

Manager FAQ List

COVID-19

Revised as of April 16, 2020

- 1. How do the "Safer At Home" and "Shelter in Place" orders affect AltaMed operations? NEW 3/23**

The "Safer at Home" and "Shelter in Place" orders do not apply to "essential services," including health care operations and their infrastructure. This means our clinics, PACE centers, pharmacies, and corporate offices may remain open to serve our patients and support our operations. The exemption for health care operations is very broad in order to avoid any impact to the delivery of health care. This means all core departments necessary to support operations and deliver health care, such as Managed Care, EVS, IT, Facilities, Finance, Communications, Human Resources, and others, may remain open. Please partner with your supervisor to determine the best approach for your team. HR Business Partners are available for consultation and to assist in finding creative solutions.

- 2. Do the "Safer At Home" and "Shelter in Place" orders mean I should have my employees and myself stay home from work? NEW 3/23**

No. AltaMed operations will continue, as explained above. Please review the following FAQs, and if you have any additional questions, please contact your supervisor. AltaMed is committed to providing a safe work environment for all employees.

- 3. During this nationwide emergency, I may need to have my employee use his/her personal mobile device. How will AltaMed support me for the use of my personal mobile device? NEW 3/23**

If your Line of Business VP approves, you may direct your employee to use their personal mobile device for phone and email purposes. Your employee may seek a monthly reimbursement of up to \$45 for the use of their personal mobile device. Please take the time to review the Personal Cell Phone Usage Allowance temporary policy, located on Town Square (Infection Control > CORONAVIRUS > Manager Resources). More information will be available shortly, including instructions on how to activate email capability.

- 4. What are the symptoms of COVID-19?**

Per the Center of Disease Control, CDC, COVID -19 symptoms appear between 2 and 14 days after being exposed. Symptoms can be mild to severe and include fever, cough and shortness of breath.

- 5. If an employee is displaying symptoms of illness can I send them home? UPDATED 3/18**

Managers may send an employee home and inform them they cannot return to work until symptoms are gone and a physician has cleared them (Fitness for Duty form completed). AltaMed is committed to providing a safe work environment for all employees.

- 6. Is my employee required to notify the organization, if they have been in direct contact with someone known to have contracted the virus within the last fourteen (14) calendar days "Clearance Period"? Please note that for these purposes direct contact is defined as less than 6ft away for over 2 minutes without use of appropriate Personal Protective Equipment, PPE**

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(i.e. face shield, face mask and gloves). **UPDATED 3/23**

Yes. Supervisors should inform employees of their responsibility to immediately inform the AltaMed Employee Health Department at 323-765-6153. This is integral to prevent spread of COVID-19 in the workplace. If the employee has been in direct contact with someone confirmed to have COVID-19, the supervisor should send them home for the "Clearance Period". After the end of the Clearance Period, the employee will need to submit a completed fitness for duty certification to the AltaMed Leaves Department at HRLeaveOfAbsence@altamed.org or otherwise directed by the Health Department in order to be cleared to return to work.

7. What if an employee is diagnosed with COVID-19? **UPDATED 3/26**

AltaMed respects employee privacy. If an employee has been diagnosed with COVID-19, they are entitled to a leave of absence. We strongly urge all AltaMed employees to follow all physician and CDC recommendations if you are diagnosed with COVID-19. Employees are asked to inform their supervisor that they are unable to work (disclosure of diagnosis is not required) and we ask that they confidentially contact the AltaMed Employee Health Department at 323-765-6153 to report. During the period of time that the *Coronavirus Workforce Management – HR-CON- 030 policy* is in effect, AltaMed will waive the 12 months of employment and 1,250 work hour eligibility requirements under FMLA/CFRA for: (a) employees diagnosed with COVID-19, and (b) employees providing care to a qualified family member diagnosed with COVID-19. Employees should contact the HR Leave of Absence team at 323-622-2439 and/or HRLeaveOfAbsence@altamed.org.

8. What if my employee is unable to work because they are caring for a sick or quarantined family member? **NEW 3/18**

The employee may be eligible for a FMLA/CFRA leave. Employees should contact the HR Leave of Absence team at 323-622-2439 and/or HRLeaveOfAbsence@altamed.org.

9. How do I know if I am at higher risk for getting sick from the COVID-19 virus? **NEW 3/18**

The Center for Disease Control and Prevention lists the following as higher risk:

- Older Adults
- People who have serious chronic medical conditions like: Heart disease, Diabetes and Lung disease. Please see the link below from CDC:
<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

10. Am I required to provide work from home accommodations because individuals are concerned about COVID-19? **NEW 3/23**

No. Only qualified disabled employees have a right to a reasonable accommodation, such as a work from home arrangement, provided there is no undue hardship and that the accommodation does not pose a "direct threat" (defined by the EEOC) to the safety of self or others. That being said, AltaMed is reviewing requests and making decisions based on business needs, and on a case-by-case basis. AltaMed is committed to providing a safe work environment for all employees.

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11. What if employee contracts COVID-19 in the workplace?

Employees may be entitled to Workers Compensation benefits. Employees should contact the HR Workers Compensation team at 323-558-7775 and/or WorkersCompensation@altamed.org.

12. If an employee is currently out on PTO and has traveled to an area on the CDC list for COVID-19, should they be allowed to return to work? UPDATED 3/18

Due to the current National State of Emergency, the employee is required to remain out for fourteen (14) calendar days "Clearance Period" if they traveled to an area on the CDC list for COVID-19. After the end of the Clearance Period, the employee will need to submit a completed fitness for duty certification to the AltaMed Leaves Department at HRLeaveOfAbsence@altamed.org or otherwise directed by the Health Department in order to be cleared to return to work. In addition, they must notify their Supervisor and the AltaMed Employee Health Department at 323-765-6153 as soon as possible.

13. My employee is having difficulty getting an appointment to have the Fitness for Duty form completed and/or is nervous going to the doctor right now. Are other options available? NEW 3/18

Yes, Anthem offers a video chat alternative called Live Health Online which is available to all employees regardless if you are enrolled in an Anthem plan. AltaMed recommends using a telehealth alternative when possible to help prevent the spread of the virus.

14. Is there an option for employees to purchase medication without leaving the house? UPDATED 4/7

Yes, for those that have a Flexible Spending Account (FSA), FSA store online is a great way to purchase items from your phone or computer. The Coronavirus Aid, Relief, and Economic Security Act (CARES Act) contains important provisions that affect FSA's. Over-the counter drugs and medicines can now be paid for or reimbursed through an FSA without a doctor's prescription. All expenses incurred after December 31, 2019 qualify. In addition, Anthem offers home delivery for members to fill up to a 90-day supply of medications (contact information listed below).

15. Is my employee required to notify me, the supervisor, if they have been in direct contact with someone that traveled to a location on the CDC list for COVID-19?

Yes, the employee must notify their supervisor and the AltaMed Employee Health Department at 323-765-6153 as soon as possible.

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16. What safety measures has AltaMed put in place for those entering an AltaMed facility? NEW 3/31

Effective March 26, 2020, AltaMed started screening employees at patient-facing locations.

Effective March 30, 2020, AltaMed started screening our non-patient-facing employees. During this time, employees will be asked to enter through the front lobby. Employees are provided masks after being screened and cleared for entry. If you are a non-patient-facing employee and are unable to maintain six-foot distance from other employees (e.g., If you do not sit in a private office or cubicle), we ask that you wear a mask while at work.

17. I have an employee that is 65 or over and is requesting time off and/or to be allowed to work remote, what do I do? NEW 3/18

California Governor Gavin Newsom is recommending those over 65 years of age to remain home if possible to limit the spread of COVID-19. Please refer to the Temporary Telecommuting Guidelines. If telecommuting is not an option, the employee may file for a Personal Leave of Absence and apply available PTO time.

18. I believe my employee is faking their symptoms, how do I address my suspicion?

We recommend to err on the side of caution and follow the AltaMed Temporary Workforce Management Policy HR-CON-030.

19. My employee is out of PTO but is displaying symptoms what do I do?

Employees may apply for a Personal Leave of Absence and will be required to provide a fitness for duty prior to returning to the workplace to the AltaMed Leaves Team at HRLeavesOfAbsence@altamed.org. Please note that to be eligible for a Personal Leave of Absence, all available PTO must be exhausted.

20. What if employee does not have any PTO and will be unpaid for the time? UPDATED 3/18

They may eligible to file for unemployment for loss of wages. The one week waiting period for those unemployed or disabled as a result of COVID-19 has been waived in California. Employment Development Department, EDD (contact information listed below) makes all decisions with regard to unemployment claims. As resources are made available by governmental agencies, we will keep you informed.

If employee has contracted the COVID-19, they may be eligible for short term disability and FMLA leave of absence. Employees to contact the HR Leave of Absence team at 323-622-2439.

21. If employee is impacted by COVID-19 and has a pre-planned vacation will employee be granted the right to take the vacation even though they are out of PTO at the time?

We recommend managers grant employees the time off (unpaid) later in the year.

22. Does the Coronavirus Workforce Management (HR-CONE-030) policy apply to contractors, interns and temporary staff?

Yes. AltaMed will notify its temporary labor vendors of this temporary policy and require adherence thereto by the employees of the vendor providing services to AltaMed, as applicable.

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23. Can I have my non-exempt employee work from home if they are on a 14-day quarantine?

UPDATED 3/19

If there is a business need as determined by the business unit leader, you may allow the employee to work remotely during that time. Please review the Temporary Telecommuting Guidelines and Checklist that has been developed to assist managers in determining whether telework is a feasible option. The documents can be located on TownSquare/Operations/InfectionControl/Coronavirus/ManagerResources.

24. What do I do if there is not enough work for my employee?

Supervisors should identify other tasks for employees to assist with if their workload has decreased due to COVID-19. If you cannot find tasks, please contact your Line of Business, VP for other available work options.

25. Are employees expected to use PTO if there is no work for them to do?

If an employee is sent home, s/he will be paid for the remainder of the work day. For the remaining days off, they should use their available PTO to cover for those missed hours. If Company sends an employee home due to not having sufficient work for them and they do not have PTO hours to cover the time, they may be eligible for an unemployment claim through the Employment Development Department (contact information listed below) or other state or national emergency/temporary program. Please contact HR.

26. What do I do if my employee is refusing to report to work out fear of exposure?

Contact your HR Business Partner for guidance. Refer to contact list attached.

27. What if a school closure or similar event occurs that impacts employee's immediate family member? **UPDATED 4/16**

If possible, please consider allowing the employees to work remote temporarily. Please review the Temporary Telecommuting Guidelines and Checklist. The documents can be located on Town Square under Policies & Procedures. If a school closure or other similar event occurs that impacts an employee's immediate family member and the employee has no alternative care arrangements, the employee may apply for a Personal Leave of Absence. To apply, they will need to fill out and submit the Personal Leave of Absence request form located on Town Square. In addition, the employee may be eligible for Unemployment Insurance Benefits if they have no other care options and are unable to continue working their normal hours remotely.

28. Will schools be providing meals for students who are enrolled in the school breakfast and lunch program? **NEW 3/18**

Schools are currently making arrangements for students and/or parents to pick up meals. Please check out the website of your school district to get the latest information.

29. How do I code the time my employee is out of the office as a result of COVID-19 in ADP? **NEW 3/18**

The normal ADP codes should be used i.e. PTO-Sick, Personal Leave, PTO, etc. A note should be added for record keeping, for example/ Employee was out as a result of the LAUSD school

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closure.

30. I do not have enough laptops and/or cell phones to allow my employees to work remote, what do I do?

Employees should only work remotely if there is a need. i.e. a school closure, possible exposure, etc. Please contact Denice Victoria, Office of the COO at 323-889-7829 and/or DVictoria@altamed.org to see if additional resources can be provided temporarily. If not, you should select those that can work remote as aligned by your business needs.

31. What is the current guidance on scheduling face-to-face meetings? UPDATED 3/18

Governor Newsom has joined the California Department of Public Health (“CDPH”) in recommending that events of 250 or more attendees be canceled or postponed at least through the end of March to reduce the spread of the virus via crowd exposure. In keeping with this recommendation, AltaMed has canceled or postponed several of its own events for the time being, and will continue to do so as long as necessary. Our recommendation is to limit the number of face-to-face meetings. Whenever possible, please schedule your meetings via WebEx. The President is recommending to keep attendance under ten (10) for face-to-face meetings.

This guidance will be continuously updated.

32. Will the AltaMed Wellness Center remain open? UPDATED 3/18

The Wellness Center will be closed until further notice. Dues will not be charged during the shutdown period.

33. Will the Café remain open? UPDATED 3/31

The AltaMed Kitchen will be serving prepackaged grab and go items only, starting Wednesday, March 18, 2020.

34. I have an employee scheduled to attend New Employee Orientation, NEO. Will that still be occurring? UPDATED 3/18

NEO will temporarily be moving to a virtual experience starting on Monday, March 23. An email will go to the employee and supervisor with more information.

35. My new hire is requesting to push back their start date, who should I reach out to for guidance?

Please contact the Recruiter that you worked with to hire the applicant.

36. What do I do if my department’s workload has increased or decreased as a result of COVID-19?

During this evolving COVID-19 outbreak, AltaMed is committed to providing a safe work environment for employees and quality care to our customers. Per temporary Policy, *Coronavirus Workforce Management – HR-CON-030*, on a case by case basis, supervisors and HR may consider any of the following with regard to any affected employee:

- a. AltaMed may temporarily assign employees to perform different tasks.
- b. AltaMed may temporarily assign employees to work at different departments and/or

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worksites.

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- c. AltaMed may temporarily assign employees to work from remote locations.
- d. AltaMed may temporarily assign employees to work alternative schedules.

37. Will my employee get paid if he/she's regular workload has decreased and they are willing and able to work? UPDATED 3/31

AltaMed has created a centralized internal pool of employees willing and able to perform other work.

A redeployed assignment may involve the performance of the same or different tasks, or be located at the same or different work location, including remote work. If they are placed in the internal pool of employees, they will be paid their regular rate of pay for all hours worked and all hours available to work.

Employees who decline a temporary assignment may continue in the pool depending on the reason for declining. Situations will be individually assessed by Human Resources, and employees will be informed of their options. Employees who decline multiple temporary assignments may no longer be able to participate in the centralized pool and should consult with HRLeaveofAbsence@AltaMed.org to evaluate their options based on individual reasons and circumstances.

38. Do employees get travel time if they are relocated to a new location temporarily? NEW 3/18

Employees are compensated for travel time from home to assigned temporary work places which require travel time is greater than their normal commute. For example, if he/she travels 5 miles a day from home to the work location at the start of the shift and the temporary location is 10 miles away, the employee is eligible for travel time for the additional 5 miles. Please refer to the Travel Time Pay Policy HR-MSC-004.

39. What can Human Resources share about the recently established Emergency Family First Response Act that was signed into law by the President on March 19? NEW 3/23

The Emergency Family and Medical Leave Expansion Act (EFMLEA) and Emergency Paid Sick Leave Act (EPSLA) apply only to employers with fewer than 500 employees. These laws do not apply to AltaMed. AltaMed employees should refer to AltaMed's policies regarding leaves of absence, located on Town Square.

40. Do we have any resources available for employees with concerns about COVID-19? UPDATED 3/19

Our Life Assistance Program is available 24/7 and can offer support by calling 800-538-3543. If an employee would like to speak with a Counselor over the phone. Please refer them to LAP flyer located on TownSquare under benefits. The World Health Organization, WHO, is advising people to do the following to help stop the spread of COVID-19:

1. Wash your hands often
2. Cough into your elbow
3. Avoid touching your face
4. Stay more than 6ft apart (Center for Disease Control has updated this recommendation to

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6ft apart)

5. If you feel sick, stay home

41. If I have questions that are not covered in the policy and/or FAQ, who should I reach out to?

For all other inquiries, please reach out to your designated HR Business Partner.

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AltaMed Manager Resources

- **Your Line of Business VP**
- **HR Leave of Absence:**
HRLeaveOfAbsence@altamed.org or and (323)622-2439
- **Anthem Pharmacy:**
<https://www.anthem.com/provider/pharmacy/>
- **Workers Compensation:**
WorkersCompensation@altamed.org and/or (323) 558-7775
- **Cigna – Life Assistance Program:**
www.signalap.com and/or (800) 538-3543
- **FSA Store:**
www.fsastore.com
- **Live Health Online**
www.livehealthonline.com and/or (844)784-8409

Live Health Online Visit Site- www.startlivehealthonline.com
- **IT equipment - Denice Victoria, Office of the COO**
DVictoria@altamed.org and/or (323) 889-7829
- **Center for Disease Control and Prevention:**
www.cdc.gov/coronavirus/2019-ncov/index.html
- **California Department of Public Health:**
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>
- **Employment Development Department:**
<https://www.edd.ca.gov/claims.htm>
https://www.edd.ca.gov/about_edd/coronavirus-2019.htm

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- AltaMed Institute
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- Dental (Providers)
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- Finance
- Development
- AltaMed Management Service Organization
- AltaMed Health Network
- Communication & Branding
- Government Relations
- OSEA & Patient Experience
- Marketing
- Medical Management
- Legal & Compliance