



NADG Leadership FAQs – COVID-19

What if a team member appears sick?

If any team member presents themselves at work with a fever or difficulty in breathing, they should be sent home and advised to seek medical evaluation. While these symptoms are not always associated with influenza and the likelihood of a team member having the COVID-19 coronavirus right now is very low, it pays to err on the side of caution. It is the responsibility of supervisors and managers to not overreact to the situation while also assuring the staff that we are taking all reasonable precautions to stop the spread of the virus.

Can we ask a team member to stay home or leave work if they exhibit symptoms of the COVID-19 coronavirus or the flu?

Yes, we should ask the team member to stay home or leave work and seek medical attention, including getting tested for COVID-19 if possible.

One of our team members has a suspected but unconfirmed case of COVID-19. What should we do?

For patient-serving facilities, the Office Manager should immediately inform the Regional Director of Operations and HR. For Resource Centers, notify Supervisor, Department Leader and HR. In both scenarios, send a note to Covid19@nadentalgroup.com. Please include team member name and practice/location. When informing team members of the potential COVID-19 case, do not identify by name the infected team member.

The team member should be informed that they should not return to work until the suspicions are resolved and, if the diagnosis is confirmed, until they receive approval to return to work from their physician. Before the team member departs, ask them to identify all individuals who worked in close proximity (three to six feet) with them in the previous 14 days. Team member(s) who worked closely with the team member suspected of being infected in a patient serving facility should be given the option of staying home and not working for a 14-day period since they last worked closely with the infected team member. Team members who work in a Resource Center should be given the option of working from home, where applicable, for a 14 day period since they last worked closely with the infected team member, or given the option of staying home and not working for the 14 day period since their last close contact.

Please work ensure a deep cleaning is conducted in potentially affected locations. Where applicable, building management should also be informed of the confirmed COVID-19 case.



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How can we distinguish between a “suspected but unconfirmed” case of COVID-19 and a typical illness?

There is no easy way for you to make this determination, but you should let logic guide your thinking. The kinds of indicators that will lead you to conclude an illness could be a suspected but unconfirmed case of COVID-19 include whether that team member traveled to a CDC level 2 or 3 areas, or symptoms such as fever or difficulty in breathing. Please notify and partner with your regional leadership, department supervisor and HR on any suspected case.

A team member has tested positive for COVID-19. What should we do?

For patient-serving facilities, the Office Manager should immediately inform the Regional Director of Operations and HR. For Resource Centers, notify Supervisor, Department Leader and HR. Supervisors will send a note to Covid19@nadentalgroup.com. Please include team member name and practice/location. When informing team members of the positive COVID-19 test, do not identify by name the infected team member.

- *For patient-facing team members:* The team member should be informed that they should not return to work until they receive approval to return to work from their physician. Before the team member departs, ask them to identify all individuals who worked in close proximity (three to six feet) with them in the previous 14 days. Team members who worked closely with the infected team member in a patient serving facility should be given the option of staying home and not working for a 14-day period since they last worked closely with the infected team member.
- *For all other team members:* Team members who work in a Resource Center should work from home for a 14 day period since they last worked closely with the infected team member, or if it's not possible for them to work at home, given the option of staying home and not working for the 14 day period since their last close contact.

If a necessity to close a practice, the RDO will work with VPO on steps to execute practice closure protocol. Please work with facilities and building management to ensure a deep cleaning is conducted in affected locations. Where applicable, building management should also be informed of the confirmed COVID-19 case. As a health care organization, we strive to be present for patients in emergent situations.

One of our team members has been exposed to the virus but only found out after they had interacted with patients. What should we do?

Patient facing leadership, Office Managers, RDOs, should partner to follow NADG protocol for notifying patients. Protocol will pertain to digital, verbal and written notifications.

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If I contract COVID-19 and need to miss work, will I be paid?

If you have PTO available, you will need to exhaust your available PTO options first. Under the NADG PTO policy, if you are a full time team member, you may borrow up to 40 hours of current year PTO if you have exhausted your current accrual. If you have exhausted your PTO options, you may request unpaid time off. Additionally, if you elected Short Term Disability, and your illness meets the requirements to receive the benefit, you may be eligible to receive compensation through UNUM, our disability carrier, for extended periods of absence.

Do I have to use my own paid time off if I'm quarantined, or sent home from work, even though I think I'm well enough to work?

Yes, you must exhaust your available PTO options for time off work, whether you are ill or not able to work due to other restrictions. It is our #1 priority to ensure that you, your teams and patients are safe.

Does Family and Medical Leave Act (FMLA) leave apply for team members or immediate family members who may contract COVID-19?

If medically diagnosed, COVID-19 qualifies as a "serious health condition" under FMLA, which allows for a team member to take FMLA leave if either they or an immediate family member contracts the disease. FMLA ensures the team member would be entitled to job reinstatement if they qualify for and return to work with the guidelines of the Act. If all the following criteria are met and you meet the eligibility criteria for FMLA (you have worked 12 months for NADG and have worked 1,250 hours in the preceding 12 months), FMLA will apply:

- A period of incapacity of more than three consecutive, full calendar days and
- Two in-person visits to a health care provider; the first visit within seven days of the first day of incapacity and the second visit within 30 days of the first day of incapacity or
- One in-person visit to a health care provider within seven days of the first day of incapacity and subsequent treatment that includes prescription medication

For assistance determining your eligibility or applying for FMLA leave, please contact your Human Resources Business Partner.

Will my NADG-sponsored healthcare plan cover medical expenses associated with treatment for COVID-19?

The NADG medical plans offered through Highmark Blue Cross Blue Shield offer a number a coverage options, depending on your plan. Please refer to the [ADP Forms Library](#) for a summary. This form is provided for informational purposes only and does not constitute regulatory or legal advice.

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of benefits of your specific plan or contact Highmark by visiting www.highmarkbcbs.com, or calling 1-800-241-5704 for additional information.

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