COVID REVIEW PROCESS – Effective 2/15/2022

Supervisor/Director steps are ==Highlighted== in the following steps.

==**STEP 1:** Supervisor/Director gets contacted by employee reporting COVID symptoms and/or positive test results. If employee is currently at work, send home until further notice.==

==**STEP 2:** Ensure the employee's phone number is confirmed; obtain details pertaining to employee symptoms, high risk exposure information, testing/result dates, etc.==

==**STEP 3:** Inform employee that a representative of Hilltop's Employee Health Team will be contacting them soon. Encourage employee to watch/listen for call from Employee Health Staff and to return call/text as soon as possible.==

==**STEP 4:** Send email to EmployeeHealth@htop.org including employee information (full name, phone number, supervisor name, COVID/non-COVID symptoms, positive testing dates/results, high risk exposure information, etc.).==

STEP 5: Employee Health Staff (EHS) reviews Supervisor/Director employee-related emails (containing information above) from EmployeeHealth@htop.org.

STEP 6: EHS moves email to respective "Open Projects" folder.

STEP 7: EHS enters initial COVID Review Workbook information on Teams.

STEP 8: EHS open up a new COVID Screening Form and transfers Supervisor/Director details to the new spreadsheet.

STEP 9: EHS reviews employee info on UKG including COVID vaccination information, employee phone numbers/email, etc.

STEP 10: EHS transfers Supervisor/Director and UKG information to the COVID Screening Form before making a call to the employee.

STEP 11: EHS contacts employee. If they do not answer, leave a message: "Hello, this is _____ from Hilltop's Employee Health team. I am giving you a call to ask some questions about the symptoms/positive test/ exposure you reported to your supervisor. Please give me a call back at _____ so we can get you returned to work as soon as possible."

Additional EHS Notes: When employee answers – create your own script in advance that feels best to you. Make sure to introduce yourself and your affiliation with Hilltop's Employee Health Staff. Review elements contained in the COVID Screening Form, starting with whichever question you would like. Make sure you get answers for all the questions on the COVID Screening Form. PLEASE use the notes section to further elaborate on yes/no answers. The more information the better!

Reason for time off:
- Ask if they were exposed to an employee/resident at Hilltop. Who was involved (by name)?
- COVID or NON-COVID symptoms (get specific symptoms)
- Need to care for a child or family member who is sick/exposed
- Parents who don't have child care due to COVID
- Positive test information
- List any other reasons why they are taking time off work
- Recent use of "fever/pain reducing" medication? (aspirin, cold meds, ibuprofen, etc.)?

Additional EHS Notes: Be an investigator! Sometimes you need to ask follow-up/creative questions to get answers, employees might not think about. If an employee asks you about their PTO or time off policy, tell them they can contact their Supervisor or People Ops Business Partner.

STEP 12: EHS saves completed employee COVID Screening Form to F:\Human Resources\COVID Reviews/Screenings. Save in file using Last Name, First Name (add additional date as _xx-xx-xx if more than one).

STEP 13: EHS returns to original Supervisor/Director email in their "Open Project" folder. Forward the message (with the COVID Screening Form attached) to the Employment Health Nurse for rubric review. Include any additional notes or relevant information in the body of the email.

STEP 14: Employment Health Nurse utilizes COVID rubric to respond via email to affected supervisor(s), Directors, EHS, Senior Leaders (Will, Jed, and Rebecca), and Valori Farrell (Payroll). If there are any questions, contact Will, Jed, or Rebecca before sending review email.

STEP 15: Once Employment Health Nurse rubric review email is received, EHS moves email to "From Review Team" folder. EHS moves any responses regarding the rubric review (notes, emails, updates) to the "Notes/Updates" folder. Do not delete any emails; all documentation is retained.

STEP 16: Employment Health Nurse moves sent email to the "Completed Projects" folder.

STEP 17: Supervisors/Director will contact employee to notify them of next steps (return to work date, additional testing requirements, etc.). If employee is not working due to COVID rubric decision, do not use employee's work email address; ensure contact is made directly to employee using personal phone number/email.

STEP 18: If employee's leave qualifies as a PHEL absence, Valori Farrell (Payroll) will reply with details. EHS will move email to "From Review Team" folder

STEP 19: Employment Health Nurse completes COVID Review Workbook information on Teams.

Director's List (For EHS Use)

PROGRAM	PRIMARY	SECONDARY
Commons	Timindra Boyer	Amy Newberry, Cathy Story, Brittany Goss, Kayla Stearn
Corporate-Admin	Kellee Echave	Will Hays
DV Services	Hollie VanRoosendaal	Sue Conry
Fiscal Services	Nathan Oberle	Debbie Aull, Carter Bair
Fountains	Jon Tadvick	TJ VanRoosendaal, Cathy Story
FRC – GJ	Sue Conry	Hollie VanRoosendaal
FRC – Montrose	Josie Anders-Mize	Joy Hamilton
IT	Debbie Aull	Nathan Oberle, Carter Bair
LAP	Angie Wickersham	Tena Quillin
Marketing	Mike Green	Cathy Story
People Ops	Rebecca Weitzel	Will Hays
Property Services	Don Kendall	Lee Kenney/Leather Bang
Senior Daybreak	Jo Dee Padilla	Jon Tadvick, TJ VanRoosendaal, Cathy Story
Family Tree	Sue Conry	Hollie VanRoosendaal

CC: Will Hays, Rebecca Weitzel, Jed Balestrieri on all emails to Directors