COVID-19 Q&A – Staff Frequently Ask Questions  
Updated 4/22/2020

**Prevention**

1. **I believe that I am in a high-risk group for COVID-19. How do I know? What should I do?**

   Older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. If you believe that you are in a high-risk group, please reach out to your supervisor to determine if an accommodation could be provided. Wherever possible, your supervisor will approve your request. Documentation of the underlying medical condition that prompted the request may be required.

2. **What prevention measures does CentroNía recommend to reduce transmission of the virus?**

   We recommend you to do the following:
   - Stay home when you are sick.
   - Practice social distancing.
   - Wash your hands frequently with warm, soapy water for at least 20 seconds.
   - Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
   - Avoid touching your eyes, nose, and mouth.
   - Avoid people who are sick with respiratory symptoms.
   - Clean frequently touched surfaces.
   - Contact your doctor if you are not feeling well.
   - Maintain a healthy lifestyle.

   Always check the Centers for Disease Control and Prevention (CDC) website – www.cdc.gov for official guidelines, information and resources about COVID-19.

3. **I have plans to go out of the state/country. What should I do?**

   We strongly recommend that you delay or cancel your travel plans within the US or outside the country for the upcoming weeks.

4. **I was outside the country before and during the pandemic, and I was unable to travel back home. Coming back from travelling abroad, what steps, do I need to take before I return to work?**

   Please let your direct supervisor/manager know about this situation. We strongly recommend that you contact your primary care doctor and follow his/her guidelines before you return to work.

**Operations**

5. **Is CentroNía closed?** *(Updated 4/22/2020)*

   Our operations status remains unchanged and we continue to monitor the situation. The current closure will continue to at least until May 8th, although we anticipate that it will likely extend to May 15th.

   Whenever we do decide to open, we will need to be flexible regarding the re-start of individual programs. This is because each program operates under different funding and regulations.

6. **What if I don’t feel safe going back to work?** *(Updated 4/22/2020)*
CentroNía directors are deeply focused on keeping its community safe while supporting our children and families.

As we continue to navigate this new “normal”, our management team has diligently been working on the “CentroNía Pandemic Safety Protocols (CPSP)”, which moving forward, will serve as our working guideline, laying out processes to raise awareness of the new health and well-being protocols and helpful practices for our daily operations.

We will be sharing this information with you in the following days.

If you still feel not comfortable coming back to work, we encourage you to raise your concerns with your supervisor and/or HR. They will be able to guide on this.

7. Can I go to CentroNía to work if I want to during the closure? (Updated 4/22/2020)

No. All non-essential personnel are required to work remotely. In person meeting at any CentroNía Site are prohibited until further notice. Ignoring these measures puts our community in risk.

Please contact your supervisor or the HR department to work on the specifics.

8. When will CentroNía allow all staff to return to their sites? (Updated 4/22/2020)

CentroNía will not be making any decisions without guidance from public health officials and our grantors. While we are all looking forward to getting back to our regular daily routines as soon as possible, much will depend on the progression of the virus in our states, and across the country. As previously mentioned, we anticipate that we will continue to be closed at least until May 8th.

9. Parents are asking me questions and I do not know the answer. What do I do?

If you are receiving calls from parents, and are unable to answer their questions, do not hesitate to have parents contact your supervisor or program manager.

If those questions from parents are in regards to monthly payments, you MUST refer them to Lisa Rivera in Admissions at lrivera@centronia.org. Please do not offer information and/or personal opinions to parents on this matter.

10. I am an administrative staff member from CentroNía, and I have not received any guideline/call from my supervisor/manager in regards of vacation time, what can I do? (Updated 4/22/2020)

If you are not a CentroNía teacher or a home visitor and you do not know when you should go on vacations, please contact the HR department.

For staff members that don’t have enough accrued vacation hours, advance leave procedures will apply.

11. I am a teacher/Home visitor; I will also be going on vacations? (Updated 4/22/2020)

It depends. All teaching and home visitor staff, with exception of Pre-K teachers under the DC PreKeep, that follow DCPS regulations, should be scheduled to take 40 hours of vacation until May 15th.

Your direct supervisor will be in contact with you with further details.

For staff members that don’t have enough accrued vacation hours, advance leave procedures will apply.
**Symptoms/Illness/Sick Leave and Time off**

12. **What should I do if I am sick?**

Call your healthcare provider if you experience fever, cough and have difficulty breathing, or have been in close contact with a person known to have COVID-19.

If you are sick with a fever or respiratory symptoms, do not report to work (either in person or remotely). Your time off will be considered as a standard sick time absence. Questions on how to encode your absence in Paychex should be directed to your manager.

Also, please inform your supervisor and/or the HR department immediately.

13. **What do I do if I tested positive for COVID-19, if I have symptoms, or if I am waiting for test results?**

Please inform your manager and/or the HR department immediately. Do not report to work, in person, if you tested positive for the Coronavirus or you are experiencing symptoms or are waiting for test results. Staff members should submit the Employee Paid Leave request form to their managers. Information regarding your self-isolation is sensitive and should only be shared on a need-to-know basis.

14. **I have tested positive for COVID-19 or I have symptoms. Now what?**

Please inform your manager and/or the HR department immediately. Someone from the HR department will contact you directly to explain what steps you need to follow, the forms that need to be completed, and the documents that we need from you.

The Families First Coronavirus Response Act (FFCRA or Act) requires CentroNia to provide employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

Employees are eligible for up to two weeks of fully or partially paid sick leave for COVID-19 related reasons (see below). Employees who have been employed for at least 30 days prior to their leave request may be eligible for up to an additional 10 weeks of partially paid expanded family and medical leave for reason #5 below.

1. Is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;
2. Has been advised by a health care provider to self-quarantine related to COVID-19;
3. Is experiencing COVID-19 symptoms and is seeking a medical diagnosis;
4. Is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);
5. Is caring for his or her child whose school or place of care is closed (or childcare provider is unavailable) due to COVID-19 related reasons; or
6. Is experiencing any other substantially similar condition specified by the U.S. Department of Health and Human Services.

For additional guidance, please contact your direct supervisor or the HR department.

13. **What do I do to return to work after recovering from COVID-19?**

The decision to stop home isolation and return to work should be made in consultation with your healthcare provider and state and local health departments. In addition, we will follow the following criteria internally:
You had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) AND

- Other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
- At least 7 days have passed since your symptoms first appeared

14. Is there any staff member infected with the Covid-19 virus?

As today, 4/8/2020, there is one staff member that tested positive to the virus and two more in quarantine due to flu-like symptoms and/or an infected family member. Thankfully, all of them are in good health condition and recovering.

15. I am not feeling good but is nothing related to the Covid-19 virus. What can I do?

You may use your accrued sick time to cover sick absences for your own illness or to care for an ill family member. In case that you do not have enough accrued time, you may also request donation of sick time (Please contact HR for further information).

Payroll and Benefits

16. Will CentroNía still be paying me my regular salary?

Yes. As of today, 4/6/2020 CentroNía will continue paying the regular salary of all their staff members.

17. What does furlough means?

Furlough is a mandatory temporary unpaid leave with paid benefits.

18. Will I be placed on furlough and-or laid off?

As of today, 4/8/2020, any CentroNía employees has been placed on furlough or laid off. We are doing all what is in our hands to continue with all our team as it is.

Every day we receive new information and we are evaluating the situation daily. No decision has been made yet, but we don’t discard these types of decision in the future.

19. When will I get paid?

Please follow CentroNía payroll calendar since any change has been made.

20. If I am not clocking in and out at the moment. What should I do, and, how would I know that I will get paid?

Your direct supervisor is inputting your work hours in the system for each pay period. Please be aware that if you have not worked or have not turn in your deliverables, your supervisor is able to record your time as vacation or unpaid time.

21. My payroll is not set up for direct deposit. What should I do?

Please contact Michelle Gomez, Payroll and Benefits Specialist. She will send you an enrollment form, please be aware that you will need to include a Voided check and/or a bank letter to activate your account in the system.

22. I am feeling anxious about the Coronavirus, who can I speak with? (Updated 4/22/2020)
We understand that this is a time of lot of stress and uncertainty. If you feel the need of additional support to handle this situation, please contact CentroNía’s Employee Assistance Program (EAP) – provided by ENI to the number 1-800-960-5371 or visit www.eniweb.com. This is a free and confidential service where a group of bilingual professionals will support you and guide you through this process.

Additionally, CentroNía would hire a Part-time bilingual counselor to support our staff in this hard times.

23. What do I do if I am having issues with my Kaiser enrollment/change?

If your enrollment/benefit change is not showing in Kaiser system, please contact Michelle Gomez.

Please be aware that due to the current Covid-19 situation some processes are taking longer than usual.

IT and Telework

24. I am not receiving the e-mails that are sent to all the staff. What I can do?

Please send an e-mail to André Lackenbacher letting him know about the issue.

25. What do I do if I need access to my files that are located in my CentroNía shared folder?

Contact your direct supervisor. He/she will contact the IT department and grant you the respective access.

26. I am working remotely. What does CentroNía expect from me while teleworking in terms of my job?

While specific expectations are provided by your supervisor, the following are general guidelines and procedures that should be followed:

- When working remotely you are required to be fully active and engaged in your work for the entire working period. You must be available by phone, email or other appropriate communication methods at all times.
- You must be available to your supervisors and co-workers during core work hours, from 9:00 a.m. to 5:00 p.m. via phone or email. If your supervisor is unable to reach you during the core hours, the option will be to charge you with a vacation day.
- If you become ill while working remotely, please follow process explained on question “What should I do if I am sick?” To a possible extent, your performance and productivity should remain consistent with on-site expectations from your supervisor.
- Remote work environments should be quiet and separate from outside activities and distractions as much as possible.
- You are responsible for maintaining the security of confidential and restricted files, data and other information.
- Supervisors should schedule regular check-ins with you or your team to ensure necessary work is being completed. In some situations, daily check-ins may be required.

Additional

27. My question is not posted on this list, what can I do?

If your question is not on this list, please contact your direct supervisor or the HR department. They will be able to assist you with any further questions.
28. Who should I contact in the HR department?

For general concerns you may contact André Lackenbacher at 202-332-4200 ext. 1143 / e-mail: alackenbacher@centronia.org or Barbara Adan at 202-332-4200 ext. 1081 / e-mail: badan@centronia.org

For payroll and benefits questions, you may contact Michelle Gomez at 202-332-4200 ext. 1140 / e-mail: mgomez@centronia.org