference for candidates and stakeholders.

**Will PSI be implementing any precautionary protocols for its employees as well as the candidates?**

- Yes, employees are being provided face masks, hand sanitizers and antibacterial wipes. The face masks at the test sites will be for PSI employees only.
- If a candidate desires to wear a face mask or gloves, they will be required to provide their own and discard them outside of the PSI test site using safe and sanitary precautions.
- If a state, city or county REQUIRES face masks and/or gloves, then candidates MUST ensure they bring their own to the test site. PSI **will not** provide face masks or gloves and will need to turn away candidates who do not have the proper equipment.

**If I wear a face mask to the test site, will I be asked to remove it at any time?**

- Yes. Face masks and gloves, if worn, will be required to be removed during the check-in process for the purposes of verifying the identity of the candidate as well as capturing the photo of the candidate.
- In addition, the face mask and gloves will need to be inspected by the Test Center Administrator (“TCA”) to ensure that there is no security threat in the form of writing or concealment of potential items that would raise concerns during the test process.
- The face mask and gloves will need to be inspected by the TCA as you are checking out following completion of your examination.

**Will I be asked any health questions when I arrive at the test site?**

Yes. Candidates will be required to complete the health questionnaire which is sent via email to the candidate prior to the examination. The candidate will be required to bring the questionnaire with them to the test center. The following questions will be asked:

- Have you travelled or been in close contact with someone who has travelled to a restricted country in the last 14 days?
- Have you been in contact with someone diagnosed with COVID-19 in the last 14 days?

- Have you had any cold or flu-like symptoms in the last 14 days, including a fever?

Candidates will be asked to sign and date this questionnaire. If a candidate answers, “yes” to any of these questions, they will be requested to leave the test site and reschedule their examination. No fees will be forfeited by the candidate as a result of this action.

**What happens if a candidate answers “no” to all questions on the questionnaire, but they are coughing or sniffing, what authority will the TCA have regarding the candidate?**

TCA's will be authorized to use their best judgment and they will be allowed to turn a candidate away due to concerns as a result of displayed symptoms.

**If a candidate arrives at the test center and after consideration, decides they are not comfortable to continue to test, or after starting the test, are uncomfortable in the test center, are they permitted to leave the test site and reschedule at no charge?**

Yes, please ensure that the candidate advises the TCA of the decision so that it is documented in our ticketing system and if the examination had been started, the TCA will assist in ensuring the candidate is appropriately signed out of their examination.

**If a candidate is turned away from the test site on the day of their scheduled examination because of responses to the questionnaire or symptoms displayed, how long will they be required to wait to reschedule?**

The reason for turning away the candidate will be noted in the candidate's record. Candidates will be required to wait 5 days to reschedule their examination.

**What sanitation measures are being taken at the test site for candidates and PSI employees?**

Test Center Administrators have been instructed to disinfect all equipment using antibacterial wipes, following each test administration.

All high touch areas will be sanitized by the TCA's. These areas will include, but are not limited to:

- Keyboard
- Mouse
- Desktop
- Chair handles
- Test administrator's check-in station
- Door handles

**What if a candidate wants to do their own sanitation of the work area before beginning the exam, will they be permitted to do so?**

Yes. Candidates will be able to do any or all of the following:

- Request antibacterial wipes from the Test Center Administrator
- Sanitize the work area
- Bring their own disinfectant supplies (no bottles of bleach, disinfecting wipes are acceptable)

**Will PSI be adhering to social distancing guidelines at the test sites?**

Yes. PSI has been proactive in reviewing social distancing guidelines and ensuring that best practices are being implemented including:

- Test seat availability has been reduced to adhere to CDC/WHO guidelines which requires six feet between people
- Enforcing candidate seating to permit six feet between candidate workstations
- Reducing the number of candidates who will be permitted in the lobby for check-in and avoiding physical contact

**If a TCA is not feeling well, what is PSI's stand on that individual coming to work?**

PSI has taken the position that if a TCA is not feeling well, they are to stay at home.

**Are there specific protocols for the test sites as related to COVID-19?**

The following protocols will be posted throughout the test site. If a candidate fails to adhere to these protocols, the TCA is authorized to request the candidate to leave the test site and reschedule.

- Please do not touch or approach the TCA. Maintain six-foot social distancing guidelines as directed by the CDC.
- If you have a question/concern, please raise your hand and a TCA will assist you with your queries.
- Wash/sanitize your hand thoroughly prior to TCA interaction.
- Cover your face while coughing, and sneezing during check-in, testing and check-out.

PSI intends to create the safest and smoothest experience possible for all candidates and employees. Please contact PSI at [psionline.com](http://psionline.com) for any questions or clarification.