

# High Alert Staff Tool Kit

**Version 3 3.26.20 | Specific to COVID-19**

**THIS DOCUMENT WILL BE UPDATED AS NEEDED THROUGHOUT THIS HIGH ALERT PHASE.  
PLEASE CHECK SHAREPOINT TO BE SURE YOU ARE REFERENCING THE MOST CURRENT  
VERSION.**

A guide for employees, temporary staff,  
interns, contractors and consultants  
that work on-site  
at Neighborhood's Smithfield building.

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## DEFINITIONS

For clarity, we have defined key words that are used in the document.

**Staff member** – Any individual that is employed by Neighborhood and works in the Smithfield facility as an employee, temporary employee, contractor or consultant

**Visitor** – Anyone who is not defined as a staff member.

**Telehealth/Telemedicine** – Also known as Doctors Online, mobile technology that makes it possible to see a doctor without leaving your home, office, school, vacation, or wherever you happen to be. This technology is available for individuals that are covered by Neighborhood's employee health plans.

**Crisis Emergency Response Team (CERT)** – a multi-disciplinary team that is engaged at Neighborhood in the event of a crisis or emergency such as a natural disaster, workplace violence, pandemic or other incident which disruptions business as usual.

**Communicable Diseases** – This group includes, but is not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. The novel coronavirus is a communicable disease.

**Self-quarantine** – Separates sick people with a contagious disease from people who are not sick.

**Self-isolation** – Separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.

**High Alert** – When Neighborhood's Crisis Emergency Response Team (CERT) team imposes modifications to business as usual (BAU) activities, processes and policies.

**High-risk Locations** – areas/locations designated with travel restrictions by the Centers for Disease Control and Prevention (CDC).

**Social Distancing** – A term applied to certain non-pharmaceutical infection control actions that are taken by public health officials to stop or slow down the spread of a highly contagious disease.

**Immediate Family Member** – Covered family members under the Family and Medical Leave Act (FMLA) are the employee's spouse, son, daughter or parent as defined in the FMLA regulations.

**Spouse** – Under the FMLA, a "spouse" means a husband or wife, including those in same-sex marriages.

**Son or Daughter** – Means a biological, adopted or foster child; a stepchild; a legal ward; or a child of a person standing in loco parentis who is either under age 18 or age 18 or older and "incapable of self-care because of a mental or physical disability" according to FMLA.

**Parent** – The FMLA defines the term "parent" as "a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee when he or she was a minor."

**Non-immediate Family Members** – Family members not covered by the federal FMLA include siblings, in-laws, grandparents and other extended family members unless those individuals stood "in loco parentis" to the employee when he or she was a minor. Nonfamily members can also be considered to have stood in loco parentis, which is defined as having had the responsibility of providing day-to-day care to the employee and of financially supporting the employee in his or her childhood.

## CONTACTING HUMAN RESOURCES DURING HIGH ALERT PHASE

### Special Email and Phone Number

During a High Alert phase that has been designated by CERT, staff are asked to send their human resources- related questions to an email box or leave a phone message as indicated below.

**Email Address:** [HumanResources\\_HighAlert@nhpri.org](mailto:HumanResources_HighAlert@nhpri.org)

**Phone Number:** (888) 440-4888

For all BUSINESS AS USUAL human resources inquiries, please continue to communicate with your respective HR business partner or send a message to [HumanResources@nhpri.org](mailto:HumanResources@nhpri.org)

**Beginning Tuesday, 3.17.20, staff do not need to call the HR High Alert line or email if they are working remotely**

During this current High Alert, the use of these resources is reserved for COVID-19 employment related questions only, for instance:

- Not feeling well due to a COVID-19 symptom (cough, fever, shortness of breath/respiratory)
- Not feeling well for other reasons than a COVID-19 symptom
- Being tested for COVID-19
- Is presumptive positive or has tested positive
- Same household family member quarantined
- Same household family member presumptive positive or confirmed positive
- Caring for ill family member - same household
- Came in direct contact with presumptive or confirmed positive
- ~~School closed - caring for child (updated 3.16.20)~~
- Traveled within the past 14 calendar days outside the continental US
- Planned on traveling in the next 30 days
- Ready to return to work
- Unable to come to office and unable to work remote

**All emails and/or calls made to the High Alert phone number or email will be answered within**

**24 hours.** Nicole Voller, Jason Vlaun and/or Lisa Whiting are your human resource points of contact during High Alert for employment related questions DURING THIS CURRENT HIGH ALERT PHASE THAT IS RELATED TO COVID-19.

Additional information may be found on the [Human Resources SharePoint](#) site for such topics as accessing employee benefits, working remotely and FAQs.

## Travel

During a High Alert phase travel may be monitored and/or limited. DURING THIS COVID-19 HIGH ALERT PHASE THE FOLLOWING RESTRICTIONS AND TRACKING ARE CURRENTLY IN PLACE.

Effective March 24, Governor Gina Raimondo is requiring people who return to Rhode Island from domestic travel to self-quarantine for 14 days. Effective March 26, the Governor is requiring all people traveling (regardless of method of travel) or in contact with someone having been in New York, must self-quarantine for 14 days.

We ask staff to use [HumanResources\\_HighAlert@nhpri.org](mailto:HumanResources_HighAlert@nhpri.org) to report this travel, in addition to travel outside the continental United States, and you will be required to work remotely for 14 days. If you perform an essential function that needs to be completed on-site, you must coordinate with your manager to have that task performed by someone else on your team.

- All business travel is to be cancelled until further notice.
- ~~Personal travel (vacation, etc.) outside of the continental United States must be reported to [HumanResources\\_HighAlert@nhpri.org](mailto:HumanResources_HighAlert@nhpri.org) in advance of the travel taking place.~~
- ~~Return from personal travel outside continental United States must be report to [HumanResources\\_HighAlert@nhpri.org](mailto:HumanResources_HighAlert@nhpri.org) prior to return to work.~~
- If a household member has traveled to a high risk area (as defined by the CDC) within the past 14 days, staff must report the travel to [HumanResources\\_HighAlert@nhpri.org](mailto:HumanResources_HighAlert@nhpri.org)

## SHAREPOINT HUMAN RESOURCES DEPARTMENT PAGE ([CLICK HERE](#))

Please visit the human resources department page as we have redesigned it to make it easier to access useful information during high alert. There are now three links on the home page:

- Benefits
- Telecommuting resources
- FAQ's

## BUILDING AMENITIES

### Use of Gym

~~During a High Alert phase the gym will remain open and can be used at the discretion of employees. DURING COVID-19 HIGH ALERT, please take extra care to wipe down the equipment following use. Should the building be closed, the gym will not be accessible (New 3.17.20) Gym is closed until further notice. (New 3.26.20)~~

### Use of Café

The cafeteria will remain open, however, gathering in groups to eat or socialize is strongly discouraged. Remember social distancing! Microwaves will be moved to the floors for easier access if employees choose to eat at their desk, away from the café.

### Beverage Machines

While beverage machines (Bevi, Coffee, etc.) will continue to be available, please do not use personal containers. All beverages should be taken using paper cups supplied, in an effort of reducing the spread of germs. (New 3.17.20)

### Food Vender Delivery

Venders are required to self-screen against the criteria for all visitors, as posted on the front entrance.

### Beginning Thursday, March 12,

- **ToGoBox vendor** will be allowed to bring food to the building, but will be required to drop it off at a designated table in the lobby.
- **All other food vendors that deliver** to the building will be allowed to either come into the lobby and drop food or staff may go outside to meet the vender's delivery vehicle and pick up food.
- **Foley Food Services** will continue to maintain the beverage service (coffee machines) in the cafe, as well as stock the coolers and shelves in the food mart in the café.

### Security Desk/Office Hours

The security officer will continue to be at the front desk. ~~to greet any visitors that come to the facility, including members. All visitors will be screened against the posted criteria. If/when the company determines that we are in Pandemic Level 3 — fully community spread, the workforce will move to remote work and the building will not be accessible to visitors.~~

As of 3.23.20 the building will be open from 8 a.m. to 5 p.m. and only critical employees who **MUST BE IN THE BUILDING TO COMPLETE THEIR WORK** should report to the office. All other staff should remain working remotely. Staff may visit the facility to pick up manager pre-approved equipment (monitors, docking stations, etc.). **All staff must enter through the front main entrance.**

## ACCESSING YOUR BENEFITS

### NHPRI Mobile App

We encourage all Neighborhood employees to [download the NHPRI App](#). This app provides immediate access to many of your company benefits, including Doctors Online.




### Introducing the New Mobile App

**Access your Neighborhood benefits... Anytime, Anywhere!**  
As a Neighborhood employee, you can now access **employee benefits plan information and resources** when you're "on the go" from your mobile device.

**nhpri.mybenefitsapp.com**  
Add an icon to your smart phone for quick access.



 **Searchable**  
Quickly find service contact information and online resources

 **Benefits Plans**  
Review benefit plan design information and find online provider directories

 **Group Information**  
Access and print generic ID cards with group information

 **Forms**  
Download and print benefit-related documents and forms

**Nothing to Install!**  
Access from a computer, tablet, or smart phone



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### Benefit Advocate Program

**Benefit Questions? Benefit Solutions.**  
Neighborhood's Benefit Advocate Program through Hays is your own **personal benefit specialist** with answers to all of your benefit related questions.

**What can your Benefit Advocate help you with?**

- Investigate and help resolve insurance claims
- Answer benefit related questions
- Assist with eligibility issues
- Order new ID cards
- Help find necessary forms
- Provide carrier contact information & help facilitate discussions with insurance carriers



**Benefits Advocate Card**

All information provided will be kept strictly confidential.

**Toll Free Number: 1.877.317.4297 | 9 am – 5 pm EST**  
**Email: [HaysBenefitAdvocacy@hayscompanies.com](mailto:HaysBenefitAdvocacy@hayscompanies.com)**  
**Fax: 617.723.5155**




### Register for Telemedicine/Doctors Online at NHPRI App

[Doctors Online](#) provides access to an online doctor's visit that can be initiated from your smart phone. We know that some questions for a doctor can't wait. If you need your medical questions answered when your doctor's office is closed or if you don't want to go into the office, use our **telemedicine service, Doctors**

**Online.** You can talk to a top-rated doctor **board-certified doctor** from your home or work, or when you're traveling – **365 days a year, 24 hours a day** – on your computer or your phone.

### Here's how you create an account



1. Download the Amwell app from [Apple App Store](#) or [Google Play](#), or visit <http://drs-online.com>
2. Have your BCBSRI member ID
3. Provide your contact information
4. Set up your username and password

### Switch to mail order prescriptions

Prescription medications may be purchased for up to a 90 day supply through the Alliance Rx Walgreens Prime mail order program. This is a convenient and cost-saving way to purchase medications you require on a regular basis. The 90 day supply may be subject to a copay that varies based on the tier designation of the medication.

Note: Tier 4 Specialty Medications are only available for purchase through Specialty Pharmacy.

### The Standard (FMLA, STD, LTD, etc.)

The Standard is Neighborhood's partner for FMLA, ADA Reasonable Accommodations, Short-Term Disability (STD), Long-Term Disability (LTD) and Life Insurances.

Please see below for guidance regarding positive testing for COVID-19:

**Self-Illness** -- In the event that an employee needs to self-isolate due to testing positive for COVID-19, they will need to contact The Standard to file an FMLA claim. Employees may file a claim on-line by clicking on the following link: <https://www.standard.com/file-claims-and-absences> Employees also have the option to call the Absence Management Service directly by dialing 1-866-756-8116 to file an FMLA claim.

Employees who are approved for FMLA for self-illness will not have to use their Earned Time. Employees will continue to be paid during this timeframe with a special "High-Alert" pay code and do not need to file for Short-Term Disability and/or TDI.

**Care for Family Member** – In the event that an employee needs to care for an immediate family member testing positive for COVID-19, they will need to contact The Standard to file an FMLA claim. Employees may file a claim on-line by clicking on the following link: <https://www.standard.com/file-claims-and-absences>

Employees also have the option to call the Absence Management Service directly by dialing 1-866-756-8116 to file an FMLA claim.

Employees who are approved for FMLA to care for an immediate family member will be expected to work remotely if their job permits them to do so. If for some reason an employee is unable to work remotely while caring for an immediate family member, they will not need to use their Earned Time and will be provided a special "High-Alert" pay code and do not have to file for TCI.



## **Employee Assistance Program (EAP)**

The EAP offers valuable services to employees, including financial services counseling, legal assistance, as well as assistance dealing with difficult personal/family issues.

## EAP + Work-Life Services

### An Overview for Employees

Life presents us with many challenges both at work and home on a daily basis. You do not have to face these challenges alone.

#### When It Involves Your Life...

##### *No Question Is Too Simple and No Issue Is Too Large*

EAP benefits are available to all employees and their families at NO COST to you. Help is as easy as a phone call away. IBH offers you confidential advice, support, and practical solutions to real-life issues. You can access these services by calling the toll-free number and speaking with a consultant.

#### EAP Services for Employees and Families

- Unlimited telephonic consultation with an EAP Counselor
- Dynamic website featuring over 3,400 helpful articles, training courses, a legal and financial center, and more
- Referrals to local providers for up to 3 sessions, free of charge, to assist with topics such as:

##### Education

Finding a preschool	College planning
Tutoring programs	Financial aid resources

##### Dependent Care

Adoption assistance	After school programs
Day care	Special needs care
In-home services	Senior housing options
Parenting classes	Support groups
Respite care	Elder care

##### Lifestyle and Fitness Management

Nutrition and fitness	Stress and overload
Relationship issues	Divorce and separation
Health and wellbeing	Grief and loss
Relocation	Career planning
Retirement	Balancing work and home life

##### Legal & Financial

Budgeting	Credit and collections
Saving and investing	Home buying
Retirement planning	Basic tax planning
Immigration	Personal/family legal service
Will making	Legal forms

##### Pet Care

Grooming	Choosing a veterinarian
Training/behavior	Boarding and in-home care



Your EAP benefit is provided by your employer and delivered by Integrated Behavioral Health (IBH).



#### Access Instructions

CALL 1-800-395-1616

WEBSITE [IBHCorp.com](http://IBHCorp.com)

- Click the orange Member button
- Enter your Access Code:

**IBHEAP**

- Click the My Benefits button

EAP WorkLife Summary IBH 2018

## Work-Life Services

### Balancing Life at Work and Home

Your Employee Assistance Program, provides a range of legal and financial services to eligible members to help with a variety of issues related to:

Budgeting	Civil/Consumer Issues
Criminal Matters	Debt/Credit Counseling
Estate Planning Law	Financial Planning Services
Immigration	IRS Matters
Motor Vehicle	Personal/Family Legal Services
Real Estate	Tax Consultation/Preparation

#### Financial Services

Employees can receive telephonic consultations with seasoned financial professionals and certified public accountants (CPA). Unlimited telephonic counseling and 30 days of financial coaching is available. Local referrals are available for more complex financial planning issues, such as: credit counseling, debt and budget assistance, basic tax planning, and retirement and college planning questions.

#### Legal Services

Employees can receive an initial 30 minute office or telephone consultation with an attorney. Plus, if the attorney is retained to provide legal services, the member can apply a 25% discount off the attorney's normal hourly rate on legal fees. Virtually all types of legal matters are eligible for these services.

#### Assistance with Document Preparation

A simple and inexpensive online process enables members to complete their own legal documents from home. This helps eliminate the cost of an attorney or dealing with lengthy completion and delivery periods.

#### Dedicated Legal/Financial Website

Each member is provided with unlimited access to a dedicated legal/financial website, which includes legal and financial tools. Examples include legal and financial forms, financial calculators, helpful articles and answers to frequently asked questions.

#### Workplace + Supervisor Support

Managing people can be challenging. Employers have unlimited telephonic assistance with topics such as:

Critical incidents	Conflicts in the workplace
Drug-free workplace	Education and training
Job stress	Team Building
Respectful workplace	Organizational development



Your EAP benefit is provided by your employer and delivered by Integrated Behavioral Health (IBH).



#### Access Instructions

CALL 1-800-395-1616

WEBSITE [IBHCorp.com](http://IBHCorp.com)

- Click the orange Member button
- Enter your Access Code:  
**IBHEAP**
- Click the My Benefits button

IBH® WorkLife Summary IBH1 3018

**Blue Cross Blue Shield of Rhode Island (BCBSRI) (New 3.26.20)**

BCBSRI has made some temporary policy and coverage changes in response to COVID-19. Please see below:

**Expanded Care for Telehealth**

Copays, deductibles, and other cost-sharing have been eliminated for care that is delivered by phone or virtually. This applies to Doctors Online, as well as virtual visits with in-network providers a member usually sees in person.

**COVID-19 Testing**

There are no copays, deductibles, or cost-share for members who meet testing guidelines set by the CDC.

**Prescriptions**

Members may fill most prescriptions earlier than the standard 30 days (does not apply to opioids).

**Enrollment**

During this time, BCBSRI is allowing employees on unpaid leave or furlough to remain eligible for enrollment in the health plan until April 30, 2020, as long as the employee was actively employed the day prior to the leave/furlough and the premium is paid.

**Your Blue Store**

All locations are closed until further notice.

<https://www.bcbsri.com/employers/coronavirus>.

**Wells Fargo (New 3.26.20)**

Here are some key actions we are taking:

- Added Saturday hours to accommodate the increased call volume. The RSC was open on Saturday, March 21, from 9:00 a.m. to 2:00 p.m. ET / 10:00 a.m. to 3:00 p.m. CT / 11:00 a.m. to 4:00 p.m. PT. We will assess the need to offer additional Saturday hours as we move forward and keep you posted.
- Shifted team members from other less critical areas of the business to help answer participant calls, and we are hiring temporary staff in anticipation of an extended period of market volatility. Temporary staff can be on-boarded and trained within two weeks from their start date. We have already added 54 team members and will continue to add to staff as needed.
- Enabled remote access for our contact center representatives. We have started to test this capability and have ordered additional laptops which we will be rolling out over the next couple of weeks.
- Supporting participants using multiple mediums and channels. Our marketing teams are meeting daily to discuss new and creative ways we can support participants. Our communications strategy includes:
  - Thoughtfully assessing each participant communication touchpoint
  - Revising and/or suspending upcoming webinars and targeted communications as appropriate to better align messaging to what participants need



- Evaluating the impact of state and postal restrictions (essential versus non-essential) on planned communications
- Frequently updated web messaging with RSC availability and hours
- Leveraging the thought leadership and content, as appropriate, of the Wells Fargo Investment Institute
- Online content and articles addressing market volatility and the current situation
- As a reminder, participants can perform most account transactions on the website or their mobile device including:
  - Contribution rate changes
  - Investment changes
  - Most loans and withdrawals (web only)

Thank you for your continued flexibility and patience during this time. Please bear with us through longer response times - we know it is concerning to you - as we work through alternate solutions.

Please see the Frequently Asked Questions (FAQ) for additional information.

## IN-HOUSE COMPANY EVENTS

Being mindful of guidance provided to practice “social distancing” as of March 11, Human Resources will adjust in-house events and activities as follows:

- **Diversity Events/Diversity Week**
  - All group diversity events will be postponed and will be rescheduled at a later date
  - Diversity Week planned for April 27 to May 1 will be pushed back to later in the year
- **Managing Our Neighborhood 2.0 Development Program**
  - Originally scheduled to kick off in mid-March, we will be pushing back to start of this program. Stay tuned for new timing
- **Anniversary Breakfast**
  - April anniversary breakfast will be postponed and rescheduled
- **Wellness/Benefit Events**
  - Events that can be done telephonically will remain on the calendar
  - All other events will be postponed through end of April
  - iCapital 401(k) meetings will be scheduled as phone calls

**Please monitor SharePoint for updates on company events that will be held virtually.**

## TELECOMMUTING TOOLS AND RESOURCES

SharePoint has many tools and resources available for you related to work from home/telecommuting. Please [click here to access](#).

### PROCESS TO REQUEST TAKING COMPUTER EQUIPMENT HOME DURING THIS HIGH ALERT PHASE OF OPERATION (New 3.26.20)

If you would like to take additional equipment home during this High Alert phase of operations with our workforce predominately working remote, you must make a special request to your manager, who will then seek approval from the executive leader (ELT) of your division.

Here are the key steps to follow. Please download the resource guide posted on SharePoint for more details.

1. Complete the REQUESTING TO TAKE EQUIPMENT HOME form available online.
2. Your manager will need to approve your request and seek ELT approval as well.
3. Once approved, coordinate a time with your manager for pick-up of equipment. Remember building hours are now limited to Monday through Friday from 8 a.m. to 5 p.m.
4. Take a photo of your equipment prior to packing up. This serves two purposes: a visual inventory of the equipment to be provided to your manager and a guide for you to follow in setting up your equipment at home.
5. Pick up packing materials in lobby to properly box and protect the equipment for transportation.
6. Pack up your equipment.

There are additional detail in the resource guide including a list what equipment may be taken home, what to consider for Ethernet cables, and where to find educational videos on the S: drive (you'll remember them from our multiple moves last fall!) on how to re-connect your computer.

If you experience technical issues with set up at home, you will need to submit an IS Support ticket.

### Taking Equipment Home (New 3.17.20)

~~Staff should not be taking special equipment home, i.e. disconnecting monitors and/or towers. We may allow for this at some point, however, that will require we inventory and sign-out the equipment to staff. Staff should only be taking home their laptops and power cords at this time.~~

### Managing Remote Staff (New 3.17.20)

**Executive leadership of each division are to meet multiple times** with their direct reports to check in on how teams are managing their work, discuss any issues with telecommuting, and ensure business operations continue as needed. These meetings are to be scheduled in advance at regular intervals.

### **Likewise, each manager of people is asked to schedule virtual meetings with their team.**

RingCentral offers the technology to connect via video and provide a dynamic environment for discussion. Managers should schedule these meetings as soon as possible and have at least three meetings each week for the next four weeks. Staff are expected to participate and agendas should be provided to the team to guide the meeting. These calls are meant to serve as status updates on deliverables as well as check-ins to see how each of team member is personally doing.

**The building continues to be open with some staff working onsite.** Should we move to not allow visitors and request all staff to work remotely, there will be some staff given access to perform their duties. This includes such functions as printing checks and producing member mailings. Key business functions have been asked to determine how much time is required to perform these types of tasks, and based requirements of critical teams, CERT will determine the hours limited staff will have access to the building.

**It is vitally important that we stay connected during this period of time.** Managers are asked to reach out to their teams, and staff are encouraged to contact their managers with questions about their job functions. If staff need to report travel, sickness or other COVID-19 related questions, they are asked to use [HumanResources\\_HighAlert@nhpri.org](mailto:HumanResources_HighAlert@nhpri.org) or call 1-880-440-4888.

**Please reference the information on high alert pay codes to be used in Paycom during this High Alert Phase of COVID-19 response.** Human resources has created special codes for tracking employee time should we need to document costs associated with managing our workforce during this special situation. Managers will be verifying staff are using these codes correctly when they approve timesheets. See below section “ACCOUNTING FOR YOUR TIME”

## ACCOUNTING FOR YOUR TIME

### New Pay Codes in Paycom (New 3.17.20)

Human Resources has developed three new pay codes that have been set up in Paycom in response to the COVID-19 High Alert Phase. The below chart provides descriptions of when to use each of the new pay codes now available in Paycom.

Code	Description	When to Use
HRW	High Alert Remote Work	Time worked remotely during a situation that has been designated as High Alert by the CERT.
HFP	High Alert FMLA Paid	Time away from work during a High Alert situation due to an employee's own illness or to care for a sick family member.
HAP	High Alert Administrative Leave Paid	Any employee who is physically able to work (not ill) but does not have remote working capabilities and is not allowed in the facility due to a High Alert situation.

**Employees do not need to notify the High Alert email or phone number if they already have their managers' approval to work remotely.** They should utilize the “High Alert Remote Work” pay code to track their time during this special time period.

Employees and management still need to contact the High Alert email or phone number for approval to use the “High Alert Administrative Leave Paid” or “High Alert FMLA Paid” pay code. During this High Alert Phase anyone who is approved for FMLA for self-illness or to care for a family member will be approved to use “High Alert FMLA Paid” pay code.

Please email [HumanResources\\_HighAlert@nhpri.org](mailto:HumanResources_HighAlert@nhpri.org) or call 888-440-4888 if you have questions.



**Planned Vacations (New 3.17.20)**

If an employee has or is going to have a planned vacation and take time out of work, they are still required to submit this in advance as Scheduled Earned Time Off for their manager to review and approve. Please note, any scheduled time for vacation will still be charged to Earned Time Scheduled.

**Return To Work Guidance (New 3.17.20)**

Before an employee can return to the Smithfield building to work, they **MUST** call HR 24-48 hours prior to their expected return so that HR can verify the employee is cleared to return and re-activate system and/or building access.

**Return to Work Guidelines for an employee on FMLA for self-illness/tested positive for COVID-19:**

- If an employee is on FMLA, they will need to contact the FMLA Administrator (The Standard) and call the Human Resources High Alert phone number within two (2) days of the return date to confirm their return date.
- The employee's treating physician must certify that the employee is capable of returning to work.  
This will include written documentation stating that the employee is able to perform the necessary job-related functions. If the employee requires work restrictions, the employee must apply for ADA/ADAAA.
- The certification must be submitted to HR no later than two days prior to the date of return.  
The employee will not be able to begin work until this certification is received by HR. Once HR receives the certification, access to the facilities and internal systems will be reactivated.

**Return to Work Guidelines for an employee presumptive positive or self-quarantined:**

- After 14 calendar days have passed, and even if during this time the employee was able to work remotely, the employee must call the Human Resources High Alert phone number 24 to 48 hours prior to their anticipated physical return to work.
- Human Resources will be responsible for confirming with the employee that they are able to return to work and will notify the employee's department management as well as facilities so the employee's badge access will be reinstated.

**RECRUITING/INTERVIEWING/ONBOARDING (New 3.17.20)**

At this time we ask that all interviews be conducted using video conference or telephone. Once again, to practice social distancing, we are limiting visitors to the facility.

Recruitment activities should continue, however, an employee's start date will be discussed by CERT to ensure that new Neighborhood staff members are on-boarded and welcomed appropriately. We may delay start dates of new staff depending on what is happening with the current High Alert Phase. If we are going to delay start dates, we will notify hiring managers well in advance.

Our current orientation program has been consolidated to one day in order to reduce the amount of time employees are in close contact with each other. Hiring managers are expected to have work ready for new staff members, as well as confirm their equipment is up and running to facilitate the remote capability that may be required.