

NEW FAQs – Week of May 4 – 8, 2020

- 1. What measures will be taken to protect staff when everyone working from home comes back to the office? HR might not have a complete plan for this yet, but employees do not feel like they are being filled in about these details and it would help everyone feel a little safer. It is worrisome that even managers have been spotted without masks. This is why people do not feel safe. This shows that there is a complete disregard for others' safety and some staff are being made to feel like they are "crazy" or exaggerating for wearing masks. Meditation or mindfulness classes are not going to help lower staff anxiety if leaders cannot follow CDC- and governor-ordered guidelines.*

From the COVID-19 Response Team:

We are still working on our plans for “opening up” AltaMed. Our new way of conducting day to day activities will need to remain different from pre-COVID times in order to keep everyone safe. The safety of our staff and patients is our top priority.

All employees are expected to adhere to masking and physical distancing guidelines while at the office. Hand washing, practicing social distancing, not touching our faces, and staying home while sick are all measures we can use to avoid being infected by COVID-19. For specific concerns about adherence to these guidelines, employees may contact their supervisor or any leader, or a Human Resources Business Partner. Employees may also report concerns anonymously via the Compliance Hotline.

See: <http://sps2010/compliance/default.aspx>

- 2. Can you share what this "high number" of tests coming back positive means? Are they largely within families?*

From the COVID-19 Response Team:

Right now, 10-30% of the tests we are giving come back positive. These results are both within families and in those showing up on their own.

- 3. Are there any special precautions our dental staff should take if pregnant when returning to work?*

From the COVID-19 Response Team:

We are currently working on our dental reintroduction strategy, but our priority is safety for all of our staff and patients.

- 4. What should I do if I am uncomfortable with someone near my work area having severe coughing and sneezing episodes, and they are clearly wearing no PPE?*

From the COVID-19 Response Team:

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Everyone is expected to adhere to COVID-19 precautions. We are not aware of who is positive or not. We must assume and act as though everyone is infected, and practice social distancing, wearing masks, and washing our hands frequently for a minimum of 20 seconds. We also ask that you keep your hands off of your face, which prevents the introduction of bacteria and viruses into your mucous membranes, and stay out of group situations.

If you find that someone is not adhering to the guidelines, please leave a message on the Compliance Hotline. Report known or suspected regulatory violations via the Hotline at 1-888-418-1398 or online at www.MyComplianceReport.com (Access ID: ALTA).

- 5. Understanding that statistical updates are provided daily for COVID-19 cases, are you also able to include the same referencing AltaMed employee statistics?*

From the COVID-19 Response Team:

The Communications team decided to remove statistics from our daily alerts in early April, but continues to monitor cases as well as progress in recovery. While the number of cases and associated deaths continue to fluctuate for the time being, we have shifted our focus to recovery rates and local efforts to flatten the curve.

We are not sharing statistics related to COVID-19 among employees because employee health is protected by HIPAA, and diagnoses are not being shared beyond the employee or HR.

- 6. How are employees entering Corporate after 5pm being screened when screeners have left for the day?*

From the COVID-19 Response Team:

Screeners leave the corporate building by 4:30 p.m. At this time, we do not expect any unscreened employees to enter the building to work, as most employees are leaving for the day.

- 7. I know someone with a supply of extra PPE who would like to donate to AltaMed. Where can I refer them to follow up?*

From the COVID-19 Response Team:

Donations for PPE can be sent to the attention of supplychaininquiry@altamed.org.