

# Supporting our associates during the COVID-19 pandemic

Version 5 (3.16.20)

We understand with the recent COVID-19 (novel coronavirus) pandemic, there are many employment-related questions from our associates. We have addressed several of those below, and will continue to add to this FAQ as more questions come in. You can also reach out to your direct leadership team with any additional questions. Please be assured, your safety and that of our patients is always our top priority!

## PREPAREDNESS AT OLATHE HEALTH

At Olathe Health, we are continuing to educate associates and plan ahead, based on CDC guidelines, so we are prepared and ready to take care of COVID-19 patients. COVID-19 is a new disease that causes respiratory illness in people and can spread from person to person. Specific actions we are taking include:

- Daily meetings with a cross-functional team across the health system.
- Daily monitoring and tracking of our PPE supplies, including masks and gloves.
- Monitoring all updates from the Kansas Department of Health and Environment and the CDC.
- Triage patients who exhibit symptoms and indicators of COVID-19.
- Communicating our hospital and clinic processes related to caring for a patient who has a suspected or confirmed case of COVID-19.
- Collaborating with the local and state health departments and the CDC, as well as other healthcare systems in our area.

## FAQs

### Would I be granted FMLA to care for a family member who has COVID-19, or is in self-quarantine?

An eligible associate could request FMLA leave in order to recuperate from, or to care for a sick family member, as long as the illness is a 'serious health condition' as defined by the FMLA. Self-quarantine would not be considered a 'serious health condition' as defined by the FMLA. The eligible associate would be able to use PTO. Please contact Unum to initiate a leave case.

### I don't feel comfortable caring for a patient who is a 'PUI' or has a confirmed case of COVID-19. Can I refuse to care for that patient on my assignment?

We understand that many of you may have concerns regarding providing care for patients who may have an infectious disease such as COVID-19. Olathe Health is committed to ensuring our associates have all the necessary training and tools to provide high quality care for such patients, and we are equally committed to keeping you safe in the process of providing such care. If you have questions about the tools or training you are provided, or how to best care for a patient in this situation, please discuss your concerns with your supervisor. With that said, we do expect our associates to carry out their assigned responsibilities to care for all patients, regardless of their diagnosis.

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## I have a concern that I may have been potentially exposed to COVID-19 outside of work; but I have not come into contact with anyone with a confirmed case of the virus. Should I self-quarantine?

If you are *not experiencing any symptoms of the virus*, and you have not been exposed to anyone with a confirmed case of the virus, you can come to work. If you have additional questions, please contact Employee Health at 913-791-4431.

If you *are experiencing symptoms of the virus, but you have not been exposed* to anyone with a confirmed case of the virus, you should contact Employee Health at 913-791-4431, who will conduct a phone risk assessment, and provide you guidance on next steps.

If you *are experiencing symptoms of the virus, and you have been exposed* to a person with a confirmed case of the virus, you must contact Employee Health at 913-791-4431 for guidance on next steps, and prior to returning to work.

## Do I need to self-quarantine when I return from a cruise or plane travel?

If you have recently traveled, and you are experiencing symptoms of the virus, please contact Employee Health at 913-791-4431 for guidance on next steps, and prior to returning to work.

All associates, medical staff, ambassadors, and contractors who have returned from travel to areas defined by the Kansas Department of Health and Environment (KDHE), whether or not you are symptomatic, you must contact Employee Health at 913-791-4431 prior to returning to work. If you are not exhibiting symptoms, and returning from those areas as defined by the KDHE, you may be permitted to return to work by Employee Health, and will be required to wear the appropriate Personal Protective Equipment (PPE), and self-monitor for symptoms during the next 14 days.

You can find the travel areas on the KDHE site at (<https://khap2.kdhe.state.ks.us/NewsRelease/PDFs/3-15-20%20Quarantine%20recommendations%20FINAL.pdf>).

In any situation, if you become symptomatic upon your return to work, you are required to contact Employee Health to be re-assessed.

## I have travel plans or will be gathering with others during time away from work. What should I do or be prepared for when I return to work?

Given the various travel alerts recently provided by the CDC and local, state and federal governmental entities, please carefully consider your out-of-town travel plans, particularly if airline, cruise or other mass transit use is part of them. Even if you are planning a “staycation,” please be cautious of activities in large public areas and/or around people/locations where individuals have tested positive for COVID-19.

We encourage you to monitor your health and limit interactions with others during this time. This would include traveling, even locally. If you travel, or have been in contact with others exhibiting symptoms, (e.g. fever, cough, sore throat, shortness of breath) please contact your supervisor AND Employee Health before returning to work.

Employee Health will provide you with additional instructions regarding screening, or even self-quarantine, if appropriate. Thank you for your understanding as we work to protect everyone’s safety at Olathe Health.

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## **My family member or someone in my home is exhibiting respiratory symptoms, like a fever and cough. Should I self-quarantine?**

If you have come into close contact (closer than 6 feet for more than 10 minutes while the patient is symptomatic) with an individual with a laboratory-confirmed case of the COVID-19 virus, or have received notification from a public health official that you are a close contact of a laboratory confirmed case of COVID-19, you must contact Employee Health at 913-791-4431 for additional guidance, prior to returning to work.

## **What should I do if my child's school or daycare facility closes?**

We recommend you plan now to enlist back-up support in the event your child's school or daycare closes. If your child's school closes, related daycare facilities may also close, and thousands of parents will be searching for emergency short-term care. We are actively exploring potential options for emergency back-up care for our associates, and will publish information as soon as it becomes available.

## **Am I allowed to work from home during this pandemic period?**

We are evaluating our resources and capabilities to support emergency alternative arrangements for associates whose duties may permit a remote work assignment. Specific criteria will apply, as well as technology support. More information will be coming soon.

## **I interacted with, or cared for, a patient who tested positive as having the COVID-19 virus. Does that mean I was exposed?**

If you were following the established protocol to don personal protective equipment (PPE) for yourself and provided a mask for a Person Under Investigation, or for a patient with a confirmed case of the virus, then you are not considered exposed.

## **What are we doing to limit the number of large meetings and/or provide dial-in alternatives for associates?**

We are actively addressing this with a number of specific actions, including:

- Recording a Town Hall session and making it available on the intranet for viewing (then canceling all remaining live sessions).
- Making more conference call lines available and encouraging department heads to conduct meetings of more than 10 individuals via phone conference.
- Revising New Hire Orientation settings (including room arrangements, food availability, etc.) to limit the number of individuals in a room and/or screening all individuals prior to entry; we are also exploring other social distancing measures.

## **What additional measures are we taking in our cafeterias to ensure the health and safety of our associates?**

We are actively working with our Nutritional Care teams at OMC and MCMC to address this issue. Current cleaning, food prep and delivery protocols are being reviewed to ensure we minimize any potential exposures. Additional steps taken will be communicated soon.

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**What options do I have to continue to work if I am immunocompromised (e.g. undergoing chemo treatments) but unable to perform patient-facing duties?**

We are establishing a number of “light duty” opportunities to address individual needs and provide additional administrative support that will be needed during this pandemic period. If you are in such a situation, please speak with your manager who may direct you to Human Resources for additional information.

**Will we be informed if Olathe Health has a positive case of COVID-19?**

Patient confidentiality is always a top priority for us. As you know, this applies to patients under investigation, and testing positive for COVID-19. All public information about these cases will be communicated by the KDHE, not individual hospitals. If we have a patient at any Olathe Health facility who tests positive, all the individuals who need to know will be informed and any necessary actions will be taken with those individuals.