

# COVID-19 GUIDE FOR EMPLOYEES

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## INTRODUCTION

## THE COVID-19 PANDEMIC HAS DEEPLY IMPACTED ALL OF US—AS HEALTH CARE PROFESSIONALS AND, MORE IMPORTANTLY, AS HUMAN BEINGS.

At home and at work, we've all been facing entirely unique challenges and uncertainties. Children's team members have been called upon to work in new and different ways we never could have anticipated. Still, in this rapidly evolving reality, we continue to stay **#ChildrensStrong**, rising to our responsibility to improve the lives of children and serving our community with dedication and dignity. Along the way, we've been adapting and supporting one another.

As we're learning, life in a pandemic doesn't involve a lot of one-size-fits-all answers or cookie-cutter formulas. What we can offer our team are science-based practices, guidance and resources to navigate these uncharted circumstances. In this guide, we hope to provide you with comprehensive information about Children's protocols in this pandemic to equip and empower you to do your work safely and confidently. This guide will be updated as we continue to learn more about COVID-19, state and local guidelines are updated and community situations change.

As always, please share specific questions and concerns with your leader.  
**We're in this together, and we're here for you.**

# #ChildrensStrong

## IN THE OFFICE

## SOCIAL DISTANCING IN OFFICES

In order to properly implement social-distancing protocols, Children's will enable work-from-home opportunities and staggered schedules wherever feasible. Due to the nature of the work being done and the ability to safely support employees on-site, **departments will vary in their ability to offer flexible schedules and work-from-home opportunities.**

**While on-site, you are asked to make every effort to maintain social-distancing protocols and remain a minimum of 6 feet apart, regardless of location.** Elevator access will be restricted to ensure adequate spacing, and use of stairs will be encouraged. Signage and other communications will include local guidance details and remind you that social-distancing practices must be observed. Cubicles, workspaces or offices may be reassigned to ensure optimal distancing.

**You are asked to reduce your in-office footprint as much as possible.** This includes staying on one floor and using the same common areas and meeting rooms (in the event that an in-person meeting is warranted) whenever feasible, rather than coming into contact with multiple surfaces and locations. Additionally, you are advised not to facilitate social, in-person interactions within Children's offices, especially if you move between different floors or buildings to do so.

**Seating and furniture, including individual workspaces, will not be reconfigured to facilitate social distancing.** This may mean that your leader may ask you to continue working remotely, despite your desire to return to the office. For example, if you wish to return to the office but your workspace (defined as cubicles, work rooms, office, etc.) is too close to others to observe social-distancing protocols, it may be safer to continue working remotely.

In some instances, leadership may facilitate social distancing by reducing the number of employees who come into the office, alternating which day(s) of the week employees are in the office or staggering the hours worked.

**Breaks and meal times should be staggered to the fullest extent possible.** Social distancing rules are even more important in a situation where masks are removed for eating and drinking. As space and working conditions allow, rest and meal periods should be staggered in order to adhere to social distancing standards. Meeting rooms will be reserved as backup break rooms in some instances, and you should be assigned by team and floor to a consistent meal/break area. Minimizing room contact will assist in contact tracing in the event of a positive or presumed positive case.

Use of proper PPE is required at all times that you are not eating or drinking. You should inform your leader if you have any concerns related to social distancing during rest and meal periods.

**Restricting in-office movement will assist with contact-tracing should those protocols need to be enacted due to a positive or presumed positive case.**

## IN THE OFFICE

## COMMON AREAS

Whenever possible, make every effort to use the same common area every day, rather than visiting multiple common areas in a building. Common areas include kitchens, break rooms and restrooms. In buildings where Children's has offices spanning multiple floors, you should refrain from visiting common areas on several different floors. Doing so will assist in contact tracing if those protocols need to be enacted due to a positive or presumed positive case.

You are required to observe social-distancing protocols in common areas and work spaces, especially in areas such as meeting rooms, cafeterias, break rooms, lobbies and restrooms, where restricting the number of people in the area helps reduce risk. If you enter an area and your presence will cause crowding to the point where social distancing will not be possible, you should leave and come back at another time, if possible. You should also observe social-distancing protocols in elevators, corridors and stairways, to the maximum degree possible.

## MEETING ROOM RESTRICTIONS

**All meetings should be held virtually, even if you are located on-site.** In rare cases where in-person meetings are required, occupancy in conference rooms and other meeting areas is limited to small gatherings with a maximum of 10 persons (provided the room is large enough to allow for 6- to 10-foot spacing between participants). All participants must be socially distanced, maintaining a distance of 6 to 10 feet between persons, and masked throughout the meeting. This includes meetings in individual employees' offices. Any meeting that involves more than 10 participants will require approval from COVID-19 Incident Command.



While in the office, you must use face masks, eye wear, hand sanitizer and disinfectant wipes as outlined in the Cleaning and Disinfecting section of this guide.

## IN THE OFFICE

## VIRTUAL MEETINGS

In order to properly enable social-distancing protocols, Children's will limit the number of in-person meetings. **Virtual meetings are the expectation.** Virtual meeting platforms can be very effective and efficient, while promoting collaboration and connection between team members in different work locations.

**WebEx** is the preferred platform for all non-patient care meetings and is integrated into our email system. Click for a link to the [WebEx Tip Sheet](#).

**Zoom** is utilized for virtual patient care applications and is licensed per user. In order for Zoom to function optimally for telehealth, telemedicine, virtual consults and medical team collaboration, it should be used for meetings with 50 or more participants, or in large collaboration settings heavily reliant on video.

In an effort to promote respectful and efficient team interactions, the following virtual meeting standards should be followed:

### Meeting Preparation:

- Handouts should ideally be sent in advance for participants to review or download. Please note that the organizer of the meeting is the only one able to attach a document to the meeting invite and send to all participants.

### Host Responsibility:

- If sharing the screen, maximize the screen and eliminate automatic email notifications and instant messaging. Minimize background distraction.
- State purpose and goals of meeting, review the agenda and take attendance by reading off names of invitees, rather than asking people to self-identify.
- If feedback is needed and not volunteered, ask each individual for feedback by name.

### Participant Responsibility:

- If you have a video camera, turn it on to support communication and to get the most out of the meeting.
- Mute your phone or computer when you are not speaking to eliminate unwanted audio feedback and background noise.
- Stay present and avoid side discussions.
- Actively participate in discussion and provide feedback to the presenter.

Restricting in-person meetings and promoting virtual meetings will assist in promoting social distancing, while enhancing collaboration and remaining inclusive of team members working from home.

## IN THE OFFICE

## CLEANING AND DISINFECTING

On Children's main premises, Environmental Services (EVS) employees are working 24/7 to keep you and our patients and families safe by cleaning and sanitizing our facilities. In off-campus locations, Children's is using contracted staff to clean at night to minimize disruption to daily work flows.

**The Operating Room, Emergency Department and Short Stay Unit have been determined to be high-acuity, high-activity areas that require more frequent cleaning.** We have also added increased cleaning services throughout the main campus, as well as off-campus buildings, focusing on high-touch surfaces.

Children's has reviewed its own and third-party vendor cleaning protocols. All cleaning protocols have been cross-referenced to the CDC-recommended disinfectants for use against COVID-19 (both for EVS staff and contracted staff). EVS staff is completing refresher training on cleaning requirements, site-specific protocols and CDC cleaning guidelines for COVID-19. Children's has also prepared for future response efforts by completing a review of the disinfectants, cleaning chemicals, materials and consumables, to ensure inventory levels are aligned with forecasted building occupancy.

**It is important to recognize that everyone is responsible for disinfecting the environment around them.** Children's has provided sanitizing wipes and hand sanitizer throughout the facilities, including in common areas. You should use disinfectant wipes when using communal equipment such as a copier, printer, refrigerator, microwave, coffee machine or shared workstations and phones.



You should wipe down all equipment both before and after use.

## IN THE OFFICE

### COMPUTER EQUIPMENT

If you are working remotely, you may have brought office equipment home, including computer monitors, docking stations and peripherals. All equipment should be sanitized upon returning it to the office.

#### Sanitizing Guidelines

The guidance below was adapted from the CDC: Cleaning & Disinfecting Schools, Apple “How to Clean your Apple Products” and Microsoft® “Clean and Care for your Surface.”

#### General Cleaning Tips

- Use a disinfectant wipe containing 70 percent alcohol to gently and carefully wipe the hard, nonporous surface of the item.
- When using a disinfectant wipe, it is important to follow the contact time found on the label. It may be necessary to use more than one wipe to keep the surface wet for the recommended contact time.
- Avoid excessive wiping or submerging item in cleanser to avoid damage.
- Do not use aerosol sprays, bleach or abrasive cleaners.
- Ensure moisture does not get into any openings to avoid damage.
- Never spray cleaner directly on an item.
- Do not use fabric or leather surfaces on items, as this can scratch or damage the items.
- Do not use bleach to disinfect computers and electronics.



Electronic devices may be stationary or mobile, including but not limited to stationary desktop computers, mice, keyboards, telephones, pagers, scanners, laptops, motion tablets and notebooks.

For additional information, please refer to Infection Control Policy [IC.EXP.20-5](#) Cleaning the Computer Keyboard/Mouse and Other Mobile Electronic Devices.

## IN THE OFFICE

## SOCIAL PRACTICE RESTRICTIONS

**Food vendors and in-office social gatherings will not be permitted in Children's facilities and offices.** As recommendations on social-distancing are relaxed, decisions will be made on a site-specific basis as to when gatherings and food vendor use can resume.

### Visitors

Your family members, friends and non-business associates should not visit Children's locations until all social-distancing protocols and preventative measures are lifted.

### Vendors

In the current environment, vendors and visitors are highly discouraged from visiting Children's facilities unless deemed absolutely essential to patient care. For help determining which vendors or visitors are essential, please reach out to your leader. Limiting vendors and visitors will help us meet social-distancing protocols and protect employees during this period of elevated risk.



In our current environment, only essential vendors are allowed in Children's facilities.

**If a vendor is deemed essential and allowed to enter a Children's location, that individual will be subject to a temperature check and wellness screen prior to gaining access to the facility.**

Vendors are required to check in upon arrival to campus. They will be asked to answer screening questions in the REP TRAX Vendor Credentialing database, where they will also review and accept Children's requirements. Just like Children's employees, vendors may not enter if they meet any of the criteria outlined in the Checklist for Entering the Office section in the Individual Employee Responsibility area of this guide.

Like employees, all approved and screened vendors are required to wear a mask and eyewear at all times on campus and self-monitor. There are no exceptions to this requirement.

## INDIVIDUAL EMPLOYEE RESPONSIBILITY

### CHECKLIST FOR ENTERING THE OFFICE

You are asked to self-screen each day prior to coming to campus. **If you screen positive for any of the items below, please do not report to work.** Notify your leader and Employee Health for further direction. This list is subject to change as CDC guidelines and knowledge of the virus evolve.

- Fever of 100 or higher. Please take your temperature prior to reporting to work each day.
- Respiratory symptoms, including persistent cough, shortness of breath or sore throat
- Loss of sense of taste or smell
- Abdominal distress, vomiting or diarrhea
- In the past 14 days, have been in prolonged close contact (within 6 feet for longer than 15 minutes) with someone who is either COVID-19 positive, presumed positive or is currently being tested
- You are currently being tested for COVID-19 or have been told by your provider that you are presumed positive and should isolate at home.

### IN-OFFICE COMPLIANCE

You have a responsibility to conduct yourself safely while also ensuring the safety of your co-workers and the work environment. Your presence in Children's facilities indicates an understanding of that personal responsibility and a commitment to adhere to Children's safety standards.

You must make all efforts through cleaning, social distancing and use of PPE (personal protective equipment) to protect yourself and others from potentially spreading COVID-19. If you observe someone not practicing proper social distancing or failing to use PPE, you should alert your leader immediately.

As with all other work-related expectations, if you fail to comply with communicated guidelines, you are subject to progressive disciplinary action. If you are concerned because a co-worker is displaying COVID-19-like symptoms, please notify your leader.

### PRECAUTIONARY MEASURES

Please note that these guidelines continue to evolve and are subject to change as the situation in the community and guidance changes. Please watch *myChildren's* and your email for updates. For PPE details, including cleaning instruction, click [here](#).

#### Hand Hygiene and Respiratory Etiquette

Hand washing with non-antimicrobial soap and water, alcohol-based hand rub or antiseptic hand wash should be performed upon entering the workplace and after having contact with respiratory secretions and contaminated objects/materials. Cover your mouth and nose with a tissue when coughing or sneezing. Use the nearest waste receptacle to dispose of the tissue after use and perform hand hygiene.

## INDIVIDUAL EMPLOYEE RESPONSIBILITY

### PRECAUTIONARY MEASURES

#### Cleaning and Disinfection

Children’s will supply hand sanitizer and sanitation wipes to your departments and work areas. It is recommended that you wipe down your workspace daily. When using sani-wipes, use disposable gloves and dispose of them correctly after use in the trash receptacle. If there is a need for additional cleaning beyond daily cleaning, please notify your manager, and they will coordinate cleaning with EVS.

#### Universal Eyewear

If you enter a clinical, hospital or exam area for any amount of time, you must have protective eyewear with you. If a patient or family member comes within 6 feet, you must don the eyewear. In non-clinical areas, you are not required to wear protective eyewear.

#### Universal Masking

**You are required to wear face masks covering your nose and mouth at all times on Children’s property.** This includes upon leaving your car, arriving and leaving the property, in common spaces and any time away from your individual assigned space.

You may remove your mask while at your assigned work space if you are able to maintain physical barriers such as a 3’ or 4’ walled cubicle/office that is higher than your sitting or standing position or a 6-foot distance between individuals. You must put a mask on any time you move around the facility. You must also put your mask on when someone approaches/enters your workspace.

In clinical areas, you are required to wear a Children’s-approved health grade mask (e.g. earloop, N-95, etc.). In non-clinical areas, you are required to wear cloth, homemade or non-health grade masks.

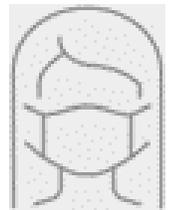
Check with your leader for more information on how and when you need to wear face masks in your area.

#### Masking FAQ

**Should I wear masks to/from home?** Yes. Cloth masks have been provided for your use when entering and exiting Children’s facilities and coming and going from work locations.

**Can non-clinical staff wear cloth, homemade or non-health care grade masks brought from home?** Yes. Cloth masks are available for non-clinical staff. If you do not have one at home, please request one from your supervisor.

**Should visitors be wearing masks?** Yes. As part of the Universal Masking policy, all staff and visitors should wear a mask while on Children’s premises. Patients should wear masks at all times as appropriate for age/developmental level. Cloth, homemade or non-health care grade masks brought from home are encouraged for visitors and patients. This practice will be continually monitored and re-evaluated as circumstances evolve.



To obtain your universal mask or eyewear protection, please contact your leader.

## INDIVIDUAL EMPLOYEE RESPONSIBILITY

## EXPOSURES, POTENTIAL AND POSITIVE INFECTIONS, CONTACT TRACING AND RETURNING TO WORK

Our goal is to protect patients and employees from exposure to communicable diseases such as COVID-19. Children's has a policy that outlines the processes for reporting COVID-19-related symptoms or exposures, determining if isolation and/or work restrictions are required and understanding when you can return to work. See Exposure to Infectious and Communicable Diseases Policy [HR307](#) for full details.

### Confidentiality

Maintaining the confidentiality of your information is a priority for Children's. All information related to your symptoms of COVID-19, results of testing and screenings or diagnosis is considered medical information and will be stored separately from personnel files and secured to protect privacy.

### Potential Exposure

Potential exposures and positive cases reported to Employee Health will be investigated. Contact tracing will be used to identify those at high risk due to contact. If it is found that you may have been exposed, you will be directly contacted and advised on any required work restrictions or testing. If you are asked to spend time away from work, you are responsible for communicating scheduling, paid time off and return-to-work needs to your manager. If you are out of work for longer than three days, we encourage you to contact the Hartford at (888) 683-2814 (see Helpful Employee Benefits and Resources Section of this guide). For non-work related time away, you can choose to take time unpaid or use your available PTO.

### You should contact Employee Health if any of the following occur:

#### You are displaying symptoms consistent with COVID-19:

- Fever greater than 100°F
- Shortness of breath or other respiratory symptoms
- Persistent cough
- Loss of the sense of smell
- Abdominal distress, vomiting or diarrhea

#### You may have been exposed to COVID-19 outside of work in one of the following situations:

- You are COVID-19 positive, being tested for COVID-19 or presumed positive by your provider.
- You have been advised by your health care provider or the health department to quarantine.
- You are living in the same household as someone who is COVID-19 positive, is being tested for COVID-19 or presumed positive by their provider.

#### You may have been exposed to COVID-19 at work:

- You had a breach in appropriate PPE wear, guidelines or policies while coming into contact with a patient, employee or visitor who is positive for COVID-19 or a Patient Under Investigation.

### Return to Work After Illness or Exposure

Employee Health will continue to maintain contact with you and communicate a return-to-work date once you have met the return-to-work criteria as defined by the CDC. If you tested positive for COVID-19, you will be required to provide a release from your physician or be released from our Employee Health provider prior to returning to work.

## INDIVIDUAL EMPLOYEE RESPONSIBILITY

### TRAVEL

#### Business Travel

Business-related travel at Children’s remains on hold at this time. Only business-critical needs with prior senior leader approval will be considered. Please refer to your leader for questions on travel.

#### Personal Travel

Travel increases your chances of getting and spreading COVID-19. The CDC recommends you stay home as much as possible, especially if your trip is not essential. Even at home and in your local community, practice social distancing, especially if you are at higher risk of severe illness. Don’t travel if you are sick and don’t travel with someone who is sick. If you have to travel outside of your local community, please see the CDC’s travel guidelines [here](#). If you do choose to travel, here are some guidelines:

- Please follow state and local travel restrictions currently in place. It is possible that some state and local governments may put in place travel restrictions, stay-at-home or shelter-in-place orders or mandated quarantines upon arrival or even state border closures while you are traveling. For more information and travel guidance, check with the [state or local health department](#) where you are, along your route and at your planned destination. Just because there are no restrictions at the time you plan to leave does not mean there won’t be restrictions in place when you arrive.
- At this time, you will not be required to quarantine for a period of time upon return to work, as long as you are symptom-free (i.e. no fever, cough or shortness of breath, loss of sense of smell or taste) and follow required PPE requirements while at work.



Travel is suspended. Only business-critical needs with prior senior leader approval will be considered.

## INDIVIDUAL EMPLOYEE RESPONSIBILITY

## INTERVIEW GUIDANCE FOR HIRING MANAGERS AND OTHERS

Children's interview process has been adjusted to limit potential COVID-19 exposure. In addition to improving safety, virtual interviews save time, are more flexible and allow the candidate to minimize time away from any current job.

### First- or Second-Round Interviews

All interviews should be completed virtually via phone, WebEx, Zoom or Modern Hire.

### Finalists

Finalist candidates can be interviewed in person on an exception basis and only if absolutely necessary. Finalists should be your top one or two candidates to fill an open position. The following on-site interview guidelines must be followed:

- The interview must take place away from the hospital and other clinical areas. IH West and Cass are the best options.
- Any applicant coming on-site must be screened prior to entering the facility and is required to wear a mask at all times, including during the interview.
- Appropriate social distancing must be planned for and maintained during the duration of the interview.
- The recruiter will inform the applicant of the screening, masking and social distancing protocols in advance of the interview.
- The interviewer is responsible to encourage and ensure compliance.

## INDIVIDUAL EMPLOYEE RESPONSIBILITY

## NEW EMPLOYEE ORIENTATION GUIDANCE FOR HIRING MANAGERS AND OTHERS

In order to properly enable social-distancing protocols and to follow Children's expectation to limit the number of in-person meetings, the New Employee Orientation (NEO) program has been converted from the classroom to a virtual, self-study format.

The program is automatically assigned to all new employees in Cornerstone and is available on their first day with Children's. Virtual NEO includes the same topics and presentations as the face-to-face NEO. Courses have been revamped to enhance the self-study experience. It is highly recommended that new employees complete NEO within their first few days with Children's. Meeting all NEO course requirements remains mandatory.

All employees are scheduled to start their job on-site at Children's. If an employee's role allows for remote work accommodations, refer to the Flexible Working Arrangements section in this guide for more information.

**All new employees must complete New Employee Orientation in a virtual format. This promotes social distancing while ensuring employees receive a great onboarding experience.**

## HELPFUL EMPLOYEE BENEFITS

### EXPANDED BENEFITS

Children's has responded to the COVID-19 pandemic by evaluating our current benefit offerings and providing the following expanded benefits.

#### Access Your Retirement Funds

The federal CARES Act allows employees to access funds from Children's retirement plan through MassMutual. There are now provisions for obtaining funds due to a COVID-19-related hardship and the ability to restructure loans. To find out more or take advantage of these new options, contact MassMutual at [www.retiresmart.com](http://www.retiresmart.com) or (800) 743- 5274. You can also inquire about other financial planning options available.

#### Talent Pool

The Talent Pool helps to match eligible employees to open shifts across the organization. Shifts are filled on a first-come, first-served basis, starting with full-time and part-time staff first, followed by casual staff. Shifts in a home department are the priority; picking up Talent Pool shifts should not interfere with a regular schedule. Due to higher volumes and limited staff availability, these shifts are starting to be filled with contractors, but shifts are still available to staff as well.

To participate, please send an email to Joe LeGrand in Human Resources at [jlegrand@childrensomaha.org](mailto:jlegrand@childrensomaha.org) and include your ID number, name, regular position title, FTE, regular shift, department name and cost center, manager name, cell phone number and preferred days/shifts available for work. We encourage those needing hours to be responsive to phone calls and emails.

#### Free Life Insurance

MassMutual, our provider for the Children's Hospital 403(b) plan, is offering free life insurance to protect health care workers on the front lines of the COVID-19 pandemic across all 50 states. The MassMutual HealthBridge program provides free, 3-year term life insurance policies for up to \$25,000 in coverage for employees and qualifying volunteers of health care or emergency medical services providers that are testing, treating or evaluating patients for COVID-19. Examples of eligible employees are those who may have occupational exposure to the virus and work at urgent care centers, emergency medical service providers, nursing homes, assisted living facilities, inpatient hospice and cancer facilities, eligible Federally Qualified Health Centers and temporary COVID-19 treatment facilities.

These guaranteed-issue policies are designed for eligible health care workers. There are no costs to those insured or their beneficiaries. To be clear, MassMutual pays all of the premiums for these policies. For more detailed information on the MassMutual HealthBridge program and the easy, online application process, click [here](#).

## HELPFUL EMPLOYEE BENEFITS

## EXPANDED BENEFITS

### Emergency Paid Sick Leave

If you or a family member experiences a COVID-19 exposure and you must miss work to quarantine, you may be eligible to receive pay under the Emergency Paid Sick Leave plan.

Once you have exhausted your PTO down to 24 hours, your leader may record any remaining absence in Kronos as Emergency Paid Sick Leave hours, for up to 80 hours. This program is in effect until Oct. 31. Contact Employee Health at (402) 955-6020 and press option 9 to inform them of your quarantine requirements, and again once you can safely return to work.

#### This leave is available to employees who need to:

- Self-isolate after testing while awaiting a medical diagnosis of coronavirus and/or due to the employee's diagnosis with coronavirus
- Comply with an order or recommendation of a public official or health care provider to not be actively at work due to either exposure to coronavirus or symptoms of coronavirus

Employees with a 1.0 FTE will be eligible for up to 80 hours of Emergency Paid Sick Leave. Those employees working less than a 1.0 FTE will be eligible for up to a two-week amount prorated based on their FTE. Casual employees will not be eligible. Proof of exposure or the self-isolation requirement may be required. Currently, this program is effective until Oct. 31, 2020. This [tip sheet](#) explains how to access and record time under the code.

### Health Care and Dependent Care Flexible Spending Accounts

Health Care and Dependent Care Flexible Spending Accounts allow you to set aside pre-tax dollars to pay for health care and day care costs. At this time, many unexpected events may have impacted your spending, including virtual schooling, daycare closures or quarantines. Elective surgery limitations, risk of exposure, active infections and scheduling may have impacted your health care costs.

Once elected during open enrollment (or at new hire), your elections are typically locked in for the calendar year. However, IRS Notice 2020-29 provides temporary flexibility for mid-year election changes for Health Care and Dependent Care FSAs during calendar year 2020. Please contact Cindy Portwood at [cportwood@childrensomaha.org](mailto:cportwood@childrensomaha.org) to obtain the necessary form to change your elections. Qualifying changes are effective the first of the month following receipt of the form.

IRS Notice 2020-29 also allows you to apply unused amounts remaining in a Health Care or Dependent Care Flexible Spending Account at the end of the plan year 2020 to pay or reimburse expenses incurred through Dec. 31, 2020. Additionally, IRS Notice 2020-33 increases the Health Care FSA carryover limit for unused funds remaining at the end of plan years starting with 2020 from \$500 to \$550.

## HELPFUL EMPLOYEE BENEFITS

### EXISTING BENEFITS AND PROGRAMS (CONTINUED)

Children's offers an extensive benefits package, as well as ongoing programs, to support you. Knowing your benefits and what programs are available to you is important during this time.

#### Employee Help Fund

The Help Fund is a program created to help our employees through difficult and challenging times. Employees have been able to gain financial assistance in times of need distributed through Pastoral Care. You may submit a request for financial assistance through the Help Fund by completing the [Children's Help Fund application](#). Employees who receive funds from the Help Fund COVID-19 distribution will not be asked to repay the amount received.

#### BCBSNE Medical Plan

If you or a dependent are a member of the BCBSNE medical plan provided by Children's, COVID-19 testing (including the lab) and all related services, including the office visit, are covered at 100 percent, as long as services are medically necessary. Any normal pre-authorization requirements apply. This applies to office visits, telehealth encounters, urgent care visits and emergency room visits. If you or a dependent is covered by another insurance provider, you must contact that provider to determine how payment will be handled.

#### CARE4U

Children's Employee Health and Wellness department offers CARE4U, a convenient quick care clinic where many common ailments can be treated quickly and effectively without taking extensive time away from work or your busy personal schedules. Visiting a CARE4U practitioner also results in a significant discount. Visits may be accomplished by seeing our provider either in the clinic or virtually.

#### Virtual Care

BCBSNE also covers telehealth visits, a convenient way to see a provider and maintain proper social distancing. Check with your provider to determine if they offer telehealth visits.

### PAY FOR TIME OFF

#### Paid Time Off (PTO)

Children's continues to offer a competitive PTO plan. Work with your leader to use your PTO to give yourself a break. Caring for yourself and your family through this pandemic is one of the most important aspects of staying healthy.

#### Exposure Pay

If Employee Health has identified that you have been exposed to COVID-19 at work and must be off work, Children's may provide exposure pay equivalent to your base weekly rate for missed time due to the exposure or any subsequent positive infection. To qualify, employees must have followed standard and required precautions per guidelines and policies. See policy [HR162](#) Time Off Following Exposure for details.

## HELPFUL EMPLOYEE BENEFITS

### LEAVES OF ABSENCE

If you need time off to care for yourself or a loved one during the pandemic, you may be eligible for a leave of absence. You may qualify for leave under the Family and Medical Leave Act (FMLA) for time off to care for yourself or a family member in certain situations. Leaves due to your own illness from COVID-19 or other medical conditions may also qualify for payment through our [short-term disability plan](#).

To initiate any leave of absence related to FMLA, please contact The Hartford at (888) 683-2814. Their representatives can help you determine your eligibility, begin the application process and obtain the necessary documentation. More information about the claim process may be found [here](#). See the policy [HR180](#) for additional details.

For absences not related to or qualifying for FMLA, you may be eligible for a Personal Leave of Absence. You must complete the Leave of Absence application form on *myChildren's* and submit it to Human Resources along with supporting documentation. The employee's manager and Human Resources will determine whether the leave of absence will be approved. See the policy [HR183](#) for more details.

### SUPPORTING YOUR PHYSICAL AND MENTAL HEALTH

At this time, it is critical to prioritize your well-being, as you continue to be a dedicated provider or employee. You are an important, valued member of the Children's team. Recognizing the personal impact of the current situation is a vital step in continuing to support yourself, your co-workers and your family. Children's has several programs to help support your self-care during this difficult time.

#### BeWell and THRIVE During COVID-19

The mission of the BeWell program is to improve the life of every employee. The THRIVE program provides a multi-level approach to supporting you through health care-related stress and burnout. During such an uncertain time in our world, community and organization, BeWell and THRIVE are committed to providing you with resources to help you THRIVE through the stresses and BeWell holistically (whole-person wellness).

The resources provided are not all-inclusive, but a sample of the abundant resources available. Each was chosen to support one of the seven dimensions of wellness upon which our BeWell program is centered: Health, Resiliency, Meaning, Connection, Safety, Achievement and Growth. To access the latest support, tools and videos, visit the website [Thriving During COVID](#).

#### CARE4U

Children's Employee Health and Wellness department offers CARE4U, a convenient quick care clinic where many common ailments can be treated quickly and effectively without taking extensive time away from work or your busy personal schedules.

New! Virtual visits can be a convenient option to connect with our provider without having to physically come to the clinic. Staff in the clinic will help to select the best option for a CARE4U visit. To access these services, please call (402) 955-6020, Monday through Friday, 7 a.m. to 4:30 p.m. For more information, click [here](#).

## HELPFUL EMPLOYEE BENEFITS

## SUPPORTING YOUR PHYSICAL AND MENTAL HEALTH

### Employee Assistance Program (EAP)

Our EAP, provided through ComPsych, provides many resources to support you and your family through these difficult times. Services include counseling, mental health resources, financial resiliency support and health tips. Access the services by calling (833) 789-9885 or on the web at [www.guidanceresources.com](http://www.guidanceresources.com). The web ID is CHILDRENSOMAHAEAP. Services are completely confidential and open to all family members. You may also access a special ComPsych COVID-19 resource page [here](#).

## CARE FOR YOUR FELLOW EMPLOYEES

At this time, many of our employees are going above and beyond to ensure our patients and co-workers are receiving the proper care, even while personally going through very challenging times. Please take a moment to use the Children's award programs to provide formal, immediate recognition for employees who model Children's values and competencies.

### Spotlight Award

Each employee has the opportunity to award 12 Spotlights per year, and each recipient receives a \$5 Target gift card mailed to the recipient's home address provided in Oracle. Sending a Spotlight is easy. Just click [here](#) and include a brief message describing how your colleague demonstrated a value or competency.

### Bravo!

The Bravo! award is an informal way for an employee to congratulate another employee or send a note of appreciation. Examples for recognition including learning a new skill, pitching in to help a co-worker, mediating a conflict or volunteering for extra work. Click here for the [BRAVO! form](#).

### Other Awards

Children's offers a number of other opportunities for employee recognition. Click [here](#) for other ways you can recognize your peers or unit.

## HELPFUL EMPLOYEE BENEFITS

## CHILDCARE AND ELDERCARE RESOURCES

In this unprecedented time of uncertainty, caring for your family while trying to work can be stressful. We encourage you to have primary and backup plans for childcare and eldercare. To support you in this effort, Children's has identified resources to help you find care for your family.

### Bright Horizons Backup Care

To support you in your childcare efforts, Children's offers backup childcare and eldercare support through Bright Horizons (BH). BH is a safety net for when disruptions to your regular care arrangements happen and you need to get to work. BH will arrange temporary care for you, quickly and conveniently, at one of their high-quality childcare centers, or find a screened and credentialed caregiver to come to you, where and when you need one. You are eligible for up to 10 days of care annually under all BH benefits combined.

In order to utilize BH, you need to register for the program. You can register at any time at no cost to you. Below are the instructions:

- [www.CareAdvantage.com/ChildrensOmaha](http://www.CareAdvantage.com/ChildrensOmaha)
- Look for Back-up Care
- Choose to Signup
- Enter the employer Username: CHOM and Password: 4backup
- Enter information, including your Employee ID, to create your personal account.

After registering, you may request care online or call (877) BH-Cares (877-242-2737) to speak with a live consultant 24/7/365.

### BH Family Support and Sittercity

BH also offers additional family support through an online database of regular caregivers, pet care services, eldercare resources and discounts, tutoring and test prep, homework and household help and more. You also have access to preferred enrollment and tuition discounts for regular center-based care. Because these resources are still part of BH, you will need to register before you can access them. See instructions above.

**Sittercity:** Search through a comprehensive online database of caregivers, pet care services and eldercare resources.

**Eldercare Resources:** Online needs assessment, information on selecting between eldercare choices and a search tool for finding and evaluating care providers.

**Nanny Placement Services:** Personalized help in selecting a nanny from a local nanny agency.

**Tutoring and Test Prep:** Access to high-quality tutoring and test prep providers offering a variety of online and in-person options with exclusive discounts.

**Learning At Home Resources:** Webinars, activities and ideas to support your child's learning from home.

### Swishboom

Children's has partnered with Swishboom to give you additional options in finding childcare. Download the Swishboom app to connect to your personal network and the Children's Hospital Network [feature coming September 2020] to get your childcare and remote learning jobs filled. New features coming in September will also allow you to make your job available to local college students. Swishboom is currently available to use for 6 months free of charge. Visit [www.swishboom.com/childrens-omaha](http://www.swishboom.com/childrens-omaha) or find the app in the App Store or GooglePlay.

## HELPFUL EMPLOYEE BENEFITS

## CHILD CARE AND ELDER CARE RESOURCES (CONTINUED)

**Additional Resources**

Please consider all of your options when trying to find care during the current pandemic situation (family, neighbors, friends, teachers, daycare providers who are not currently working, pooling or alternating childcare with a co-worker). The sites below offer other helpful resources for childcare and eldercare options. Please make sure to review the verification/background requirements of the providers on the site or consider conducting your own background check.

**Nebraska Childcare Referral Network:** This website was created using money from the Federal CARES Act. It helps families connect to providers who have openings in their area. Check it out at [www.nechildcarereferral.org](http://www.nechildcarereferral.org) (note that site works best in Chrome or Firefox).

**Care.com:** [www.care.com](http://www.care.com)

**Bambinositters:** [www.bambinositters.com](http://www.bambinositters.com)

## COMMUNITY RESOURCES

**Food Insecurity**

Food Bank for the Heartland: To find Nebraska food locations, please call the Food Bank at (855) 444-5556. To find Iowa food locations, please call the Food Bank at (855) 944-3663.  
<https://foodbankheartland.org/covid-19/>

**Rent Assistance**

The Douglas County CARES Rental Assistance Program provides funds to assist low- to moderate-income eligible county residents with unpaid rent due to COVID-19-related hardships. <https://www.douglascounty-ne.gov/rental-assistance-program-faq-s>

**United Way 211**

United Way 211 can connect you with local resources to help with everything from financial needs to mental health resources. Just dial 211 by phone or visit <https://www.unitedwaymidlands.org/2-1-1/>.

## FLEXIBLE WORKING

## FLEXIBLE WORKING ARRANGEMENTS

Children's Flexible Working Arrangement Program strives to offer flexibility to employees and managers for when and how work gets done. For many employees, flexibility and support of work-life balance are key motivators. As an employer, this policy allows Children's to adapt to changing situations and a changing workforce. In these unusual times, this program also serves several key purposes to support our pandemic response:

### 1. Employee safety

- Requiring fewer employees in the office allows for social distancing of employees who must continue to work in the building
- Those who can work from home minimize their own risk

### 2. Doing our part to control the spread of the COVID-19 virus

### 3. Helps Children's to be good stewards of the resources available

- Reductions in the amount of PPE supplied to employees
- Reduction in materials and equipment needed to keep our facilities clean and safe for a larger population
- Reduction in testing and other costs that may be incurred by additional staff on-site

The Flexible Working Arrangement Program promotes flexibility and innovation in job design and work hours. Managers are expected to make reasonable effort to address work-life issues equitably, flexibly and compassionately without adversely affecting the mission of the organization. By increasing awareness and use, Children's can maximize the benefits from these creative, flexible arrangements to become a more adaptable organization.

**If you are interested in requesting longer-term, temporary or permanent flexible working arrangements, talk to your leader and complete the [Flexible Working Arrangement Request Form](#).** Please note that flexible working arrangements will be easier to utilize in some areas and more difficult in others, such as direct patient care. Please partner with your leader to determine whether flexible working arrangements can be applied to your department and role in the organization. See policy [HR308](#) for more information.

We encourage your innovative ideas on how work can get done in new and different ways.

## FLEXIBLE WORKING

## FLEXIBLE WORK RESOURCES AND TOOLS

At this time, many employees are working remotely, while many others continue to work on-site. This creates a workplace dynamic that changes how we collaborate and accomplish our work. Because everyone's reaction to change is unique, we all have different needs for support.

Here are a few tips that apply to those working remotely or working with others who are working remotely.

**Turn on your camera.** Seeing each other face-to-face makes a big difference in the depth of the exchange. It increases communication and improves understanding. Employees working remotely feel more connected to the work environment, their leader and co-workers when they can see each other.

**Show up to meetings.** Don't just call in, participate. Unmute yourself and announce your presence. Say hello and make small-talk until the meeting starts. Comment on topics, give opinions and respond to questions. Let others know you are listening and engaged.

**Stay Connected.** Take the initiative to call your co-workers and leader, start a chat and set up web meetings to connect. Being remote should not mean being alone.

Please feel free to explore the following resources and tools to find out what works best for you as we all navigate these changes together.

**BeWell and Thrive: Featured Resources for Employees Working from Home**

[Working Remotely: Mental Health and Wellbeing](#)

[Ergonomic Workstation Tips](#)

**BeWell and Thrive: Featured Resources for Employees Working On-site/Essential Workers**

[Essential Workers: How to Keep Yourself and Loved Ones Safe](#)

[Coping with COVID-19 Stress When You Can't Stay Home](#)

**Leading Others: Featured Resources for Leaders**

[Collaborating Effectively When Your Team is Remote](#)

[Make Telework Work!](#)

[7 Simple Solutions for Managing Remote Teams](#)

**Additional Resources**

[Resources for Employees](#)

[Resources for Leaders](#)

## FLEXIBLE WORKING

### REMOTE WORKING TECHNOLOGY TIPS

Remote Tips have been created to cover many of the most common technology questions and issues associated with working remotely. To access these tips, visit [www.ChildrensOmaha.org](http://www.ChildrensOmaha.org) and select the Staff Portal to reach the My Helpdesk log in page. After logging into My Helpdesk, you can click on the red banner to access the Remote Access/Work from Home link.

The screenshot shows the website <https://www.childrensomaha.org/>. The navigation bar includes links for 'Find a Doctor: 800-833-3100', 'ER / Urgent Care', 'Pay Your Bill', 'Español', 'Virtual Visit', and 'CONNECT HEALTH PARTNERS'. The 'Staff Portal' link is circled in red. A dropdown menu titled 'Login Links' is shown, containing the following items: '+ Children's Portal', '+ Duo', '+ Outlook Web App', '+ Everbridge - Mass Notification System', '+ Kronos Scheduler', '- My Helpdesk' (which is expanded to show a 'Login To Helpdesk' button), '+ Oracle', and '+ WebEx'. Red arrows indicate the path from the Staff Portal link to the Login Links dropdown and then to the Login To Helpdesk button.

### Remote Access/Work from Home Tip and Help Articles

The Children's Remote Access page provides various tip sheets, as well as remote access, WebEx and phone issue guides to help facilitate your remote working technology needs. Some of the topics covered include using dual monitors remotely, printing remotely and setting up a WebEx meeting.

The screenshot shows the 'Children's Remote Access' page. It features a 'Tipsheets' button and several categories of issues:

- Remote Access Issues?**
  - Login / Lost Connection Issues
  - Virtual Desktop Issues
  - VDA Issues
  - Other
- Webex Issues?**
  - Can't Schedule a Meeting
  - Login Issues
  - Call-In/Audio Issues
  - Other
- Phone Issues?**
  - Issue with call Forwarding
  - Jabber Phone App
  - Voicemail Issues
  - Other

## FLEXIBLE WORKING

## WORKING FROM HOME

### Return-to-Work Timeframe

When the COVID-19 pandemic began in the spring of 2020, Children's made the decision to transition a large group of employees to remote work. As the pandemic has evolved in our community, Children's has assembled a dedicated team of leaders to monitor the situation and support everyone working on-site and offsite during these unprecedented times. At this time, Children's senior leadership anticipates that the return-to-work timeline will be the end of the year. The pandemic continues to evolve in unpredictable ways, and the task force is monitoring developments closely to make the best possible decisions for our workforce. The end-of-year goal is something the organization will continue to reassess as we get closer to that date. Employees who are working remotely will always be given at least 30 days notice before they are asked to return to campus.

### Equipment Requests

Children's wants to support you in being as productive at home as you are in your office. In some cases, additional equipment, such as a second monitor or even a Children's laptop, can help to increase your efficiency. If you feel that additional computer equipment could boost your productivity while at home, please work with your leader to request the needed items. If your leader approves, complete a hardware request form and submit to the Help Desk. Our IT team will assess your situation and may recommend you receive the additional equipment based on your current equipment and our supply availability.

You can find the Hardware Request Form in the staff portal under My Helpdesk. Go to IT Forms and select the IT Hardware Request Form. Click on the paperclip to download the form. Complete the form and email it to [helpdesk@childrensomaha.org](mailto:helpdesk@childrensomaha.org).

### Visiting Campus

If you are currently working from home, please continue to do so until further notice. You should not be coming to campus unless you have communicated with your leader and received advance approval. Employees will be provided with 30 days notice before being asked to return to campus. To request long-term work-from-home arrangements or flexible working days/hours, see the Flexible Working Arrangements section of this guide.

**Remote workers with a business need to be on-site must obtain leader approval in advance.**

## FLEXIBLE WORKING

## FLEXIBLE WORK PROGRAMS

Children's is committed to developing creative programs to support employees and business needs. These programs are currently available in some areas and we will consider expansion where employee and business needs align.

### Work on Weekends (WOW) Program

If you are struggling with weekday childcare or scheduling issues, working more weekend hours may be a good way to get your hours in. THE WOW program is available based on department needs. WOW provides Children's with needed consistent weekend coverage, while providing you with an incentive. In this program, you must commit to work 12 weekends in a row, within a 12-week period. Employees receive a flat dollar amount per hour. Full-time staff would work one other shift needed during the week for a third shift. There is a selection process for this program. Full details of this program can be found [here](#). To request to be a part of this program, please contact your leader.

### Seasonal Staffing Program

If you work in a department with seasonal peaks, you may be eligible to participate in the Seasonal Staffing Program. This program allows employees who commit to working needed shifts during the peak season for a 9-month period to take off the off-season (three months). During the off-season, you will be paid a biweekly stipend and will maintain full-time benefit eligibility for all full-time benefits. You continue to be eligible for tuition reimbursement, if you would like to continue your schooling during the off-season. If shifts are available, you may also pick up shifts during the off-season. Details of this program will soon be available in Policytech. Ask your leader if this program is available in your area.

## CONTACT INFORMATION

### CONTACT INFORMATION

For more information or for answers to your specific COVID-19, benefit and wellness questions, please use one of the following resources:

#### *myChildren's*

COVID-19 Resource Page on *myChildren's* provides COVID-19 information and news

#### Employee Health

Employee Health COVID Hotline, available 24/7: **(402) 955-6020, option 9**

#### Human Resources

Human Resources: **(402) 955-6000**

#### Infection Prevention

Infection Prevention: Page the IP Nurse at **(402) 888-8654**