

**Employee call outs referencing virus/exposure March 2020- updates  
4/20/2020**

Ask the following 3 questions (currently being asked at all reception areas of hospitals, day programs, healthcare facilities, etc.):

1. Have you done any traveling in the past 2 weeks? Where did you go?
  - a. **If they have been to S. Korea, Iran, Italy, China, Venezuela, Africa or Japan recommend that the employee contact their doctor or UCM for guidance and accept that they will be out of work at least that day**
    - i. **Ask the employee where they have worked in the past 72 hours**
    - ii. **Ask them to contact you once they have received guidance from their doctor or UCM and document the guidance shared**
2. Have you received a notice that you have been exposed? **If they say “yes”**
  - a. **Accept that they will be out of work and identify how long if the notice indicates length of time**
  - b. **What did you receive (letter, phone call, etc.)?**
  - c. **What does the notice/what did the caller tell you?**
  - d. **Ask them to contact their doctor/UCM for guidance**
  - e. **Ask them to contact you once they have received guidance and document the guidance**
3. Do you have any symptoms of **fever, chills, repeated shaking with chills, cough, shortness of breath, muscle pain, headache, sore throat, new loss of taste or smell, vomiting or diarrhea?**
  - a. **If yes, suggest they contact their doctor or UCM for guidance and call you back to share the guidance they received**
4. If all 3 questions are answered “No”, provide reassurance as follows:
  - a. Everyone we support is staying home until further notice to limit exposure risk
  - b. All of our sites have a disinfection plan in place
  - c. Handwashing/safety campaign is underway and includes scheduled handwashing and disinfection
  - d. We are following any guidance we receive from the CDC, OPWDD, and DOH
  - e. We really need everyone’s help and we would appreciate anything you can do to help. **If they are still uncomfortable, suggest they call their doctor or UCM to discuss**
5. Other

- a. Childcare issues (school voluntarily quarantines): can you take today off and work on a child care plan and call us tomorrow? We can work out hours if you can't work your regular schedule
  - b. Our current benefit time policy is still in place but do not "threaten" discipline or tell staff they require a doctor's note.
    - i. Note this information so that someone can follow up with them
  - c. Try to calmly reassure the employee and help them problem solve their specific issue in a supportive manner
6. For any employees that answer yes to any of the 3 initial questions, please send/share the employee specific info you have gathered with Fran Schneider the following day (Monday for all w/e info). Please share via email and not interoffice mail.
7. Contact Kathy Kane RN, Director of Medical Services, via text at (518) 774-8449 or via email at [kanek@thearclexington.org](mailto:kanek@thearclexington.org) to make her aware of any employee that has been exposed (via potential travel, received notice of exposure, etc.). Share any details you have on the person's situation.