Plan Forward FAQs
As of August 17, 2020
Plan Forward FAQs

This information is for National Grid employees only.

Information should not be shared publicly, in accordance with company policy.

**Coronavirus Information:** Click here to access the Infonet site. 
Click here for the FAQs.

**Employee Services:** Employees should call Employee Services at 1-888-483-2123 with any questions/concerns related to COVID-19. The number is staffed from 6:00 a.m. to 5:00 p.m. on weekdays.

**Employee Assistance Program:** This is a stressful time for all. Please remember that our Employee Assistance Program, administered by CCA, is available for you. This program is free, confidential, and offers a wide-range of support, including counseling for personal stress, and services such as referrals for child and adult care. Call 1-800-833-8707 or go to https://ccainc.com/ and use code National Grid.
Plan Forward: FAQ Update

New Questions

Q. I travel back and forth between RI and MA for work. Am I affected by the new travel restrictions?
Employees are still allowed to travel between states for work. However, you are required to limit travel to your worksite only and must be able to show your National Grid ID upon entering Massachusetts. If you have any questions, call Employee Services (1-800-833-8707) before traveling. (Click here for additional details.)

Q. Will National Grid be providing COVID-19 tests to employees going into/coming off quarantine?
We do encourage testing as an important aspect of curtailing spread. However, this is a conversation that best occurs between an individual and their healthcare provider. While we encourage testing as part of our screening process, as an employer, we don’t have the authority to require that employees undergo testing and will therefore not be providing tests.

Q. Will National Grid pay for the cost of a COVID-19 test when an employee returns from a planned vacation from a state that requires a 14-day quarantine or negative test?
Employees are responsible for the costs and implications of traveling voluntarily to high-risk areas, so no, this is not a cost National Grid will cover. We caution against traveling to states designated as high risk for your own safety and wellbeing. If you travel to a state that requires a quarantine upon return and you cannot work from home, then you must use your own personal time or go on unpaid leave. If you choose to personally travel to a state designated as high risk, you must notify your manager and Employee Services in advance. We ask employees to remember that we are an essential services provider and to act responsibly in abiding by health and government advisories for your safety and for the safety of our customers. See the links below for information on what NY, RI, and MA list for high-risk states. Click here for further details on personal travel.

RI - https://health.ri.gov/covid/travel/
https://docs.google.com/spreadsheets/d/1y2bZYshiLahXgYsz5zGut8WPgtACR4VuD7lvWqyJFdo/htmlview#gid=0

Q. Can I still apply for the Emergency Hardship Caregiver Subsidy program?
The Emergency Hardship Caregiver Subsidy program is continuing for hardships incurred between June 27, 2020 through September 4, 2020 (Phase 3). The Affidavit and Program Guide for this phase are in development and once released, will be made available to employees. The daily amount of the subsidy will be less than the prior two phases, and the deadline for the affidavit will be announced once the documents are released. Please note: affidavits for Phase 1 (3/16 – 4/17) and Phase 2 (4/18 – 6/26) are no longer being accepted.

The Emergency Hardship Caregiver Subsidy is a temporary program developed to provide support to employees who are required to work outside the home, in the field or at a National Grid location during the COVID-19 outbreak, and who may have incurred new or additional caregiving expenses for services that have placed a financial hardship on them. The program does not apply to employees who are working from home.

The program is only available to employees who meet and can attest to all of the following criteria; a management or union employee whose job requires them to work in the field or at a National Grid location; and has experienced a financial hardship due to new or increased expense for center-based or in-home childcare services that were not in
place prior to the pandemic; where in-home care is provided by someone who is not currently, or prior to the pandemic, living/lived in the employee’s household who otherwise would have been caring for the child(ren) without pay; and the services are for their own children under the age of 13 or disabled dependent children over age 13. Employees will be required to sign an affidavit attesting that all criteria have been met and provide proof of dependency (example: birth certificate, tax documentation, legal guardianship).

Direct questions about the Emergency Childcare Subsidy Program to Employee Services at employee.services@nationalgrid.com or call 888-483-2123. Reminder: the new Affidavit and Program Guide for Phase 3 are not available at this time and will be released at a later date this summer.

**Q. How are we dealing with noncompliance issues, such as those who are not wearing masks or maintaining social distance?**

We are a safety company and that means we must adhere to all our safety protocols. Right now, wearing masks and maintaining distance are amongst our most important safety protocols. The Company has stated clear rules for wearing masks and social distancing. Employees who do not adhere to the rules will be engaged by the Supervisor and this will be handled as a performance issue the same as we handle employees who are not wearing their proper PPE for safety. ([Click here](#) for further details on our face covering policy.)

*We’ve shortened the weekly FAQs to only include new questions. To access prior questions, [click here](#).*