



EMPLOYEE FAQ: COVID-19

March 16, 2020

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General Questions

1. What do some of these terms I am hearing mean?

Isolation - Separates sick people with a contagious disease from people who are not sick. Isolation may be required after travel to high-risk areas or while awaiting test results.

Quarantine - Separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.

Direct Exposure - When you have contact with an infected (positive COVID-19) individual. They are directly in your breathing zone.

Indirect Exposure - When you do not directly interact with the positive individual but are exposed to someone who was.

2. What if I am asked to fill out an agency questionnaire?

We recommend that you complete the questionnaire if the following questions are asked:

1. Has the individual recently traveled out of the country (when, where)?
2. Has the individual been in contact with any confirmed (positive COVID-19) cases? If so, when?
3. Does the individual have any signs and symptoms of flu or cold?
4. Does the individual have a fever over 100.4 degrees?

If the survey contains other questions, please seek guidance before answering.

3. What if my family or friends have been exposed? Who do I report this to and can I report to work?

Each case needs to be reviewed on a situational basis. More details will need to be provided to determine the level of risk and if quarantine is necessary. Please contact HR before reporting to work.

4. If I recently traveled, do I have to stay home for 14 days?

It depends on where the travel was. We follow all CDC guidelines and will work closely with you and the facility to determine the risk level.

5. Does the CDC Recommend the use of a facemask to prevent COVID-19?

CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory illnesses, including COVID-19. A facemask should be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected.

6. Who do I contact if I need to report a concern?

If you have specific customer questions or procedures, please work with your Immediate Supervisor. For exposure, risk or other concerns please reach out to HR and the Clinical team immediately.



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7. Where do I find more information about COVID-19?

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

8. Who do I contact if I have more questions?

Please reach out to the HR team at hr@healthpro-heritage.com

Care Questions

9. What if a patient that I treat has a positive (or suspected) COVID-19 test?

The agency will advise the appropriate precautions and most likely place their therapy on hold. However, we will place a positive COVID-19 test on hold and can and contact the agency to reassess the need for therapy after the patient is medically cleared.

10. What happens if we have a staff shortage and need to treat?

Overtime will be used on a case-by-case basis and may be necessary. Speak to your immediate supervisor about staffing options.

11. If patients are not seen or refuse treatment in light of agency precautions, how do we document this?

Document patient refused or treatment withheld in the daily notes for the patient. If the patient is placed on medical hold, follow orders and documentation protocols for medical hold.

Benefits Questions

14. What happens if I need to be quarantined due to suspected risk?

You can use PTO (up to 40 hours in the negative) for the time off or go unpaid. The time that you miss will not be counted against you. Please discuss this decision with your Supervisor.



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15. What type of leave or time off benefits will I qualify for?

To apply for Family Medical Leave (FMLA) please contact Cigna at 866.562.8421. Cigna will determine if you are eligible for FMLA or any state leave programs. FMLA time is unpaid and provides job protection during a serious medical condition or to care for a family member who has a serious medical condition (among other FMLA qualifying events). While on an approved FMLA, you can use your FMLA Bank, PTO (up to 40 hours in the negative) or Short Term Disability to receive income. The FMLA Bank is defined as a sick bank and can only be used while on an approved Family Medical Leave.

16. What if I am in the National Guard?

We will honor all orders and provide the time off to report to duty if required. Please contact your RVP and provide a copy of your deployment orders.

17. What if schools/daycares are closed?

Please work with your Supervisor to flex schedules to ensure patient coverage. You can use PTO for the time off.