

MYEP COVID Pandemic Response - FAQs

The Senior Leadership Team of MYEP first wants to thank you again for all your hard work keeping the people we support as healthy and safe as possible during this difficult time. We have put together this “frequently asked questions” document to assist you with the answers to some common questions. As always, please reach out if you have questions!

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What do I do if I feel sick?

All employees are expected to self-report to their supervisor or an on-call supervisor if you are experiencing any symptoms of illness. Of particular importance is reporting of any of the following symptoms:

- Fever
- Shortness of breath
- Cough
- Loss of taste or smell
- Sore throat
- Diarrhea
- Headache
- Muscle aches

When you report symptoms, your supervisor or the on-call supervisor will complete a risk assessment with you and the next course of action will be determined. You may be allowed to work depending on the results of the risk assessment, or you may be quarantined for a period of time from the worksite. You may also be asked to get a COVID-19 test, the results of which may also determine the next course of action.

What do I do if I was in contact with someone who has COVID-19?

All employees are expected to self-report to their supervisor or an on-call supervisor if you have had any direct contact with a person who has been diagnosed with COVID-19. Upon report of such contact, your supervisor or the on-call supervisor will complete a risk assessment with you and the next course of action will be determined. Depending upon the extent of the contact you had, you may be able to work, or you may be asked to quarantine from the worksite for specific time period. You will be notified of the length of quarantine. You may also be asked to get a COVID-19 test, the results of which will also determine next steps.

What if I engage in high-risk travel (i.e. airplane, bus, going to a known hotspot, etc.)?

Again, all employees are expected to notify their supervisor of any planned high-risk travel so appropriate risk assessments and action plans can be done.

When should I be tested for COVID-19

You should be tested for COVID-19 if 1) you are having any of the symptoms described above; 2) if your doctor orders a test for you; or 3) if you have been in direct contact with a person who has been diagnosed with COVID-19. If MYEP has not specifically asked you to get a test, and you are doing so for personal reasons, please still notify MYEP of your plans to get a test. It is imperative that MYEP is aware of all potential carriers of this disease so we can take the right steps to prevent any spread of this disease.

If you are unsure where to get a test, please talk to your supervisor. MYEP Senior Leadership has provided comprehensive details to all supervisors about testing options in the area.

Where can I get tested?

If you have insurance (employer-sponsored, personal coverage, government coverage):

MYEP prefers **if you have insurance** that you get tested at the **University of Iowa Hospitals (UIHC)**. A video visit with a health care professional is required (this should be covered by your insurance) prior to them ordering a test. To schedule a video visit, call 319-384-9010 or go to <https://uihc.org/2019-novel-coronavirus-covid-19>. Results of testing at the UIHC are typically back in one day, which is why MYEP prefers this option for people who are insured.

If you do ***not*** have insurance, there are a variety of options, some free, some with a cost:

Test Iowa –

- How? Go to <https://www.testiowa.com/en>, complete the online assessment and schedule your test. You can also call them at 844-844-1561 if you do not have internet access.
- Where? The closest Test Iowa site is in Cedar Rapids at 5755 Willow Creek Drive, SW
- Cost? Free
- Results typically take 2-5 days

Towncrest Pharmacy

- How? Call 319-337-3526
- Where? 2306 Muscatine Ave, Iowa City
- Cost? Free
- Results typically take 3-5 days

HyVee Drugstore

- How? Call 319-337-3424 or online at www.doineedacovid19test.com
- Where? 310 N. First Ave, Iowa City
- Cost? Free
- Results typically take 3-5 days

HyVee North Dodge – Rapid Testing location

- How? Call 319-337-6310, or <https://www.hy-vee.com/my-pharmacy/services/covid-19-testing> to take the assessment and register for a test
- Where? 1125 North Dodge St., Iowa City
- Cost? Prices vary, the last known cost at this location was \$80
- Results typically take 1-2 hours
- ***Please note, you must be having symptoms or have been in close contact with someone who has COVID to be considered for this option.***

Do I always have to wear my mask while I'm on shift?

YES! You must always wear your mask during your shift. You may remove your mask momentarily to take bites of food or a drink, otherwise the mask must remain on.

Please note – we understand you may need to eat or drink during your shift and your mask must momentarily be removed to do so; however, this does not mean it is safe to sit down to a family style meal with the people you are supporting or your co-staff. Please take your meal to a separate area and

only remove your mask while actively taking bites of your food, then promptly replace your mask until you need to take another bite.

I just did a temperature check of a person I work with, and he has a fever, what do I do?

- 1) Contact your supervisor or an on-call supervisor immediately!
- 2) Immediately isolate the person from others in the house. Provide him with a mask.
- 3) Protect yourself using the high-risk PPE kit each site has been provided with.
- 4) If the person will not remain isolated, ensure all other people in the house are protected with high-risk PPE.

How to I wear a mask properly?

Make sure you cover **both your nose and your mouth with the mask!** If the mask has a nose piece, pinch it around your nose to slow air from escaping in the gaps around your nose.



Make sure the mask fits to cover your nose, mouth and chin. If you adjust the mask to cover those areas, wash your hands before and after.

How to I wear my high-risk PPE?

- First layer (closest to skin) – KN95 mask (this will be reused multiple times before discarding due to not only the cost of these masks but also because they are in short supply)
- Second layer – cloth mask over top of the KN95 mask (wearing a cloth mask over the KN95 will preserve the KN95 mask for repeated use)
 - Please note: medical masks (i.e. paper surgical masks) will also be provided to the homes where there is an infected person served. To avoid cross contamination with non-infected individuals, medicals masks should be worn vs. cloth masks and disposed of each time after caring for the infected person (and replaced with a new, clean one).

- Gloves- all houses are provided with gloves. Gloves should be worn when caring for an infected person. Gloves must be immediately disposed after each time of providing care to the infected person
- If provided – safety goggles or face shield over top of the double layer of masks. This layer is used when in close proximity to the infected person, i.e. providing personal cares or handling a behavioral incident that requires being close to the person).
- If provided – medical gown – this goes on top of your clothing and because they are in short supply, should be used sparingly, i.e. only when providing direct personal care in close proximity to the infected person.

How to I care for my PPE?

First, remember PPE is costly and some pieces of it remain in short supply, so it is important to properly care for your PPE. Below is the listing of each type of PPE provided by MYEP and how each should be cared for.

- Cloth mask – each staff has been issued two cloth masks by MYEP. These should be washed either by hand or machine washed after each shift. Take your cloth mask home with you after your shift to wash it.
- Paper surgical masks – these have been provided to each worksite and can be used if your cloth mask is not available. These should be disposed of after each shift. These can be costly, so please use only one per shift unless it becomes visibly soiled.
- Gloves – are used when providing personal cares and should be discarded after each use.
- Safety goggles – These are washable and should be washed with soap and water and sanitized after each shift and placed in your PPE kit.
- KN95 mask – These are in shorter supply, so please make these reusable by wearing your cloth or paper mask over top of the KN95 mask! At the end of your shift, after removing the cloth or paper mask, place the KN95 mask into the baggie provided when you received your PPE kit and close the baggie tightly, then place it into the kit you were provided.
- Medical gowns – these are only to be used with providing close contact, personal care to a person to has COVID. These are in extremely short supply, so please use sparingly. Discard after use.

NEVER share your PPE with another person!!!

Where to I get more PPE if mine is damaged or worn out?

The main storage of our PPE supply is kept at the main MYEP building at 407 Highland Court. You can contact administrative staff by calling the main MYEP number (319-341-0060) and dialing 0 during office hours to get more PPE. If it is after hours and you have an urgent need for additional PPE, contact your supervisor or the on-call supervisor.

If I am quarantined from my worksite, how will I know when I can return?

Supervisors will be in continual contact with you to monitor any symptoms, test results, etc. Do NOT return to work until you have been given the go ahead from a supervisor.

What happens if I lose hours due to being quarantined for a COVID-related reason?

If you are a part time employee and lose hours due to an employer-directed quarantine you will likely qualify for unemployment benefits. MYEP does not determine unemployment eligibility; the State of Iowa does. To have your specific situation addressed and to begin the process to file a claim you will need to contact Iowa Workforce Development at iowaworkforcedevelopment.org or 1-866-239-0843.

If you are a full time, benefitted employee and lose hours due to an employer-directed quarantine you likely will not qualify for unemployment benefits if you have paid leave available. Meaning that if you have enough PTO to cover the days you are unable to work you will likely be ineligible. Again, though, MYEP DOES NOT make this eligibility decision; the State of Iowa does. To have your specific situation addressed you are encouraged to contact Iowa Workforce Development. Please note-the PTO employees receive is a combination of sick and vacation time.

If I file for unemployment will MYEP protest my claim?

Not exactly. For each COVID-related claim we receive we will complete it with the facts of the situation including the dates of the employer-directed quarantine, the reason for the employer-directed quarantine, and the availability that employee has to any paid leave benefits, such as PTO. When Iowa Workforce Development receives a claim form that has any remarks from the employer this may result in a fact-finding hearing. In this fact-finding hearing (takes place by phone) we all go through the facts of the situation as we know them and then the fact finder at the State of Iowa determines unemployment eligibility. Again, MYEP DOES NOT make unemployment eligibility decisions.

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The people I work with want to go to a restaurant to dine indoors (or other community-based activity), what do I do?

First, check each person's COVID Person-Centered Community Participation Risk Assessment. If you cannot locate it in EDoc, please contact your supervisor. This document will tell you what level of community participation each person's team has agreed to. If the document says they can participate in community activities, then do a risk assessment of the activity they want to do. If the activity is of higher risk than the person's team has agreed upon, suggest an alternative activity to the person. If in doubt, contact your supervisor or an on-call supervisor.

Where can I find more information on MYEP's pandemic response and protocols?

- 1) Hard copies of MYEP protocols have been provided by Senior Leadership to all worksites. If you aren't sure where your site's copies are, contact your supervisor.
- 2) MYEP website (www.myep.us) – copies of all protocols are available on the COVID-19 page on the MYEP website. These are updated regularly, so bookmark this site!
- 3) ADP Workforce Now – recent updates and memos are available on the home tab when you log in to ADP Workforce Now.
- 4) If all else fails, call your supervisor, your Coordinator, or any member of Senior Leadership.