

## FAQs for Employees

### 1. What should I do if I feel that I have been exposed?

- We continue to monitor and evaluate all team members who had contact with COVID-19 patients, and our employee health team is focusing on caring for those team members. You will be notified if you need to report to public health because of potential contact with a COVID-19 patient. Coming in close contact with someone with COVID-19 does not mean you will contract the virus. If you have secondary contact – you come in contact with someone who was in contact with a COVID-19 patient – your risk of contracting the virus is exceedingly low. Anyone not showing symptoms likely will not transmit the virus to others. We encourage you to maintain a temperature log for your comfort if you would like to do so.

### 2. Who do I call if I start to develop symptoms at home?

- If you develop coronavirus symptoms (fever, cough, shortness of breath), do NOT work. Please call the Phoebe VIP scheduling line at 312-5454 for guidance on seeking treatment.

### 3. Can I wear a mask if I want to for my own protection?

- Any employee who chooses to wear surgical masks and/or gloves may do so. All ER patients are now being placed in surgical masks. ER clinical staff will wear N95 masks during all patient contact, and other caregivers in close contact with patients exhibiting coronavirus symptoms will wear N95 masks. Facial hair must meet our policy for proper fit.

### 4. What is the proper sequence to put on and take off PPE?

- Click on the document to see proper technique.



ppe-sequence.pdf

### 5. What happens if I refuse to comply with the fit test requirements for the mask?

- Facial hair must meet our policy for proper fit.
- Reference the Professional Appearance and Hygiene policy for specifics including the visual chart of acceptable facial hair to meet the N95 mask requirements. Failure to comply will result in disciplinary action.

### 6. How will I get paid if I am sent home?

- If you are sent home for direct exposure, you will be paid for any regularly scheduled shifts. A special code has been created to track those hours.
- Below is the chart of the codes that you will see on your check stub if you are impacted:

Pay Code	Pay Code Description	Usage
MIVL1	Mandatory Involuntary Leave Day	Day Shift and 7P7A Employees
MIVL2	Mandatory Involuntary Leave Evening	Evening Shift Employees
MIVL3	Mandatory Involuntary Leave Night	Night Shift Employees
7P7A	7P to 7A Shift	7P7A Shift Employees
WP	Weekend Premium	Employees who are scheduled to work a weekend shift

### 7. Will my Phoebe insurance cover me for testing and treatment for COVID-19 even if I am not exposed at work?

- Effective 3/11/2020 all enrolled employees and dependents seeking treatment and testing will be covered under Phoebe's employee health plan. The normal co-insurance and deductible requirements will apply.

**8. Can my supervisor ask me to come back to work if I have been sent home?**

- In the event that your department is in a critical staffing shortage, you may be contacted to return to work. It is important to ensure that you let your manager/director know if you are experiencing symptoms. If you are symptom free with no fever, you may return to work with the proper use of PPE.
- A RTW form must be completed and authorized prior to returning to work. Once your RTW form has been authorized, your badge and network access will be reactivated.

**9. What is the process for me to return from work after the quarantine?**

- Before returning to work, you must present to Employee Health Services with your completed Temperature Log. You may walk in at any time Monday-Friday 7:30AM-4:00PM.
- If you have any questions, please call (229) 312-2308.

- **Employee Health Services**  
**Monday-Friday**  
**7:30AM-4:00PM**  
**(229)312-2308**

**Phoebe Main Emergency Center**  
**Monday-Friday**  
**4:00 PM-7:00AM**  
**Saturday- Sunday**  
**(229) 312-4156**

- **Once your RTW form has been authorized, your badge and network access will be reactivated.**

**10. Can I file for FMLA?**

- For employees who display symptoms of any illness, the normal leave of absence policy should be adhered to as follows. If 3 shifts are missed, The Standard should be notified (by reporting it on the website at [www.standard.com](http://www.standard.com) or calling 866-756-8116). Depending on the severity and duration of illness, the employee may be placed on a company medical leave of absence or may qualify for Family Medical Leave.
- Your badge and network access will be disabled while you are out.

**11. When will Workers Comp get involved?**

- Workers Comp will come into play if you are diagnosed as a confirmed positive to COVID-19. Please contact Workers Comp at 229-312-2401 for further details concerning your claim.

**12. What happens if my department institutes mandatory additional shifts, overtime or re-assignments?**

- Please refer to our **Employee Work Expectations During a Disaster** policy on Compliance 360.
- **Here are some important excerpts from the policy:**
  - Some employees may be redeployed into front-line services and into other services/areas. It is also likely to be an increased use of volunteers and agency staff.
  - The impact of a disaster may result in increased workload with less staff available for work. Thus, the capacity of our workforce may need to be increased and manager may be asking employees to work more hours and/or to work differently.
  - Employees may be asked to work more hours than normal. Non-Exempt (hourly) employees will be paid their regular base rate of pay for all hours worked (including overtime if applicable) regardless of the task undertaken. Exempt (salaried) employees will be paid their normal salaries and may be eligible for a performance bonus.

- Managers may need to modify schedules and shifts of employees based upon patient needs. During the period of the disaster, the organization reserves the right to deny PHO time in order to adequately staff an area.
- Previously approved PHO time may be rescinded. In the event a previously approved PHO request is rescinded, the department head will notify the individual affected as soon as feasibly possible.

**13. What if I am already approved for travel to a conference or event for education?**

Business Related Travel

- All Phoebe sponsored business travel should be canceled.
- Any visits from outside business partners (consultants, sales, reps, etc.) should be postponed or handled by phone/computer

Personal Travel

- Travel through or to restricted countries is strongly discouraged. If you travel to a restricted country, you will be subject to a Mandatory 14-day quarantine beginning the day after your last day in any of these countries before you will be allowed to return to work.
- International travel to a non-restricted country is also discouraged. Should the restricted list change you may be subject to the same 14-day restriction as those mentioned above.
- While the CDC is not currently restricting travel inside the U.S, that situation could change rapidly and should be closely monitored. Should an employee travel within the U.S. to a region that becomes restricted, they too could face a quarantine period.

**14. Are we allowed to have food delivered?**

- DO NOT order outside catering until further notice. No outside food deliveries including nights and weekends.
- Bringing your own food with you or using the cafeteria is strongly encouraged.

**15. Can I take supplies for personal use?**

- Unfortunately, we have had several instances of employees taking sanitizing wipes, masks and other supplies for their personal use. These supplies are necessary for the protection of our staff and patients. Any employee who takes supplies without authorization will be subject to disciplinary action. We have started additional rounding to resupply units.

**16. What if I have a meeting scheduled with an outside vendor?**

- No outside sales reps should be allowed in our facilities unless they are involved in patient care. If you have meetings scheduled that involve out-of-town visitors coming to Phoebe facilities, please make other arrangements as soon as possible.

**17. What are my options for childcare if the schools are closed?**

- If you are in the mission-critical category and are unable to work from home, please complete the link below to enroll your child in the Phoebe Fun Camp childcare option. Child must be between the ages of 5 to 12 to attend. <http://bit.ly/PhoebeFunCamp>
- In order to minimize exposure, if you are in the non-mission critical category and are able to work from home, we are encouraging you to keep your kids at home with you in order to make space for those who have to physically be on campus.