

COVID-19 HR Policies

Business Travel

All non-essential business-related travel is immediately discontinued. Please do not make any new travel plans for business reasons, even if the planned travel is for a future timeframe.

Should there be an essential reason for business travel, it must be approved by the department Deputy Director and the Agency's Executive Director before any arrangements are made.

Personal Travel

Since the situation may rapidly change with new areas identified as restricted by the Centers for Disease Control (CDC), you may be subject to a quarantine with any international or domestic travel.

We strongly discourage any plans to travel through or to areas that designated as high risk or Level 2 or Level 3 per CDC guidelines. If you travel to an area within these zones, you will be subject to a mandatory quarantine of at least 14 days beginning the day of your return. You will be required to provide medical clearance from your treating provider before cleared to return to work.

If you decide to travel through or to these areas, even if you will not be leaving the aircraft, you must:

- Inform your direct supervisor of your dates of travel before you leave.
- Ensure you have enough paid time off to cover the 14-day quarantine period after travel and review Agency leave policies.
- For eligible positions, complete the telework agreement and obtain pre-approval from your direct supervisor for this function. It is your responsibility to take needed equipment with you prior to travel, as you will not be permitted to enter the building until after the quarantine period has been met.
- You must send an email to HR to HRforSupervisors@MEDIC911.com with your travel dates and destination and include "Travel – COVID-19" in the subject line.

Upon your return to the U.S., you must:

- Inform your direct supervisor upon your return, so you can be cleared to return to work after the quarantine period.
- Obtain medical clearance from your treating provider and electronically submit to HRforSupervisors@MEDIC911.com for review prior to returning to work, including "Medical Clearance – COVID-19" in the subject line.

*Medic reserves the right to require a medical clearance from the treating provider for all employees that travel prior to returning to work.

Members of the Household

You may still be at heightened risk of exposure if members of your household either have traveled to high-risk areas or have been exposed to others from high-risk areas. If your household member has had this level of exposure and has not satisfied a quarantine period, are in quarantine, or not medically cleared, you may be subject to a 14-day quarantine period.

If you have a member of your immediate household that has traveled to a high risk area, traveled internationally, or traveled to a designated CDC Level 2 or Level 3, you must:

- Inform your direct supervisor of your household member's dates of travel and destination.
- Send an email to HRforSupervisors@MEDIC911.com with your household member's travel dates, destination, if they have served a quarantine period or are actively in quarantine, if they've had medical clearance and include "Household Travel – COVID 19" in the subject line.

On-site Meetings

All non-essential meetings are cancelled effective immediately. Please do not attempt to reschedule or to plan future meetings until otherwise notified. Requests for a facility tour are denied until further notice.

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Employees are encouraged to use readily available technology, such as with Skype and other video/telephone conferencing capabilities, for future scheduled meetings.

Should there be an essential reason for business meetings, it must be approved by the department Deputy Director and the Agency's Executive Director before any arrangements are made.

Visitors

All non-essential visitors are prohibited from Agency properties.

Use absolute discretion when planning for essential visitors. Do not schedule visitors from out of state and be sure to utilize electronic or telephonic means of communication for business purposes.

Essential visitors may include but are not limited to fuel deliveries, medical supply deliveries and trash removal services.

FAQs:

What is "Social Distancing?"

- Maintaining at least 3 feet separation between individuals and modifying frequency and type of face-to-face encounters to include no handshaking, teleconferencing/skype meetings and staggering breaks.

Where do I go for COVID-19 information?

- As Medic receives updates, these will be posted through Yammer, sent out via email and filtered through supervisors. Medic will follow CDC and Mecklenburg County Public Health directives.

Where do I find the Agency leave policies?

- Please review Chapter 4 in the Employee Handbook, which is located on the Medic Extranet.

How do I initiate a short-term disability claim?

- Please contact CIGNA directly by visiting www.mycigna.com or calling 1-800-362-4462.

What if I have a family member that is sick?

- You may be eligible for an applicable Agency leave. Please review the policies.
- Should you or your family member seek medical attention, it's good practice to contact the facility you are planning to visit prior to your arrival.

How do I prevent the spread of the virus?

- Wash your hands frequently for at least 20 seconds with anti-microbial soap or use alcohol-based sanitizing gels or wipes. These are provided for every department at the Agency.
- Avoid touching your face to include eyes, nose and mouth, which are entry points.
- Promote cough and sneeze etiquette
- Clean and disinfect frequently touched objects and surfaces
- Do not come to work if you are sick

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What resources are available if I feel sick?

- BCBS has implemented the following:
 - Expanded virtual access to doctors
 - BCBS will expand and promote access to virtual visits with primary care providers, where available. This will further encourage the use of virtual visits, and allow doctors to monitor members at home, minimizing the spread of infection, and easing the burden on emergency rooms.
 - Expediting approvals for acute care
 - BCBS will work to expedite approvals in order to support members needing care related to COVID-19; specifically relating to hospitalization, post-acute care and medical equipment needed in the home.
 - These measures will remain in effect for a 60-day period, and then be re-evaluated
- CVS Caremark
 - Virtual Visits
 - CVS MinuteClinics offer patients the opportunity to request a Video Visit. Virtual care options such as video visits can be an effective way to evaluate and treat viruses from the comfort of one's home, while minimizing exposure to other potentially contagious viruses. For more information about CVS MinuteClinics, please visit <https://www.cvs.com/minuteclinic/virtual-care/video-visit>.
 - Increasing access to medication
 - CVS has activated a standard process to enable pharmacists to fill an emergency script for an impacted member. All controlled substances are automatically excluded from the standard emergency refill process.
- Public Safety EAP
 - Online resource center – gain access by logging into the EAP portal. The landing page will have links to COVID-19 resources and information.
 - For employees and covered family members, EAP can be reached at 1-888-327-1060 to assist with anxious and stressful situations.
- Should you or your family member seek medical attention, its good practice to contact the facility you are planning to visit prior to your arrival.