



To: Crossroads' Executive Team and Managers
From: Crossroads' President CEO
Date: April 6, 2020 (re: 03.20.20)
Subject: **Q & A For Managers Regarding Covid19**

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 our employees while maintaining our priority of protecting the health and safety of everyone, we have developed a list of Questions & Answers to provide guidance as these questions are asked by our employees.

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.

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 an Employee 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 an Employee Catch the Coronavirus Twice?

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



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What To Do if An Employee Tests Positive for the Coronavirus?

- The employee should not be at work or you send them home.
- Employee would undergo a 14-day quarantine, unless a doctor certifies it is safe for the employee to return to work earlier.
- Notify our partner or contracting officer and any colleagues of potential exposure and ask those employees to visit doctor or self-quarantine.
- **IMPORTANT!** Maintain confidentiality of the employee who tested positive or exhibited CV symptoms. Example: It has come to our attention that an there is a high possibility that you were in close contact with a person who tested positive for the CV. Crossroads requests at this time that you be tested or self-quarantine.

What To Do if an Employee's Household Member Tests Positive For the Coronavirus Symptoms?

- Employees must notify Crossroads Immediately!
- Employee would undergo a 14-day quarantine after potential exposure, unless a doctor certifies it is safe for the employee to return to work earlier.
- Notify our partner or contracting officer and any colleagues of potential exposure and ask those employees to visit doctor or self-quarantine.
- **IMPORTANT!** Maintain confidentiality of the employee who tested positive or exhibited CV symptoms. Example: It has come to our attention that an there is a high possibility that you were in close contact with a person who tested positive for the CV. Crossroads requests at this time that you be tested or self-quarantine.

What To Do If An Employee Presents CV Symptoms, But is Not Confirmed With The Coronavirus?

- Employee would undergo a 14 day quarantine after they started exhibiting CV symptoms, unless doctor certifies that it is safe for the employee to return to work earlier.
- **IMPORTANT!** Maintain confidentiality of the employee who tested positive or exhibited CV symptoms. Example: It has come to our attention that an there is a high possibility that you were in close contact with a person who tested positive for the CV. Crossroads requests at this time that you be tested or self-quarantine.

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What To Do If An Employee Reports That They Had Directly Interacted With Somebody Who Has Been Diagnosed With The Coronavirus?

- Employee would undergo a 14 day quarantine after they started exhibiting CV symptoms, unless doctor certifies that it is safe for the employee to return to work earlier.



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- Notify our partner or contracting officer and any colleagues of potential exposure and ask those employees to visit doctor or self-quarantine.
- **IMPORTANT!** Maintain confidentiality of the employee who tested positive or exhibited CV symptoms. Example: It has come to our attention that an there is a high possibility that you were in close contact with a person who tested positive for the CV. Crossroads requests at this time that you be tested or self-quarantine.

Can We Require Employees To Get Tested For the Coronavirus?

No, but connect with the HR department if you have concerns if you or one of your employees is exhibiting symptoms and needs support.

Can We Require An Employee Who Tested Positive for CV OR Exhibited CV Symptoms To Submit An "All Clear" From a Doctor Before Returning To Work?

Absolutely, but due to the current climate and the lack of CV tests it is more realistic to rely upon the 14 day self-quarantine. (In addition, test results may not come back before this time period.)

Can I Restrict Employees From Traveling Internationally or Domestically?

- If travel is work-related, Yes. All non-essential travel has been suspended. If you believe you or your staff have travel essential to the continuity of business operations, contact your Director.
- If travel is not work-related, No.

Can Employees Wear A Respirator Or Mask At Work?

The Centers for Disease Control and Prevention (CDC) recently issued new guidance regarding the use of [face masks](#) to prevent the spread of COVID-19. While Crossroads does not have the authority to require employees to utilize masks when providing services to customers, we strongly encourage all of our staff to follow these guidelines for all service offerings within AbilityOne Program contracts, as well as other business efforts.

What Do You Do if An Employee Refuses To Come To Work Because Of a Generalized Fear Of Being Exposed to CV?

- Employee must have a **reasonable objective belief** that someone in workplace has CV (or interacted with someone with CV) or Symptoms of CV
- If they do not and still refuse, contact HR department for assistance.

Can We Send All of our Employee's Over 60 Or With Compromised Immune System Home?



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No, we cannot discriminate based on an employee's age or health status. We may advise based on current State or County mandates, however cannot enforce based on the employees perceived risk.

What Do You Do If an Employee Who Has a Compromised Immune System Because of a Disability and they Do Not Want to Come to Work?

- Assess If they can Telework from Home.
- If they cannot Telework from Home, it is possible they would be eligible for disability or unemployment benefits. Contact HR department for assistance PRIOR to discussing with employee.

What Do We Do if an Employee Requests Leave experiencing CV symptoms.

- Report ANY leave requests associated with CV to the HR Department.
- *The Families Coronavirus Response Act*, signed into law 03.20.20 provides Emergency Family Leave (EPSL) for employees unable to work/telework for any of the following reasons related to :
 - The employee is subject to a Federal, State, or local quarantine or isolation order related to COVID-19.
 - The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
 - The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
 - The employee is experiencing any other substantially similar condition

What Do We Do if an Employee Requests Leave To Take Care of A Family Member with CV?

- Address all your questions regarding this issue to the HR Department.
- All Leave (PTO, Vacation, Sick, Long Term Sick Leave (LTSL)) access thresholds will be waived for employees who are unable to work due to having or caring for a family member with respiratory illness symptoms.
 - All accrued leave balances can be accessed immediately, regardless on employment duration.
 - LTSL is immediately available after the exhaustion of sick leave balances.
- *The Families Coronavirus Response Act*, signed into law 03.20.20 provides Emergency Family Leave for employees taking care of Family Members paid at the following rates:
 - 2/3 of their salary rate. Sick leave is capped at \$200 per day and \$2,000 in the aggregate for leave taken in categories to take care of another.
 - PLEASE NOTE: (1) Crossroads cannot require a staff to find replacements to cover hours during time off or (2) require staff to use any other available paid leave before using the emergency sick time,
- California Benefits: If an employee is unable to work because they are caring for a family member with COVID-19, they can file a claim for Paid Family Leave (PFL). PFL provides up to 6 weeks of wage-



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replacement benefits, which range from \$50-\$1300 per week. They must have a medical certification.

- o Washington Benefits: Employees may apply for benefits under Washington's Paid Family and Medical Leave (PFML) if they are ill or need to take care of a family member with COVID-19. Because they are not "able and available for work," they may be considered ineligible for UI benefits, so they should apply for PFML.
- o Texas Benefits: For more information contact the Texas Workforce Commission at <https://twc.texas.gov/news/unemployment-news>

With So Many School Closures, Employees May Not be Able to Come To Work Because of Childcare Issues, What Do We Do?

- o Address all your questions regarding this issue to the HR Department.
- o Crossroads will make every effort to provide Telework resources to all employees who are eligible.
- o Crossroads employees who are unable to work during this time can choose to use their accrued leave.
- o *The Families Coronavirus Response Act*, signed into law 03.20.20 provides Emergency Family Leave for employees who are unable to work or telework because they have to care for a minor child if the child's school or place of care has been closed, or if the child care provider of that child is unavailable due to a coronavirus emergency.
 - The first 10 days of leave can be unpaid (a worker could opt to use accrued vacation days or other available paid leave for those days). For subsequent days of leave, workers will receive a benefit from their employers equal to at least two-thirds of their normal pay rate. The paid leave is capped at \$200 per day and \$10,000 in the aggregate.
 - PLEASE NOTE: (1) Crossroads cannot require a staff to find replacements to cover hours during time off or (2) require staff to use any other available paid leave before using the emergency sick time.
- o California Benefits: If an employee is unable to work because their child's school is closed, and they have no other care options and cannot work remotely, they can file a claim for Unemployment Insurance (UI) benefits. Eligible individuals can receive benefits that range from \$40-\$450 per week. Normally, there is a one-week unpaid waiting period for UI benefits, but that has been waived.
- o Washington Benefits: For more information contact Employment Security Department at <https://esd.wa.gov/newsroom/covid-19>.
- o 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>.

We have Employees Asking If they will Still Receive Their Payroll Checks and Reimbursements, What Do We Tell Them?



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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.