



To: All CCLS – CLE staff
 From: Jim Zache, CEO
 Subject: COVID-19 Update #2
 Date: March 17, 2020

Thank you for remaining calm and being reasonable with your questions and concerns. I'm glad to see how each of you keep the health of our clients and residents upper-most with all you do. Thank you. Common sense seems to be my prevailing advice. With the conversations I've had with health professionals and other residential providers the bottom-line advice is for all of us is use common sense.

1. I ask each of you to practice proper hand hygiene. Soap and hot water are still the preferred method.
2. Cover your cough.
3. Don't touch your eyes, mouth, and nose.
4. Avoid crowds and keep the 6' social-distance when in public.
5. Use the online grocery ordering system.

However, let's face it there are many particulars where we all need some help and direction. This is all new to all of us.

Questions? First, I suggest you always ask your supervisor. We have established a dedicated email address for any COVID-19 related questions.

covidquestions@cclswi.org.

The chart below is from the CDC and it too can be helpful when trying to find some quick answers.

COVID-19 compared to other common conditions

SYMPTOM	COVID-19	COMMON COLD	FLU	ALLERGIES
Fever	Common	Rare	Common	Sometimes
Dry cough	Common	Mild	Common	Sometimes
Shortness of breath	Common	No	No	Common
Headaches	Sometimes	Rare	Common	Sometimes
Aches and pains	Sometimes	Common	Common	No
Sore throat	Sometimes	Common	Common	No
Fatigue	Sometimes	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes*	No
Runny nose	Rare	Common	Sometimes	Common
Sneezing	No	Common	No	Common

*Sometimes for children

Sources: CDC, WHO, American College of Allergy, Asthma and Immunology

BUSINESS INSIDER

The following responses to frequently asked questions were drafted with the knowledge at hand as of March 16, 2020. As each day brings new information on the Coronavirus, responses may be changed, or further clarified and additional questions added as they are presented to us.

Q: My nose is running, do I have COVID-19?

A: COVID-19 can be most easily distinguished from colds, allergies, and the flu based on a trifecta of symptoms: **fever, dry cough, and shortness of breath**. That last symptom is not associated with colds or the flu, though it is common for allergies

Q: I have symptoms and have been told to stay home by my supervisor. Do I use PTO?

A: If you have accrued Sick and/or PTO time, you can use your Sick and PTO time for work missed.

Q: I have symptoms and have been told to stay home by my supervisor. What if I don't have PTO?

A: There is legislation currently proposed which could provide up to 10 days of paid sick leave. This legislation has not officially been passed and additional information will be provided as it becomes available.

Q: I have symptoms and my supervisor told me I must come into work. Do I have to come in?

A: If you are experiencing COVID-19 symptoms including fever and acute respiratory symptoms, you should not come into work for the safety of our clients and your coworkers. You should, however, call your health care provider and follow their instructions.

Q: How do I find out what my PTO balance is?

A: Your Sick and/or PTO balance can be found on the lower portion of your check stub. If you are calling in due to illness and have accrued sick time, then sick hours should be used first.

Q: If a health care provider has asked me to quarantine myself, will I get paid?

A: If you have accrued sick and/or PTO time, you can use that time for work missed due to illness. Please notify your supervisor as soon as you start to present with symptoms.

Q: Will I know if a coworker or client has tested positive for COVID-19?

A: Should a coworker be diagnosed with COVID-19 you would be notified of possible exposure, but not provided with anyone's protected health information. If a client under your care is diagnosed with COVID-19, you would be notified of the diagnosis as well as best practices for providing care.

Q: I am afraid of catching COVID-19. Can I call in?

A: The nature of our business requires we have care providers available for our programs. We recommend all staff work as scheduled unless they are experiencing COVID-19 symptoms or have been diagnosed and quarantined. Missed work due to an employee trying to avoid exposure is not currently protected by law.

Q: Will there be more PPEs available?

A: The CDC does not recommend people who are well wearing a respiratory mask. Following the guidelines in place regarding PPE use and practicing good hand, hygiene is your best defense.

Q: What if I begin to display symptoms while I am at work?

A: Contact your supervisor or on-call supervisor immediately if you exhibit signs of fever, cough, upper respiratory illness or shortness of breath.