

## Frequently Asked Questions during COVID-19

### PROGRAM RELATED

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Q1: How is the decision made to close CLASS or keep it open?

A1: Right now, there is no State or County requirement to close CLASS. We continue to monitor the situation and have closed for cleaning a few times over the last months based on issues related to exposure. Any new developments will be communicated to all staff as we have been doing.

Q2: Will CLASS be providing PPE equipment?

A2: Staff are encouraged to continue to use universal precautions listed below when working with participants. CLASS will continue to provide gloves for personal care assistance, and are asking staff to use the gloves with discretion, as the national shortage for PPE is making it difficult to get supplies. Staff should NOT be taking any PPE supplies from homes for their personal use. CLASS will provide masks, gowns and face shields if a participant becomes sick and has tested positive for COVID-19. Staff are allowed to bring any of their own PPE they have if they feel it is necessary. Staff who have questions regarding PPE should reach out to their supervisor or program director.

1. Wash your hands frequently, make sure to scrub with soap for a minimum of 20 seconds.
2. Avoid touching your face, mouth, eyes, nose, etc.
3. Help participants to clean the home frequently, especially surfaces that are touched a lot such as doorknobs, light switches, faucets, etc.
4. Maintain social distancing when possible.
5. Use PPE equipment to help when providing personal care, such as using gloves and wash hands before and after assisting.
6. Wear a cloth or surgical mask at all times.



Q3: What do I do if I transport clients in my vehicle?

A3: CLASS is an essential service and needs to continue to provide services to participants at this time. Therefore, staff who need to drive individuals are still expected to do so at this time. CLASS will help staff with safe practices offered by Allegheny and County Health Services, CDC, and World Health Organization (WHO). Please see the guidelines listed above in question two in regards to universal precautions that should be used. Additional questions should be directed to the immediate supervisor or program director.

Q4: What if I don't want to work with participants who have tested positive?

A4: CLASS will provide masks, gowns and face shields if a participant becomes sick and has tested positive for COVID-19. There will also be thorough cleaning provided by an outside service and ongoing cleaning supplies provided. Education on use of PPE and all other precautionary measure will be provided to keep staff as safe and health as possible. We are an essential business providing care in the residential program to individuals who need services; therefore, the expectation is that staff will continue to provide that care. Any additional concerns or questions should be discussed with your supervisor or HR.

Q5: Are participants required to wear a mask in the residential homes?

A5: Participants are not required to wear a mask in the residential homes because this is their home. We do not wear masks at home either. They are certainly welcome to do so if they choose.

Q6: In the event of a closure or cancellation of a service, will staff still be expected to work?

A6: If there is work available in another service or program staff will be reassigned whenever possible to continue working. If closure/cancellation occurs, check with your Director and/or HR regarding what to do. Please do not just assume you will be off work.

## EMPLOYMENT

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Q4: If I report to work sick, or appear to be sick, can I be sent home?

A4: During the COVID-19 Pandemic, supervisors can ask staff the following questions per CDC recommendations. If staff answer yes to any of them the supervisor can ask the staff to go home.

1. Have you come into contact with someone who was exposed or tested positive?
2. Do you have a fever, cough, or shortness of breath?



Q5: What if I am 65 or older OR have a compromised immune system and want to self-quarantine? Will I get paid?

A5: CLASS will allow a self-quarantine option for up to 14 days with a doctor's note. Staff may use their accrued PTO and then their bank time. If staff do not have PTO or banked time, they would need to take unpaid leave. **Staff should contact HR with questions about this issue.**

Q6: If I refuse to come to work because of fear of contracting coronavirus, and/or continue to call off what will happen?

A6: Since CLASS is an employment-at-will employer, CLASS is able to terminate staff who fail to complete their job. If you have specific reasons to not report to work, such as, but not limited to, testing positive to COVID-19, coming into contact with someone who was positive, child care issues, etc., staff should contact **HR** to discuss the options.

Q7: Can I work from home?

A7: Working from home is at the discretion of the supervisor. Staff may work from home when approved by the supervisor and should then fill out a work from home log for any time worked at home. Please refer to the work from home policy for more information.

Q8: Am I eligible for unemployment?

A8: Staff are only eligible for unemployment if they are laid off or furloughed. CLASS would like to stress that there is work for all staff interested in working. Some program staff will be asked to help in different programs in order to fulfill all of their hours. **If you have more questions about this issues please contact HR.**

Q9: What if I have no PTO or banked time to use?

A9: If a staff member does not have PTO or banked time to use then they will need to take unpaid leave.

Q10: What if I travel out of state?

**A10: Governor Wolf has issued a directive that anyone who travels out of state should have a negative COVID-19 test result before coming back to Pennsylvania or should quarantine for 14 days after returning. We ask that staff follow these instructions. Please contact HR with any issues related to this directive.**

## BECOMING SICK WITH COVID-19

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Q10: I have a fever but no other symptoms, what should I do?

A10: Staff experiencing a fever are encouraged to not come to work until 24 hours after the fever has resolved. Staff should follow normal call-off procedures as outlined in the employee handbook. CLASS also encourages staff to contact their doctor for further advice

Q11: Someone I know has tested positive for COVID-19, what should I do?

A11: If you know someone who has tested positive AND have come into contact with them within the last 48 hours it is encouraged for you to monitor your symptoms. CLASS encourages staff to contact their doctor and listen to any recommendations from them or the county health department. CLASS asks staff to inform **HR** for further guidance.

Q12: I have started to feel and experience symptoms of fever, cough, and shortness of breath. What should I do?

A12: Staff should contact their PCP, the county health department, or call a local ER to receive directions on how to proceed. **HR can also offer information about testing and other guidance.** Staff should use proper call-off procedures as outlined in the employee handbook.

Q13: I have tested positive for COVID-19, what should I do?

A13: CLASS asks staff who develop COVID-19 to notify **HR**, so any necessary precautions can be taken for participants or staff who may have been exposed. Staff should use proper call-off procedures as outlined in the employee handbook. **CLASS will ask staff to remain away from work for 10 days from the day of the positive test and be symptom free for 24 hours (without the use of fever-reducing medications) before returning.**