



## General Questions about COVID-19

**1. Where can I find the latest information about COVID-19 and the situation at Allied Services?**

Any coronavirus (COVID-19) updates as they relate to Allied Services and its facilities will be posted on Intranet, social media, our external website ([www.allied-services.org](http://www.allied-services.org)) and in the "Daily Update" email from our COVID Command Team.

- To register for email updates, visit the employee page at [allied-services.org](http://allied-services.org)
- For questions or concerns email [concerns@allied-services.org](mailto:concerns@allied-services.org)

**2. Will I be able to return to work after personal travel if I travelled to a location that has verified cases of COVID-19?**

If you or someone in your household has symptoms of respiratory illness, specifically fever, cough, sore throat, shortness of breath you need to notify Employee Health and stay home from work. When entering an Allied Services facility you will be asked about any recent travel. To see the latest Centers for Disease Control and Prevention (CDC) recommendations on travel please visit (<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>)

**3. What should I do if I develop COVID-19 symptoms?**

If you or someone in your household is experiencing symptoms of respiratory illness, you should notify your supervisor and stay home. The Pennsylvania Department of Health recommends following these steps if you're experiencing symptoms similar to those associated with COVID-19:

- **STAY HOME** (unless you are having trouble breathing or experiencing another medical emergency. In these instances please call 9-1-1 or go to the nearest emergency room.)
- **CALL FOR ADVICE** If you are sick and think you have been exposed to COVID-19 call your healthcare provider or 1-877-PA-HEALTH to discuss your exposure and directions on how to proceed with care.
- **WHEN SEEKING CARE** Please call your provider's office or hospital before you go, especially if you are symptomatic.

**4. Are there any special call-off instructions if I'm off with symptoms of COVID-19?**

All employees that are absent from work due to COVID-19 related symptoms or to care for family members with COVID 19 related symptoms should follow their regular call-in procedures. The calls should be made daily beginning the first day of the absence and continuing until the employee returns to work. Employees must follow all department call-off procedures. Your supervisor will notify your divisional health and safety nurse for monitoring cases.

**5. *Can I be sent home if I exhibit symptoms or become ill at work?***

Yes, your supervisor has the right to send you home. Of greatest concern is an employee with a fever greater than 100.4 degrees Fahrenheit and respiratory symptoms. The decision to send an employee home is done on a case-by-case basis.

**6. *Am I required to provide a physician's note before returning to work if I have been quarantined or have a verified case of COVID-19?***

Allied Services will follow Department of Health guidance on an employee's return to work. No additional physician's note will be required.

**7. *I'm scheduled to attend a work-related conference or training? Am I allowed to travel? Is Allied Services going to restrict business travel?***

To continue to protect our patients, members and communities from possibly contracting COVID-19, we have determined that non-essential business travel poses an unnecessary risk at this time and we will be limiting it. Employees with planned business travel should evaluate the travel with their supervisor following the guidelines that will be posted to Intranet and Internet. We ask that all employees defer future registrations, travel arrangements, and accommodations for all non-essential business-related travel until further notice.

**8. *I'm afraid of contracting COVID-19. May I leave work or refuse to report to work?***

Allied Services is taking all precautions to keep employees safe at work and expects all employees to follow infection prevention protocols. Educate yourself about COVID-19 and its transmission. While you have the right to request time off, your supervisor has the right to approve or deny those requests based on the operational needs of the department. If your request for time off is denied and you refuse to report to work, you will be subject to disciplinary action in accordance with Allied Services Attendance Policy. If you have any medical conditions or are in a situation that could be compromised because of COVID-19, you are asked to confidentially self-identify to the Employee Health Nurse (570-341-4691).

**9. *Do I need to apply for FMLA or Non-FMLA leave if I contract COVID-19 or if my spouse or child contracts COVID-19 and I must stay home to care for him/her?***

Employees will not be required to file for FMLA or Non-FMLA leave related to COVID-19.

**10. *How will I be paid if I am off work if I contract COVID-19 or if my spouse or child contracts COVID-19 and I must stay home to care for him/her?***

If your absences are related to your own illness, you may use your sick time or other available paid time off banks. If absences are related to your spouse or child's illness, you may utilize your vacation, personal or holiday bank. If you do not have time available you may contact Allied Services Human Resources Department (570) 348-1348 to request vacation donation.

**11. *How will absences related to COVID-19 affect my attendance record?***

Occurrences related to COVID-19 will not be counted as an occasion of absence under Allied Services policy unless there is evidence that the policy is being exploited.

**12. When can I return to work if I or someone in my household is diagnosed with COVID-19 or has been in close contact with someone who has COVID-19?**

The CDC and Pennsylvania Department of Health issue guidelines for isolation and quarantine as it pertains to COVID-19. A flowchart with those guidelines can be found by [clicking here](#). Please contact your health care provider for instructions as it pertains to your case.

**13. Will all employees be expected to come to work during a pandemic?**

<b>Designation</b>	<b>Expectation</b>
<b>Essential or Clinical</b> Employees that perform onsite functions critical to ensuring operations and patient care.	Must report to or remain at work onsite during a pandemic as scheduled.
<b>Non-Essential or Non Clinical</b> Employees in jobs that can be delayed until the pandemic conditions have passed as the functions provided by these positions are not critical to ensuring operations.	This will be assessed on a daily basis and you will be notified if you are not expected to work.

**14. Can my supervisor schedule me to work hours, shifts, locations, or units that I normally do not work?**

Yes, you may be asked to work more or different hours than normal, to work in an alternative location and/or cover another unit based on your qualifications. We will attempt to provide advance notice if possible.

**15. I'm healthy and want to work, but my office is closed. What can I do?**

For employees that are healthy, able to work and who do not wish to use Paid Time Off, we may be able to provide work in another location. Please contact your Supervisor for more information. If you are healthy, and available to work, you may also be eligible for unemployment compensation. Affected employees can apply online at [www.paclaims.pa.gov/UCEN](http://www.paclaims.pa.gov/UCEN)

**16. Will I be able to work remotely? Do I need special equipment or supplies to work remotely? If so, will Allied Services provide the equipment or supplies?**

The ability to work remotely will be determined on a case-by-case basis. You need to contact your department director to discuss feasibility.

**17. What assistance is available to help me cope with the emotional impact of a COVID-19 outbreak?**

The EAP (1-800-451-1834) provides confidential 24/7 access to online and telephonic counseling to employees and immediate family members ease stress and worry and help you develop a preparation plan for you and your family.

**18. My family members are feeling stressed. Where can they find support?**

The Employee Assistance Program is also free and available for family members of Allied Services employees. They can call the Employee Assistance Program 24 hours a day, 7 days a week at 1.800.451.1834.

**19. I am struggling with making ends meet. Where can I turn?**

Should any employee need assistance with emergency food, housing or utility assistance please call the United Neighborhood Centers. Their emergency services office line is 570-343-8835 and while they have a limited number of people staffing the office, they are available to help.

**20. Are Non-Essential employees entitled to unemployment compensation?**

It is possible that Non-Essential employees may be eligible for unemployment compensation if they are not able to report to work for consecutive days and do not have PTO available. The Bureau of Unemployment Compensation makes determinations on entitlement to unemployment compensation, and each case is judged on its own merits.

**21. Due to the pandemic, schools and daycares are closed, and many employees have children to care for. What are my options?**

Employees must make alternative childcare arrangements in order to report to work as scheduled. Please contact Allied Services Human Resources Department (570) 348-1348 if you are having difficulty making other arrangements. Please email Carmela Fox ASAP at cfox@allied-services.org or call (570) 348-1454 with your current childcare crisis needs.

Generally, remote work is not a substitute for dependent care. Employees cannot effectively accomplish work while actively caring for a child or adult who needs their full attention. However, during a pandemic, if approved, the employee could use a flexible combination of remote work, leave, and a flexible schedule to meet their dependent care needs and still accomplish work. Managers and employees should discuss this scenario in advance to determine the limits of the employee's availability and how communication, work flow, and hours would be affected.

**22. I am on Allied Services Health Insurance Plan. Will testing costs be covered?**

Your insurance will cover **Coronavirus, or COVID-19**, testing at 100% when recommended by a medical professional. This means copays, deductibles, and coinsurance do not apply for this testing.

**23. How do I use Telemedicine? And are there any fees?**

There are currently NO FEES associated with using Telemedicine for employees who are using our health plan. This is a great way to access the care you need, when you need it while reducing physician visits. In addition, there is a Behavioral Health portion to Telemedicine which you can access as a resource if you are having problems dealing with stress. Highmark offers Telemedicine/Virtual Visits with US Board Certified, state-licensed medical providers. Virtual medicine is a convenient way to get non-emergency care. Virtual medicine is available 24/7. The

medical provider can diagnose, recommend treatment, and prescribe medication, when appropriate, for minor medical issues including cold and flu, sore throats, sinus infections etc.

**24. I'm working and getting a pay check. Can I make changes to my deductions?**

If you have a paycheck from Allied Services during this time, you will continue to have your benefit deductions withheld. If you wish to momentarily stop your Health Savings Account, please email Dana Katilus at [dkatil@allied-services.org](mailto:dkatil@allied-services.org) . If you wish to momentarily stop your 401k contribution, please contact Lincoln Financial at [1-800-234-3500](tel:1-800-234-3500). You will need to reactivate these deductions when you wish for them to start again.

**25. I'm using paid time off. Will I still accrue benefit time?**

As long as you have 40 hours of paid time off within a 2 week pay period, you will accrue time. If you use 80 hours of paid time off in a 2 week pay period, you will have your normal accruals. If you use between 40-79, you will receive pro-rated accruals.

**26. I'm not working. How is my health insurance affected?**

If you are not able to work and are NOT using benefit time (i.e. you are not getting a paycheck) and/or you are receiving Unemployment Compensation, you will still be eligible for health insurance. As of 3.24.2020, your health insurance will continue until the end of April at which point it will be reevaluated. Missed deductions can be made up when you return to work. If you are working a temporarily reduced schedule due to Allied Services disruption of business operations or receiving full paid time off or partial paid time off in combination with no pay, your benefits will continue based on your regular status until the end of April at which point it will be re-evaluated.

**27. I'm not working and I'm considering filing for unemployment. Can I use paid time off while I'm receiving Unemployment Compensation?**

Yes, you can use paid time off and Unemployment Compensation. For example, you can use paid time off one week and claim Unemployment Compensation for one week. Or use some paid time off and some Unemployment Compensation at the same time. There are limits to how much of each type of benefit you can use together. To read more about Partial Benefit Credit visit <https://www.uc.pa.gov/unemployment-benefits/benefits-information/Pages/Partial-Benefit-Credit.aspx>

**28. Is there anything else I should be doing to prepare?**

- Make sure that your primary contact phone number is up to date with your supervisor and with Human Resources.
- Update your home emergency kit and your family emergency practices, which you should do anyway!
- Keep a supply of your necessary prescriptions or usual medicine in the house for 2-4 weeks.

- Keep your doctor, pharmacy, health clinic numbers and insurance information handy.
- You might want to have a few extra staples and canned goods on hand, but don't panic-buy. Unlike a storm, there should be no disruption of water, electricity or heat.
- Make an emergency child care plan should there be any school closings.
- Do welfare checks with elderly relatives and neighbors.  
Develop a short-term financial plan to cover your basic needs.