



To: Crossroads' Staff  
From: Crossroads' President CEO  
Date: March 24, 2020  
Subject: Q & A For Staff Regarding Covid19 (Coronavirus Disease 2019)

## Q & A

The following information is provided in an effort to offer general guidance around arising questions and concerns you may have during this unprecedented time. In efforts to be responsive to you while maintaining our priority of protecting the health and safety of everyone, we have developed a list of Questions & Answers to provide guidance.

Please keep in mind that the following guidelines in this Q&A are **as of today** and may change based on the latest guidance and directives from the health and government authorities. President Trump signed the *Families First Coronavirus Response Act* into law, March 18, 2020, which provides additional benefits.

These are challenging times for all of us, however our staff has demonstrated an incredible amount of flexibility and understanding. I know for the administrative and program staff, it has not been easy to abruptly leave our offices and work from home, changing how we connect to our coworkers and clients. Our Janitor and Landscaping Crews have continued show dedications to work together, ensuring the health and safety of everyone at the essential government buildings we serve. I am inspired by all of you. Thank you for all you do and please take care of yourselves and rest assured we will continue to provide updates as we obtain new information.

### **What are the Symptoms of COVID-19/Coronavirus?**

According to the World Health Organization (WHO), the most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

### **Can I Have Coronavirus, But Exhibit No Symptoms?**

Yes, health authorities are now stating that, "it is clear that a significant majority of those infected have no or only mild symptoms."



## **What is the Incubation Period of the Coronavirus (CV)?**

The incubation period for the coronavirus is two to 14 days after exposure, according to the Centers for Disease Control and Prevention, which is why social distancing is so important to prevent the spread of the illness.

## **Can I Catch the Coronavirus Twice?**

Scientists believe anyone can catch it twice, although the body does build up antibodies during the first exposure.

## **I Took My Temperature But What Constitutes A Fever And When I Shouldn't Come To Work?**

The Centers for Disease Control and Prevention (CDC) has created guidelines on [what to do if you are sick](#). A temperature above 100.4 degrees F (or 38 degrees C) is considered a fever and you should not come to work.

## **What Can I Do to Help Reduce Potential Exposure to The Coronavirus?**

- Stay home when you are sick.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people who are sick.
- Sneeze or cough into your sleeve to avoid spreading germs with your hands.
- Regularly clean frequently-touched surfaces in the workplace, such as workstations, countertops, and doorknobs.
- Practice social distancing.

## **What To Do if You Test Positive for the Coronavirus?**

- You should IMMEDIATELY call your manager and DO NOT come to work.
- You will undergo a 14-day quarantine, unless a doctor certifies it is safe for you to return to work earlier.
- Our partners and/or contracting officer and any colleagues of potential exposure will be notified.

## **What To Do if Your Household Member Tests Positive For the Coronavirus Symptoms?**

- You should IMMEDIATELY call your manager and DO NOT come to work.
- You will undergo a 14-day quarantine after potential exposure, unless a doctor certifies it is safe for you to return to work earlier.
- Our partners and/or contracting officer and any colleagues of potential exposure will be notified.

## **What To Do If You Present CV Symptoms, But are Not Confirmed With The Coronavirus?**



- You should IMMEDIATELY call your manager and DO NOT come to work.
- You will undergo a 14 day quarantine after you started exhibiting CV symptoms, unless doctor certifies that it is safe for you to return to work earlier.
- Our partners and/or contracting officer and any colleagues of potential exposure will be notified.

### **What To Do If You Had Directly Interacted With Somebody Who Had Been Diagnosed With The Coronavirus?**

- You should IMMEDIATELY call your manager and DO NOT come to work.
- You will undergo a 14 day quarantine after you started exhibiting CV symptoms, unless doctor certifies that it is safe for you to return to work earlier.
- Our partners and/or contracting officer and any colleagues of potential exposure will be notified.

### **Can I Request Leave To Take Care of A Family Member with CV?**

- There are new State and Federal legislation that would provide additional information related to your question above.
- For more Federal legislation information you can visit the following website: <https://www.dol.gov/newsroom/releases/osec/osec20200320>.
- California Benefits: For more information related to State benefits you visit the following website: [https://edd.ca.gov/about\\_edd/coronavirus-2019/faqs.htm](https://edd.ca.gov/about_edd/coronavirus-2019/faqs.htm).
- Washington Benefits: For more information contact Employment Security Department at <https://esd.wa.gov/newsroom/covid-19>.
- Texas Benefits: Employees may be eligible for Unemployment Insurance. For more information, contact the Texas Workforce Commission at <https://twc.texas.gov/news/unemployment-news>.

### **My Child's School is Closed, I May Not be Able to Come To Work Because of Childcare Issues, What Do I Do?**

- There are new State and Federal legislation that would provide additional information related to your question above.
- For more Federal legislation information you can visit the following website: <https://www.dol.gov/newsroom/releases/osec/osec20200320>.
- California Benefits: For more information related to State benefits you visit the following website: [https://edd.ca.gov/about\\_edd/coronavirus-2019/faqs.htm](https://edd.ca.gov/about_edd/coronavirus-2019/faqs.htm).
- Washington Benefits: For more information contact Employment Security Department at <https://esd.wa.gov/newsroom/covid-19>.
- Texas Benefits: Employees may be eligible for Unemployment Insurance. For more information, contact the Texas Workforce Commission at <https://twc.texas.gov/news/unemployment-news>.



### **Is the Families first Coronavirus Response Act Currently in Effect?**

- It should be in effect as of April 1, 2020
- For more information you can visit the following website <https://www.dol.gov/newsroom/releases/osec/osec20200320>.

### **Where Can I find More Information About the State Law Changes Regarding Benefits?**

- California Benefits: For more information related to State benefits you visit the following website: [https://edd.ca.gov/about\\_edd/coronavirus-2019/faqs.htm](https://edd.ca.gov/about_edd/coronavirus-2019/faqs.htm).
- Washington Benefits: For more information contact Employment Security Department at <https://esd.wa.gov/newsroom/covid-19>.
- Texas Benefits: Employees may be eligible for Unemployment Insurance. For more information, contact the Texas Workforce Commission at <https://twc.texas.gov/news/unemployment-news>.

### **Will We Continue To Receive Our Payroll Checks and Reimbursements?**

- Operations is still in full force and Employee will still receive their Payroll Checks and Reimbursement Checks. If there are additional concerns, please contact [payroll@cdsdiv.com](mailto:payroll@cdsdiv.com).