

HR Communications Regarding Coronavirus (COVID-19) and Frequently Asked Questions



The weeks ahead will be challenging for our friends and neighbors and colleagues at Baptist Health. As we have done many times over the years, our Baptist Health family will come together to care for our patients and one another.

EMERGENCY RESPONSE

The safety and wellness of our employees, patients, physicians and community is Baptist Health's number one priority. We are closely following the developments surrounding the impacts of this virus and currently taking many precautions, including:

- Canceling all business travel (both domestic and international).
- Canceling all in-person meetings, events and gatherings except for mission critical leadership meetings. All other meetings should be via phone, Zoom or Skype.
- Requiring all employees who traveled to a location on the CDC's Level 3 or Level 2 list or took a cruise, to be quarantined for 14 days and cleared by Employee Health before returning to work.
- Limiting visitors to our facilities and suspending volunteer programs. Clinical sites are imposing strict limitations on the number and hours of patient visitors.
- Screening patients and visitors at entrances to clinical sites.

NON-CLINICAL SUPPORT OPERATIONS

At this time we are continuing all non-clinical support operations and asking employees to make every effort to report to work. Your leader will discuss with you possible adjustments to scheduling and operations as we work through the implications of the circumstances we are facing. We are prioritizing remote work opportunities, but these have not been finalized. Please contact your leader if for any reason you cannot come to work as scheduled. We will be opening the system labor pool Monday morning and need to determine what resources are available for redeployment and support to respond to staffing shortages.

CHILD CARE SERVICES

As of Monday, March 16th, schools in our service area will be closed. Will Baptist Health offer child care services?

While numerous schools have closed in our community, our ELCs will continue to stay open for the time being while we assess our staffing status/needs. We are currently unable to provide child care services for children not currently enrolled in our Early Learning Centers. We are working on providing a resource list of local care operators. Employees are strongly encouraged to make alternative child care arrangements to avoid missing time from work. As this situation develops, we are at risk for significant staffing shortages which will limit our ability to care for patients.

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EMERGENCY REMOTE WORK PROGRAM

What opportunities for remote work are available now that schools have closed and the number of travel-related mandated quarantines has increased?

We have asked leaders to identify staff who perform mission-critical, non-patient-facing functions and ensure they have technology needed to work from home. In some cases, to ensure business continuity, critical functions may be performed from home for the duration of the crisis. This is a top priority for our information technology staff.

We have also asked our leaders to prioritize working with employees who are at higher-risk to coronavirus, those who are older and have chronic conditions like heart disease, diabetes or lung disease, to accommodate work from home, where possible. Where it is not and the employee wishes to stay home for safety reasons, PTO is available.

Leaders will also engage with other non-clinical staff on the potential of working remotely, while recognizing that there are technological limitations (some of which we will overcome in the days ahead) and that critical work must get done to support our caregivers and patients.

Finally, we understand the challenge caused by the closing of schools and other organizations that families depend upon. We have asked our leaders to be flexible in accommodating family needs whenever possible.

Please be mindful of the need to prioritize the work of our information technology staff. Work at home opportunities will continue to be evaluated in the days ahead.

EXPOSURE-RELATED QUARANTINES

If I am required to quarantine by CDC or BSHF guidelines as a result of exposure to a patient who has tested positive, will I be paid?

Yes. Employees who are placed in post-exposure quarantine will be paid their normal wages during the quarantine period and not required to take PTO.

PERSONAL TRAVEL AND LEAVE

Efforts to maintain appropriate staffing are critical during an emergency. We ask each of you to reevaluate any immediate vacation plans, speak with your leader and, wherever possible, be available to assist during this time of uncertainty and community need.

EMERGENCY LABOR POOL

How will we support labor shortages during this period?

On Monday, March 16th, we will open our emergency labor pool to assist leaders with staffing shortages. We will compile lists of employees who are available to work in alternate locations or in different departments as this situation evolves. In addition, we have contracted with staffing agencies to support needs that cannot be covered by our internal teams.

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QUESTIONS/CONTACTS

Who can I contact if I have questions?

You can contact Occupational Health, your local HR site team and talk to your leader.

Please check the Coronavirus Intranet site for ongoing updates:

<http://intranet.bhssf.org/en/Initiatives/Pages/coronavirus.aspx>