

## Frequently Asked Questions during COVID-19

### PROGRAM RELATED

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#### Q1: Is CLASS still open?

A1: CLASS is classified as an essential business, therefore, even amidst the stay at home order, CLASS will continue to operate. The only program closed at this time is Centre Services, and this was closed on March 17<sup>th</sup> due to mandated closure from the state. All other programs continue to function as normal at this time. The main office is still open, but we ask anyone who needs to come to the office contacts their supervisor first; CLASS is trying to limit the number of people at the main office.

#### 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 if a person 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.

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.

## 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.

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 their supervisor 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.

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.

## **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 14 days, it is encouraged staff self-quarantine for 14 days to ensure you do not start experiencing 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 their supervisor of any possible exposures so any necessary precautions can be taken for participants served.



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. CLASS will ask staff to remain away from work for the recovery period AND an additional three days after, OR seven days after receiving the diagnosis—whichever is longer. 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 the supervisor, 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 the recovery period AND an additional three days after, OR seven days after receiving the diagnosis—whichever is longer.