

## COVID-19 Q&A

1. How is COVID-19 spread?  
COVID-19 is spread through respiratory droplets from coughing and sneezing.
2. Who are most at risk of becoming infected?  
People who are at most risk of becoming infected are those who have been in close contact with someone who has the disease, the elderly and those with compromised immune systems such as heart/lung/kidney disease and diabetes mellitus.
3. What are the symptoms for COVID-19?
  - a. Fever, cough, sore throat, shortness of breath and difficulty breathing
  - b. Symptoms develop from 2-14 days after exposure to the virus
  - c. Infected individuals may be able to shed the virus to others during the incubation period of up to 14 days after exposure, even if they do not have any symptoms.
4. What preventive measures can I take?
  - a. Avoid close contact with people who are sick.
  - b. Avoid touching your eyes, nose and mouth with unwashed hands.
  - c. Wash your hands with soap and hot water for at least 20 seconds before eating and touching your face. Sing “Happy Birthday” to make sure you wash long enough.
  - d. If soap and water are not available, use an alcohol-based hand sanitizer with 60% alcohol or higher. The City’s Fire department will be providing sanitizer for each department. NOTE: THIS DOES NOT REPLACE HANDWASHING; THIS IS TO GET YOU BY UNTIL YOU CAN WASH YOUR HANDS.
  - e. When you cough and sneeze, use a Kleenex and throw it away. If no Kleenex is available, then cough and sneeze into your elbow.
  - f. Clean frequently touched surfaces and objects, ie. doorknobs, toilet handles, sink handles, remote controls, desk space, counter tops.
    - i. City is/has provided sanitizer and disinfectant to use for cleaning.
  - g. Most importantly, if you feel you are getting sick, stay home.
5. What is the city doing?
  - a. Providing/provided sanitizer and or disinfectant
  - b. City Hall Access – You may have seen MyLisa’s email about City Hall access, if not, here is what was sent out:  
“Effective now, the badge access doors within City Hall are all set to be locked and shut at all times. If you need access to City Hall and you do not have a badge to gain entry, please enter through the north door so that we can assist you.”  
This is being done to limit the movements within the building and to limit interaction and exposure to our public safety personnel.
  - c. Work from home protocols for non-public safety staff are being finalized. A determination on when this is enacted will be decided when appropriate. Sick time balances will be allowed to go into the negative, if necessary. Please review the Families First Coronavirus Response Act to ensure you are using sick time appropriately.  
[https://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA\\_Poster\\_WH1422\\_Non-Federal.pdf](https://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA_Poster_WH1422_Non-Federal.pdf)

- d.
- e. Workers Comp – as we’ve been doing, if you are injured or hurt on the job, you are to call Company Nurse. This process will remain the same during the COVID-19 pandemic. Don’t forget to fill out the employee incident report (G drive > HR > Safety).
- f. Health Insurance
  - i. Wellmark is waiving the prior authorization requirement for all COVID-19 testing.
  - ii. The City’s health insurance plan will cover the cost of the COVID-19 test, if ordered by your doctor. Employees will still be responsible for the office visit charge.
  - iii. Wellmark is allowing for early refills on prescriptions and encourages the use of 90-day retail and mail order benefits. In addition, they are also waiving early refill limits on 30-day prescription maintenance medications (flyer attached).
  - iv. Wellmark offers Dr on Demand which allows you to be treated virtually via your smartphone, tablet or computer. <https://www.wellmark.com/blue-at-work/healthy-employees/the-doctor-will-see-you-now-virtually>

**6. What process should I follow if there is an exposure or possible exposure to myself or immediate family members?**

The CDC says you have a risk of exposure if you:

- 1) Traveled to exposed county, city, state or country.
- 2) Had physical contact with confirmed COVID-19 in the past 14 days.
- 3) Are showing signs/symptoms of COVID-19.

Confirmed Work  
Exposure:

Call Company Nurse, call your supervisor, call HR

Company Nurse: 888-770-0928, Group Code: IA183

Confirmed Personal  
Exposure:

You answer yes to 1 and/or 2 above and have signs/symptoms of COVID-19.

Stay home, call your doctor or 211, call your supervisor

Quarantine for 14 days

Possible Exposure:

You answered no to 1 and 2 above, but have some symptoms that could be COVID-19 related OR

You answered yes to 1 and 2 above but do not have symptoms that could be COVID-19 related

Stay home, call your doctor or 211, call your supervisor

Follow doctor advice

May return to work when symptoms subside or after 1 week from when symptoms first appeared whichever is longer.

7. How will communication be disseminated?

The communication tree is as follows:

- a. Melissa McCoy (HR) communicates to Employees
- b. Brian Sher (Police) communicates to Media
- c. Ryan Waller (City Manager) communicates to City Council
- d. Department Heads communicate departmental specifics to respective employees

8. Will the city continue to have the recognition events?

No, all city recognition events are postponed.

9. Who is working from home?

Non-public safety office staff are working from home.

- a. The City's main line will be forwarded to Cassandra's cell phone.
- b. Community Development's main line will be forwarded to Cortney's cell phone.
- c. All department heads can be reached through their cell phones.

The Police Department, Fire Department, Streets, WPC and Parks will continue normal operations while taking precautions advised by the CDC re: washing hands, sanitizing and social distancing.

10. Where can I find more information?

You can find more information on the City website at: <http://indianolaiowa.gov/892/COVID-19-Facts>

11. What is the EAP? How can I access the EAP?

EAP stands for Employee Assistance Program. This is a free and confidential program for employees to use in times of need. It can be used for counseling, financial advice and more. You can reach the EAP by calling 800-327-4692 or by visiting: [www.efr.org](http://www.efr.org). See flyer that was emailed out on 3/25/2020 and Facebook posting on the City Employee Only Facebook group page for more information.

12. What is the FFCRA?

FFCRA is the Families First Coronavirus Response Act that was signed into law on March 18, 2020. It is in effect from 4/1/2020 – 12/31/2020. For more information see the DOL poster at:

[https://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA\\_Poster\\_WH1422\\_Non-Federal.pdf](https://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA_Poster_WH1422_Non-Federal.pdf)

or, the City website, HR page, COVID-19 link.

13. x

**We will continue monitor the Iowa Department of Health, CDC and WHO organization and will communicate out more information as it becomes available.**

