

June 25, 2020

## Test Center Safety

### *Candidates*

- The health questionnaire will continue to be provided to the candidates prior to the examination (<https://www.psonline.com/wp-content/uploads/PSI-COVID-19-Candidate-Questionnaire.pdf>). **An update to the questionnaire is the mandate that ALL candidates must wear face masks at all times while in the test center.**
- Candidates MUST complete the questionnaire and bring it with them on their testing day. If a candidate fails to bring the required questionnaire, one will be provided on-site.
- If a candidate answers, "yes" to any of the first four questions, they will need to reschedule their exam. Candidates should not travel to the test center where they will be denied admission. We recommend that candidates use the self-service option (<https://www.psonline.com/test-takers/>) or contact PSI via email ([examschedule@psonline.com](mailto:examschedule@psonline.com)) or phone to reschedule their exam.
- **If a candidate fails to bring and wear a face mask during the examination, they will be requested to leave the test site.**
- Candidates will be requested to remove the face mask briefly during check-in to verify identity as well as capture the photograph of the candidate.
- Candidates may wear gloves during the examination. Gloves will need to be examined by the test site administrator during check-in and check-out.
- Candidates are required to discard face masks and gloves outside of the PSI test site in a safe and sanitary manner.

### *PSI Employees*

- Test site administrators are being provided face masks, hand sanitizers, and antibacterial wipes.
- We are focused on safe distancing in the lobby area for the candidates as well as our employees. As a result, candidates may be requested to wait outside of the building or in the hallway during the candidate check-in process.
- In addition, all testing equipment will be thoroughly wiped down following each test administration.

Our test centers will continue to have signage reminding candidates of the social distancing protocols. On the signage, candidates will see the main PSI support number, but we highly recommend that you encourage your candidates to either call the program specific support numbers or email [examschedule@psonline.com](mailto:examschedule@psonline.com). Information regarding the safety and sanitation procedures at our test site can be found in our FAQs (<https://www.psonline.com/wp-content/uploads/psi-services-covid-19-faqs.pdf>).

We thank all clients for your partnership in this environment and remind you that PSI staff continue to be available to you and your stakeholders for questions and needs during this time.

From the PSI family to yours, we hope you are staying safe and healthy.

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