

Clover Health



What brokers need to know before meeting members—COVID protocol

Brokers,

As a reminder, the health and safety of our members and potential members are a top priority for Clover Health. At this time, we are following the guidelines below based on [Centers for Disease Control and Prevention recommendations](#) released on June 15, 2020.

- Manage/limit in-person meetings or visits if possible.
- Wear a mask when leaving your home and have hand sanitizer and disinfecting wipes with you.
- Avoid the use of public transportation to travel to meetings.
- Wash and/or sanitize hands frequently and do not shake hands.
- Avoid touching your face and items in your environment that are touched by others.

Interactions can be made safer by:

- Meeting outdoors.
- Staying 6 feet apart and all parties wearing a face covering.
- Avoiding the use of shared objects like pens, utensils, etc.
- Limiting the number of people (and households) involved.
- Sanitize/disinfect frequently touched surfaces, especially if also used by the member.

If interactions must be indoors, then:

- Sanitize hands upon arrival with an alcohol-based hand sanitizer.
- Make sure the area is well ventilated, preferably with open windows.
- Face coverings should always be worn by all parties.
- Maintain a 6-foot distance as much as possible.
- Minimize contact with surface areas and have cleaning supplies nearby so that areas can be wiped down frequently. Avoid sharing items that are difficult to clean, sanitize, or disinfect.
- Bring your own food and have dedicated utensils and glasses for each person to the extent possible.
- Limit group size to allow for [social distancing](#), or host smaller events in larger rooms and assure seating is spaced at least 6 feet apart. At minimum, follow local public health guidelines on event size limits.
- Use multiple entrances and exits and discourage crowded waiting areas. Eliminate lines or queues if possible or encourage people to stay at least 6 feet apart by providing [signs](#) or other visual cues such as tape or chalk marks.
- Make a plan to avoid using others' bathrooms, if possible. If the bathroom must be used, have disinfecting wipes to wipe down handles, door knobs, sinks, etc.
- When interacting with those at higher risk, e.g., over age 60 and/or with chronic conditions, *consider the use of surgical masks (for all in the room).*

We thank you for your continued hard work and trust in Clover Health. For the most up-to-date information from Clover Health about the coronavirus, please visit cloverhealth.com.