**COVID-19 Frequently Asked Questions**

**Based on the best information available as of 3/16/2020**

1. **What is COVID-19 and what are the symptoms to look out for?***COVID-19 is a type of virus. Typical symptoms include fever and a cough that may progress to severe pneumonia, causing shortness of breath and breathing difficulties. Please rest assured that having these symptoms does not necessarily mean you have the virus.*
2. **What can you do to protect yourself and other employees?** *There are steps you can take to help avoid catching and spreading germs:*
* *work from home regardless of whether you are well or unwell*
* *cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze*
* *put used tissues in the bin immediately*
* *wash your hands with soap and water often – use hand sanitizer gel if soap and water are not available*
* *try to avoid close contact with people who are unwell*
* *do not touch your eyes, nose or mouth if your hands are not clean*
* *avoid in-person group meetings*
* *maintain a safe distance from others (6 ft)*
1. **What if I have personal travel plans?** *We would like any employees who have travelled to any other countries for personal reasons in the last 15 days to inform HR. In addition, please notify HR if you have plans to travel outside of the country. We are asking any employees who have travelled outside of the country, regardless of the country’s risk level, to work from home during the first* ***14*** *days after arriving home.*
2. **What if I want to work in the office?** *Most staff have job responsibilities that allow them to telework. We highly recommend that all staff, unless otherwise noted by your division leadership, work from home until we communicate otherwise. However, if you are currently asymptomatic, you may come into the office as required or needed. Remember to continue to use good hygiene habits and maintain social distance of 6 feet.*
3. **What should we do if an employee discloses that they have been in contact with a person who may have had contact with someone who is in self-isolation?** *According to CDC guidance, individuals who have had close contact with a person in self-quarantine should check out the CDC website for guidance on* [*Preventing the Spread of Coronavirus Disease 2019 in Homes and Residential Communities*](https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-prevent-spread.html) *and* [*Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019*](https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html)*.*
4. **What should we do if an employee discloses that they have been in close contact with a person who tested positive for COVID-19?** *According to CDC guidance, individuals who have had close contact with a person diagnosed with COVID-19 should self-quarantine. Employers can require an employee who has been exposed to the virus to stay at home. Anyone who opts to self-quarantine is asked to notify* *Meg Ramsay* *so we can continue to monitor our workforce.*
5. **Can I ask an employee if he or she has the coronavirus?** *Employers can ask an employee how he or she is feeling in general but should not inquire about a specific illness.*
6. **What are the guidelines if I experience symptoms and/or have concerns?** *If you feel unwell and/or have concerns that you have the virus based on your recent travel, or due to the fact that you have come into contact with someone who has travelled to a* [*high-risk area,*](https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html) *we kindly ask you to not come into the office for any reason. Please immediately connect with your divisional leadership and HR. Next to this, follow the advice from the local health authorities to call the local non-emergency health line rather than going to your local doctor to try and avoid spreading the virus further.*
7. **What if my family becomes unwell and/or or my children are sent home from school?** *If you have unwell family members at home, you should self-isolate and not come to work. If you have your children with you and it is proving too hard to 'be at work', have a conversation with your divisional leadership to find a solution. This could include a variation to working hours or taking available leave.*
8. **What happens if I am unable to work what is considered my normal workday given extenuating circumstances e.g. schools closing, and I can’t find childcare?** *We understand that your normal workday may look different over the next few weeks. For example, you may start work earlier than normal, take a break during the day to handle personal situations, and get back on later in the evening. If, however, you find that you are unable to complete your workday, our policy is that you will take leave for unworked time.*
9. **What if I have concerns about my leave?** *All leave questions need to be referred to* *Meg Ramsay****.***
10. **Where can I get more information about COVID-19?** *Check out the frequently asked questions page on the* [*CDC website*](https://www.cdc.gov/coronavirus/2019-ncov/faq.html)*.*