



With all the news regarding COVID-19, also called coronavirus, we wanted to provide you some practical information on how Covia is addressing possible situations you may encounter.

1. What are the symptoms of COVID-19?

The virus symptoms manifest as a mild to severe respiratory illness with fever, cough, and difficulty breathing. Many people who have had COVID-19 believed they had a simple cold or flu. The Centers for Disease Control (CDC) believes at this time that symptoms may appear in as few as two days or as long as 14 days after exposure. Unfortunately, at this point there is no easy way to test for the COVID-19. A CDC-developed laboratory test kit to detect the COVID-19 began shipping in February to select qualified U.S. laboratories.

2. If COVID-19 is similar to a cold or flu, why is there so much concern?

There are two reasons for Covia's significant concern. First, the mortality rate for COVID-19 is higher than that of the flu, and much higher for people over the age of 80. Secondly, COVID-19 is more highly contagious than even colds or flu, making the likelihood of spread much greater. Because COVID-19 is more likely to have a significant impact on the people we serve, we are taking every precaution to prevent its spread.

3. How is the current COVID-19 transmitted?

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets also land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose, or mouth. Therefore, it is important to stay more than 1 meter (3 feet) away from a person who is sick. The CDC recommends as much as 6 feet. It is possible to catch the virus from someone even before they have symptoms, but little is known about this aspect of the virus at this time.

4. Can the virus spread from contact with infected surfaces or objects?

It is possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. Although this is not thought to be the main way the virus spreads, we believe it is important to provide extra care and cleaning for commonly touched surfaces.

5. What can I do to avoid exposure and infection to COVID-19?

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.



- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- If you are responsible for environmental services in your community, make sure that you are checking and sanitizing touchpoints well and more frequently.
- Wear personal protective equipment (PPE), such as gloves, masks and eyewear, in accordance with your training and infection preventionist's guidance.
- Follow updates from the California Department of Public Health (CDPH), CDC and the World Health Organization (WHO) regarding additional precautions.

6. What do I do if I start to feel sick?

- If you are experiencing symptoms of acute respiratory illness such as fever, cough, or difficulty breathing, you should be careful and prudent. Call your supervisor that you cannot report to work because you are experiencing these symptoms.
- If you reported to work, but start to exhibit symptoms of acute respiratory illness, speak immediately with your supervisor and/or HR, request to leave work, and clock out. We strongly recommend that you contact your personal physician for medical attention and evaluation, testing for COVID-19, and, prior to returning to work, provide a medical release to return to work from your physician.
- **If you do appear to have symptoms of acute respiratory illness noted above, your manager and/or HR may ask you to leave work and seek medical attention.**
- **If it is confirmed that you have been infected with COVID-19, then prior to returning to work, you will need to submit a medical release from your physician.**
- Covia will partner with you to minimize PTO usage using Covia standard leave practices, utilizing Family Medical Leave (FMLA) for job and benefit protection, as applicable.
- You can coordinate your PTO with State Disability for wage replacement.
- If you have to be out of work for an extended period of time and experience financial hardship, Covia will work with local management to help relieve your difficulties by leveraging the Employee Emergency Fund and PTO donations, as feasible.
- If possible, teleconference by using Zoom in lieu of meeting in person.
- Exempt employees and Office staff may consider working remotely from home.

7. What do I do if I have symptoms but have no PTO or Paid Sick Leave?

If you have symptoms such as fever, cough, or difficulty breathing and do not have a bank of PTO or Paid Sick Leave, please contact your supervisor before coming in to work. Your supervisor may ask you to contact your personal physician for medical attention and evaluation, testing for COVID-19, before returning to work. **If you do appear to have symptoms of acute respiratory illness noted above, your manager and/or HR may ask you to leave work and seek medical attention.**



8. Will you provide me more information as things progress?

Covia will send employees regular updates regarding the impact of COVID-19 to the Communities and Support Services. We have also established a webpage at <https://covia.org/covid-19-response-and-resources/> with additional information.

9. Where do I go if I have more questions?

If you have questions, please feel free to contact your manager or your HR Representative.

10. Can I get support from someone outside of Covia?

If you or family members in your household need help coping with stress regarding concerns about coronavirus or other issues, we encourage you to contact Concern, your Employee Assistance Program (EAP). You have 24 hour a day access to Concern EAP. You can access EAP resources by calling 1-800-344-4222 or online at www.concern-eap.com.

Thank you for your continued dedication to provide excellent care and service to our residents in the midst of a stressful situation.