COVID-19
GUIDELINES & RECOMMENDATIONS FOR NAIIA MEMBERS

COVID-19 is the name given for the Novel (new) Coronavirus that was identified in January 2020. The World Health Organization identified it as a pandemic, or global outbreak of disease, on March 11, 2020.

- Information and knowledge is key. The Centers for Disease Control is a key resource, providing daily updates: www.cdc.gov
- Johns Hopkins Coronavirus Resource Center has daily reports you can receive and you can view their interactive map to monitor your area: https://coronavirus.jhu.edu

Those at risk include:
- Older people and people with severe chronic conditions
- Those in contact of someone with COVID-19 in the last 14 days
- Residents in communities where there is ongoing spread of COVID-19
- Those who have been in China or another affected area

The CDC and many state/local governments are recommending the practice of “social distancing” – limiting your contact with others and not being in groups of 10 or more. They recommend you only leave home when necessary and to maintain a distance of six feet or more from others.

If you begin to experience fever or any symptoms of lower respiratory illness (e.g., cough or shortness of breath) you should:
- Self-isolate
- Call your healthcare provider and tell them about your symptoms and exposure
WHAT CAN YOUR BUSINESS DO?
The industry is still moving and NAIIA is here, to provide assistance and information on how to move forward during this unprecedented time.

Below is a sample message you can use for your clients and contacts:

Currently, **Company Name** remains open and in full operation during the COVID-19 pandemic. The health and well-being of our **Company Name** team comes first. As such, we will remain open for new assignments but will continue to monitor CDC recommendations and developments daily.

For those who choose to continue to accept new assignments, we recommend the following protocol:

- Limit or restrict any physical interaction with insureds or others in the claim process.
- Inspecting and documenting the damaged properties typically requires a minimum of interaction. You are free to further limit this with advanced communication with the insured and adjuster.
- If you are feeling ill or have fever, please voluntarily quarantine for 14 days.

We recognize that our carriers have established standards for engaging their customers during this time of social/professional quarantine. As such, we will provide these standards to all employees as they are made available.

**Recommendation for face-to-face interactions**
If field inspections are critical to claim resolution, you can utilize the following questions prior to meeting with the customer:

- Given the current situation related to Coronavirus (COVID-19), I need to ask you a few questions prior to our meeting. Please feel free to ask me any questions you may have in return.
- Have you or anyone that lives or has visited your home or business been exposed to anyone that has tested positive for Coronavirus (COVID-19)?
- Have you visited or been in contact with anyone who has visited any of the restricted countries?

**NAIIA IS HERE TO HELP**
If you have any information to share or any questions, please contact Sheri Csom, NAIIA Executive Director at 877-344-0624 or [COVID-19INFO@NAIIA.COM](mailto:COVID-19INFO@NAIIA.COM). We will be updating our information to members as the situation develops.