

The following document provides resources for managers who have a direct report (per Workday hierarchy) who tested positive for COVID-19. Our newly developed Caregiver Support Team is here to provide resources to you and your team. We assure you that while complying with confidentiality guidelines, we are offering your COVID-19+ caregiver support resources while they are, in most cases, quarantined at home.

Important items to remember:

1. Managers/Department/Institute Chairs will be notified by Occupational Health regarding any positive caregiver. If the Managers/Department/Institute Chairs determine there is need for other caregivers to be tested because of symptoms and exposure, they will advise those caregivers to contact Occupational Health. If Occupational Health has any concerns, they will contact Infection Prevention for consultation.
2. No formal exposure tracings will be done on patients or caregivers by Cleveland Clinic, unless Occupational Health and/or Infection Prevention deems necessary.
3. If you receive a call or email from your caregiver's local public health department (where they reside) or the Ohio Department of Health regarding possible caregiver or patient exposures, please direct them to infection_prevention@ccf.org or your local infection preventionist. The IP team will then work with the manager to gather the requested information and share with public health.
4. If there are concerns or requests for sanitizing your work area because of a positive patient or caregiver, contact EVS.
5. Many caregivers are showing normal reactions to significant stress. Our Caring for Caregivers team has created several innovative options including [Caring for Caregivers Boost Telephone Appointments](#) options for virtual support. The linked flyer should be posted in the break room and emailed to your caregivers so they know help is available.

Manager/Team Conversation Considerations

- Keep in mind how you would want to be communicated with. Clearly state the reason for the meeting.
- Inform the team in a compassionate, dignified and respectful manner that a team member has tested positive for COVID-19.
- Provide the appropriate facts while maintaining caregiver confidentiality and being truthful.
- Listen patiently – respect the team’s reactions and concerns.
- Acknowledge their feelings (You don’t have to agree). You can state, “This is a difficult time for all of us and everyone expresses their feelings about the situation differently.”
- You can also add, “I understand that you may be upset about this. We have a new resource that is available and I encourage you to take advantage of this ([Caring for Caregivers Boost Telephone Appointments](#)).”
- Do not cast blame. We need to present a united front for our patients, their families and one another.
- Do **not** use humor to relieve tension. Do not minimize the situation in any way.

iCare Conversations



Signs of Stress

- Changes in mood
(irritable, sad, anxious)
- Changes in communication
(more quiet, defensive, loud)
- Changes in appearance
(poorly groomed, unkempt, fatigued)
- Changes in attendance
(increased call-offs, tardiness, leaving early)
- Changes in work habits/performance
(mistakes, decreased productivity)



How to Broach the Conversation

- Express your concerns about how the caregiver is doing
- Explain that your goal is not to pry
- Verbalize what you have observed
- Ask if there's anything you can do to support the caregiver at this time
- Determine next steps (individual and together)



Key Reminders

- 1 Exercise good boundaries. Do not ask questions that may make the employee uncomfortable and/or are not consistent with employment law requirements.
- 2 Have the conversation in a private area. Listen supportively and without judgment.
- 3 Voice appreciation for the caregiver and the time spent talking with one another.
- 4 Know that the goal is to show care and concern, not to resolve the issue or work through a problem alone. Consult with your organizational resources to ensure a well-developed approach to supporting your caregiver if needed.
- 5 If a caregiver expresses safety related concerns that require an urgent response, contact Caring for Caregivers at 216-445-6970 for 24/7 support and further guidance.

Manager Conversation FAQs

I have a caregiver who tested positive. What should I communicate to the team?

- I've been informed that one of our team members tested positive for COVID-19. For confidentiality purposes, I am not able to share with you the identity of our team member.
- Occupational Health and Infection Control have been closely connected with our team member and we are taking every precaution to keep you safe and provide support to our team member.
- We are committed to the wellbeing of our caregivers, and will do all we can to ensure that our teams are supported and are equipped to provide the best care to our patients.
- The organization will be taking care of our colleague by providing support for them and their family. This will include items such as continued compensation and benefits, food delivery service, child care resources and frequent check-ins.
- Acknowledge fear and concern.

Caregiver reaction: I believe I have been exposed. How do I keep myself and my family safe?

- If you believe you were exposed at work, you can continue to work. Speak with (me/your manager) immediately, and (I/your manager) will communicate with Occupational Health and Infection Prevention. Occupational Health will then contact you.
- Note, managers should refer to the [Managerial Resources](#) section of the COVID-19 toolkit for guidance on caregiver exposure.

When should I or any of my team members be tested?

- If you have a fever, cough, shortness of breath, diarrhea or are otherwise concerned you have COVID-19, do not return to work. **Call the Cleveland Clinic Caregiver COVID-19 Hotline at 216.445.8246 (Option 1)**. These clinicians will determine if COVID-19 testing is needed.
- To your team members that have been exposed and are asymptomatic, they may remain at work. Instruct them to call the Cleveland Clinic Caregiver COVID-19 Hotline at 216.445.8246 (Option 2). These clinicians will advise you on the next steps in the process.

What if one or more of my team members state they are not comfortable working any longer given the circumstance with their coworker that tested positive?

- Begin by stressing to the caregiver the importance of providing care to our patients and that you and the team need them to work. You can continue to stress the precautions in place to keep them safe. If a caregiver is still is not willing to work they can request a personal leave of absence, either unpaid or using PTO.

How can I support my caregiver who tested positive?

- We encourage all of our caregivers to treat our patients and co-workers as family members. Keeping this in mind, we recommend you call your caregiver periodically to check-in on them and offer your support.

What resources are available to me and my team members?

- [Resiliency Resources](#) on Connect Today, Caring for Caregivers [resource guide](#), Office of Caregiver Experience [one-pager](#) of caregiver support resources, [iCare Conversations infographic](#), as well as childcare, well-being, family resources on the [Connecting Caregivers](#) webpage.

What additional steps do I need to complete to report any potential exposure of other caregivers or patients?

- To report any potentially exposed caregivers, complete the Caregiver Post Exposure logging tool, located under the managerial resources on the COVID-19 toolkit on the Intranet. Return this form to Occupational Health.

What if one or more of my team members is having an emotional reaction to the news?

- If you feel an employee is especially upset or demonstrating significant distress, ask if they would like to speak with a representative from Caring for Caregivers (EAP). If so, provide EAP's phone number (216-445-6970 – for all OH locations except Union Hospital) and suggest they call. If you are particularly concerned, call EAP when they are with you. It is also appropriate to ask them if there is someone you can call for them. Note that Union Hospital, Florida, Nevada and Cleveland Clinic affiliates should contact their local EAP vendor.