COVID-19 Caregiver Exposure FAQs

The COVID-19 pandemic continues to evolve. The information provided here represents our best responses based on the information we currently have and guidance from the Centers for Disease Control and Prevention (CDC). Please understand it may be subject to change. We will continue to keep you informed.

Caregiver Health and Exposure

- **I recently traveled outside of the United States and might have been exposed to COVID-19. What should I do?**
  
  Your health and safety is our top priority. If you have returned home from international travel, please call the Cleveland Clinic Caregiver COVID-19 Hotline at 216.445.8246 for further direction.

- **Can I come to work if I recently traveled to a high-risk/hotspot for COVID-19 cases?**
  
  If you traveled in the last 14 days to a location with a high or rising rate of COVID-19 cases, you must contact the Caregiver COVID-19 Hotline for return to work screening upon return to Ohio, before your first scheduled work shift. When calling our hotline, Occupational Health will advise on next steps based on a screening discussion. For the latest list of states that are affected, refer to the State of Ohio’s COVID-19 Travel Advisory.

- **Someone in my household was diagnosed with COVID-19. What should I do?**
  
  If someone in your household was diagnosed with COVID-19, please call the Cleveland Clinic Caregiver COVID-19 Hotline at 216.445.8246 for further direction.

- **I was exposed to a patient with COVID-19 at work. What should I do?**
  
  First, we need to clarify the definition of exposure. Exposure occurs when you have had close (6 feet or less) contact with a person with COVID-19 for more than 15 minutes, and you were not wearing appropriate personal protective equipment (PPE). If you cared for a patient with COVID-19, and you were wearing appropriate PPE, you did not have exposure.

  If you were exposed at work, speak with your manager immediately. Caregivers will be guided to call the Cleveland Clinic Caregiver COVID-19 Hotline at 216.445.8246 for further direction.

- **I think I may have symptoms of COVID-19. Who should I contact?**
  
  COVID-19 can be a serious illness. Please take the following steps:
  
  o If you have a fever, cough, shortness of breath, muscle pain, diarrhea, loss of taste or smell or are otherwise concerned you have COVID-19, do not return to work. You need to be screened by a clinician. To be screened, call the Cleveland Clinic Caregiver COVID-19 Hotline at 216.445.8246. These clinicians will determine if COVID-19 testing is needed.

- **How do I get tested for COVID-19?**
  
  If you are concerned you have COVID-19, call the Cleveland Clinic Caregiver COVID-19 Hotline at 216.445.8246 to be screened. These clinicians will determine if COVID-19 testing is needed. They can evaluate you and determine if you meet the CDC guidelines for testing based on symptoms, travel and exposures. If you meet the criteria, you will be advised as to how to proceed with testing. Testing is limited to those with a physician order for testing.

Attendance, Pay and Benefits

- **How are my work duties, attendance and pay handled during Cleveland Clinic-approved**

Updated as of August 3, 2020
time away due to COVID-19?
You may be asked to work remotely during your time away. Telecommuting is determined by your manager and based on the availability of work as well as the accessibility of necessary systems.

Regardless of whether you are able to work remotely, you will continue to receive compensation and benefits during Cleveland Clinic-approved time away due to COVID-19. Managers and/or timekeepers will be responsible for documenting the hours for non-exempt hourly caregivers in Kronos.

Absences due to COVID-19 will not count toward attendance (occurrences). The absences will be recorded using the new Required Time Away pay code (RqTA) in Kronos.

- What if I am diagnosed with COVID-19?
When sick with COVID-19, you should continue to isolate from others and stay at home until you have recovered and Occupational Health has approved your return to work.

You will continue to receive compensation and benefits during this period, and will not be charged with PTO or required to apply for Salary Continuation. Once you are diagnosed with COVID-19, you are not expected to work remotely. You will also not receive attendance occurrences for absences.

Cleveland Clinic has established the pay code of Required Time Away (RqTA) to ensure full payment of all regularly scheduled hours, PTO accrual and exemption from any attendance occurrences.

- Will I earn PTO during Cleveland Clinic-approved time away due to COVID-19?
Benefit-eligible caregivers will continue to accrue PTO and other associated benefits during their required time away.

- My child’s school/daycare has closed and I need to stay home.
If you miss scheduled shifts due to unforeseen school/daycare closures that impact your children as a result of COVID-19, you will not receive absence occurrences under the Attendance Policy if using scheduled PTO or taking an approved unpaid personal leave. If you are authorized to work from home, your manager and an HR representative will determine the terms of that arrangement consistent with the Telecommuting Standard Operating Procedure, and you will receive your regular pay and benefits. We encourage you to start planning now for child care coverage in the event of long term closures.

- I need to take PTO to be home with my family, but have run out of PTO hours.
We permitted caregivers to go into a negative balance of PTO, up to -40 hours, as a result of widespread closures of child care centers and related businesses. As states reopen and we approach near normal service levels, we have discontinued the temporary negative PTO balance initiative. Caregivers will no longer be permitted to go into a negative PTO balance beginning July 1 for those who are paid semi-monthly and July 5 for those paid bi-weekly. Caregivers who currently have a negative PTO balance will continue to accrue PTO to make up for any remaining deficit.

- Are caregivers’ jobs protected during Cleveland Clinic-approved time away or recovery period?
Yes. Absence Management will contact caregivers who are eligible for FMLA due to being
diagnosed with COVID-19 or having to care for an immediate family member diagnosed with COVID-19. Any days that qualify as FMLA associated with COVID-19 will be credited to the caregiver upon return to work. Job protection also applies for days off due to quarantine or for those caregivers who have been diagnosed but who are not eligible for FMLA.

- **What information can a manager share with the team if one of their colleagues is not working in the office due to COVID-19 or was diagnosed with COVID-19?**
  Managers should not reveal the reason for a caregiver's absence. Managers may share that the team member is working from home or on a leave of absence.

- **What guidelines should we follow in our interactions with on-site contractors, vendors and other personnel who are not governed by Cleveland Clinic policies?**
  Vendors/non-employees should not be on-site unless their work is mission-critical and cannot be done virtually. If vendors must be on-site, they will be expected to take the same precautionary measures, including holding virtual meetings whenever possible and postponing any non-essential business meetings with Cleveland Clinic contacts. [Review these talking points on the intranet](#).

- **What precautions are in place for new caregivers who have not yet started work?**
  As of March 16, 2020, all New Caregiver Orientation (Day 1) sessions are held virtually. New caregivers are expected to report to work on Day 2, unless otherwise instructed by their managers and/or recruiters. The Nursing Institute has also implemented additional precautions, to include social distancing, masking, cleaning protocols and increased webinar use.