



EMPLOYEE FAQ: Covia and Coronavirus (COVID-19)

Thank you for your commitment to serving our residents and the older adult population all over California who rely on Covia. No matter what your role, you are a big part of making sure people stay safe and making Covia a trusted resource.

We wanted to provide the answers to some questions you might have about work as a Covia employee. If you have further questions, please talk to your supervisor or your HR Representative.

Is Covia an Essential Employer?

Yes. Covia is an Essential Employer because the service Covia provides is critical to the health and well-being of a vulnerable group of people.

Am I an Essential Employee?

If you perform work that involves the safety of human life – including food, shelter, safety, social services, sanitation, and health care – you are an Essential Employee. This is a great responsibility. Thank you for your unwavering dedication to those you serve.



If you perform work that does *not* involve the safety of human life, you are considered a non-essential employee – by the State, not by Covia! – and are required to shelter in place and work from home, if possible. Your work is important and provides support for our communities to operate. Thank you for continuing to do your jobs under changing conditions.

If you are a non-essential employee and there is no way for you to work from home, your HR representative will help you apply for government benefits and coordinate with Covia's Leave of Absence policies so that you are able to maintain as much of your income as possible. As soon as possible, you will be asked to fulfill your regular schedule and duties.



Should I wear face covering?

The Center for Disease Control and Prevention (CDC) recently recommended that everyone wear a face covering, including homemade cloth masks, when out in public. Based on this, we ask that Covia employees wear a face covering when at work in the community.

Do not share face coverings and always ensure yours is clean to avoid health issues. Please make sure that your mask fits snugly and that it cannot fall off during the regular course of your work. You also need to be able to see clearly when you wear your mask.

You may be tempted to touch your face more often when you wear a face covering, making it easier to transmit the coronavirus. Please try not to touch your face and make sure to wash your hands!

Covia is paying very close attention to the latest recommendations and will share up to date information as it becomes available.

What kind of face covering should I wear?

- **Surgical facemasks** are critical supplies that should be used by caregivers or those who are sick. *If you are sick:* You should not report to work and wear a facemask when you are around other people (e.g. sharing a room or vehicle) and before you enter any healthcare provider's office. If you are not able to wear a facemask (for example because it causes trouble breathing), then you should cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.
- **N95 respirators** are primarily for use in health care settings when caring for someone suspected or confirmed positive.
- **Cloth masks, or DIY masks**, such as bandanas can be used for staff in non-health care or caregiver settings.

As you know, Personal Protective Equipment (PPE) has been in short supply across the nation. Covia is working intensely to get as much PPE as quickly as possible so that we can make it available to all staff. In the meantime if you would like to make your own, here is a link: [Make Your Own Face Coverings](#)

Can I work remotely?

If you are an Essential Employee and your job requires you to be on location to fulfill your duties, then you probably cannot work remotely. For all employees, you need approval from your supervisor in order to work remotely.

Can I travel to other communities for meetings, or attend conferences in other locations?

In general, the answer is no. Please avoid any business travel until further notice. Instead, use Zoom to meet with other employees or vendors. If an in-person team meeting is necessary, please practice physical distancing. Keep at least 6 feet of distance between yourself and others.



What do I do if I'm at home and feeling sick?

- **If you have not yet reported to work**, do not come to work. Inform your supervisor as soon as you can.
- **Take care of yourself and get better!** Please stay home until you have no symptoms.



What do I do if I am at work and start feeling sick?

- **If you start to feel sick while at work**, tell your supervisor and please go home. You will be paid for the time you have worked (or a minimum of 2 hours).
- **Take care of yourself and get better!** Please stay home until you have no symptoms.

What do I do if I have symptoms but feel well enough to work?

If you have symptoms of respiratory illness (fever, coughing, shortness of breath), contact your supervisor. Please plan to stay home since the Coronavirus is much more dangerous for older adults and can be spread even if you feel well. Ask your supervisor if there is work you could do remotely, such as taking your Relias training through the Relias app. Or you may need to take time off.

Do I need to use my Paid Time Off (PTO) or Paid Sick Leave (PSL) if I get sick with Coronavirus?

If you test positive for COVID-19 or are waiting for a COVID-19 test result, Covia will help you apply for State Disability Insurance (SDI) benefits. Covia will also give you enough PTO or PSL to make up for any lost wages not covered by SDI. You will not need to use your own PTO during this time.

If I test positive for COVID-19 when can I come back to work?

If you test positive for the Coronavirus and have COVID-19, follow the instructions of your doctor or County Public Health Department. They will require you to be self-isolated and have very little contact, even with loved ones. You will not be able to come to work until you are cleared to return to work.



What if I can't work because of personal needs?

If you are unable to work because you have a family member who needs care, you have children who are home from school, or because you feel it is unsafe to be out during this crisis, you will need to use PTO. If you are having financial difficulties, please remember that you can apply for assistance through the Employee Emergency Fund.

Where can I get updates from Covia?

Covia has a webpage to provide everyone with information about how we are dealing with Coronavirus. Go to www.covia.org and click on the link at the top of the page. We will also be posting regular updates on MyADP.com. Look for the **Important Announcements** box.

Who do I ask if I have more questions?

If you have questions that are not answered in this document or in the announcements on ADP, please reach out to your direct supervisor. For HR-related guidance, please reach out to your local HR Representative.



The chart below shows how our Time Off and Pay information works:

Absence	Pay*
<p>Test positive for COVID-19 Waiting for a COVID-19 test result Recommended to self-isolate by a medical professional due to risk factors of contracting COVID-19</p>	<ul style="list-style-type: none"> - State Disability Insurance (SDI), plus - Covia will give you enough PTO or PSL to make up for any lost wages not covered by SDI. - You will not need to use your own PTO during this time. - HR will coordinate all Leaves of Absences based on eligibility
<p>Personal or Family Reasons School Closure Child Care Facility Closure You are quarantined due to travel</p>	<ul style="list-style-type: none"> - Paid Time Off or Paid Sick Leave - You may be eligible for Unemployment (eligibility determined by EDD) - If awarded unemployment, you can coordinate Unemployment benefits with PTO/PSL to minimize loss of pay - HR will coordinate all Leaves of Absences based on eligibility. - When evaluating leave requests, Covia will be as flexible as possible in honoring employee requests while ensuring we have sufficient employees to serve our residents.
<p>A member of your household is diagnosed and requires care, or are symptomatic or quarantined due to travel or exposure and require care</p>	<ul style="list-style-type: none"> - PTO or PSL if available - Paid Family Leave (can coordinate with available PTO/PSL to minimize loss of pay) - Unemployment (eligibility determined by EDD)** - HR will coordinate all Leaves of Absences based on eligibility
<p><i>*You may be eligible for all or some of Covia’s Leaves of Absence Benefits. Eligibility is determined based on your circumstances and current legislation. Work with your HR Representative to determine your specific eligibility.</i></p> <p><i>**Unemployment, State Disability and Paid Family Leave payments are at the final determination of the EDD office.</i></p>	



Please realize that this is very new to everyone at Covia. Our approaches and solutions may change over the course of this crisis as we learn what other organizations are doing and what we learn from our team. Future changes will be posted on ADP. Thank you as always for your patience, understanding and for everything you do.

Fun at Home Activities!

10 Games You Can Play At Home

1. Hangman
2. I Spy
3. Tic-Tac-Toe
4. Dots & Boxes
5. Categories
6. 20 Questions
7. Telephone
8. 2 Truths and a Lie
9. Heads Up, 7 Up
10. Card Games: War, Solitude, Go Fish, Spades, Spoons

5 Adult Shows to Binge

1. The Americans
2. Arrested Development
3. The Good Place
4. Parks & Recreation
5. Stranger Things

