

COVID-19 Employment Guide for Essential Employees with Reduced Hours

Question	Answer	Action
What does it mean to be essential on-call?	Employees in jobs that are not immediately required to provide service but may be upgraded to Essential Onsite to provide direct patient care and/or support of Hospital operations on an as-needed basis.	On-call employees may be scheduled for regular shifts, placed in an Available status due to decreased census, scheduled for Call Back to be available to respond within 30 to 60 minutes, provided at least 24 hours' notice to report to work or any combination of those.
If I'm designated essential on-call, will I get any pay for the hours I'm on call?	Employees who are placed on Available status due to decreased census or are scheduled for Call Back and must be available to respond within 30 to 60 minutes will be eligible for an hourly differential. Employees who are on-call waiting to be put on a schedule with at least 24 hours' notice are not eligible for an hourly differential.	
I'm considered essential on-site or essential remote, why are my hours being reduced below my budgeted FTE?	Department leaders are responsible for managing staff resources to align with decreases in patient volume and reductions in employee workload. Department leaders are responsible for determining the manner in which hours are distributed among employees.	
How long can I expect to have reduced hours or be in on-call status?	At a minimum, you should expect the pandemic staffing plan to be in effect at least through April 18, 2020. Operational needs will be assessed weekly and employees will be recalled based upon the operational needs of the Hospital.	Make sure you understand how your supervisor will be communicating if/when they need you to report while in this status, and also about return to work expectations.
Will my FTE status change due to reduced hours?	Your FTE status will remain the same during the pandemic staffing period. If you are a FT80 employee who is only working 48 hours per pay period, your status will remain at FT80.	

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<p>Will I qualify for unemployment?</p>	<p>You may qualify for unemployment compensation because your hours have been reduced because of COVID-19.</p> <p>Previously, claimants were not eligible for benefits during their first week of unemployment (the “waiting week”). This has been suspended; you may receive benefits for the first week that you experienced a reduction in hours.</p>	<p>Follow the attached instructions to file for unemployment compensation.</p> <p>If you have worked your full, regular hours for this work week, then file on Sunday following your last day of work.</p> <p>If your separation from your employer caused a change to your normal working hours for the week, then file right away.</p>
<p>How much will I be eligible for in unemployment benefits?</p>	<p>If you work less than your regular hours, you may be potentially eligible to receive full or partial benefits, depending on your gross earnings and Partial Benefit Credit (PBC).</p>	<p>Because each employee’s situation is unique, you can learn more about how the Partial Benefit Credit works by visiting https://www.uc.pa.gov/unemployment-benefits/benefits-information/Pages/Partial-Benefit-Credit.aspx or contacting the claimant line claimant line at 888-313-7284 Monday, Tuesday and Thursday, 8-4, Wednesday noon-6, and Friday 8-noon or via email at ucclaims@pa.gov.</p>
<p>Am I allowed to use PTO to make up for my reduced hours?</p>	<p>You may choose to use accrued, unused PTO or available Holiday hours equal to but not greater than your budgeted FTE per pay period to make up for any reduced hours.</p>	<p>You should follow your supervisor/timekeeper’s designated process for requesting to use PTO or available Holiday time on a weekly basis so it can be appropriately accounted for on your timecard.</p> <p>Any PTO used will be reported as earnings that may impact your eligibility for unemployment compensation.</p>
<p>I’ve not finished my 90-day introductory period yet. Can I use the PTO I accrued even though it has not been added to my bank?</p>	<p>The 90-day requirement will be waived. You may choose to use any PTO that you have accrued.</p>	<p>You should follow your supervisor/timekeeper’s designated process for requesting to use PTO. Your PTO balance will not show up in Kronos, but will be managed through a payroll adjustment process by your timekeeper.</p> <p>Any PTO used will be reported as earnings that may impact your eligibility for unemployment compensation.</p>



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<p>How will I receive my pay?</p>	<p>Any pay earned through regular hours or the use of PTO or Holiday will be deposited in your account on the scheduled pay dates. Please note your check will include all current withholdings.</p> <p>Any unemployment compensation benefits will be paid directly by the Commonwealth of Pennsylvania in accordance with their processing timeline.</p>	<p>Employees have the option to make changes to their 401(k) through the Prudential website or by calling 1-877-778-2100.</p> <p>To make changes to your health savings account contribution please complete the Employee Benefits Change Form. Scan and email to Jennie.lambert@evanhospital.com for processing.</p>
<p>Am I allowed to use Extended Leave to increase my available PTO balance while I'm experiencing reduced hours?</p>	<p>At this time, extended leave, which provides short-term coverage for qualified, personal medical needs, cannot be used in lieu of PTO.</p> <p>Extended leave may be available for use for qualifying medical leaves as determined on a case-by-case basis.</p>	<p>If you think you may qualify for Extended Leave, please contact Sedgwick at 888-436-9530 or visit timeoff.sedgwick.com to initiate a request for leave.</p>
<p>Will I continue to earn PTO while I'm experiencing reduced hours?</p>	<p>You will continue to earn PTO on any paid hours (regular, PTO or Holiday) but you will not earn any PTO on non-paid hours. Upon return to your regular schedule, you will begin to earn PTO based on your budgeted FTE.</p>	<p>N/A</p>
<p>What if my supervisor already approved my PTO request for a future date and I'm still experiencing reduced hours when that date arrives?</p>	<p>You may choose to use the PTO if it's still operationally feasible for you to do so and be paid for those hours or you may choose to cancel your PTO request and save those PTO hours for future use.</p>	<p>You should communicate at the time whether you plan to use or cancel your PTO request to your supervisor/timekeeper so it can be appropriately accounted for on your timecard.</p> <p>Any PTO used will be reported as earnings that may impact your eligibility for unemployment compensation.</p>

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<p>What will happen to my medical/Rx benefits while I'm experiencing reduced hours?</p>	<p>All benefits will be continued even if you experience reduced hours. The employee contribution toward medical premiums will be covered by the Hospital for up to 6 weeks (through May 2, 2020) for any employee who goes into arrears on their employee premium due to lack of pay.</p> <p>Employees who use PTO will continue to have their employee contributions deducted up to the maximum allowable. The deduction will only be taken if you have enough PTO to cover the entire premium. Your employee contribution will be based on your budgeted FTE, not hours worked.</p>	
<p>What will happen to my dental, vision, Aflac, voluntary life, and/or LegalShield/IDShield benefits while I'm experiencing reduced hours?</p>	<p>We are continuing to work with our carriers and are awaiting guidance on these voluntary benefits.</p>	
<p>What do I have to do to earn my Interactive Health points?</p>	<p>The following changes have been made for the 2020 Interactive Health program to secure the 2021 wellness credit:</p> <ul style="list-style-type: none"> • The number of required points on the PHAP has been reduced from 1000 to 800 points to be completed by the program deadline of December 11, 2020. • All remaining challenges will start in June 2020 or later. • Spouses will only need to complete the fall health evaluation. No other activity participation will be required for this year. 	<p>Watch for more details but continue to use the Interactive Health portal to access valuable wellness resources during this time. www.myinteractivehealth.com.</p>

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<p>Does this count as a qualifying event if I want to change benefit elections for myself or my dependents?</p>	<p>COVID-19 is not a qualifying event. However, if due to COVID-19 or any other life circumstance, you experience one of the following life events:</p> <ul style="list-style-type: none"> • Marriage or divorce • Birth or adoption of a baby or child • Loss of other healthcare coverage • Eligibility of new healthcare coverage <p>you may eligible to make changes to your benefits.</p>	<p>Please complete the Employee Benefits Change Form. Scan and email to Jennie.lambert@evanhospital.com for processing.</p>
<p>What if I experience an FMLA or non-FMLA medical leave qualifying event while I'm while I'm experiencing reduced hours (e.g. I have to have surgery or I give birth to a baby)?</p>	<p>We will review all requests for FMLA or Non-FMLA medical/caregiver leave through our standard process.</p>	<p>If you experience an event that may be eligible for FMLA or Non-FMLA Medical/Caregiver leave, please contact Sedgwick to initiate a claim. Sedgwick at 888-436-9530 or visit timeoff.sedgwick.com to initiate a request for leave.</p>
<p>What if I get sick with COVID-19 while I'm working reduced hours?</p>	<p>Follow the protocol established by the CDC. You must complete the required self-isolation or quarantine period before being allowed to return to work.</p>	<p>If you have questions, please contact the Employee Health Nurse at 570-522-2598.</p>
<p>Will my access to email and other Hospital systems be shut off if I have reduced hours?</p>	<p>Because you are still working, even if it is on a reduced schedule, you will still have access to all of your systems. However, you should only be checking your email and/or other Hospital systems when you are scheduled to work. Any work done outside scheduled hours without permission of your supervisor must be reported and could lead to disciplinary action.</p>	
<p>How will I know what is going on at the Hospital when I'm not working?</p>	<p>Kendra expects to provide daily updates about the COVID-19 situation to all employees. For days when you are not at work, all information will be posted on the Hospital website.</p>	<p>Visit www.evanhospital.com/family.</p>
<p>What do I do if my BLS, ACLS, or PALS certification is set to expire while I'm on essential on-call status?</p>	<p>The Hospital will follow American Heart Association (AHA) recommendations and will extend recognition of an AHA provider card</p>	<p>Watch for guidance on how to renew your BLS, ACLS, or PALS upon your return to work.</p>

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	beyond its renewal date. Initially cards will be recognized for up to 60 days beyond renewal date.	
What do I do if my license expires while I'm not at work?	All RN licenses currently in renewal and set to expire on April 30, 2020 have been extended to July 31, 2020. Extensions of all other licenses will be determined on a case-by-case basis by the appropriate licensing entity.	Continue to follow all steps for license renewal according to the requirements of your licensing entity.
What do I do if my child abuse clearances expire while I'm off work?	Childline (PA Child Abuse) and Pennsylvania State Police continue to be fully operational and applications for clearances can be submitted on-line. FBI fingerprinting through Identogo is experiencing temporary reductions in the number of enrollment centers available for appointments.	The HR team will reach out to you with further instructions regarding any clearance requirements.
I was scheduled to attend a strategic training session (Opioid Awareness or Walk a Mile 4.0). Will I be penalized for not completing those trainings?	All Hospital-required strategic training is currently on hold. Decisions about rescheduling or extending training will be made at the time the Hospital returns to normal operations.	Watch for guidance on strategic training requirements upon your return to work.
I have HealthStream assignments coming due. What should I do?	All HealthStream assignment due dates will be placed on hold and new deadlines will be established upon return to normal operations.	
Is there any way I can come to work and perform a different job or function and get paid on days when I'm not scheduled?	As the operational needs of the Hospital change, there may be the need to recall employees back to perform different duties. As those needs arise, your supervisor will reach out for assistance.	Make sure your supervisor has your preferred contact information.
Is there any way I can volunteer my time and work without getting paid?	Due to the Fair Labor Standards Act (FLSA) regulations, employees performing compensable work must be compensated. While we appreciate employees' willingness to volunteer, we are unable to accept those offers at this time.	



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<p>What if I obtain other employment during this time that I am receiving reduced hours?</p>	<p>We understand that employees may seek alternative work during this time period. Other reportable wages may impact your ability to collect unemployment compensation.</p>	<p>If you intend to permanently resign from your position at Evangelical, please Email humanresources@evanhospital.com.</p>
<p>Can I still apply for or be interviewed for an internal transfer?</p>	<p>To the extent possible, Human Resources will continue to post and manage open positions through the Hospital career site. Due to COVID-19, you may experience delays in our recruitment process. Please know that we are reviewing all applications that we receive and will make every effort to contact qualified candidates in as timely a manner as possible.</p>	<p>From outside the hospital, visit www.evanhospital.com/careers/careers for up to date information on our job openings.</p>
<p>Will the Human Resources office be open if I have questions?</p>	<p>The Human Resources Office will be staffed remotely and will be available by email or phone to answer any questions. Some services may be limited, such as requesting copies of your clearances or immunization records.</p>	<p>Email humanresources@evanhospital.com or call 570.522.2595 with your preferred contact information for a return response.</p>
<p>How can I combat my anxiety about experiencing reduced hours for an undetermined period of time?</p>	<p>We understand you may be experiencing heightened levels of anxiety during this time. We encourage employees who feel anxious or worried because of the coronavirus to contact the EAP, which is available to help 24/7 to employees and immediate family members.</p>	<p>Contact the EAP at 800-252-4555 or visit the website at www.HealthCareEAP.com.</p>
<p>What if I still have questions?</p>	<p>It is perfectly natural to have a lot of questions.</p>	<p>If you have a question while you are still at work, please talk to your supervisor. If your supervisor is unable to answer your question, please submit your question through covid@evanhospital.com if the question is not HR specific. For HR specific questions, email humanresources@evanhospital.com. Make sure to include your personal contact information if we need to reach you outside of work.</p>