



COVID-19 Preparedness & Response

Frequently Asked Questions for NCHC Employees

July 23, 2020

Face Masks and General Questions

Q: Should I lower my mask for punching in/out for the UltiPro facial recognition software?

A: **No.** Employees should keep their mask on while punching in/out at timeclocks. We know that this may impact the facial recognition software if you are wearing a mask while punching in and that will be remedied shortly and disengaged. Masks should always be worn while walking to/from to time clock to punch in/out. Please maintain 6 feet distance between you and any other staff waiting to punch in/out at a timeclock.

Q: Do I need a mask outside on a walking path, if I am walking by myself or walking to/from my car and no one is around?

A: If you walk outside on the walking path or sidewalk, you should take a face covering or surgical mask with you in case you encounter a situation in which a mask is needed. Face masks or cloth face coverings are required before you enter and as you exit any NCHC facility, while you are waiting to punch in/out or get to your work area, so you will need one anyway. If you are walking alone, or are outside away from people or the building, your mask is not required. If you are walking with other staff, passing staff or other visitors to our facilities, wear your mask.

Q: What is a shared work space versus a public space?

A: Shared work spaces would refer to any room, space or vehicle that more than one employee or person occupies, not just cubicles. If you are in a room and other people are there, you would need to have a mask on at all times. Public spaces refer to hallways, copy rooms, lobbies and other areas that clients, patients, residents or members would be walking in or through. Masks do not replace social distancing practices, so please also practice social distancing while you are in shared and public spaces.

Q: I called Employee Health but I am waiting for a return call. Should I wait until I hear back from Employee Health before returning to work, or can my manager decide?

A: Please wait to return to work until you hear from Employee Health. We realize that Employee Health is not open 24/7, however there is frequent communication being made by Employee Health with any employees who have reported in due to signs of illness, exposure or awaiting testing. Informing your manager is also required. So that we are consistent with return to work decisions, Managers will not be triaging the



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employee's return to work. Employee Health will determine a return to work and communicate that with employee and manager. If an employee does not hear back from Employee Health for what they feel is a reasonable period of time, they can call Employee Health again. We have had cases of employees not answering return calls from Employee Health or leaving incorrect call back information.

Q: If I am off work due to symptoms, exposure or while awaiting test results, will I be paid? What is available to me as an employee?

A: The current Covid-19 policy allows for staff to use their **PLT**, if available, for any work being missed **due to pending Covid-19 tests results** or if they are experiencing symptoms and being instructed by employee health to stay home. You do not have to use your PLT if you do not want to. Only employees who test positive for Covid-19 will received Covid-19 leave benefits as outlined in the policy.

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