

# IMH COVID-19 Employee FAQs

Updated November 12, 2020

For employee updates, announcements and all COVID-19 related communication, please visit [iversonhospital.org/covid19-employees](http://iversonhospital.org/covid19-employees) daily.

## Employee Health Q&A:

- **Do I need to wear a mask even if 6 feet distance can be maintained from others? UPDATED 11/04**
  - Yes. As outlined in Albany County's Public Health Order 2020-002, staff must wear masks in public areas within the hospital, in shared work-spaces and in personal offices when others are present.
  
- **How long will we need to wear masks? UPDATED 11/04**
  - The IMH Universal Masking protocol will continue for an extended period without a defined time limit. The COVID Preparedness team will continue to review public health orders, CDC guidelines and recommendations to ensure we are best protecting our employees, patients and visitors.
  - Masks are to be worn at all times when within the walls of IMH to ensure safety of employees, patients and visitors. All employees who are patient facing are expected to wear the appropriate procedural mask, N-95, or PAPR while providing patient care – these masks can be obtained on the clinical units. Employees who are not patient facing may wear cloth masks or Level 1 masks. Level 1 masks can be obtained through employee health.
  - Studies have shown that neck gaiters are not as effective as cloth masks or the Level 1 & Level 2 masks. As a result, employees may not wear neck gaiters as their masks while working.
  - As outlined in Albany County's Public Health Order 2020-002, a face covering is defined as a covering made of cloth, fabric, or other soft permeable material without holes, that covers the nose and mouth and surrounding areas of the lower face. As a result, employees may not wear face shields in place of masks.
  
- **Am I required to wear eye-protection in addition to my mask? NEW 11/12**
  - Beginning November 16<sup>th</sup>, all patient-facing employees are required to wear Iverson-issued eye protection, face shield or goggles when providing care to patients in addition to a face mask.
  - Eye glasses are not considered eye protection.
  - The CDC recommends healthcare workers in areas with moderate to substantial community transmission of COVID-19 wear eye protection in addition to their facemask due to possible exposure to pre-symptomatic and asymptomatic individuals. This protects the eyes, nose and mouth from exposure to respiratory secretions during patient encounters.
  - Eye protection should be extended and re-used. If eye protection becomes damaged, employees will contact the House Supervisor to exchange for new eye protection.
  - Required Cleaning and Disinfection of Eye Protection:
    - Clean/disinfect eye protection every time it is removed
    - Clean/disinfect eye protection at the end of your shift
    - Clean/disinfect eye protection if splashed or visibly soiled



- **I'm sick with an acute respiratory infection. What should I do?**
  - **You should not report to work if you are ill. Stay home, notify your supervisor, and anticipate a phone call from Employee Health.**
  - Call your manager and let them know; department call in procedures are expected per the attendance and department specific policies.
  
- **I've been out sick with a respiratory infection. When can I return to work?**
  - If you have been out sick, you must be cleared by Employee Health before returning to work.
  
- **If I am at work and I feel symptoms, should I go to the Employee Health Nurse?**
  - **NO.** You should leave the premises immediately.
  - Inform your supervisor that you have clocked out and are leaving work. Your manager will then inform Employee Health who will contact you via phone.
  
- **I think I may have been exposed to COVID-19. What should I do?**
  - Contact is defined as being in close proximity (within 6 feet) for 15 minutes or greater.
  - I had contact while wearing a mask with a COVID-19 positive person – Ensure adherence to the Universal Masking policy while at work. Self-monitor for signs and symptoms of COVID-19 and report the potential exposure to Employee Health. If symptoms occur, follow the call-in procedures listed above.
  - I had contact with someone who had contact with a COVID-19 positive person – Ensure adherence to the Universal Masking policy while at work. Self-monitor for signs and symptoms of COVID-19 and report the potential exposure to Employee Health. If symptoms occur, follow the call-in procedures listed above.
  - I had contact with a COVID-19 positive person with no personal protective equipment – Notify Employee Health and they will instruct you on your next steps. It is important to note that testing needs to follow CDC recommendations on timing after exposure to ensure valid test results. Employee Health will tell you what steps to take and when to be tested.
  
- **Am I eligible for the Critical Staffing bonus? NEW 11/8**
  - If your department is caring for a higher than average census (25% or greater), if 15% or more of your department staff members are absent due to illness or a COVID-19 related circumstance, or if SLT determines conditions exist that urgently require additional shifts be worked, employees are eligible for the Critical Staffing bonus.
  - Clinical employees are eligible for a bonus of \$50.00 per additional shift worked. Clinical employees who work 25 hours or more above their regular schedule will receive an additional \$100 bonus.
  - Non-clinical employees are eligible for a bonus of \$25.00 per additional shift worked. Non-clinical employees who work 25 hours or more above their regular schedule will receive an additional \$50.00 bonus.
  - Bonuses are in addition to callback and overtime pay.
  - Bonuses are taxable income.
  
- **What if I am pregnant or immunocompromised and I work at a location that is likely to receive a COVID-19 patient?**
  - If you are a healthcare worker who provides direct patient care and you self-identify as high risk, we will do our best to accommodate your needs.



- You must identify yourself as high risk to your supervisor.
  - Your supervisor will reassign you to care for patients who are not known COVID-19 positive patients or patients under investigation for COVID-19 where and when reassignment is available.
  - If your supervisor or the Labor Pool team is unable to accommodate you please contact HR to enact your request for leave.
  - You may still be required to provide patient care or work in areas where non-COVID-19 or rule out patients are located.
- **How can I protect my family members and household from COVID-19?**
    - Unfortunately, we cannot allow staff to stay overnight at our facilities, as it increases the likelihood of illness and getting sent home.
    - [Follow these tips](#) to protect your family by safely removing and laundering your clothes when you come home from work each day.
  - **How do I obtain medical treatment for my work exposure?**
    - If you develop illness through a confirmed workplace exposure, please complete an RL Solutions entry and contact Employee Health.

## HR & Other Employee Guidelines:

- **What if I need to take time off for other COVID-19-related concerns (e.g., school or day care closures, sick family member, etc.)?**
  - We are committed to taking care of our employees. Iverson will be implementing a Premium Paid Time Off (PPTO) policy effective March 29 in order to allow employees who meet the established leave criteria beyond our regular Paid Time Off (PTO) policy. This policy expires on December 1, 2020 unless an extension is otherwise approved by Administration. No retroactive Paid Leave will be considered for any absences prior to the effective date of March 29.
  - In order to qualify for PPTO, an employee must meet certain criteria as approved by the Employee Health Nurse/Human Resources.
  - Please refer to the COVID-Leave policy addendum on the COVID-19 IMH employee website for details and qualification requirements for using this leave plan.
  - You will follow normal department policies and procedures for requesting time off and will be paid through your PTO for all other leave that does not qualify through this leave plan. In the event you need an extended period of time off to care for yourself or a family member, you may be eligible for FMLA.
- **Is the government providing any relief or resources for people impacted by COVID-19?**
  - The federal government passed the Families First Coronavirus Response Act but this law does not apply to Iverson Memorial Hospital. However, Iverson has chosen to follow suit in providing paid leave for our employees who qualify due to COVID-19 related reasons as deemed qualified by the COVID-19 Leave policy addendum, which can be found on the COVID-19 IMH employee website.
- **Should I cancel my upcoming personal travel?**
  - Iverson is not restricting personal travel, but please remember that *any travel* could potentially put you and others at risk.
- **What other benefits are available to me during this time?**

**health elevated.**



- We have exceptional benefits available to our staff that we encourage you to use during this time. If you have any questions about the use of any of these benefits, please call or email anyone in Human Resources.
  - **Health insurance for COVID-19 testing:** Ivinson's medical insurance plan is covering all COVID-19 testing in full, should your provider determine that you require a test. All other [coverage rates](#) remain unchanged.
    - **Telehealth service** will now be covered by the health insurance plan with existing rates still applying. All IMH and Laramie services will still be covered in Tier 1 with applicable deductibles and all other tiers of coverage will apply as normal.
  - **Retirement:** You may have many questions about your retirement account in this time of market uncertainty. It is important to set a goal ([principal.com/MyScore](http://principal.com/MyScore)), decide if you're comfortable with your investments ([principal.com/InvestorProfileQuiz](http://principal.com/InvestorProfileQuiz)) or talk to a financial professional (800.547.7754) to seek further assistance or have someone help you with your many questions. Access your retirement account at any time by visiting [Principal.com](http://Principal.com). Please contact Human Resources for assistance in logging into or navigating this website.
  - **Financial Assistance:** Ivinson's Employee Financial Assistance Fund is available to all qualifying employees in financial crisis situations. To learn more about this fund and if you may qualify, please see policy HW103 or contact Joe Marr in the Foundation at [jmarr@ivinsonhospital.org](mailto:jmarr@ivinsonhospital.org).
  - **Employee Well Being:** Please visit Ivinson's COVID-19 website for [Employee Well Being information](#) and all of the resources available to you as an Ivinson employee during these uncertain times.
  - **PTO Donation:** IMH has enacted a Compassionate PTO Transfer exception during the time of the COVID-19 crisis where many employees may be off due to illness, family care or on low-census unpaid. If an employee needs time off from work and has exhausted all available paid leave, they may receive PTO donations without completing an application in Human Resources.
    - Be in a benefits eligible position and have an existing PTO bank
    - Be employed at IMH for at least 30 days
    - Have not used the PTO buyback system within the past 3 months
    - May not receive an amount of PTO to exceed 160 hours of PTO through the PTO donation system
- Applications for PTO donation can be found on SharePoint or by contacting Human Resources.
- **How do I handle childcare in the event that my daycare closes?**
    - While IMH is not prepared or equipped to open on-site daycare facilities, we want to serve as a resource during this stressful time for helping you secure childcare. We have gathered some resources below that can be used to schedule care outside of your normal childcare arrangements. We strongly encourage you to visit the [Wyoming Department of Family Services website](#) highlighting all essential personnel childcare providers in the state. This website is continually being updated by DFS and provides the names and contact information for available childcare providers.

Further, the following resources may prove useful:

- Care.com: Connects parents with care providers on an as-needed or ongoing basis.



- Nanno.com: Use a mobile app to book in-home or place-of-worship care and more.
- Urbansitter.com: Browse and interview sitters.
- ChildCare Aware of America: Provides local resources and information on childcare for a variety of individual needs.
- Nextdoor – Use the social network in your neighborhood to find a care provider

Please reach out to your network of neighbors, spouses working from home already, teachers who may be out of school and community resources such as churches, daycares or camp programs.

If you or someone you know would like to sign up to be an independent childcare provider for one of our healthcare workers, please contact Keara Turner at 755-4611 or email [ktturner@iversonhospital.org](mailto:ktturner@iversonhospital.org) to sign up on the list. The list can be found by [clicking here](#). This list of childcare providers is available at any time for you to use as a resource for childcare.

- **Will the hospital be enacting a work from home policy/process?**
  - Our priority is to make sure our patients are well cared for. In many cases in the healthcare environment, for both clinical and non-clinical positions, your physical presence and that of most of our staff is often required. There are certain positions within the hospital where the viability of telework may be available (and will be handled on a case-by-case basis), however where there is a potential for telecommuting opportunities to implement, this may be limited due to reduce worked load.
  - In other areas, we may look at implementing staggered shifts. Staggered shifts will allow us to comply with CDC/State recommendations for social distancing while at work.
  - Each department with Iverson has the leeway to work with their team to do what is right for operations. Department leaders will work with the labor pool team to submit weekly updates, as there may be places where staff can fill other positions after we have trained.

Remember: **Do not report to work/enter the building if you any potential symptoms of respiratory infection are present.** Stay home from work, follow your department specific call-in procedure, and follow the steps listed above.

