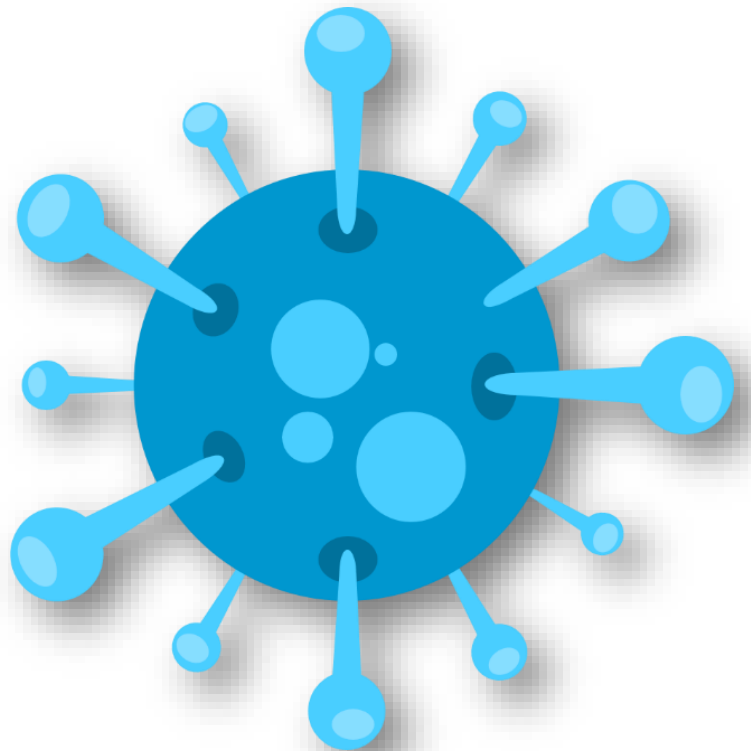
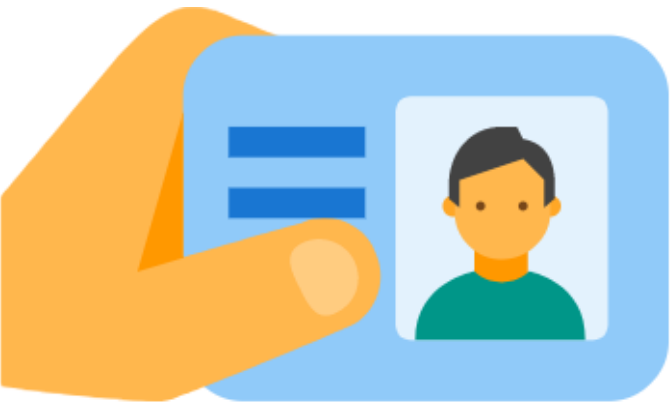


BINDER CONTENTS:

- Employee Communication
- Task Force Communication
- Policies and Procedures
- Supervisor Training
- COVID-19 Triage Training
- Posters and Handouts



COVID-19

EMPLOYEE COMMUNICATION

Kalsey R. Anderson

From: Kalsey R. Anderson
Sent: Tuesday, January 12, 2021 3:49 PM
To: AllUsers
Subject: COVID-19 Vaccination Education
Attachments: ESGW Employee COVID-19 Vaccination Information.pdf

Hello!

Getting a COVID-19 vaccine is an important step to prevent individuals from getting sick with COVID-19. We understand you may have questions about the vaccine. Please review the attached ESGW Employee COVID-19 Vaccination Education guide for more information on the vaccination. Included in the guide, you will find:

- General information on the vaccination
- Vaccination eligibility and distribution timelines
- Where to get a COVID-19 vaccination
- Costs related to the COVID-19 vaccination
- Expectations after receiving a COVID-19 vaccination

Thank you again for all you are doing to keep our clients and staff safe and healthy. We want you to feel confident in your decision to get vaccinated. We welcome any questions you may have.

Wishing you a safe and healthy 2021!

Kalsey Anderson
Director of Human Resources
Easterseals-Goodwill Northern Rocky Mountain Inc.
425 1st Avenue North
Great Falls, MT 59401
406-771-3773 | www.esgw.org



Easterseals-Goodwill Employee COVID-19 Vaccination Education



COVID-19 Vaccination Benefits and Overview

While ESGW is not requiring employees to get the COVID-19 vaccination, we strongly encourage employees to consider receiving the COVID-19 vaccination. COVID-19 vaccines were carefully evaluated in clinical trials and have been authorized and approved by the United States Food and Drug Administration (FDA).

Experts believe that getting a COVID-19 vaccine will help keep people from getting seriously ill or dying, even if they do get COVID-19. Getting vaccinated also protects people around you, particularly people at increased risk for severe illness from COVID-19. It's possible that someone could get the vaccine but could still be an asymptomatic carrier. **Whether employees chose to receive the vaccination or not, ESGW is committed to the health and safety of our employees and will continue to require proper PPE to avoid transmission of COVID-19.**

As of January 8, 2020, the vaccines approved by the FDA require two doses to be fully immunized. After receiving the first dose, your provider/entity giving the vaccine will inform you of the process and date for receiving the second dose.

ESGW encourages employees to receive the COVID-19 vaccination. However, ultimately, the decision to get a vaccination is up to each employee. **Please research the best option for yourself, especially if you have already had COVID-19 and ask your medical provider if you have questions about receiving the vaccination.**

NOTE: People who have had allergic reactions to other types of vaccines should check with their doctor prior to being vaccinated. Only people within authorized age groups should be vaccinated (16 years of age or older for Pfizer and 18 years of age or older for Moderna). <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety/allergic-reaction.html> & <https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html>

Vaccination Eligibility and Distribution Dates

Vaccination distribution is managed by each state. Depending on the state in which you live, vaccine distribution processes in each state, and your own personal circumstances, your eligibility for a COVID-19 vaccination and timeline for distribution may change. Below you will find information on vaccination distribution and recipient eligibility by state as of January 7, 2021.

MONTANA	
Recipient (subject to change)	Distribution Dates (subject to change)
PHASE 1A <ul style="list-style-type: none">Frontline healthcare workersLong-term care facilitiesHealthcare workers with direct patient contact or virus exposure	December 15 th , 2020 - February 26 th , 2021
PHASE 1B <ul style="list-style-type: none">Persons aged 70 years and olderAmerican Indians and other people of color who may be at elevated risk for COVID-19 complicationsPersons aged 16-69 with high-risk medical conditions. Qualifying medical conditions include:	January 15 th , 2021 – March 15 th , 2021

<ul style="list-style-type: none"> ○ Cancer ○ Chronic kidney disease ○ COPD (chronic obstructive pulmonary disease) ○ Down Syndrome ○ Heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies ○ Immunocompromised state (weakened immune system) from solid organ transplant ○ Severe Obesity (BMI ≥ 40 kg/m²) ○ Sickle cell disease ○ Type 1 & 2 Diabetes mellitus ○ On a case by case basis, medical providers may include individuals with other conditions that place them at elevated risk for COVID-19 related complications. 	
<p>PHASE 1C</p> <ul style="list-style-type: none"> • Frontline essential workers • Persons aged 60 years and older • Individuals residing in congregate care and correctional facilities • Persons aged 16-59 with medical conditions not included in phase 1B that may have an elevated-risk of COVID-19 complications, conditions include: <ul style="list-style-type: none"> ○ Asthma (moderate-to-severe) ○ Cerebrovascular disease (affects blood vessels and blood supply to the brain) ○ Cystic fibrosis ○ Hypertension or high blood pressure ○ Immunocompromised state (weakened immune system) from blood or bone marrow transplant, immune deficiencies, HIV, use of corticosteroids, or use of other immune weakening medicines ○ Neurologic conditions, such as dementia ○ Liver disease ○ Overweight (BMI > 25 kg/m², but < 40 kg/m²) ○ Pulmonary fibrosis (having damaged or scarred lung tissues) ○ Thalassemia (a type of blood disorder) 	<p>March 15th, 2021 – July 15th, 2021</p>
<p>PHASE 2</p> <ul style="list-style-type: none"> • All remaining Montanans aged 16 or older 	<p>July 2021</p>
<p>RESOURCES: https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusvaccine</p>	

UTAH	
Recipient (subject to change)	Distribution Dates (subject to change)
<ul style="list-style-type: none"> • Healthcare professionals who work in high-risk environments from the hospitals in the state that provide care to the highest numbers of COVID-19 patients 	<p>Mid-December 2020</p>
<ul style="list-style-type: none"> • Healthcare workers who work in high-risk environments in the remaining hospital facilities 	<p>December 2020 - January 2021</p>

<ul style="list-style-type: none"> • Remaining healthcare personnel, including: clinics, pharmacy staff, Tribal health, long-term care facilities, assisted living facilities, skilled nursing staff and other healthcare personnel who are at higher-risk • School staff • EMS, first responders, public health workers, community health workers, and Tribal EMS and Tribal public health workers 	
<ul style="list-style-type: none"> • Long-term care facility staff and residents who have not been vaccinated • Utahns 75 years of age and older • Utahns with certain underlying medical conditions (specific medical conditions to be determined) 	February 2021
<ul style="list-style-type: none"> • Tribal reservation communities • Additional Utahns based on age (prioritization to be determined) • Additional Utahns living in congregate care settings (prioritization to be determined) • Racial and ethnic groups at higher-risk • All Utahns 	March 2021 – July 2021
<p>RESOURCES: Stay up-to-date on vaccines, COVID-19 information and Utah Department of Health recommendations so you can make informed decisions to keep yourself and your family safe and healthy. Sign up for vaccine notifications: https://coronavirus.utah.gov/vaccine#sign-up</p>	

IDAHO	
Recipient (subject to change)	Distribution Dates (subject to change)
<ul style="list-style-type: none"> • Hospital staff essential for care of COVID-19 patients and maintaining hospital capacity (includes support staff as well as clinical staff) • Outpatient clinic staff essential for care of COVID-19 patients and maintaining hospital capacity • Long-term care facility staff & residents • Home care providers for adults 65 years of age and older; home care providers for adults or children with high-risk medical conditions • Emergency medical services (EMS) • Outpatient and inpatient medical staff not already included above who are unable to telework • Dentists, dental hygienists, and dental assistants • Pharmacists, pharmacy technicians and pharmacy aides • Public health and emergency management response workers who are unable to telework 	Begins December 2020
<ul style="list-style-type: none"> • First responders (other than EMS) and safety (fire/police/protective services/community support) • Pre-K–12 school staff and teachers and daycare [childcare] workers • Correctional and detention facility staff (other than medical) • Food processing workers • Grocery and convenience store workers • Idaho National Guard (other than medical) 	Begins February 2021

<ul style="list-style-type: none"> • Other essential workers not already included and unable to telework or to distance from others at work • Adults 75 years of age or older 	
<ul style="list-style-type: none"> • Adults 65 years of age or older • People aged 16-64 years with medical conditions that increase the risk for severe COVID-19 • Essential workers not included in previous phases 	Begins April 2021
<ul style="list-style-type: none"> • Vaccine available to the general public 	Begins May 2021
RESOURCES: https://coronavirus.idaho.gov/covid-19-vaccine/	

WYOMING	
Recipient (subject to change)	Distribution Dates (subject to change)
<p>PHASE 1a</p> <ul style="list-style-type: none"> • Hospital staff – direct inpatient care staff and emergency department (ED) staff, including providers working temporarily at the hospital • EMS personnel /fire department. personnel who are EMTs • Long-term care facility (LTCF)/assisted living facility (ALF) healthcare providers (HCPs) • Public health nursing (PHN) staff and other HCPs administering vaccines to critical populations in Phase 1a • Tribal public health and HCPs – receiving vaccine through Indian Health Services • PHNs and HCPs who regularly conduct COVID sample collection • Inpatient/residential behavioral health facility HCPs • Urgent care clinics and other medical clinics • Law enforcement – patrol officers and correctional facility officers (city, county, state and federal); coroners and deputy coroners • Licensed/credentialed medical and dental direct care staff working in other locations who have regular exposure to potentially positive COVID-19 patients or infectious material • PHN offices and local health departments – nurses and staff • LTCF and ALF residents and other staff not already vaccinated; intermediate care facility staff and residents; Residential service settings for people with intellectual or developmental disabilities of 3 or more Developmental Disability waiver participants (Participants and direct support professionals) • Home health healthcare providers- including aging network in-home providers • School nurses • Wyoming Public Health Laboratory and other clinical lab staff conducting COVID-19 testing if not included above; Blood Bank employees • Pharmacy staff • Other healthcare facility staff - ancillary support staff who have regular exposure to potentially positive COVID19 patients or infectious material, including supporting staff from out of state 	January 2021

<p>PHASE 1b</p> <ul style="list-style-type: none"> • Fire, police, 911, correctional staff, search and rescue, and other in-person emergency response personnel not included in Phase 1a (including ancillary support for air ambulance and hospitals and Department of Family Services caseworkers) • Funeral service practitioners and in-person employees necessary for funerals • People who are >70 years of age or older. If necessary, populations may be broken down to vaccinate those who are >80 first • National Guard and Air Guard members likely to be activated for response to the pandemic • In-person employees within congregate settings such as group homes, halfway houses, homeless shelters, child and youth serving facilities • Healthcare providers, behavioral health providers, and social workers unable to physically distance and unable to provide services through telehealth. Healthcare facility surveyor/compliance evaluator and ombudsmen. • K-12 Education (teachers and support staff) • Child care service providers • Public transit employees- community transportation buses • Grocery store employees, commercial meat processing employees, feedlot employees, other food supply chain facility employees, and food manufacturing companies with 25 or more employees • US Postal Service employees and delivery service companies (such as Fed Ex and UPS) likely to have more than 15 minutes of exposure to members of the public; Clinical laboratory specimen courier employees 	<p>After January 2021</p>
<p>RESOURCES: https://covid19.wyo.gov/</p>	

Where Can I Get a COVID-19 Vaccination

Please use the chart below to locate information on where COVID-19 vaccinations are being distributed in your state. Note that the information below is current as of January 7, 2021. Information regarding phases, eligibility and where vaccinations are being distributed changes frequently. We encourage staff to use the links provided below to get the most up-to-date information regarding vaccination distribution sites.

State	Distribution Sites	Website
Montana	Vaccination sites vary by county or jurisdiction. Enrolled vaccine providers include local health departments, hospitals, community health centers, IHS and tribal health, and pharmacies. We recommend monitoring messaging from local public health authorities and local medical providers regarding supply in your area. As vaccine becomes available outside of targeted medical providers currently being vaccinated, information on vaccine availability will be available at the dphhs.mt.gov website as well as most local health department web sites.	https://dphhs.mt.gov/publichealth/cd/epi/diseases/coronavirusvaccine

Utah	Please reach out to your local health departments for vaccination questions, scheduling, and updates.	https://coronavirus.utah.gov/vaccine-distribution/
Idaho	When the vaccine is available to their priority group, Idahoans will be able to get the vaccine through normal vaccination locations such as their employer, physician's office, local public health district, or local pharmacy.	https://coronavirus.idaho.gov/covid-19-vaccine/
Wyoming	Vaccine allocations will be shipped to county public health agencies or in some instances to hospitals to administer to populations identified in Phase 1a and 1b together with their local partners.	https://covid19.wyo.gov/

How Much Does a COVID-19 Vaccination Cost

The vaccine is expected to be free of charge to every American who wants one – no matter which company made the vaccine, what type of health insurance you have, or even if you don't have coverage at all.

Vaccine doses purchased with U.S. taxpayer dollars will be given to the American people at no cost. However, vaccination providers will be able to charge an administration fee for giving the shot to someone. Vaccine providers can get this fee reimbursed by the patient's public or private insurance company or, for uninsured patients, by the Health Resources and Services Administration's Provider Relief Fund.

Expected Vaccination Distribution Dates for ESGW Staff

COVID-19 vaccination eligibility varies by state and change frequently. As of January 7th, 2020 the **expected** distribution dates by groups of employees at ESGW are below. Note: Dates may be sooner or later depending on an individual's personal circumstances and any potential changes a state may make in their roll out plan. Use the links provided in this document for the most up-to-date information.

Staff	Montana	Idaho	Utah	Wyoming
Retail Staff	July 2021	May 2021 or sooner	March 2021 – July 2021	NA
Clinical Staff	January 2021	NA	NA	NA
Adult and Community Staff	January 2021	NA	NA	January 2021
Behavioral Health Staff	NA	January 2021	NA	NA
Children's Services Staff	NA	NA	January 2021	NA
HR, IT, Finance, Communications and other administration staff	July 2021	May 2021	March 2021 – July 2021	NA

What to Expect Once I Receive a COVID-19 Vaccination

As vaccinations become available, the following information outlines what you should expect:



VACCINATION INFORMATION:

Getting vaccinated is one of many steps you can take to protect yourself and others from COVID-19. Vaccines work with your immune system so your body will be ready to fight the virus if you are exposed. Together, COVID-19 vaccination and following CDC's recommendations to protect yourself and others will offer the best protection from COVID.



IMMUNITY AFTER VACCINATION:

It typically takes a few weeks for the body to build immunity (protection against the virus that causes COVID-19) after vaccination. That means it's possible a person could be infected with the virus that causes COVID-19 just before or just after vaccination and still get sick. This is because the vaccine has not had enough time to provide protection. The vaccines currently available have 90-95% effectiveness, albeit a very low possibility, you can still get COVID19. Continue to wear PPE such as face masks and gloves to protect yourself and others, even post vaccination. To be fully immunized, you will need two doses, a few weeks apart. Exact timing depends upon which kind of vaccine you get.



SYMPTOMS AFTER GETTING THE VACCINATION:

Sometimes vaccines, including the COVID-19 vaccine, can cause side effects or symptoms, such as fever. These symptoms are normal and are a sign that the body is building protection against the virus that causes COVID-19. Your provider also may require that you wait for 15-30 minutes after receiving the injection to check for any major side effects. **If you experience a fever above 100.4, contact your health care provider immediately.**

You may experience other symptoms post injection such as discomfort at the injection site tiredness and body aches. These may be similar to symptoms you may have experienced with other vaccinations you have received in the past. Post vaccine symptoms **should subside** within 2-3 days after the vaccine is administered. Ask when you are getting your vaccine about option to relieve any minor discomfort. If you have questions or concerns about vaccine side effects or symptoms, talk to your medical provider.



V-SAFE:

V-safe is a smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after you receive a COVID-19 vaccination. Through v-safe, you can quickly tell the CDC if you have any side effects after getting the COVID-19 vaccine. Depending on your answers, someone from CDC may call to check on you and get more information. And, **v-safe will remind you to get your second COVID-19 vaccine dose.** When you get a COVID-19 vaccine, your healthcare provider will give you a v-safe information sheet. This sheet provides instructions on how to register and use v-safe. The V-safe smartphone tool is an approved site to be used on company issued cellphones.



REMINDERS:

- Register with v-safe to ensure communication regarding follow up vaccination appointments.
- Contact your health care provider if you have questions after you have received your vaccination.
- Continue to wear masks and other PPE to protect yourself and others.

- Antibodies do not fully develop for 14 days after you have been fully vaccinated.
- Keep your appointment to get a second vaccine dose.
- **The timeline for availability to receive a vaccine varies by state and is likely to change. Stay informed by clicking on links provided in this document.**

Additional Resources Regarding COVID-19 Vaccinations

General Vaccine Information: <https://www.cdc.gov/vaccines/hcp/admin/admin-protocols.html>

Vaccine Recipient Education: <https://www.cdc.gov/vaccines/covid-19/hcp/index.html>

COVID-19: <https://www.cdc.gov/>

Kalsey R. Anderson

From: Kalsey R. Anderson
Sent: Tuesday, December 22, 2020 4:47 PM
To: AllUsers
Subject: Holiday Safety
Attachments: Tis The Season to Be Safe.pdf

Hello!

After a long and extremely challenging and difficult year, the holiday season is upon us. While the holidays will be different this year for most families, the joy and hopefulness of the season feel particularly important this year.

As we all know, this year will feel different and it is important to remember that right now, that hosting large parties, traveling to see friends and family, and brushing off masks and social distancing can have serious consequences. Attached is a quick sheet with additional guidance to help keep you safe during the holidays.

Alternative ways to celebrate safely:

- Build gingerbread houses, decorate cookies or make holiday crafts with those who live with you
- Throw a virtual dance party
- Hold a snowman building contest with neighbors
- Schedule virtual holiday dinner and gift opening
- Drive or walk around your community to look at decorations from a safe distance or drive through a local holiday light display

As always, we hope all employees will continue to exercise good judgment and caution in assessing your health. If you are experiencing any symptoms of COVID-19, or have been in close contact with a known positive, please stay home and report concerns to your supervisor.

For more information on keeping yourself and others safe during the holiday, please visit the [CDC website](#).

Wishing you and your loved ones a very happy and healthy holiday season!

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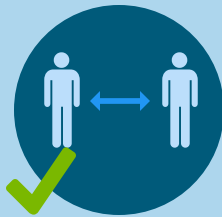
Tis the Season to Be Safe



Everyday Safety Measures



**Wear a mask
when not eating
or drinking**



**Keep your
distance - at least
6 feet**



**Wash your hands
often with soap &
water**



**Avoid crowds and
large gatherings**

Safety Measures During Gatherings



**Improve ventilation
by opening doors &
windows**



**Clean & disinfect
frequently touched
services**



**Don't share food from
the same plate or
sharing drinks**



**Don't shake hands or
hug, wave or verbally
greet other instead**

Travel

According to the CDC:

- Travel can increase your chance of spreading and getting COVID-19. Postponing travel and staying home is the **best way to protect yourself and others from COVID-19.**
- If you have a known exposure to COVID-19 you should delay travel, quarantine yourself from other people, get tested, and monitor your health.
- Don't travel if you are sick or test positive for COVID-19. Don't travel with someone who is sick.

If you are sick and displaying symptoms of COVID-19 or have been exposed to someone who has been diagnosed with COVID-19, please stay home and report the COVID-19 concern to your supervisor.

These tips were developed from guidelines from the Centers for Disease Control and Prevention (CDC). For more information, please visit: <https://www.cdc.gov>



Kalsey R. Anderson

From: Kalsey R. Anderson
Sent: Friday, December 4, 2020 8:54 AM
To: AllUsers
Subject: CDC's new COVID-19 quarantine guidance: How this affects ESGW employees
Attachments: Symptoms - S.pdf; Symptoms - E.pdf

Dear Easterseals-Goodwill Employees,

As you may have heard, on December 2nd, the Centers for Disease Control (CDC) issued updated guidance outlining options for reduced periods of quarantine for some people who are exposed to COVID-19. You may be wondering how this affects you, if you are exposed to COVID-19. If you are supervisor, you may be wondering how this affects employees who are currently quarantining.

In short, for many people who are exposed to COVID-19, the guidelines continue to require 14 days of quarantine. However, there are 2 situations when a 14-day quarantine may not be required in order to return to work at ESGW.

This only applies to individuals who were exposed to COVID-19 **and** do not have any COVID-19 symptoms. The 2 situations are as follows:

Exposed to COVID-19?	COVID-19 Symptoms?	Test Results?	CDC Quarantine Period
YES	NO	NEGATIVE	7 days after the date of last exposure
YES	NO	NOT TESTING	10 days after the date of last exposure

These new CDC guidelines have been incorporated into ESGW's return-to-work processes.

We are currently assessing return-to-work dates for all open COVID-19 tickets that meet the reduced quarantine guidelines.

Our goal is to get employees back to work as soon as it's safe to do so.

All employees: nothing has changed regarding when you need to stay home due to COVID-19.

We ask all employees to please stay home and tell your supervisor if you have:

1. any COVID-19 symptoms,
2. have been exposed to someone with COVID-19,
3. live with someone who is waiting on a COVID-19 test result,
4. have been told you need to quarantine by a government agency,
5. or are waiting on a COVID-19 test result.

A list of symptoms is attached. ***Thank you in advance*** for being honest and open about your symptoms and potential exposure to COVID-19 in order to keep others safe.

Supervisors: nothing has changed regarding the COVID-19 reporting process or return-to-work clearance process.

Please continue to use the [online COVID-19 reporting hotline](#) to open a ticket using the process outlined in supervisor training.

The attached symptom poster as well as two other employee reporting posters will be mailed out to all locations next week. Instruction on where and when to post will be included in the mailing.

We are continuing to monitor CDC recommendations. We will make any necessary adjustments to the COVID-19 reporting process and return-to-work process as needed. We will update staff as changes are made and as CDC provides new information.

Thank you for taking this pandemic seriously in order to keep our co-workers, clients, and customers safe and healthy. We appreciate that you are doing your part to curb the spread of COVID-19 in our region.

Thank you!

Kalsey Anderson
Director of Human Resources
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KNOW COVID-19 SYMPTOMS

Experiencing symptoms? Call your supervisor & let them know.

Don't come to work sick!



FEVER



**COUGH OR
SORE THROAT**



**DIFFICULTY
BREATHING**



CHILLS



**MUSCLE
PAIN**



**LOSS OF SMELL
OR TASTE**



NAUSEA/VOMITING



DIARRHEA



**HEADACHE/
FATIGUE**

SABER COVID-19

SINTOMAS

Experimentando Sintomas? Llame a su supervisor y déjelos saber.

¡No trabajas enfermo!



FIEBRE



**TOS O DOLOR EN
LA GARGANTA**



**DIFICULTAD
PARA RESPIRAR**



RESFRIADO



**DOLOR DE
MUSCULOS**



**PÉRDIDA DE
OLOR O SABOR**



NAUSEA O VOMITO



DIARREA



**DOLOR DE CABEZA
O CANSANCIO**

Kalsey R. Anderson

From: Kalsey R. Anderson
Sent: Monday, November 23, 2020 12:51 PM
To: AllUsers
Subject: Thanksgiving Safety
Attachments: Thanksgiving Safety.pdf

Hello!

Traditionally, Thanksgiving is a holiday spent around the table with our loved ones. As we all know, this year will feel different and it is important to remember that right now, large gatherings are simply not safe — even with family and friends, according to the CDC. This is a time like no other in our lives and we are all in this fight together.

ESGW's number one priority has always been to keep our employees safe. Despite the challenges thrown our way by the COVID-19 pandemic, it doesn't mean you can't have an enjoyable Thanksgiving, while still taking measures to be safe. According to the CDC, safety measures should include:

- Postponing any travel and staying home
- Scaling back on group gatherings and limiting the number of guests
- Staying at least 6 feet apart from individuals
- Washing your hands often or using hand sanitizer
- Wearing a face covering when socializing and in group settings
- Becoming familiar with travel restrictions

Attached is a quick sheet with additional guidance to help keep you safe on Thanksgiving. For more information on keeping yourself and others safe during the holiday, please visit the [CDC website](https://www.cdc.gov).

Thank you for all you do. Wishing you and your loved ones a safe and healthy Thanksgiving!

With gratitude,

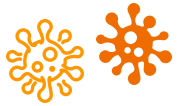
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Give Thanks Not COVID

Tips for Celebrating Thanksgiving Safely



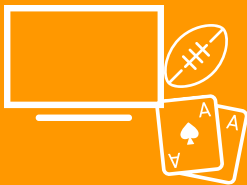
SAFE

Celebrate at home.



Prepare traditional dishes with those in your household.

Host a virtual Thanksgiving meal with friends and family who don't live with you.



Watch movies and play games with people in your household.

Safely prepare traditional dishes and deliver them to family and neighbors in a way that does not involve contact with others.



Participate in a gratitude activity, like writing down things you are grateful for and sharing with your friends and family.

LESS SAFE

Gather wisely.

Bring your own food, drinks, plates, cups and utensils.



Limit the number of guests and have conversations with guests ahead of time to set expectations for celebrating together.

Limit the number of people in food preparation areas and provide single-use options, like plastic utensils.



Wear a mask over your nose and mouth and secure it under your chin.

Wash hands often with soap and water for at least 20 seconds. Keep hand sanitizer with you and use it when unable to wash your hands.



UNSAFE

Avoid.



Avoid going in and out of the areas where food is being prepared.

Avoid large group gatherings, places with crowds, parades and sporting events.



Avoid touching your mask, eyes, nose and mouth.

Avoid contact with anyone who is sick or may have been exposed to COVID-19.



Avoid potlucks, buffets and other shared food.

If you are sick and displaying symptoms of COVID-19 or have been exposed to someone who has been diagnosed with COVID-19, please stay home and report the COVID-19 concern to your supervisor.

These tips were developed from guidelines from the Centers for Disease Control and Prevention (CDC).
To view more information on holiday gatherings, please visit: [CDC.gov](https://www.cdc.gov)



A Quick Anxiety Handbook

Josh Pate-Terry, SWLC, CCATP
Highlands Hospice

We are living through a difficult time right now. Many of us are confined to our homes and those of us who continue to work must maintain social distancing. This often leaves us with a disconnected feeling and few social outlets. We are constantly told of the dangers around us and worry naturally follows these kinds of conditions. This article is designed to help provide education and tools to help in dealing with the anxiety that can come with social distancing. This information will be simplified to make it more accessible, but should have enough material to provide a good understanding of what's going on inside our heads.

Understanding Anxiety during Social Distancing

To start, I would like to talk about the most common type of anxiety we face in this kind of situation. When discussing anxiety, we talk about two major parts of the brain, the cortex and the amygdala. The cortex is the big meaty part of the brain that sits on top of the other parts of the brain. In a sense, this is the part of the brain we all know and interact with. This is the logical, analytical part of our brain that controls our higher functions and thinking. The amygdala is an almond sized piece of our brain that sits just under the cortex. There's one on each side. This part of your brain is in charge of your immediate response to things. It controls your fight, flight, or freeze response.

The kind of anxiety most of us are dealing with isn't that primeval fight, flight or freeze response. Most of us are dealing with worry. Worry is a type of anxiety that starts in our cortex when we think about things that are scary or worrying. This is absolutely normal. Everyone thinks about these types of things. Those initial thoughts are not

problematic. They are just passing thoughts. These thoughts become worry when we don't let them go, when we start to dwell on them. As we dwell, the thoughts become more intense and can balloon out of proportion. Pretty soon, they are like a tornado spinning around in our head.

At this point, the cortex starts to affect the amygdala. Once the amygdala starts hearing all of this, it goes into action, telling the body to produce adrenaline and cortisol, a stress hormone. When these and other chemicals are released, our heart rate increases, we become short of breath, blood is diverted from the stomach causing nausea or stomach aches. We may have difficulty concentrating or focusing. In short, we are in anxiety.

That sounds pretty awful. So what can we do about it? The truth is that there are several tools for you to use to manage worry and anxiety. Some are preventative, some are interventions for when you are getting anxious. I will go over some of the most important tools here for you. There are also lots of good tools, and a few bad ones, on the internet. If you need more than what I provide, feel free to look some up. Just remember, if something isn't working don't try to force it.

Prevention Tools

They say an ounce of prevention is worth a pound of cure. This is true here as well. Tools for managing worry are most powerful if done before it gets out of hand and even with the tools designed for when you are deep in the anxiety, early adoption is best.

First, a good night's sleep is the most important tool for managing anxiety. Exhaustion will only lead to difficulty managing our thoughts. During social distancing, it is important to keep a good sleep schedule. Try to go to bed at the same time each night. Have a pre-bedtime ritual and stick to it. Also, avoid TV and electronic devices for at least one hour prior to bed. The light from these devices have a color similar to daylight, which tells your brain to stay awake. Give your eyes a rest and let your brain settle in for sleep. Soft, soothing music can also aid in sleeping.

Exercise is one of the most effective tools for managing anxiety and depression. Lots of different types of exercise helps, but the most effective is exercise that involves movement altering left and right side. We call this bilateral movement. This includes things like walking, running and bicycling. When you engage in bilateral movement you stimulate the two sides of your brain alternating right and left. This has a natural

settling effect and helps regulate thinking. In interventions we will talk about another form of bilateral stimulation as well. Thirty minutes of exercise daily is ideal, but even just ten minutes of walking can have a profound effect.

Try to avoid or minimize caffeine and alcohol. As much as we love our morning cup of coffee, it is a stimulant and it can stimulate not only our energy, but also our anxiety. Alcohol, while it is a depressant, has also been shown to increase anxiety. If avoiding these is not realistic, then try to regulate them. Maybe only have one cup of coffee in the morning as a pick-me-up or enjoy a single glass of wine with dinner. Even in these cases, timing is important. Caffeine can stay in your system for a long time, so don't have any after about noon and don't have that wine within a couple of hours of bedtime. These will adversely affect your sleep.

Maintain a schedule. If you are stuck at home, it's easy to fall into some level of chaos. By maintaining a schedule, you keep some sense of normalcy to your life. Try to wake up and go to sleep at the same time each day. Plan and make meals, healthy ones if possible. Schedule times to do activities, complete tasks and have some down time. Try to have as "normal" a life as you can.

Maintain social contacts. We can't do a lot of the things we used to do, like getting dinner with a friend, but human beings are social animals and we need social interaction. Maintaining social distancing hinders our ability to be social. Luckily we have many tools available to us that we have not had in the past. We can call friends and family on the phone. Many of us have access to video chat via the internet. Utilize these tools and continue to be social. Call someone you haven't spoken to in a while. These tools allow us to be social in ways not available during other historical events like this one. Also, if you are living in close quarters with family or roommates, make sure to take time for privacy. As much as we need to be social, we also need time for ourselves.

Finally, schedule your time with anxiety inducing media. Lots of us are glued to our TV or phones right now and the media and social media is surging with anxiety inducing information. Set one hour each day where you are allowed to have access to this information. Make sure it's not near bedtime. You are allowed to engage in the news for only that hour. Any other time and it will have to wait. Do something else. Go for a walk.

Intervention Tools

All this prevention is incredibly important, but there will still be times where the worry gets to you and your thinking gets out of hand. That's ok. It happens to a lot of us. These are some tools you can use when your breath gets short and your heart is racing. These tools are based on mindfulness, or being present in the moment.

The fastest and most effective way to alleviate anxiety is deep breathing. By breathing deeply we tell our amygdala that the threat is managed. After something scary happens and we are unharmed, we naturally take a deep breath. When we are in anxiety this can be more difficult, so we have to be more conscious about doing it. The following are some short breathing exercises that can be effective for managing anxiety. Practice these a few times so that you will be able to do it when the time comes that you need it.

7-11 Breathing

- Start by sitting or lying down in a comfortable position. Close your eyes if you are comfortable with that. If not, look at the floor in front of your feet.
- Inhale while slowly counting in your head to seven.
- Exhale while slowly counting to eleven.
- Repeat this several times.

Short Mindfulness Breathing (about one minute)

- Start by sitting or lying down in a comfortable position. Close your eyes if you are comfortable with that. If not, look at the floor in front of your feet.
- Spend a few moments just focusing on your breath. Do not try to change it. Just pay attention to it. You may have random thoughts come into your mind. That's ok. Accept the thoughts with your inhale and let them go with your exhale.
- After a few moments, pay attention to the sensation of the air. Notice how the air feels as it passes through your nose. Take a few moments with this.
- Now pay attention to the shape of your chest as you breathe. Feel your chest expand as you inhale and contract as you exhale. Take a few moments with this as well.
- Then, notice how your shoulders rise and fall with you breathing. Take a few moments here as well.

- Finally, take a few moments to just be with your body and your breathing. Hopefully your breathing has slowed and your body is calming.

Hand Tracing Breathing

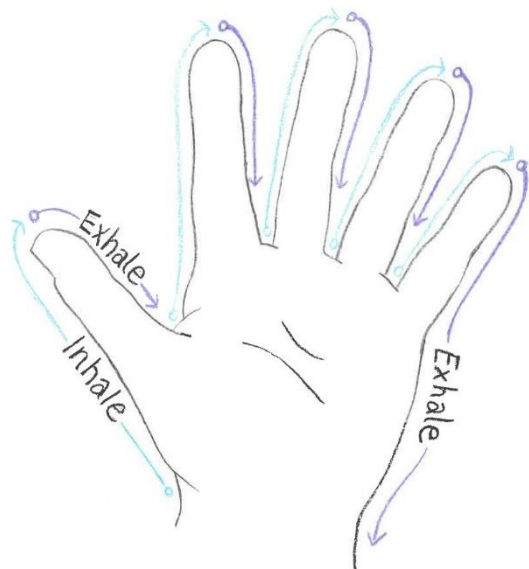
Sometimes a tactile (touch) aspect to breathing can be effective.

- Spread the fingers of one hand out.
- Place the index finger of your other hand on your wrist where the thumb meets the wrist.
- Slowly trace the outside of your thumb with your index finger while inhaling.
- Then trace the other side of your thumb while exhaling.
- Repeat this on all of your fingers until you reach the wrist on the other side of your hand.
- Now use the same technique going back the other way.
- Repeat as many times as necessary if this is effective.

Another strong technique for reducing anxiety is bilateral tapping. This tool comes from a therapeutic model called EMDR. There is still discussion about exactly how it works, but it has been shown to be a great tool.

Butterfly Hug – Bilateral Tapping

- Place your hands criss-cross across your chest so that each hand is resting on the opposite shoulder.
- Close your eyes if comfortable for you and focus on your breathing.
- Tap one shoulder, then wait a moment.
- Tap the other shoulder.
- Repeat tapping, alternating shoulders for about one minute, or roughly 60 taps.
- These taps should be about one second apart. Do not tap quickly, as this will take you into a different place.
- After one minute of tapping, relax your hands and take a couple more breaths.



Finally, use your resources. If you have and use a professional counselor, see if they are available to do counseling over the phone or video chat. Tele-health is a powerful tool available at this time.

April 22, 2020

Email Communication to All Staff from Michelle Belknap, President/CEO

Dear Staff,

As many of you heard today, Montana lifted the state's current stay-at-home order with a phased opening [as outlined by the governor](#). Easterseals-Goodwill will begin to reopen our Montana Goodwill stores, program services, and administrative offices in accordance to the governor's guidelines.

Montana Goodwill stores:

We will re-open Montana Goodwill stores on Monday, April 27 with reduced hours and limited staffing. Temporary hours will be 10-6 Monday-Saturday and 11-5 Sunday. We will have finalized staffing plans tomorrow. We are implementing a new blanket pricing system in all Goodwill stores upon reopening. We have prepared the stores by increasing social distancing protocols, cleanings plans, protections for employees and customers, etc. As job openings become available, employees that were laid off may re-apply for open positions at www.esgw.org/jobs.

Montana Programs Services:

Great Falls Adult and Community Services: We have been providing some services remotely for some clients during the stay-at-home order. We anticipate being able to serve clients onsite in early May in accordance with the Montana governor's guidelines for phase 2. We are working to determine staffing as client levels mandate. Staffing needs, including hours and job descriptions, may change as program needs change. When we post open jobs, people who were laid off may re-apply for open positions at www.esgw.org/jobs.

Adult Day Services in Great Falls: We anticipate serving clients in accordance with the Montana governor's guidelines for phase 3. At this time, we do not have an opening date. Staffing needs, including hours and job descriptions, may change as program and client needs may change. When we post open jobs, people who were laid off may re-apply for open positions at www.esgw.org/jobs.

Other Montana Clinical services (hospice, home health, personal care) and Montana Pathways program in Billings remained open throughout the stay-at-home order.

Montana Administrative Departments and Offices

Administrative department staff in Human Resources, IT, Communications, Finance and other departments located in Montana that are currently telecommuting will be contacted by their supervisor. Supervisors will determine if staff members will come into the office or will continue to work remotely. At this time, we are not re-opening administrative department positions that were laid off or furloughed. We are in the process of evaluating department needs and feasibility of department positions.

We anticipate that Idaho's governor will provide additional guidance to re-open as early as May 1. We look forward to resuming our operations across our organization, even if it is in new and different ways. Thank you for your dedication and hard work during these difficult weeks. You are truly appreciated.

Michelle Belknap
President/CEO

Employee Resource Information

UNEMPLOYMENT BENEFITS		
STATE	WEBSITE	PHONE
Montana	https://montanaworks.gov/	(406) 444-2545
Idaho	https://www.labor.idaho.gov/dnn	(208) 332-8942
Wyoming	https://wyui.wyo.gov/benefits/home.do	(307) 473-3789
Utah	https://jobs.utah.gov/ui/home/initialclaims	Salt Lake and South Davis Counties (801) 526-4400, Weber and North Davis Counties (801) 612-0877, Utah County (801) 375-4067, Remainder of State and Out of State 1-888-848-0688
ESGW Information	Address: 425 1 st Avenue N. Great Falls, Montana, 59401	Human Resources Phone: 406-771-2803 Human Resources Email: hrteam@esgw.org Payroll Email: Payroll@esgw.org
	Frequently Asked Questions: <ol style="list-style-type: none"> Will I be re-hirable when this is over? All employees who were laid off are eligible for rehire. As ESGW approaches re-opening all recruitment ads will be posted on: https://esgw-openhire.silkroad.com/ Paper applications will be available upon request. Will I be eligible for unemployment? Eligibility for unemployment benefits is determined by each state. Employees who were laid off due to COVID-19 should receive unemployment benefits. Employees who experience a reduction of hours due to limited hours of operations should also apply for unemployment benefits. How soon can I apply? Employees can apply for unemployment benefits as soon as they are affected by the above mentioned reasons. 	

Employee Resource Information

HEALTH INSURANCE OPTIONS	
STATE	INFORMATION
Montana	Website: https://www.healthcare.gov/
Idaho	Website: https://www.yourhealthidaho.org/ Phone: 1-855-944-3246 Email: Support@YourHealthIdaho.org
Wyoming	Website: https://www.healthcare.gov/
Utah	Website: https://www.healthcare.gov/
ESGW Information	<p>Frequently Asked Questions:</p> <p>When will my benefits end? Any employee that is part of a layoff in March will have benefits through 3/31/2020. Employees that have been laid off will receive a COBRA notice and application.</p> <p>Is there a deadline to enroll in COBRA coverage? Yes. Terminated employees will receive a COBRA packet from Peak1 Administration. Employees must review the packet for the election rights expiration date.</p> <p>Once the employee enrolls in COBRA the insurance coverage is reinstated. The sooner the COBRA payment is received, the sooner the insurance coverage is reinstated.</p> <p>Can I enroll in another group health plan? You may be eligible to enroll in coverage under another group health plan (like a spouse's plan), if you request enrollment within 30 days of your loss of coverage date.</p>

Employee Resource Information

401(k) OPTIONS	
STATE	INFORMATION
Montana	IRA and 401(k) Coronavirus Relief Bill – Temporary rule changes: The CARES Act waives the 10% penalty for IRAs and defined contribution plans for participants experiencing financial hardship. If you are younger than 59½, you are subject to a 10% early withdrawal penalty on top of the income tax owed on your withdrawal – this penalty has been waived. Hardship Distributions <ul style="list-style-type: none"> Hardship qualification: <ul style="list-style-type: none"> Account holder is diagnosed with COVID-19 Account holder's spouse or dependent is diagnosed with COVID-19 Account holder who experiences lost income due to a layoff, business closure, quarantine, reduction in hours or inability to work due to a lack of child care. Hardship withdrawals of up to \$100,000 would still be taxable, but the account owner can pay the income tax due over three years, rather than in the first year. The account holder can elect to put money back into the 401k within three years. If done, the tax payments are not due and payable. Loans <ul style="list-style-type: none"> Diagnosed with COVID-19 or affected by the economic losses Increase loan limits from \$50,000 to \$100,000 or 100% of the account balance Existing or new 401k loans – repayments due in 2020 can be delayed for a year, which extends the repayment deadline by a year.
Idaho	
Wyoming	
Utah	
ESGW Information	Frequently Asked Questions: Who can I contact regarding my 401(k) account to make changes to my account? To access your account online, please visit: https://participant.empower-retirement.com/participant/#/login For additional questions, please contact Empower Retirement at 1-855-756-4738.

Employee Resource Information

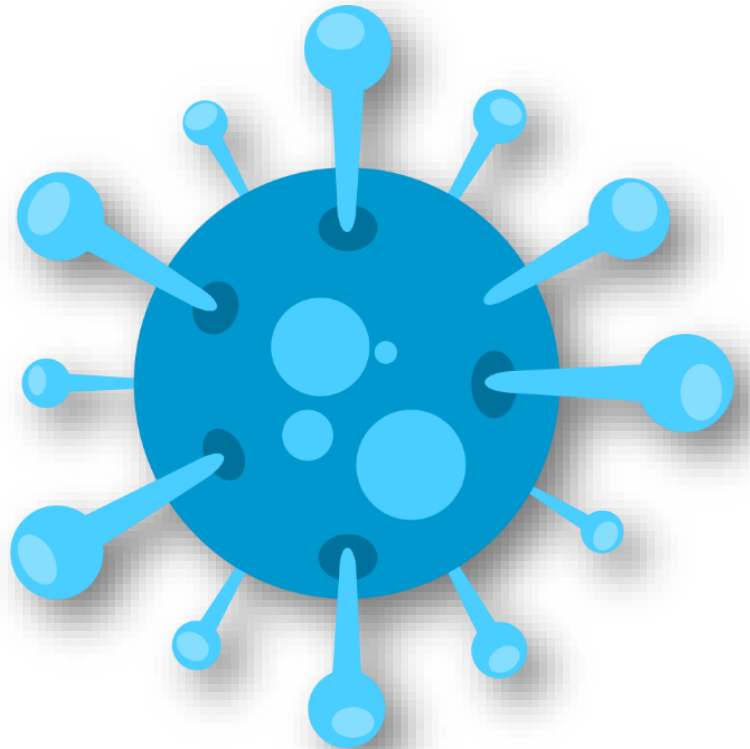
FOOD ASSISTANCE	
STATE	INFORMATION
Montana	Website: https://apply.mt.gov/
Idaho	Website: https://healthandwelfare.idaho.gov/FoodCashAssistance/ApplyforAssistance/tabid/1554/Default.aspx
Wyoming	Website: https://dfs.wyo.gov/assistance-programs/food-assistance/supplemental-nutrition-assistance-program-snap/
Utah	Website: https://jobs.utah.gov/mycase/
ESGW Information	For verification of employment status or questions - Email: hrteam@esgw.org Human Resources Phone: 406-771-2803

MORTGAGE PAYMENTS	
STATE	INFORMATION
Montana	<p>Mortgage Help for Homeowners Impacted by the Coronavirus</p> <p>Fannie Mae, Freddie Mac (the Enterprises) and the Federal Home Loan Banks are taking steps to help people who have been impacted by the coronavirus. If your ability to pay your mortgage is impacted, and your loan is owned by Fannie Mae or Freddie Mac, you may be eligible to delay making your monthly mortgage payments for a temporary period, during which:</p> <ul style="list-style-type: none"> You won't incur late fees. You won't have delinquencies reported to the credit bureaus. Foreclosure and other legal proceedings will be suspended <p>If you have trouble catching up at the end of this temporary relief period, additional assistance may be available. You can work with your servicer to resume making a mortgage payment. Or if you need additional assistance, you can work with your servicer on other foreclosure prevention options to keep your home.</p> <p>Contact your mortgage servicer (the company where you send your monthly payments) as soon as possible to let them know about your current circumstances. The telephone number and mailing address of your mortgage servicer should be listed on your monthly mortgage statement.</p>
Idaho	
Wyoming	
Utah	

Employee Resource Information

STUDENT LOANS	
STATE	INFORMATION
Montana	<p>The Department of Education has stopped all requests to the U.S. Treasury to withhold money from defaulted borrowers' federal income tax refunds, Social Security payments, and other federal payments. Such withholdings, known as "Treasury offsets," are permitted by federal law and applied toward repayment of defaulted federal student loans. At the same time, the Secretary directed the Department to refund approximately \$1.8 billion in offsets to more than 830,000 borrowers. The Department expects the number of borrowers who will benefit from this relief to increase as servicers work through additional offsets in the queue at the time of this announcement. The refunds represent offsets that were in the process of being withheld on March 13, 2020, the date President Donald J. Trump declared a national emergency and announced emergency executive actions related to COVID-19. Additionally, private collection agencies have been instructed to halt all proactive collection activities, including making phone calls to borrowers and issuing collection letters and billing statements. The Department of Education must rely on employers to make the change to borrowers' paychecks, so it will monitor employers' compliance with the request to stop wage garnishment. Borrowers whose wages continue to be garnished after March 13 should contact their employers' human resources department.</p> <p>For more information, visit: Website: https://studentaid.gov/announcements-events/coronavirus</p>
Idaho	
Wyoming	
Utah	

COVID19 STIMULUS INFORMATION	
STATE	INFORMATION
Montana	<p>As of March 27th, 2020: You may have heard that checks will be for \$1,200—but it's not that simple. That's just the base amount. Your check could actually be much higher or lower. To calculate the amount of your check, Uncle Sam will start with that \$1,200 figure. If you're married and file a joint tax return, then both you and your spouse will get \$1,200 (for a total of \$2,400). If you have children who qualify for the child tax credit (they must be 16 years old or younger), you get an additional \$500 for each child. So, for example, a married couple with two children can get up to \$3,400.</p> <p>Resource: Stimulus payment calculator: https://www.kiplinger.com/tool/taxes/T023-S001-stimulus-check-calculator-2020/index.php?utm_source=SYN-msn&utm_medium=referral&rid=SYN-msn</p> <p>Both the payment (paper check) and notice will be mailed to your last known address the IRS has on file. If you have recently moved, you should file a Form 8822 with the IRS and a change of address notice with the U.S. Postal Service. This will ensure correspondence and payments from the IRS will be sent to your new address.</p> <p>Resource: www.IRS.gov</p>
Idaho	
Wyoming	
Utah	



COVID-19

TASK FORCE COMMUNICATION

Here are some timely Task Force updates for staff. Additional information may be in the May edition of The Post, which will be emailed to all staff on May 1.

Montana Stay-at-Home Order Lifted

As many of you heard today, the Montana governor lifted the state's current stay-at-home order with a phased reopening [as outlined by the governor](#). Easterseals-Goodwill will reopen Goodwill stores, program sites, and admin sites as outlined in [Michelle's message](#) on April 22.

Idaho Stay-at-Home Order

Idaho's stay-at-home order is currently in effect through April 30. The Idaho governor has announced a [phased reopening](#). We are preparing to re-open Goodwill stores in Idaho in accordance with these guidelines on May 1st

Current Staff List

Current staff list is updated on the homepage of [SharePoint](#).

Staff Recognition

We have received questions about acknowledging employees that would have been recognized at the Montana and Idaho awards celebrations. We don't have specific plans, but are working on ways to recognize and celebrate these deserving staff members.

Updated Guidance about Face Coverings

The [CDC](#) currently recommends wearing cloth face coverings in public settings where social distancing measures are difficult to maintain. This is intended to help slow the spread of the virus from people that may be infected with COVID-19 and are asymptomatic (not displaying symptoms) or are not aware that they are infected with the virus. While retail, program, and admin staff are not required to wear face coverings at this time, it is encouraged when social distancing is difficult. There are certain program service lines that may require the use of face coverings or masks and staff should check with their supervisor for further guidance.

Easterseals-Goodwill has ordered some masks and will make them available as long as supplies last. Staff may wear their own face coverings provided the face coverings comply with Easterseals-Goodwill standards which include, but are not limited to the following: no offensive language, no offensive pictures or graphics displayed, and no advertisements for alcohol or tobacco products.

If staff choose to utilize homemade or reusable face coverings, please follow the referenced [guidelines by the CDC for use, construction, and cleaning](#).

As this situation continues to be fluid, we will re-evaluate this guidance and adjust as appropriate.

Washing Hands

Please continue to wash your hands often and wash your hands well. Face coverings and social distancing aren't substitutes for frequent and thorough hand washing.

Resources

BEWARE: INCREASE IN PHISHING SCAMS DUE TO COVID-19

Please be diligent when you reading emails as the bad guys are using the fear and panic of the crisis against us to trick us into making quick decisions that could be costly. Here is a list of recent topics being used by cyber criminals:

- COVID-19 cures, supplies, donation requests and fake news links
- Stimulus/bailout emails telling you to click to get your money
- Password request/resets – remember, legitimate requests are NEVER done via email, always go to the website first or call
- Census emails – the Census is completed by physical mail or website, NEVER in an email
- Work from home information – senders are stating you will be working from home and request you to click on a link and/or send personal information.



PLEASE REMEMBER:

- Never click on links in emails or download any file you may receive in an email from someone you don't know or weren't expecting to hear from.
- Government agencies will NEVER send unsolicited emails requesting your personal information.
- Pay close attention to the URL of the links you click on in webpages.

ALWAYS use your Phishing button to notify IT of the SCAM attempt! If you are on your mobile device, delete it!

Below are some reliable websites about COVID-19, current cases, how it spreads, how to prevent spreading the virus to others, its symptoms, how and when to wear masks, the importance of hand washing, and more:

- World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Wyoming Department of Health: <https://health.wyo.gov/>
- Idaho Department of Health and Welfare: <https://coronavirus.idaho.gov/>
- Montana Department of Public Health and Human Services: <https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusmt>
- Utah Department of Health: <https://coronavirus.utah.gov/>

Your county health district and health care provider also are reliable resources of information.

Information below is from previous days' Task Force communications. No new information is beyond this point:

Policy Updates	
Policy/Topic	What this means for you
Suspend meetings with 10 or more people, and/or meetings where you cannot be 6+ feet apart where possible	<p>Suspend meetings in conference rooms where the proximity of attendees is less than 6 feet and/or there are more than 10 people are in attendance. Please find alternate ways to meet when possible such as GoToMeetings, Conference Bridges, and multi-person conference calls via Shoretel phone system. Contact IT at ehelpdesk@esgw.org if you need assistance.</p> <p>Clarification: We know it's not always possible to do this, depending on your job and site. When possible, please limit close contact with others and hold meetings on phone/webinar instead of in-person. Managers may work with directors, AVPs, or VP for more guidance.</p>
Visitor Policy at 425 & Programs Sites	<p>No unnecessary outside visitors at 425 1st Ave N and Programs sites. Staff: if you don't need to go to a program site, please don't. Please use phone, email, or mail instead of visiting another ESGW location in person, if possible. Many of our program participants are high-risk individuals. The full policy is on SharePoint COVID-19. This policy addresses how to handle staff visitors, vendors, and other visitors.</p>
If you have been exposed to someone with COVID-19 or live in a household with someone who has been exposed.	<p>If you have been exposed to someone with COVID-19, or live in a household with someone who has been exposed, stay home and contact your supervisor, who will talk to HR. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.</p>
If you have traveled from a high-risk area.	<p>If you have traveled from a high-risk area, please contact your supervisor. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.</p>
ESGW business travel restrictions	<p>ESGW business travel is restricted, effective 3.13.20.</p> <ul style="list-style-type: none"> • This does NOT apply to direct care staff providing care to participants. • This does NOT apply to Goodwill retail logistics. • All other staff: Only essential business travel is allowed, regardless of distance. If you have anticipate upcoming business travel, discuss with your VP to determine its necessity.
International Travel	<p>ESGW employees returning from a country or area under a Level 3 Travel Notice will not be allowed to work for 14 days after their return. If you or your staff have international travel plans to one of these countries, please discuss with your department's VP. <i>Policy announced 3.13.20.</i></p>

Attendance Policy Guidance	See attendance policy update on SharePoint . Excused absences will be allowed for COVID-19 related needs. Regular PTO and STM use policies still apply, per the Employee Handbook . <i>Policy emailed to Retail and Admin on 3.13.20 and to Programs leaders on 3.16.20.</i>
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Task Force Announcements

As of today, Montana's stay-at-home order is in effective through April 10th, and the governor is expected to update this order early this week. The Idaho stay-at-home order is in effect through April 15th. Utah and Wyoming do not have stay-at-home orders in place. [A summary of program and store operational status can be found here](#), which was sent to all ESGW staff on March 31.

We are currently working on:

- Plan for reopening Goodwill stores.
- Working to ensure supplies and PPE are available to staff, particularly in Clinical and Adult and Community Services.
- Talking with landlords about rent options during this situation.
- Continuing normal Finance department functions.
- Monitoring national and state laws and policies as it relates to our programs and organization.

ESGW's headquarters building at 425 1st Ave N in Great Falls is closed. Mail and packages are being picked-up. Finance, Human Resources, IT, and other departments located in this building are continuing to operate.

CDC Recommendations about Masks:

You can read the [full recommendation at the CDC website](#). In light of new evidence, CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission. It is still critical to emphasize that maintaining 6-feet social distancing remains important to slowing the spread of the virus. CDC is additionally advising the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. [Cloth face coverings fashioned from household items or made at home from common materials](#) at low cost can be used as an additional, voluntary public health measure. The recommended cloth face coverings are not surgical masks or N-95 respirators. Those masks and respirators are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

ESGW's response:

- If employees choose to wear a mask at work, they can.
- Employees are not required to wear masks, except as already required for their job.
- ESGW will not provide employees with masks, except as already provided for their job.

Resources

Additional resources for employees:

- Guidance for working at home: [SharePoint | COVID-19](#).
Resources for employees and families such as unemployment, access to retirement accounts, student loan deferment, etc.: [SharePoint | COVID-19](#).

Information below is from previous days' Task Force communications. No new information is beyond this point:

Announcements	
CDC Disease Prevention Sign-- To Post in ESGW Restrooms	Store managers and site directors/managers received an email requesting to print, laminate and post handwashing posters in all restrooms. Link to the poster is here .
Goodwill Retail Store Hours Updated (Utah)	Montana and Idaho Goodwill stores are closed. Utah Goodwill stores hours are temporarily changed due to COVID-19. Hours are: 11am-5pm Sundays (Outlet is closed on Sundays) 10am-6pm Monday-Saturday Production will be reduced by 25% beginning Monday, March 23 and will be re-evaluated weekly.
Event Cancellations	<ol style="list-style-type: none"> 1. Montana Awards Celebration postponed (no date rescheduled) 2. Idaho Awards Celebration postponed (no date rescheduled) 3. Great Falls all-staff meetings are cancelled until further notice. 4. The ESGW Board of Directors meeting that was to be held in Boise on May 7-8 will be held via webinar/teleconference.
SharePoint COVID-19 Page for Employees	SharePoint COVID-19 is available to ESGW employees for COVID-19 updates as it relates to our organization.
Public Statement	You can find our public statement at www.esgw.org .
Policy Updates	
<i>Policy/Topic</i>	<i>What this means for you</i>
Suspend meetings with 10 or more people, and/or meetings where you cannot be 6+ feet apart where possible	<p>Suspend meetings in conference rooms where the proximity of attendees is less than 6 feet and/or there are more than 10 people are in attendance. Please find alternate ways to meet when possible such as GoToMeetings, Conference Bridges, and multi-person conference calls via Shoretel phone system. Contact IT at ehelpdesk@esgw.org if you need assistance.</p> <p>Clarification: We know it's not always possible to do this, depending on your job and site. When possible, please limit close contact with others and hold meetings on phone/webinar instead of in-person. Managers may work with directors, AVPs, or VP for more guidance.</p>
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If you have been exposed to someone with COVID-19 or live in a household with someone who has been exposed.	If you have been exposed to someone with COVID-19, or live in a household with someone who has been exposed, stay home and contact your supervisor, who will talk to HR. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.
If you have traveled from a high-risk area.	If you have traveled from a high-risk area, please contact your supervisor. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.
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Attendance Policy Guidance	See attendance policy update on SharePoint . Excused absences will be allowed for COVID-19 related needs. Regular PTO and STM use policies still apply, per the Employee Handbook . <i>Policy emailed to Retail and Admin on 3.13.20 and to Programs leaders on 3.16.20.</i>

Message from Michelle Belknap, President/CEO:

Dear Staff,

In the past three days, major statewide orders from the governors of Idaho and Montana were announced which has impacted Easterseals-Goodwill in ways that were unimaginable just a few short weeks ago. It's with a heavy heart that we had to make very difficult decisions to close several programs sites, close Montana and Idaho Goodwill stores, and lay off many staff in these past couple of days. I know this is extremely difficult and that it's been some of the most trying days for everyone. I truly appreciate you and the sacrifices you're making. I thank each of you. Continue to take care of yourself, your families, and each other. We will get through this. We are working together creatively to re-tool and re-build so that, together, we will continue to create opportunities that change lives.

Michelle Belknap
President/CEO

Service/Site	Current Operating Status	Details, if any
Montana Goodwill stores	Closed until April 10	Store staff reduced to 2 (manager & designee), plus retail directors, and some logistics staff.
Idaho Goodwill stores	Closed until April 15	Store staff reduced to 2 (manager & designee), plus retail directors, and some logistics staff.
Utah Goodwill stores	Stores and Outlet open, shortened hours	Ecommerce (ShopGoodwill.com) is open. Distribution Center logistics open.
Wyoming Adult and Community Services	Open	
Clinical Services (Great Falls, Butte, Chouteau) – Home Health, Personal Care, Hospice	Open	
Great Falls Headquarters Building at 425 1 st Ave N	Building closed	Staff working remotely as much as possible.
Montana Great Falls Adult and Community Services at 4400	Closed until April 10	Staff have been laid off or reassigned.
Montana Great Falls Adult and Community Services (Supported Living) at 425	Open, operating remotely	Services provided to participants at 425 are being provided remotely. Staff adjustments.
Great Falls Adult Day	Closed until further notice	Staff have been laid off.

Billings, Montana Office	Building closed	Staff working remotely as much as possible.
Workforce Development (Job Connections)	Closed	Staff have been laid off.
Idaho Behavioral Health	Open, providing services via telehealth	
SCSEP (Idaho & Utah)	Open, providing services virtually	
Provo Early Intervention Program (Utah)	Open, providing services via telehealth	
Utah Children's Services/Enhancement Programs	Closed	Staff also providing services under Pre-Employment or Early Intervention services in Utah. No staff laid off. Staff hours adjusted.
Pre-Employment and Transitions Services (Utah)	Open, providing services virtually	
Support Departments (IT, HR, Finance, Communications, Admin)	Open	Some staff have been laid off, some have been furloughed, staff functions adjusted, members of leadership voluntarily took a pay cut.

Message from Michelle Belknap, President/CEO:

In the past two days, major statewide orders from the governors of Idaho and Montana were announced.

On Wednesday, March 25, the Idaho governor issued a statewide 21 day stay-at-home order. The order went into effective immediately. As a result,

- We had to close our 7 Goodwill stores in Idaho for 21 days. We had to make the difficult decision to lay our retail staff in these stores, except for the managers, one additional staff at each store, and some logistics from the Boise Metro Warehouse to manage donations that are dropped off at sites. Retail managers met with their staff yesterday afternoon. Human Resources is preparing answers to FAQs that staff have, including links to unemployment benefit information.
- Our Idaho SCSEP, retail leadership, IT, admin, safety, and communications employees are working remotely.
- Our Behavioral Health services in Caldwell and Mountain Home are providing services to clients via telehealth.
- We have closed our workforce development services because we are not hiring in our Goodwill stores at this time.

On Thursday, March 26, the Montana governor issued a stay-at-home order effective 12am on Saturday through April 10. We do know that our Clinical services in Montana would be deemed an essential service. We will be in contact with our retail, programs, and admin staff in Montana on Friday morning. We will provide more information tomorrow.

Thank you for your patience as we figure out how Montana's order affects ESGW. Thank you for everything you're doing to support the people we serve. We will keep you informed.

Michelle Belknap, President/CEO

Resources

BEWARE: INCREASE IN PHISHING SCAMS DUE TO COVID-19

Please be diligent when you reading emails as the bad guys are using the fear and panic of the crisis against us to trick us into making quick decisions that could be costly. Here is a list of recent topics being used by cyber criminals:

- COVID-19 cures, supplies, donation requests and fake news links
- Stimulus/Bailout emails telling you to click to get your money
- Password Request/resets – Remember - legitimate requests are NEVER done via email, always go to the website first or call
- Census emails – The Census is completed by physical mail or website – NEVER in an email
- Work from home information – senders are stating you will be working from home and request you to click on a link and/or send personal information.



PLEASE REMEMBER:

- Never click on links in emails or download any file you may receive in an email from someone you don't know or weren't expecting to hear from.
- Government agencies will NEVER send unsolicited emails requesting your personal information.
- Pay close attention to the URL of the links you click on in webpages. Here is an example of a well know site was recently hit with malicious intent:

An official government website for COVID-19 was compromised:

The HHS.GOV website, a place for health care workers to get updated national direction on how to respond to the pandemic, loaded fine and looked good, however, after clicking on an internal link, the URL changed and redirected the public to a malicious site. The site has since been fixed but users clicking that bad link potentially downloaded malware to their own devices after clicking.

COMPROMISED PASSWORDS ARE BEING USED TO CREATE TARGETED EMAILS

Scammers are going one step further to use your compromised information from websites that have had breaches in the past to make very specific and convincing emails that sound like they know you and are watching you. It can be incredibly scary and knowing that they have your old passwords can be even scarier. If you receive ANY kind of threatening email, call IT immediately.

UPDATE TO COVID-19 TASK FORCE EMAILS:

The ESGW Taskforce Team will no longer be sending attachments on updates. Links will be available on the email but **please hover over the link before clicking on to verify the link is a legitimate link**. This is an effort to remind you to NOT open attachments unless you are expecting them and know where they are coming from.

ALWAYS use your Phishing button to notify IT of the SCAM attempt! If you are on your mobile device, delete it!

Below are some reliable websites about coronavirus (COVID-19), how it spreads, how to prevent spreading the virus to others, its symptoms, and more:

- World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Wyoming Department of Health: <https://health.wyo.gov/>
- Idaho Department of Health and Welfare: <https://coronavirus.idaho.gov/>
- Montana Department of Public Health and Human Services: <https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusmt>
- Utah Department of Health: <https://coronavirus.utah.gov/>

Your county health district and health care provider also are reliable resources of information.

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Event Cancellations	<ol style="list-style-type: none"> 1. Montana Awards Celebration postponed (no date rescheduled) 2. Idaho Awards Celebration postponed (no date rescheduled) 3. Great Falls all-staff meetings are cancelled until further notice. 4. The ESGW Board of Directors meeting that was to be held in Boise on May 7-8 will be held via webinar/teleconference.
SharePoint COVID-19 Page for Employees	SharePoint COVID-19 is available to ESGW employees for COVID-19 updates as it relates to our organization including: <ul style="list-style-type: none"> • Internet scams related to COVID-19. • Links to reliable resources about COVID-19. • Resources for employees. • Copies of communications from Michelle Belknap and other communications.

Public Statement	You can find our public statement of actions have taken at www.esgw.org .
Policy Updates	
<i>Policy/Topic</i>	<i>What this means for you</i>
Suspend meetings with 10 or more people, and/or meetings where you cannot be 6+ feet apart where possible	<p>Suspend meetings in conference rooms where the proximity of attendees is less than 6 feet and/or there are more than 10 people are in attendance. Please find alternate ways to meet when possible such as GoToMeetings, Conference Bridges, and multi-person conference calls via ShoreTel phone system. Contact IT at ehelpdesk@esgw.org if you need assistance.</p> <p>Clarification: We know it's not always possible to do this, depending on your job and site. When possible, please limit close contact with others and hold meetings on phone/webinar instead of in-person. Managers may work with directors, AVPs, or VP for more guidance.</p>
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Message from the COVID-19 Task Force:

From now on, we will send ESGW employees this update only when we have something new to share with you, a new policy, or other update that for all staff.

We are currently working on an employee FAQ which we will share as soon as it's ready.

This is still a situation that is changing and rapidly evolving. Thank you for being patience as we navigate this new environment. Your health and safety, and the health and safety of our participants, our customers, and our donors, continue to be our number one priority as we balance our essential business needs with efforts to help keep the COVID-19 virus from spreading.

We encourage you to continue to get your information and updates from reliable sources, such as the ones listed below.

The COVID-19 Task Force is currently addressing the following issues:

- Monitoring the impact of the COVID-19 situation on ESGW as an organization, our Programs services, and Goodwill Retail.
- Providing handwashing and PPE information and training.
- Cleaning and other supply inventory and distribution.
- Employee FAQ

Resources

Below are some reliable websites about what coronavirus (COVID-19) is, how it spreads, how to prevent spreading the virus to others, its symptoms, and more:

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- Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Wyoming Department of Health: <https://health.wyo.gov/>
- Idaho Department of Health and Welfare: <https://coronavirus.idaho.gov/>
- Montana Department of Public Health and Human Services: <https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusmt>
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Coronavirus (COVID-19) Task Force Update to All Easterseals-Goodwill Employees March 20, 2020

Message from the COVID-19 Task Force:

Your health and safety, and the health and safety of our participants, our customers, and our donors, continue to be our number one priority as we balance our essential business needs with efforts to help keep the COVID-19 virus from spreading. This is a rapidly changing situation that we are aggressively responding to. As a result, the information you get may quickly change. Thank you for being patient with us as we make these decisions.

Over the weekend, you will not receive this particular communication from the task force, unless a change in the situation necessitates it.

The COVID-19 Task Force is currently addressing the following issues:

- Tracking the impact of the COVID-19 situation on ESGW as an organization, our Programs services, and Goodwill Retail.
- Providing handwashing and PPE information and training.
- Cleaning and other supply inventory and distribution.

Announcements

CDC Disease Prevention
Sign– To Post in ESGW
Restrooms

Store managers and site directors/managers received an email requesting to print, laminate and post handwashing posters in all restrooms.

Clarification:

Link to the [poster is here](#).

Resources

Weekend Suggestions To Help Take Care of You:

If you need a break from the worry and concern you may be facing, consider a few of these to help you:

- Take a break from the news.
- Get outside, even for a little bit.
- Make phone calls or video calls/Skype/Facebook with out of town relatives, and in-town relatives that you can't visit.
- Try a new recipe using what you have in your cupboard, play a card game, do a puzzle, make a craft, take virtual tours of famous art museums, listen to a new podcast.
- Tackle a home projects you've been meaning to do, plan for your summer garden
- Remember that it's ok to feel however you feel about this situation—there's no right or wrong way to feel.
- Take a few moments to complete the federal census for your household, which you should receive this month in the mail. Many decisions, such as healthcare resource allocation, may rely on census data to make decisions.
- Wash your hands.

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Coronavirus (COVID-19) Task Force Update to All Easterseals-Goodwill Employees March 19, 2020

Wash Your Hands. Please.

We may be a broken record! You can stop the spread of *many* deadly diseases by simply washing your hands. This is the best and easiest way to keep you, your family, your customers, and your participants safe. **Wash. Your. Hands. Do your part!** Take [two minutes to watch this video](#) to learn how.

Good Times to Wash Your Hands

- When you get to work. **Please wash your hands upon arriving at work.**
- At breaks.
- Before lunch or eating.
- After lunch before returning to work.
- After using the restroom.
- After blowing your nose, coughing or sneezing.
- Before you leave work.
- When you get home.

The COVID-19 Task Force is currently addressing the following issues:

- Tracking the impact of the COVID-19 situation on ESGW as an organization, our Programs services, and Goodwill Retail.
- Possibility of implementing screening of employees for illness upon coming to work.
- Providing handwashing information and training.
- Cleaning and other supply inventory and distribution.

The health and safety of you, our participants, customers, and donors continue to be our number one priority as we balance our essential business with efforts to help keeping the virus from spreading.

Announcements

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Updated

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Resources

Hand Washing vs. Hand Sanitizer

Wash your hands because:

- ✓ It's easy and usually readily available.
- ✓ It is more effective in killing coronavirus than hand sanitizer.
- ✓ It's often more available than hand sanitizer right now.
- ✓ It's cheaper than hand sanitizer.
- ✓ It physically gets the germs off your hands.
- ✓ Soap breaks down and kills viruses, like coronavirus and influenza. [Read this](#) to learn how and why. Or [watch this 4 minute video](#) explaining how it soaps destroys germs.
- ✓ Warm water helps! It's definitely more comfortable to wash your hands in warm water, making it easier to wash for 20 seconds.

About hand sanitizers like Purell:

- ✓ It's good to use when you can't wash your hands or no sink is available.
- ✓ Rub it TOTALLY in and dry. Here's a link to tell you [how to properly use hand sanitizer](#).
- ✓ It doesn't work as well as washing hands, but it's better than doing nothing.

Can I make my own hand sanitizer?

- ✓ Yes, but you have to do it right and you need the right supplies, which may be difficult to find right now. (Just wash your hands. It's easier, more effective, and cheaper!)
- ✓ Adding mouthwash to hand lotion doesn't make hand sanitizer and **IS NOT** effective.
- ✓ Don't rely on all recipes that you find on Facebook. Here are [reliable recipes from the World Health Organization](#).

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Announcements

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Visitor Policy at 425 & Programs Sites	<p>No unnecessary outside visitors at 425 1st Ave N and Programs sites. Staff: if you don't need to go to a program site, please don't. Please use phone, email, or mail instead of visiting another ESGW location in person, if possible. Many of our program participants are high-risk individuals. The full policy is on SharePoint COVID-19. This policy addresses how to handle staff visitors, vendors, and other visitors.</p>
If you have been exposed to someone with COVID-19 or live in a household with someone who has been exposed.	<p>If you have been exposed to someone with COVID-19, or live in a household with someone who has been exposed, stay home and contact your supervisor, who will talk to HR. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.</p>
If you have traveled from a high-risk area.	<p>If you have traveled from a high-risk area, please contact your supervisor. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.</p>

ESGW business travel restrictions	<p>ESGW business travel is restricted, effective 3.13.20.</p> <ul style="list-style-type: none"> • This does NOT apply to direct care staff providing care to participants. • This does NOT apply to Goodwill retail logistics. • All other staff: Only essential business travel is allowed, regardless of distance. If you have anticipate upcoming business travel, discuss with your VP to determine its necessity.
International Travel	<p>ESGW employees returning from a country or area under a Level 3 Travel Notice will not be allowed to work for 14 days after their return. If you or your staff have international travel plans to one of these countries, please discuss with your department's VP. <i>Policy announced 3.13.20.</i></p>
Attendance Policy Guidance	<p>See attendance policy update on SharePoint. Excused absences will be allowed for COVID-19 related needs. Regular PTO and STM use policies still apply, per the Employee Handbook. <i>Policy emailed to Retail and Admin on 3.13.20 and to Programs leaders on 3.16.20.</i></p>

Dear Staff,

In these unprecedented times, I want to share a few important pieces of information with you.

The first is **thank you**. I know it's been a challenging few days and weeks for everyone. Thank you for coming to work if you're healthy. Our participants rely on you. No matter your role—from direct care in our programs to production associates in our Goodwill stores to payroll processing—your job is important to the people we serve. The dedication you've shown to your job during these uncertain times is an amazing display of the compassion and commitment you have to the people we serve. I am impressed with how everyone has stepped up in recent days. Thank you!

Easterseals-Goodwill is a strong, stable organization. We've been providing services for over 70 years to those who need us, and we will continue to be here for those who need us. Please be assured we are financially and organizationally strong.

We are taking the coronavirus (COVID-19) situation very seriously. The COVID-19 task force meets daily, and leadership is monitoring the rapidly-changing situation on nearly an hourly basis. Thank you for your understanding, as it may be necessary to update, revise, and/or clarify policies as this situation changes. If you have concerns or questions, please continue to reach out to your supervisor, VP, or HR.

At a national level, both Goodwill Industries International and Easterseals Inc. also are closely monitoring this situation. They are conducting national conference calls to share information and help affiliates. You may have heard that some Goodwill stores in other parts of the country have temporarily closed due to public health recommendations. We hope that our region has taken enough proactive steps to reduce the spread of this virus and to minimize its impact. We hope that we are not mandated to close programs and stores because the people we serve need us.

Thank you for your dedication, understanding and commitment to our mission. Please continue to take preventive measures to inhibit the spread of all illnesses. Wash your hands often and wash them well. Follow [CDC guidelines](#) to prevent the spread of illness. Easterseals-Goodwill is taking measures to do our part to minimize the spread of coronavirus (COVID-19) to keep you, your family, our program participants, our Goodwill customers and donors, and our community healthy. Thank you for doing the same.

Sincerely,



Michelle Belknap
President/CEO

The COVID-19 Task Force is currently addressing the following issues:

- Tracking the impact of the COVID-19 situation on ESGW as an organization, our Programs services, and Goodwill Retail.
- Possibility of implementing screening of employees for illness upon coming to work.
- Cleaning and other supply inventory and distribution.

Announcements

Event Cancellations	<ol style="list-style-type: none"> 1. Montana Awards Celebration postponed (no date rescheduled) 2. Idaho Awards Celebration postponed (no date rescheduled) 3. Great Falls all-staff meetings are cancelled until further notice. 4. NEW: The ESGW Board of Directors meeting that was to be held in Boise on May 7-8 will be held via webinar/teleconference.
SharePoint COVID-19 Page for Employees	<p>SharePoint COVID-19 is available to ESGW employees for COVID-19 updates as it relates to our organization including:</p> <ul style="list-style-type: none"> • Internet scams related to COVID-19. • Links to reliable resources about COVID-19. • Resources for employees. • Copies of communications from Michelle Belknap and other communications. • Coming soon: FAQ addressing your common questions.
Public Statement	You can find our public statement of actions have taken at www.esgw.org .

Policy Updates

<i>Policy/Topic</i>	<i>What this means for you</i>
Suspend meetings with 10 or more people, and/or meetings where you cannot be 6+ feet apart where possible	<p>Suspend all meetings in conference rooms where the proximity of attendees is less than 6 feet and/or there are more than 10 people are in attendance. Please find alternate ways to meet when possible such as GoToMeetings, Conference Bridges, and multi-person conference calls via ShoreTel phone system. Contact IT at ehelpdesk@esgw.org if you need assistance.</p> <p>Clarification: We know it's not always possible to do this, depending on your job and site. When possible, please limit close contact with others and hold meetings on phone/webinar instead of in-person. Managers may work with directors, AVPs, or VP for more guidance.</p>
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If you have been exposed to someone with COVID-19 or live in a household with someone who has been exposed.	If you have been exposed to someone with COVID-19, or live in a household with someone who has been exposed, stay home and contact your supervisor, who will talk to HR. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.
If you have traveled from a high-risk area.	If you have traveled from a high-risk area, please contact your supervisor. You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.

ESGW business travel restrictions	<p>ESGW business travel is restricted, effective 3.13.20.</p> <ul style="list-style-type: none"> • This does NOT apply to direct care staff providing care to participants. • This does NOT apply to Goodwill retail logistics. • All other staff: Only essential business travel is allowed, regardless of distance. If you have anticipate upcoming business travel, discuss with your VP to determine its necessity.
International Travel	<p>ESGW employees returning from a country or area under a Level 3 Travel Notice will not be allowed to work for 14 days after their return. If you or your staff have international travel plans to one of these countries, please discuss with your department's VP. <i>Policy announced 3.13.20.</i></p>
Attendance Policy Guidance	<p>See attendance policy update on SharePoint. Excused absences will be allowed for COVID-19 related needs. Regular PTO and STM use policies still apply, per the Employee Handbook. <i>Policy emailed to Retail and Admin on 3.13.20 and to Programs leaders on 3.16.20.</i></p>

Resources

Hand Washing 101

Your mom always told you to wash your hands. It's **LITERALLY** the easiest, cheapest, and best thing you can do to prevent the spread of many diseases, including the common colds, influenza, stomach flu, and coronavirus. But do you know how? It's not just a quick rinse under tepid water. [Click here to watch videos from Center for Disease Control and Prevention \(CDC\) about washing hands.](#)

If you're tired of singing Happy Birthday while washing your hands, try these. Choose your favorite music genre!

1. "Love On Top," by Beyoncé
2. "Truth Hurts," by Lizzo
3. "Jolene," by Dolly Parton
4. "Somewhere Over the Rainbow," from the Wizard of Oz
5. "The Sound of Music," from The Sound of Music
6. "My Shot," from Hamilton
7. "Hands Clean," by Alanis Morissette
8. "Karma Chameleon," by Culture Club
9. "Stayin' Alive," by The BeeGees
10. "Toxic," by Britney Spears
11. "Livin' On a Prayer," by Bon Jovi
12. "No Scrubs," by TLC
13. "Raspberry Beret," by Prince
14. "Landslide," by Fleetwood Mac
15. "Love Shack" by The B-52's

If you need a smile, watch this [humorous video](#) about the importance of washing your hands and other tips, from everyone's favorite Italian's grandma.

Easterseals-Goodwill is taking measures to do our part to minimize the spread of coronavirus (COVID-19) virus to keep you, your family, our program participants, our Goodwill customers and donors, and our community healthy.

NEW! Suspend group meetings per CDC recommendations.

- Suspend meetings with groups of 10+ people.
- Suspend meetings where you cannot be 6+ feet apart from other people.
- Use alternate ways to hold these meetings (see below in Policy Updates).

What You Can Do at Work:

- **Wash your hands immediately upon arriving to work.** There generally isn't a need for masks, gloves, or other PPE supplies if you're washing hands frequently.
- **Be smart about supplies.** Our clients and patients are top priority.
- **Stay home if you have a fever, are coughing, have shortness of breath, or have other symptoms of an infectious disease.**
- **If you have been exposed to someone with COVID-19, or live in a household with someone who has been exposed, stay home and contact your supervisor, who will talk to HR.** You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.
- **If you have traveled from a high-risk area, please contact your supervisor.** You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.
- **Keep a reasonable distance from others at work, whenever possible.** Use phone, email, fax, mail, webinar, or other means of communication instead of in-person, if possible.
- **Discuss specific concerns and issues with your supervisor, director, AVP, or VP.**

The COVID-19 Task Force is currently addressing the following issues:

- Tracking the impact of the COVID-19 situation on ESGW as an organization, our Programs services, and Goodwill Retail.
- Possibility of implementing screening of employees for illness upon coming to work.
- Cleaning and other supply inventory and distribution.

Please understand that we are doing our best to address issues that ESGW is facing due to the rapidly changing COVID-19 situation. It may be necessary to update, revise, and/or clarify policies as this situation changes.

Announcements

Event Cancellations	<ol style="list-style-type: none">1. Montana Awards Celebration postponed (no date rescheduled)2. Idaho Awards Celebration postponed (no date rescheduled)3. New: Great Falls all-staff meetings are cancelled until further notice.
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SharePoint COVID-19 Page for Employees	SharePoint COVID-19 is available to ESGW employees for COVID-19 updates as it relates to our organization including: <ul style="list-style-type: none"> • Internet scams related to COVID-19. • Links to reliable resources about COVID-19. • Resources for employees. • Copies of communications from Michelle Belknap and other communications. • Coming soon: FAQ addressing your common questions.
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Clarification: Visitor Policy at 425 & Programs Sites	Effective immediately: No unnecessary outside visitors at 425 1st Ave N and Programs sites. Staff: if you don't need to go to a program site, please don't. Please use phone, email, or mail instead of visiting another ESGW location in person, if possible. Many of our program participants are high-risk individuals. Clarification: The full policy is on SharePoint COVID-19 . This policy addresses how to handle staff visitors, vendors, and other visitors.
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Attendance Policy Guidance	See attendance policy update on SharePoint . Excused absences will be allowed for COVID-19 related needs. Regular PTO and STM use policies still apply, per the Employee Handbook . <i>Policy emailed to Retail and Admin on 3.13.20 and to Programs leaders on 3.16.20.</i>
Resources	

This situation can be very difficult. You may be feeling overwhelmed, anxious, or you may be worried about yourself and your family. Here are a few tips to help you:

- **Take a media break.** Turn off the news, turn off your phone's news notifications, don't check social media for a day or two.
- **Spend time doing things you love or try something new.** Re-read your favorite book. Get out a jigsaw puzzle. Try a new craft. Watch old family videos. Sort through photo albums and memory boxes. Dig out favorite cassettes, records, CDs—or download your favorite music. (Goodwill has some affordable crafts, games, and books you can pick up.)
- **Get outside,** even if it doesn't feel quite like spring.
- **Access our Easterseals-Goodwill [Employee Assistance Program \(EAP\) program](#).** It's free and confidential for ALL employees. You can talk to someone, get reliable resources, etc. Go to [HR | Benefits | EAP](#) or talk to your supervisor.
- **If you can, avoid the grocery store for a couple of days.** The hysteria isn't helping.
- **Be kind. Help someone else.** Send a handwritten note to a relative. Leave a small gift for a neighbor. Check on the elderly. Make a casserole for a friend with a new baby. Call or Skype your parents, grandparents, and other relatives. There's evidence that when you help others, you feel better.
- **Help your elderly family.** ESGW has a [resource page for caring for elderly and ill family members](#) and a resource document specifically for caring for [elderly family members during this COVID-19](#) situation.
- **Take care of your kids.** Depending upon their age and personality, they may be worried. They also may be angry, sad, bored, frustrated, or disappointed if school, sports, activities, playgroups, birthday parties, etc. are cancelled. This may be the time to do some special things with them. It's still OK to hug your kids! If your child needs some additional help, reach out. [Link to how to talk to kids about coronavirus](#).

About Coronavirus (COVID-19)

Why limit groups to only 10?

If you are wondering why we're limiting groups/gatherings, please visit [the Centers for Disease Control and Prevention \(CDC\) website](#).

Should I wear a mask or gloves?

The CDC does not recommend that people who are well wear a facemask to protect themselves from coronavirus (COVID-19). You should only wear a mask if a healthcare professional recommends it. Gloves generally aren't helpful. Most people still touch their face with gloves and you have to know how to properly remove gloves. [Link to CDC FAQ page](#).

How should I clean my home?

You could go crazy trying to keep your home disinfected! Like at work, clean the commonly-touched and shared items like TV remotes, door handles, faucets, cell phones, handrails, etc. Encourage household members to use their own towels. Wash towels, washcloths, sponges and dishrags often. Soap and water will clean your dishes. Easy tip: put toothbrush holders, dog dishes, and other dishwasher-safe items in the dishwasher! Be careful using bleach or other chemicals at home. [Link to CDC household cleaning page](#).

COVID-19 compared to other common conditions

SYMPTOM	COVID-19	COMMON COLD	FLU	ALLERGIES
Fever	Common	Rare	Common	Sometimes
Dry cough	Common	Mild	Common	Sometimes
Shortness of breath	Common	No	No	Common
Headaches	Sometimes	Rare	Common	Sometimes
Aches and pains	Sometimes	Common	Common	No
Sore throat	Sometimes	Common	Common	No
Fatigue	Sometimes	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes*	No
Runny nose	Rare	Common	Sometimes	Common
Sneezing	No	Common	No	Common

*Sometimes for children

Sources: CDC, WHO, American College of Allergy, Asthma and Immunology

BUSINESS INSIDER

Cases of coronavirus (COVID-19) now have been confirmed in Montana, Wyoming, Idaho, and Utah. We are taking measures to do our part to minimize the spread of this virus to keep you, your family, our program participants, our Goodwill customers and donors, and our community healthy. The government currently recommends avoiding travel if possible, limiting social interactions, and practicing social distancing.

Please understand that we are doing our best to address issues that ESGW is facing due to the rapidly changing COVID-19 situation. It may be necessary to update, revise, and/or clarify policies as this situation changes.

Easterseals-Goodwill is asking you to please:

- **Wash your hands immediately upon arriving to work.**
- **Stay home if you have a fever, are coughing, have shortness of breath, or have other symptoms of an infectious disease.**
- **If you have been exposed to someone with COVID-19, or live in a household with someone who has been exposed, stay home and contact your supervisor, who will talk to HR.** You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.
- **If you have traveled from a high-risk area, please contact your supervisor.** You may be asked to self-quarantine, and not return to work for 14 days or until a test showing a negative result for COVID-19 is received.
- **Keep a reasonable distance from others at work, whenever possible.** Use phone, email, fax, mail, webinar, or other means of communication instead of in-person, if possible.
- **Discuss specific concerns and issues with your supervisor, director, AVP, or VP.**

The COVID-19 Task Force is currently addressing the following issues:

- Refinement and clarification of necessary vs. unnecessary business travel.
- Visitor policy at program sites and the 425 building in Great Falls.
- Possibility of implementing screening of employees for illness upon coming to work.
- Cleaning and other supply inventory and distribution.

Announcements

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Public Statement	You can find our public statement of actions have taken at www.esgw.org .
Policy Updates	
<i>Policy/Topic</i>	<i>What this means for you</i>
NEW: Visitor Policy at 425 & Program Sites	<p>Effective immediately: No unnecessary outside visitors at 425 1st Ave N and program sites.</p> <p>Staff: if you don't need to go to a program site, please don't. Please use phone, email, or mail instead of visiting a program site in person, if possible. Many of our program participants are high-risk individuals. Together, we can help keep them healthy. Visitors can speak to a manager about access on a case-by-case basis. The task force will provide further clarification as to a visitor policy in upcoming days.</p>
ESGW business travel restrictions	<p>ESGW business travel is restricted, effective 3.13.20.</p> <ul style="list-style-type: none"> • This does NOT apply to direct care staff providing care to participants. • This does NOT apply to Goodwill retail logistics. • All other staff: Only essential business travel is allowed, regardless of distance. If you have anticipate upcoming business travel, discuss with your VP to determine its necessity. The task force will provide further clarification in upcoming days to define necessary travel.
International Travel	<p>ESGW employees returning from a country or area under a Level 3 Travel Notice will not be allowed to work for 14 days after their return. If you or your staff have international travel plans to one of these countries, please discuss with your department's VP. <i>Policy announced 3.13.20.</i></p>
Attendance Policy Guidance	<p>See attendance policy update on SharePoint. Excused absences will be allowed for COVID-19 related needs. Regular PTO and STM use policies still apply, per the Employee Handbook. <i>Policy emailed to Retail and Admin on 3.13.20 and to Programs leaders on 3.16.20.</i></p>
Resources	
<p>Below are some reliable websites about what coronavirus (COVID-19) is, how it spreads, how to prevent spreading the virus to others, its symptoms, and more:</p> <ul style="list-style-type: none"> • World Health Organization (WHO): https://www.who.int/emergencies/diseases/novel-coronavirus-2019 • Centers for Disease Control and Prevention (CDC): https://www.cdc.gov/coronavirus/2019-nCoV/index.html • Wyoming Department of Health: https://health.wyo.gov/ • Idaho Department of Health and Welfare: https://coronavirus.idaho.gov/ • Montana Department of Public Health and Human Services: https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusmt • Utah Department of Health: https://coronavirus.utah.gov/ <p>Your county health district and health care provider also are reliable resources of information.</p>	

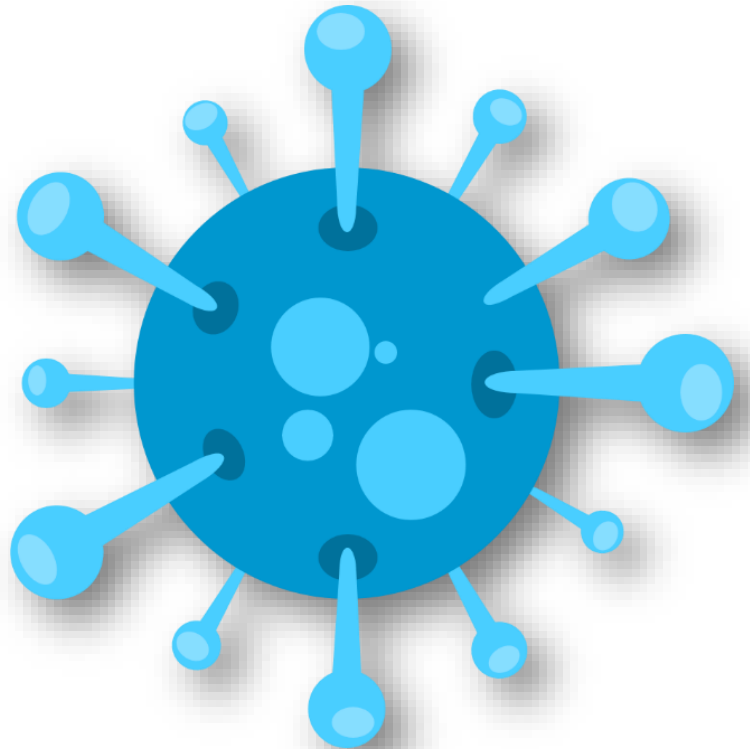
COVID-19 compared to other common conditions

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Headaches	Sometimes	Rare	Common	Sometimes
Aches and pains	Sometimes	Common	Common	No
Sore throat	Sometimes	Common	Common	No
Fatigue	Sometimes	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes*	No
Runny nose	Rare	Common	Sometimes	Common
Sneezing	No	Common	No	Common

*Sometimes for children

Sources: CDC, WHO, American College of Allergy, Asthma and Immunology

BUSINESS INSIDER



COVID-19

POLICIES AND PROCEDURES

Policy Title:	Face Covering Policy		
Policy Number:		Policy Folder:	Administration
Date Created:	11/12/2020	Review/Revision Dates:	Reviewed: Revised:
Approved By:	Michelle Belknap	Owner:	John Martin

POLICY STATEMENT

All employees, volunteers, interns and community service workers are required to wear face coverings while working in accordance with government guidelines and this policy. ESGW will adhere to the strictest applicable government guidelines and may implement additional requirements, while recognizing exceptions due to medical/disability conditions.

SCOPE

This policy applies to all employees, volunteers, interns and community service workers.

Policy

Wearing face coverings at work is required as follows with limited exceptions stated below:

Area	Policy
Program areas, including off-site service locations:	When providing any type of direct client care, including but not limited to: a) While driving with anyone else in the vehicle b) While shopping on behalf of a client or during an outing with a client c) <i>At all times when in a program client's place of residence except</i> <i>i. staff working an overnight shift in a client's homes when the client is sleeping and</i> <i>ii. Self-direct staff performing services to a member in the self-direct employee's home.</i>
Retail stores & outlets:	At all times when working, except while eating in the breakroom. All ESGW staff are required to wear face coverings when visiting or working at stores as part of their job; ESGW staff are not required to wear face coverings when shopping or donating items off the clock.
Retail warehouses:	At all times except when keeping 6 feet apart is possible and while eating in the breakroom.
All work areas:	Face coverings are required at all times when the ability to maintain 6 feet apart is not possible or predictable in areas including offices, hallways, conference rooms, break rooms, bathrooms and other enclosed work spaces. ESGW staff will encourage clients to wear face coverings while receiving supports/services, unless a face covering would substantially interfere with delivery of services.

Exceptions	
Face Coverings Not Required:	<ul style="list-style-type: none"> While communicating with someone who is deaf or hard of hearing, or who has a medical condition, disability, or mental health condition that makes communication with that individual while wearing a mask difficult a clear face covering or face shield is required. While interacting with someone when a face covering causes the person to become stressed or frightened. When an employee provides medical certification that wearing a face covering causes an adverse medical reaction.

Note:	Alternatives to not wearing a face covering, such as a face shield,, should be considered prior to not wearing a face covering.
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Wearing and Using Face Coverings	
Coverage:	Face coverings must cover or shield the nose and mouth when required to be worn and comply with ESGW dress code requirements.

I have read, understand, and have had the opportunity to ask question on this policy. Failure to comply with this policy may result in disciplinary action up to and including termination of employment.

_____ / _____

Employee Signature

Date

Employee Printed Name

Kalsey R. Anderson

From: Kalsey R. Anderson
Sent: Thursday, July 9, 2020 12:20 PM
To: TeamLeaders
Subject: COVID-19 Attendance Guidance
Attachments: Attendance Policy Memo.pdf; Illness Assessment Log.docx; COVID-19 Supervisor Resource Guide.pdf

Hello,

As ESGW navigates through the continuously evolving COVID-19 pandemic, the organization will continue to adapt our practices.

Please review the attachments for updated information and resources. Attachments in this e-mail include:

- The updated attendance memo for guidance on any absences associated with infectious disease-related concerns and travel
- The illness assessment for any employees self-reporting symptoms of a contagious disease
- The COVID-19 resource guide that includes FAQs, testing sites and resources

ESGW's priority remains to protect the health and safety of our participants, customers, donors, and staff. If you have any questions, please don't hesitate to reach out.

Thank you.

Kalsey Anderson
Director of Human Resources
Easterseals-Goodwill Northern Rocky Mountain Inc.
425 1st Avenue North
Great Falls, MT 59401
406-771-3773 | www.esgw.org





To: ESGW employees
From: Kalsey Anderson, HR Director
Re: Attendance guidance
Date: July 8, 2020

This memo updates the memo I sent out on March 16 regarding attendance and the Personal Travel Policy issued on April 3.

Until further notice, ESGW will excuse absences due to infectious-related concerns, including:

- School or daycare closings or COVID-19 related family hardship when young children must be attended to at home, or when elderly or ill family members' caregivers are ill/closed and the employee must attend to them at home,
- When an employee is caring for family members with an infectious disease,
- When an employee is advised by their health care provider to avoid close contact with the public,
- When an employee, based on government guidelines, is advised to self-quarantine. We will follow government-recommended risk assessment guidelines before the employee may return to work, or
- Whenever ESGW makes a decision that an employee should not work due to exhibiting symptoms of an infectious disease, the absence will be excused.

Until further notice, ESGW may direct employees not to work in an ESGW location based on the following criteria and will excuse absences when:

- Guidance provided by the Centers for Disease Control and other national, state and local government bodies.
- Governmental stay-at-home and quarantine orders.
- Industry trends.

In the event that staff misses work due to situations above, ESGW's usual attendance policy as stated in the ESGW Employee Handbook will apply:

1. PTO (Paid Time Off) and wellness leave may be used;
2. STM (Short Term Medical) for extended absences of 3 days or more based on a doctor's order or certification of an infectious disease from a medical facility; or when an employee presents a letter from a government agency stating the employee is to be quarantined due to having or being exposed to an infectious disease; or
3. If neither of the above apply to the employee's situation, the absence will be unpaid.



Other possible situations:

When an employee requests to stay home or leave work due to concerns of being exposed to or contracting COVID-19, but not for a reason listed above:

Employees may choose not to work due to concerns of being exposed to or contracting COVID-19. However, given the unpredictability of when an employee may return as well as the unpredictability of staffing needs when an employee wishes to return to work, the employee may be deemed to have voluntarily resigned after exhausting any accrued PTO and Wellness Leave.

When ESGW must reduce services, hours or close a location due to events or decisions beyond its control, for example, clients stop coming to a program or the government states retail businesses must close:

Should reducing hours or closing a location be required due to a government decision, a leave of absence is not applicable. Employees will either be offered a reduced schedule or may be laid off.

Personal Travel

The Personal Travel Policy sent out on April 3, 2020 is no longer in effect due to states re-opening. However, if self-quarantine requirements are in effect when entering states, it may require employees to be absent. Absences due to self-quarantine requirements following non-essential, personal travel will be considered the same as absences due to any other personal choice that results in missing work and may not be approved.

If you have questions or would like clarification of this policy change, please feel free to contact:

- Kalsey Anderson, Kalseya@esgw.org, 406-771-3773
- Your Department AVP or Director

COVID-19 Illness Assessment Log



Location/Department:

Upon arriving to work, ask employees to self-report any symptoms of contagious disease. Please note anyone who has self-reported symptoms, then send this document to HRTeam@esgw.org.

Coughing	Loss of Taste	Headache	Fever	Shortness of Breath*	Sore Throat	Pain/Pressure in Chest*	Confusion*	Bluish lips or face*
----------	---------------	----------	-------	----------------------	-------------	-------------------------	------------	----------------------

<i>Date/Time</i>	<i>Name of Employee/CS worker</i>	<i>Symptoms</i>	<i>Action Taken**</i>	<i>Supervisor</i>

*Please call 911 if someone is experiencing difficulty breathing, shortness of breath, loss of consciousness, or other signs of heart attack or stroke.

**Return to Work: Please notify team members asked to leave that prior to returning to work, they *may* be asked to receive a negative test COVID-19 result, show that they were refused a test based from a provider based on symptoms, or meet any return-to-work requirements from the Centers for Disease Control



To: ESGW employees
From: Kalsey Anderson, HR Director
Re: Attendance guidance
Date: March 16, 2020

In our response to the evolving coronavirus (COVID-19) outbreak, concern over the Easterseals-Goodwill (ESGW) attendance policy has become forefront in our conversations.

ESGW's current attendance policy excuses employees who are absent due to an infectious disease-related and those employees who are caring for children with an infectious disease.

Now, until further notice, ESGW will excuse absences due to infectious-related concerns, including:

- school or daycare closings when young children must be attended to at home, or when elderly or ill family members' caregivers are ill/closed and the employee must attend to them at home,
- when an employee is caring for family members with an infectious disease,
- when an employee is advised by their health care provider to avoid close contact with the public, or
- when an employee, based on Centers for Disease Control and Prevention (CDC) guidelines, is advised to self-quarantine or advised by their health care provider to avoid close contact with the public. We will follow CDC-recommended risk assessment guidelines before the employee may return to work

In the event that staff misses work due to situations above, ESGW's usual PTO/STM policy and attendance policy as stated in the [ESGW Employee Handbook](#) will apply:

1. PTO (Paid Time Off) may be used;
2. STM (Short Term Medical) that is approved by HR may be used for absences over 3 days due to a serious health condition or to care for a family member with a serious health condition; or
3. If neither of the above apply to the employee's situation, the absence will be unpaid.

If you have questions or would like clarification of this policy change, please feel free to contact:

- HR: Kalsey Anderson, KalseyA@esgw.org, 406-771-3773
- Retail: Rhonda Burrell, RhondaB@esgw.org, 406-657-9722
- Your Department AVP or Director

Visitor Procedures at Programs Sites and 425 1st Ave North Effective March 17, 2020

The health and safety of our participants, clients, and employees are paramount to our organization. To minimize spreading COVID-19, ESGW is limiting visitors to our facilities.

ESGW STAFF

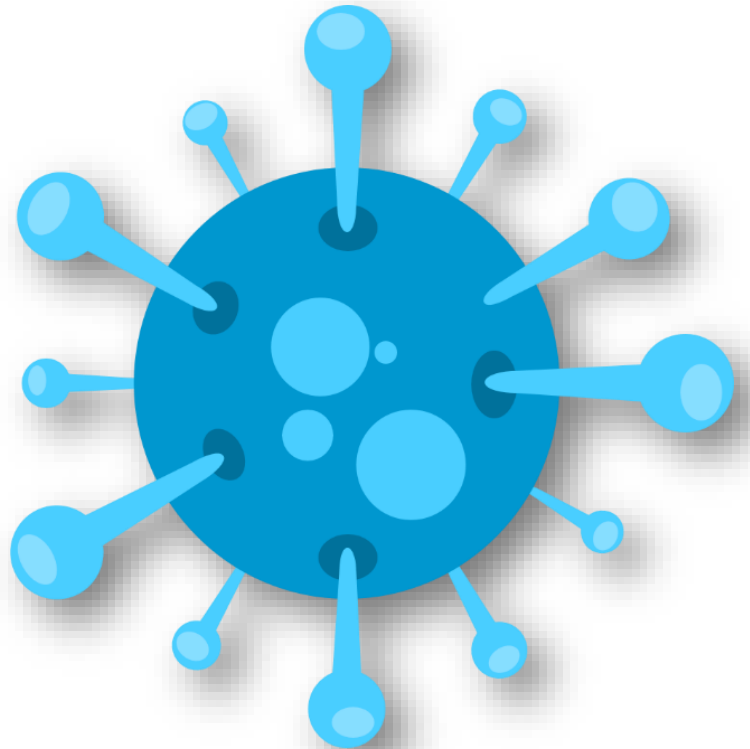
- Only staff assigned to work in a building should enter their assigned building. (i.e. including staff going to another site for a meeting, hold staff meetings virtually).
- Management/leadership staff who supervise programs or staff in that building may enter the building.
- Other staff may enter the building if there is an essential business need (i.e., building maintenance) that cannot be accomplished in another way.
- Staff are required to wear masks and wash their hands upon entering the building.
- Staff may be required to complete illness screening for a fever and a questionnaire about symptoms before entering the building.
- Staff from other sites are encouraged to use phone, email, mail, courier service between the 4400 and 425 buildings, and other means of communication to conduct business.

VENDORS

- Vendors conducting necessary or routine business may enter the building such as FedEx delivery, USPS delivery, UPS delivery, janitorial service, maintenance service, etc.
- If possible, use an alternate drop off for deliveries outside the building so that delivery personnel do not need to enter the building.
- Vendors may be required to complete illness screening for a fever and a questionnaire about symptoms before entering the building.
- Vendors are required to wear masks and implement social distancing while in the facility.

PUBLIC VISITORS

- Tours of or visits to facilities by community partners or community members are suspended until further notice. Scheduled meetings will be held virtually.
- Tours of facilities by prospective clients and their immediate family must be approved by the respective VP by appointment. The prospective clients and their immediate family may be required to complete illness screening for a fever and a questionnaire about symptoms before entering the building.
- Government officials, police, fire inspector, etc. will be allowed entrance.
- Montana and Wyoming Adult and Community Services:
 - Persons served have been, and will be, continually educated on how to protect themselves and what to do if they are sick. One way ESGW has helped advocate on their behalf is to screen visitors.
 - Visitors may be required to complete illness screening for a fever and a questionnaire about symptoms before entering the building.



COVID-19

SUPERVISOR TRAINING

Kalsey R. Anderson

From: Kalsey R. Anderson
Sent: Monday, December 7, 2020 4:21 PM
To: TeamLeaders
Subject: COVID-19 Supervisor Recap
Attachments: Q1 Supervisor Training Guide.pdf; Employee COVID reporting expectations.pdf; Supervisor COVID reporting expectations.pdf; Supervisor Managing Ticket Instructions.pdf; COVID guidance for supervisors.pdf

Team,

This email is being sent to you as both a reminder and as a tool for all things COVID and supervisors!

1. Supervisor training on COVID-19 reporting is complete.

Supervisors who were unable to attend can watch a recorded version, here: [WATCH COVID-19 SUPERVISOR TRAINING](#)

2. Understand the training provided and your responsibility as a supervisor.

We have listed the **TOP FIVE THINGS TO KNOW** from supervisor training, as outlined below.

TOP FIVE THINGS TO KNOW <i>after completing supervisor training...</i>	
1. Know the symptoms.	COVID-19 symptoms are wide ranging and often similar to symptoms of the common cold or flu virus. Employees reporting symptoms should not report to work or should be sent home immediately.
2. Report all COVID-19 concerns.	If you have an employee that is experiencing symptoms of COVID-19, has a known exposure or is notified of a quarantine requirement, the employee should not report to work and a ticket should be initiated by a supervisor. Follow the reporting expectations outlined in the supervisor reporting expectations document.
3. Face coverings must be worn.	Wearing face coverings at work is required with limited exceptions. The <u>Face Covering Policy</u> applies to all employees, volunteers, interns and community service workers. The policy is located in the Q1 Supervisor Training Guide.
4. Employees must have written authorization to return to work.	Kalsey Anderson and Dan Murphy are the only employees authorized to return an employee to work. Even if an employee's doctor "clears" them, they must wait to be authorized by Kalsey or Dan.
5. Review open tickets for updates.	Due to ticket volume, calls, text messages, e-mails and any other form of direct contact will not be returned by the triage and decision maker group. If a supervisor is seeking an update, please review the ticket. Supervisors should assume employees are not cleared to return to work until written authorization has been sent through the ticketing system.

3. More tools are available!

We have created many new tools with more information to help supervisors navigate the COVID-19 process which are attached.

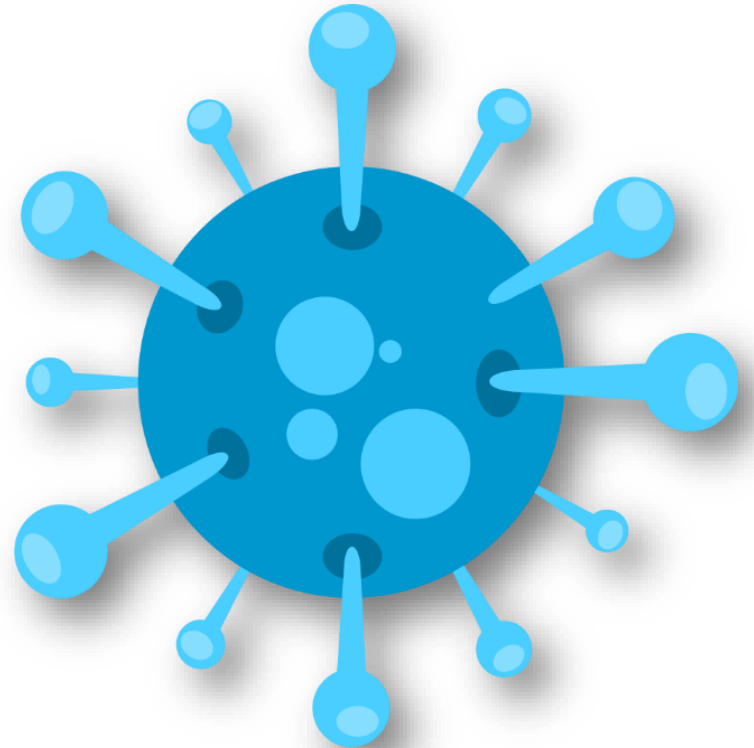
Each attachment is outlined below with a description of what is included in the attachment.

COVID-19 SUPERVISOR TOOLS	
Attached Tool	Description
Q1 Supervisor Training Guide	This is the packet that was issued as part of supervisor training on COVID-19 reporting.
Employee COVID Reporting Expectations	This sheet gives a high level overview of the reporting process, what to report, when to report, when to update, next steps and helpful reminders. Please print and give this to employees so that they are familiar with the process.
Supervisor COVID Reporting Expectations	This sheet gives a high level overview of the reporting process for supervisors, what to report, when to report, when to update, next steps and helpful reminders.
Supervisor Managing Ticket Instructions	This document gives a high level overview of how to view and manage COVID-19 tickets.
COVID Guidance for Supervisors	This document outlines with detail by employee, participants, clients and others - how to report, who to report, when to report, what to report and what to expect. Printing this is recommended for supervisors.
NOTE: Not all of the information shared in this email will be located on the SharePoint COVID site as it is for supervisors only. Refer back to this email to locate tools needed or reach out to HRteam@esgw.org.	

Thank you all for your dedication to our organization and those we serve during this difficult time.

Kalsey Anderson
Director of Human Resources
Easterseals-Goodwill Northern Rocky Mountain Inc.
425 1st Avenue North
Great Falls, MT 59401
406-771-3773 | www.esgw.org





COVID-19

Reporting and Return to Work Protocol

I-9 Compliance

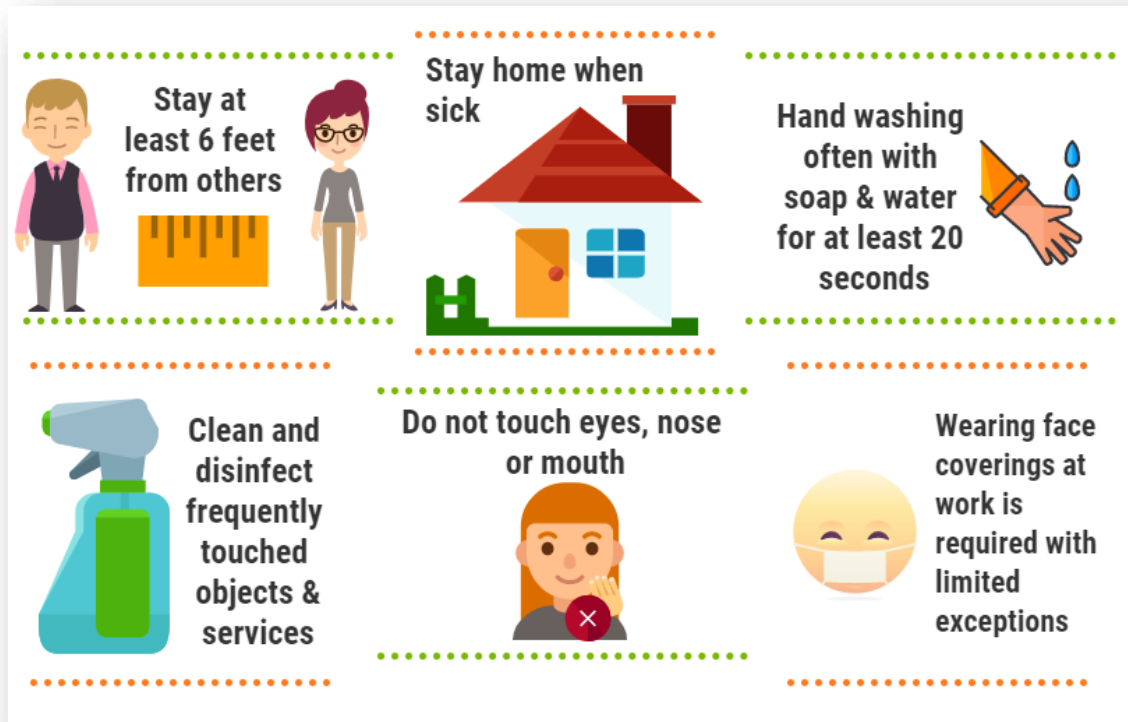
I-9 documentation and completion

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Stopping the Spread

We all play a part in stopping the spread of COVID-19. Please make sure you and your team understand how to keep themselves, their team and their families safe by following these critical steps:



Things to remember:

1. Cleaning and disinfecting our work areas is critical.
2. Encourage frequent and thorough hand washing – post the ABC's in the bathroom!
3. Masks are required in all areas of ESGW.
4. Stay home when sick!

Supervisor Notes:

Handshake Alternatives

The holidays are upon us! It is a time for spreading cheer, which can come with spreading COVID-19! Work with your team to find alternatives for high fives, handshakes and hugs.

HANDSHAKE ALTERNATIVES



Things to remember:

1. Wearing gloves can prevent the spread and reduce injury!

Supervisor Notes:

Symptoms

COVID-19 symptoms are wide ranging and often similar to symptoms of the common cold or flu virus. COVID-19 symptoms include:

- Fever or Chills
- Cough
- Shortness of Breath
- Difficulty Breathing
- Fatigue
- Muscle or Body Aches
- Headache
- Loss of Smell or Taste
- Sore Throat
- Congestion
- Runny Nose
- Nausea or Vomiting
- Diarrhea

Things to remember:

1. Employees experiencing COVID-19 symptoms should not report to work.
2. Employees who develop symptoms while at work should be sent home immediately.
3. The supervisor should immediately report the COVID-19 concern to the hotline.
4. When doing employee health screenings, it is ok to inquire about the frequency of symptoms. **For example: If Susie reports a headache – it is ok to ask if Susie experiences headaches often, or if this is a new symptom Susie is experiencing.**

Supervisor Notes:

When to Report COVID-19 Concerns

There are six different scenarios that must be reported to the COVID-19 hotline. It is important for supervisors to know each scenario.



EMPLOYEE HAS TESTED POSITIVE



EMPLOYEE HAS COVID-19 SYMPTOMS



**EMPLOYEE IS WAITING ON COVID-19 RESULTS
AND IS SYMPTOMATIC**



**EMPLOYEE HAS BEEN EXPOSED TO SOMEONE WHO
HAS COVID-19**



**EMPLOYEE HAS BEEN NOTIFIED BY GOVERNMENT,
STATE OR LOCAL AGENCY THAT THEY HAVE BEEN EXPOSED
AND MUST QUARANTINE**



**EMPLOYEE HAS NOT BEEN EXPOSED, NOT SYMPTOMATIC
BUT IS WAITING ON TEST RESULTS**

Things to remember:

1. Employees who are symptomatic should not come to work. They should call their supervisor and report their symptoms. If an employee reports to work with symptoms or later becomes symptomatic, send them home immediately.
2. Supervisors who have employees with reportable COVID-19 concerns should collect the needed information and call the COVID-19 hotline or complete a COVID-19 ticket immediately.

Supervisor Notes:

How to Report COVID-19 Concerns

Reporting COVID-19 concerns begins with collecting the needed information so a decision maker can determine next steps in getting an employee back to work safely.



Collect Information

In order to report a COVID-19 concern, the supervisor needs information. ESGW has developed an information gathering sheet as a tool to help supervisors collect the information needed before contacting the COVID-19 hotline.

This sheet is not turned in. It should be shredded (not thrown in the trash) once the supervisor has reported the COVID-19 concern. A blank copy of this form is included in the resources section of this packet.

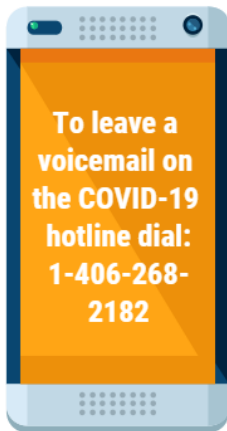
Supervisor first & last name:			Phone number:	
Employee first & last name:			Phone number:	
Client first & last name:			Phone number:	
Location (store/site location):				
What is the concern you are reporting?	<i>Which of the six reportable scenarios are you reporting</i>			
Date employee last worked/client was onsite?				
Did supervisor send employee/client home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date sent home by supervisor/ESGW?		
Showing symptoms?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date became symptomatic?		
If symptomatic, what symptoms?	<input type="checkbox"/> Fever	<input type="checkbox"/> Sore Throat	<input type="checkbox"/> Congestion/Runny Nose	<input type="checkbox"/> Muscle/Body Aches
	<input type="checkbox"/> Cough	<input type="checkbox"/> Headache	<input type="checkbox"/> Nausea/Vomiting	<input type="checkbox"/> Shortness of Breath
	<input type="checkbox"/> Chills	<input type="checkbox"/> Fatigue	<input type="checkbox"/> Loss of Smell/Taste	<input type="checkbox"/> Diarrhea
How did exposure happen?	<i>The CDC defines exposure as "close contact": those spending a total of 15 minutes of contact with an infectious person over the course of a 24-hour period.</i>			
Date of known exposure?				
Have other staff been exposed to COVID-19?	WHO WAS POTENTIALLY EXPOSED TO COVID-19		DATE EXPOSED	
Has employee been required to quarantine by a government or state agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If required to quarantine from a government agency, which agency?		
COVID-19 test performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No	COVID test result:	<input type="checkbox"/> Positive <input type="checkbox"/> Negative <input type="checkbox"/> Still Waiting <input type="checkbox"/> Unknown	
Date of COVID-19 test:				

Supervisor Notes:

Complete a Ticket

Completing a ticket can be done in two ways: 1) Call the COVID-19 hotline or 2) Click the COVID-19 link on SharePoint.

1) Call the COVID-19 hotline: 406-268-2182:



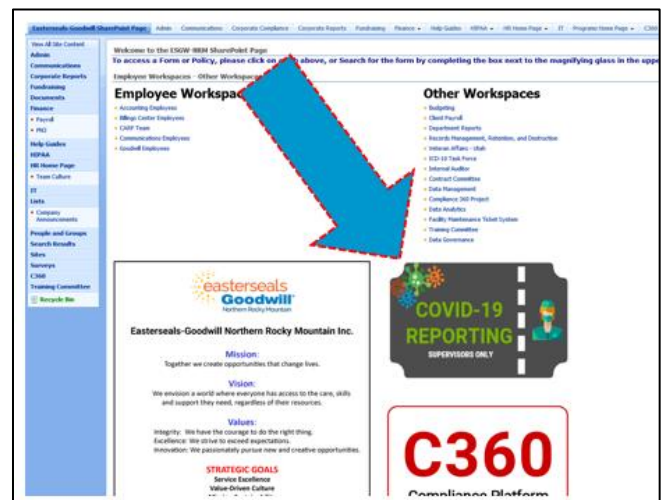
Things to remember:

- The COVID-19 hotline is a voicemail box. A live person will not answer.
- When you leave a voicemail, please include all of the information outlined on the information gathering sheet.
- Leaving a voicemail creates an electronic ticket. Responses will be added to that ticket. Watch your email for updates.

2) Click the COVID-19 reporting link on SharePoint:

Things to remember:

- The COVID-19 ticketing system is just like the helpdesk ticket you complete when you have a computer/phone issue.
- When you click the ticket link, be prepared with the information needed by using the information gathering sheet.
- Clicking the link and completing a ticket will create an electronic ticket. Responses will be added to that ticket. Watch your email for updates.

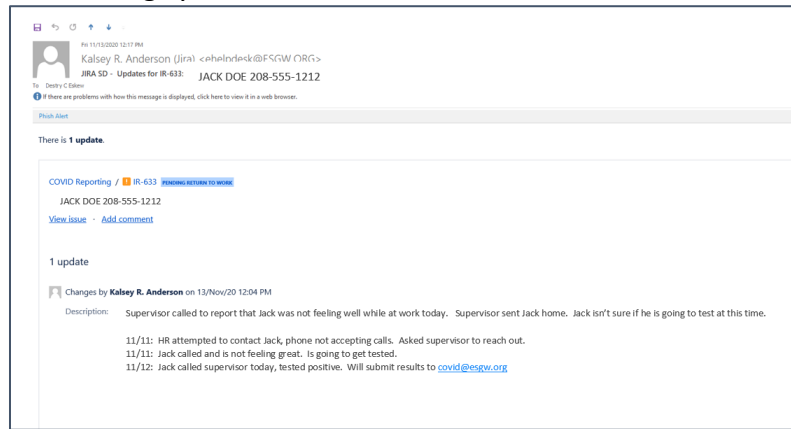


Leaving a voicemail or clicking the link result in the same outcome: An electronic ticket is created. Communication from this point on will be done via the ticketing system. It is important to check your email for updates.

Supervisor Notes:

More information about COVID-19 Ticket System:

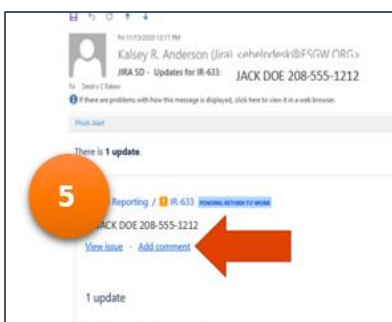
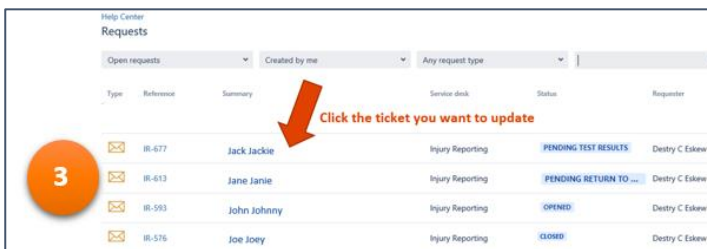
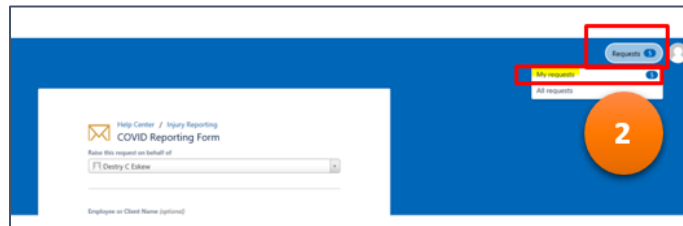
1. The ticket system for COVID-19 tracking operates just like the IT helpdesk ticketing system.
 2. A ticket is created whether the supervisor calls the hotline and leaves a voicemail or completes an electronic ticket by clicking the link on SharePoint.
 3. All communication once a supervisor has reported a COVID-19 concern will be done electronically.
- Communication from the ticketing system:



Updating a COVID-19 ticket

The supervisor can add any notes or updates they have on their COVID-19 ticket by completing the following steps:

1. Go to the ticketing link on SharePoint
2. Click Requests in the top right hand corner, then select my requests
3. Click on the ticket you want to update
4. Add a comment, click add **OR**
5. Go to the email received when the ticket was created and click ADD COMMENT



Supervisor Notes:

Wait for a Decision



ESGW understands that we need employees to get our work done, to serve our clients and to have stores open with product on the shelf. In order to streamline the COVID-19 reporting process, supervisors are being asked to report COVID-19 concerns and then to wait for a decision. Tickets that are created are triaged within one business day. If all of the requested information is provided, depending on the circumstances of the concern, a decision could be made the same day. Other scenarios may take several days to complete contract tracing or to gather information needed to make a decision. All updates will be added to the electronic ticket.



Speeding up the decision making process:

1. Get tested for COVID-19 – this is not required but it is recommended.
2. Email test results to covid@esgw.org.
3. Employees communicate with supervisor about changes in situation, supervisor updates COVID-19 ticket with any changes reported by employee.

Emailing Test Results



Test results can be sent to a secure inbox at covid@esgw.org. Once test results are sent, they will be added to the COVID-19 ticket and the employee will be processed for return to work. Updates regarding return to work dates will be communicated via email through the ticketing system.

Return to Work Authorizations

The only employees authorized to return an employee to work are the HR Director and Safety and Wellness Officer. **Supervisors do not have the authority to return an employee to work, regardless of the scenario.**



Things to Remember:

1. Do not put in multiple tickets for the same person.
2. Updates will come via email, check it frequently.
3. Clearing an employee to return to work will be done through the ticket system, to the supervisor.

Supervisor Notes:

Face Covering Policy

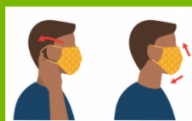
Area	Policy
Program Areas, including off-site service locations:	When providing any type of direct client care, including but not limited to: <ol style="list-style-type: none"> While driving with anyone else in the vehicle While shopping on behalf of a client or during an outing with a client At all times when in a program client's place of residence except <ol style="list-style-type: none"> Staff working an overnight shift in a client's homes when the client is sleeping and Self-direct staff performing services to a member in the self-direct employee's home.
Retail Stores & Outlets:	At all times when working, except while eating in the breakroom. All ESGW staff are required to wear face coverings when visiting or working at stores as part of their job; ESGW staff are not required to wear face coverings when shopping or donating items off the clock.
Retail Warehouses:	At all times except when keeping 6 feet apart is possible and while eating in the breakroom.
All work areas:	Face coverings are required at all times when the ability to maintain 6 feet apart is not possible or predictable in areas including offices, hallways, conference rooms, break rooms, bathrooms and other enclosed work spaces. ESGW staff will encourage clients to wear face coverings while receiving supports/services, unless a face covering would substantially interfere with delivery of services.

Exceptions	
Face Coverings Not Required:	<ul style="list-style-type: none"> While communicating with someone who is deaf or hard of hearing, or who has a medical condition, disability, or mental health condition that makes communication with that individual while wearing a mask difficult a clear face covering or face shield is required. While interacting with someone when a face covering causes the person to become stressed or frightened. When an employee provides medical certification that wearing a face covering causes an adverse medical reaction.
Note:	Alternatives to not wearing a face covering, such as a face shield, should be considered prior to not wearing a face covering.

Things to Remember: Face coverings must cover or shield the nose and mouth when required to be worn and comply with ESGW dress code requirements.

Supervisor Notes:

Proper use of face coverings



- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face

Contract Tracing

ESGW staff members may call employees or supervisors when there is a reported COVID-19 concern that requires additional information. Typically this scenario happens when there is possible exposure to an employee who has tested positive.

Testing

Testing is recommended for all employees:

- Following direct exposure to someone with a positive case of COVID-19 and
- When an employee is demonstrating symptoms of COVID-19.

Finding a Testing Location

Testing locations, frequency, type and availability change often. Please use one of the three options listed below to locate a testing facility near you:

1. Testing locations by zip code can be found here: <https://get-tested-covid19.org/>
2. Call your primary care physician and make an appointment. Other options include going to Walgreens or Albertsons as these local grocers now offer at home testing kits.
3. Generally, quick/urgent care facilities test for COVID-19. Call your local urgent care for more information.

Supervisor Notes:

Question	Answer
1. How do you update a COVID-19 ticket when you reported it by calling the hotline?	
2. How many reportable COVID-19 scenarios are there?	
3. How many symptoms does COVID-19 have?	
4. How many ways are there to report a COVID-19 concern?	
5. The Assistant Vice President over your area gave you permission to return an employee back to work. When can the employee return?	
6. What information has to be reported when reporting a COVID-19 concern?	
7. Which symptoms may require additional clarification?	
8. Who are the only two employees authorized to return an employee to work?	
9. Who can report a COVID-19 concern?	
10. You have not heard if an employee can come back to work yet. What steps can you take to find out if there is an update?	
11. You have to staff your area. You need 2 of your employees who are out to be authorized to come back. What do you do?	
12. You notice an employee has red cheeks and has a cough. What do you do?	
13. Your employee called and said they had a fever over the weekend but now feels fine. Can they report to work?	
14. Your employee called you this morning and said they had a headache all weekend but feel fine today. Can they come to work?	
15. Your employee reports being symptom free for 72 hours. Can they report to work?	

Supervisor Notes:

COVID-19 REPORTING



2 WAYS TO REPORT COVID-19 CONCERNS

Call Hotline:

**406-
268-
2182**

Click Link:



Located on ESGW's
SharePoint home page

Policy Document

Policy Title:	Face Covering Policy		
Policy Number:		Policy Folder:	Administration
Date Created:	11/12/2020	Review/Revision Dates:	Reviewed: Revised:
Approved By:	Michelle Belknap	Owner:	John Martin

POLICY STATEMENT

All employees, volunteers, interns and community service workers are required to wear face coverings while working in accordance with government guidelines and this policy. ESGW will adhere to the strictest applicable government guidelines and may implement additional requirements, while recognizing exceptions due to medical/disability conditions.

SCOPE

This policy applies to all employees, volunteers, interns and community service workers.

Policy

Wearing face coverings at work is required as follows with limited exceptions stated below:

Area	Policy
Program areas, including off-site service locations:	When providing any type of direct client care, including but not limited to: a) While driving with anyone else in the vehicle b) While shopping on behalf of a client or during an outing with a client c) <i>At all times when in a program client's place of residence except</i> <i>i. staff working an overnight shift in a client's homes when the client is sleeping and</i> <i>ii. Self-direct staff performing services to a member in the self-direct employee's home.</i>
Retail stores & outlets:	At all times when working, except while eating in the breakroom. All ESGW staff are required to wear face coverings when visiting or working at stores as part of their job; ESGW staff are not required to wear face coverings when shopping or donating items off the clock.
Retail warehouses:	At all times except when keeping 6 feet apart is possible and while eating in the breakroom.
All work areas:	Face coverings are required at all times when the ability to maintain 6 feet apart is not possible or predictable in areas including offices, hallways, conference rooms, break rooms, bathrooms and other enclosed work spaces. ESGW staff will encourage clients to wear face coverings while receiving supports/services, unless a face covering would substantially interfere with delivery of services.

Exceptions	
Face Coverings Not Required:	<ul style="list-style-type: none"> While communicating with someone who is deaf or hard of hearing, or who has a medical condition, disability, or mental health condition that makes communication with that individual while wearing a mask difficult a clear face covering or face shield is required. While interacting with someone when a face covering causes the person to become stressed or frightened.

	<ul style="list-style-type: none"> When an employee provides medical certification that wearing a face covering causes an adverse medical reaction.
Note:	Alternatives to not wearing a face covering, such as a face shield,, should be considered prior to not wearing a face covering.

Wearing and Using Face Coverings	
Coverage:	Face coverings must cover or shield the nose and mouth when required to be worn and comply with ESGW dress code requirements.

I have read, understand, and have had the opportunity to ask question on this policy. Failure to comply with this policy may result in disciplinary action up to and including termination of employment.

_____/_____

Employee Signature

Date

Employee Printed Name



COVID-19 ESGW Reporting

KNOW COVID-19 SYMPTOMS

- | | | | |
|----------------------------------|--|--|--|
| <input type="checkbox"/> Fever | <input type="checkbox"/> Sore Throat | <input type="checkbox"/> Congestion/Runny Nose | <input type="checkbox"/> Muscle/Body Aches |
| <input type="checkbox"/> Cough | <input type="checkbox"/> Chills | <input type="checkbox"/> Headache | <input type="checkbox"/> Nausea/Vomiting |
| <input type="checkbox"/> Fatigue | <input type="checkbox"/> Loss of Smell/Taste | <input type="checkbox"/> Shortness of Breath | <input type="checkbox"/> Diarrhea |

WHEN TO STAY HOME AND CALL A SUPERVISOR

A.	Employee/Client has tested positive for COVID-19.
B.	Employee/Client is experiencing any COVID-19 symptom(s).
C.	Employee/Client is waiting on COVID-19 test result and is symptomatic.
D.	Employee/Client has been exposed to someone who has COVID-19.
E.	Employee/Client lives with someone who is symptomatic & being tested for COVID-19.
F.	Employee/Client has been notified by government, state/local agency that they have been exposed or that they must quarantine.
EMPLOYEE ONLY SECTION: EMPLOYEE CAN WORK WHEN	
G.	Employee has <u>not been exposed, not symptomatic and waiting on test results.</u>

SUPERVISOR NEXT STEPS

- Situations A-F above:** employee/client stays home and/or goes home. Use the COVID-19 Info Gathering Sheet on the next page as a guide to gather information.
- Situation G above:** an employee who is NOT exposed, NOT symptomatic and is waiting for their COVID-19 test result may continue to work. Use the COVID-19 Info Gathering Sheet on the next page as a guide to gather information.
- In all situations A-G:** supervisor reports situation by either:
 - Calling the COVID-19 hotline voice mail box at 406-268-2182.** Leave a message with as much information about the employee/client situation as possible.
 - OR**
 - Click COVID-19 link on SharePoint:** Click the COVID-19 reporting link on ESGW's SharePoint home page.

WHAT HAPPENS NEXT

The employee/client and/or supervisor will receive a follow-up call with next steps and/or return to work/services information. Only the HR Director and Safety and Wellness Officer can authorize an employee/client to return to work/services at Easterseals-Goodwill.

Instructions to ESGW supervisors

Use this form as a tool to gather as much information as possible about an employee's or client's situation to help expedite the process. Then, report the situation to the COVID-19 reporting hotline voice mail box at 406-268-2182 or use the [ESGW COVID-19 online reporting form](#).

Supervisor first & last name:				Phone number:	
Employee first & last name:				Phone number:	
Client first & last name:				Phone number:	
Location (store/site location):					
What is the concern you are reporting?					
Date employee last worked/client was onsite?					
Did supervisor send employee/client home?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Date sent home by supervisor/ESGW?		
Showing symptoms?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Date became symptomatic?		
If symptomatic, what symptoms?	<input type="checkbox"/> Fever	<input type="checkbox"/> Sore Throat	<input type="checkbox"/> Congestion/Runny Nose		<input type="checkbox"/> Muscle/Body Aches
	<input type="checkbox"/> Cough	<input type="checkbox"/> Headache	<input type="checkbox"/> Nausea/Vomiting		<input type="checkbox"/> Shortness of Breath
	<input type="checkbox"/> Chills	<input type="checkbox"/> Fatigue	<input type="checkbox"/> Loss of Smell/Taste		<input type="checkbox"/> Diarrhea
How did exposure happen?					
Date of known exposure?					
Have other staff been exposed to COVID-19?	WHO WAS POTENTIALLY EXPOSED TO COVID-19				DATE EXPOSED
Has employee been required to quarantine by a government or state agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No		If required to quarantine from a government agency, which agency?		
COVID-19 test performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No		COVID test result:		<input type="checkbox"/> Positive <input type="checkbox"/> Negative <input type="checkbox"/> Still Waiting <input type="checkbox"/> Unknown
Date of COVID-19 test:					

**Reminder! Keep this and any other health/personal information confidential.
Keep it in a locked location. Shred when done.**

COVID-19 Updates and Communication

The screenshot shows the Easterseals Goodwill Northern Rocky Mountain SharePoint site. The left navigation pane includes links for Home, Communications, Corporate Compliance, Governance Reports, Publishing, Finance, Help, HR, and Training. The main content area features a welcome message, a search bar, and two columns of links: 'Employee Workspaces' (including Accounting, HR, IT, and Training) and 'Other Workspaces' (including Compliance, Finance, and HR). A central banner displays the Easterseals Goodwill logo and a 'COVID-19 REPORTING' button. Below this is a 'C360 Compliance Platform' button. On the right, a sidebar contains links for 'Report an Injury / Accident', 'ESGW Forms & Policies List', 'ESGW Staff List', 'Programs Home Page', 'THE POST', and 'CLICK HERE FOR COVID-19 ESGW UPDATES'. Two green callout boxes with arrows point to the 'COVID-19 REPORTING' and 'CLICK HERE FOR COVID-19 ESGW UPDATES' buttons.

Click here to
report COVID-19
concerns.

Click here to find ESGW
COVID-19 communication.

I-9 Forms

All employers are required by law to verify the identity and employment authorization of each individual they hire for employment in the United States by completing the Form I-9.

I-9 Form Process

Supervisors are responsible for ensuring all I-9 forms are properly completed. Below is an outline of the I-9 process.



Completing the I-9 Form

Section 1

Section 1 of the I-9 form is to be completed by the new hire. This section of the I-9 form must be completed and signed no later than the first day of employment. **Note:** All boxes must be completed with the new hire's information.

Section 1. Employee Information and Attestation <i>(Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer.)</i>				
Last Name (Family Name)		First Name (Given Name)		Middle Initial
Other Last Names Used (if any)				
Address (Street Number and Name)		Apt. Number	City or Town	State ZIP Code
Date of Birth (mm/dd/yyyy)	U.S. Social Security Number	Employee's E-mail Address		Employee's Telephone Number
<input type="text"/> - <input type="text"/> - <input type="text"/>				
I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.				
I attest, under penalty of perjury, that I am (check one of the following boxes):				
<input type="checkbox"/> 1. A citizen of the United States				
<input type="checkbox"/> 2. A noncitizen national of the United States (See Instructions)				
<input type="checkbox"/> 3. A lawful permanent resident (Alien Registration Number/USCIS Number): <input type="text"/>				
<input type="checkbox"/> 4. An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy): <input type="text"/> Some aliens may write "N/A" in the expiration date field. (See Instructions)				
Aliens authorized to work must provide only one of the following document numbers to complete Form I-9: An Alien Registration Number/USCIS Number OR Form I-94 Admission Number OR Foreign Passport Number.				QR Code - Section 1 Do Not Write in This Space
1. Alien Registration Number/USCIS Number: <input type="text"/>				
OR				
2. Form I-94 Admission Number: <input type="text"/>				
OR				
3. Foreign Passport Number: <input type="text"/>				
Country of Issuance: <input type="text"/>				
Signature of Employee		Today's Date (mm/dd/yyyy)		

Collecting and Inspecting Identification

The employer is responsible for collecting and inspecting identification provided by the new hire. All candidates that have accepted a job offer should be provided with a list of acceptable documents. **Note:** ESGW is not allowed to direct the type of identification the new hire provides on or before the first day of employment.

Supervisors must examine the documentation a new hire presents to complete Section 2 of the I-9 form. Supervisors must accept documents that reasonably appear to be genuine and relate to the person presenting them. However, if a new hire provides a document that does not reasonably appear to be genuine and relate to them, supervisors should contact the HR department at HRteam@esgw.org for further review.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		3. School ID card with a photograph		3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		4. Native American tribal document
5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		5. U.S. Military card or draft record		5. U.S. Citizen ID Card (Form I-197)
		6. Military dependent's ID card		6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		7. Employment authorization document issued by the Department of Homeland Security
		8. Native American tribal document		
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI				

Supervisor Notes:

Section 2

Supervisors of the new hire is responsible for completing Section 2 of the I-9 form. Supervisors must physically examine the identification documents presented by the new hire, enter the information from the identification documents and sign the form.

Section 2. Employer or Authorized Representative Review and Verification						
<small>(Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents.")</small>						
Employee Info from Section 1		Last Name (Family Name)	First Name (Given Name)	M.I.	Citizenship/Immigration Status	
List A		OR		List B	AND	List C
Identity and Employment Authorization		Identity		AND		Employment Authorization
Document Title		Document Title		Document Title		
Issuing Authority		Issuing Authority		Issuing Authority		
Document Number		Document Number		Document Number		
Expiration Date (if any) (mm/dd/yyyy)		Expiration Date (if any) (mm/dd/yyyy)		Expiration Date (if any) (mm/dd/yyyy)		
Document Title		Additional Information		QR Code - Sections 2 & 3 Do Not Write In This Space		
Issuing Authority						
Document Number						
Expiration Date (if any) (mm/dd/yyyy)						
Document Title						
Issuing Authority						
Document Number						
Expiration Date (if any) (mm/dd/yyyy)						
Certification: I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.						
The employee's first day of employment (mm/dd/yyyy): _____ (See instructions for exemptions)						
Signature of Employer or Authorized Representative		Today's Date (mm/dd/yyyy)		Title of Employer or Authorized Representative		
Last Name of Employer or Authorized Representative		First Name of Employer or Authorized Representative		Employer's Business or Organization Name		
Employer's Business or Organization Address (Street Number and Name)			City or Town		State	ZIP Code

Tips for Completing I-9 Forms

- **Collect identification on the first day of employment.** ESGW's best practice is to complete all I-9 forms on the first day of employment. If a new hire shows up without identification that fulfills the requirements of the I-9 form, the new hire should be sent to retrieve the identification.
- **Inspect all identification carefully.** Be sure to review identification and to check expiration dates!
- **Review all information entered on the I-9 form.** Prior to submitting the I-9 form to HR, supervisors should review all information entered on the I-9 form to ensure accuracy of the information.
- **Employers are not allowed to tell new hires what identification to provide.** Supervisors should have the list of acceptable identification available to provide to new hires. As long as the identification provided fulfills the requirements of the I-9 form, ESGW cannot refuse to accept identification provided.
- **Complete the I-9 form following the new hire's arrival for their first day of employment.** A completed I-9 form is the ticket for assigning an employee ID number to the new hire.

I-9 FAQs

Who is responsible for completing the different sections of Form I-9?

The newly hired employee must complete Section 1 of Form I-9. The newly hired employee must present documentation to the employer establishing identity and employment authorization by choosing from the documents listed on the most current “Lists of Acceptable Documents.”

When should Section 1 of Form I-9 be completed?

Each newly hired employee should complete and sign Section 1 no later than the first day of employment. “First day of employment” refers to the first day of work in exchange for pay or other remuneration.

When should Section 2 of Form I-9 be completed?

Employers must complete Section 2 by physically examining identification within 3 business days of the employee’s first day of employment. For example, if an employee begins employment on Monday, the employer must complete Section 2 by Thursday of that week. ESGW encourages all supervisors to complete the I-9 form no later than the first day of employment.

What identification documents must the employee present?

The newly hired employee may present documents of their choosing from those listed on the most recent Lists of Acceptable Documents, which can be found on the last page of the Form I-9. The employee must present either one document from List A, or two documents—one from List B and one from List C.

Can I accept copies of identification?

The employer must physically examine the documentation establishing identity and employment authorization that the employee presents. Originals (not copies) must be examined. The one exception is the birth certificate, which can be a certified copy.

Can I tell an employee what identity and employment authorization documents to present for Form I-9?

No, an employer cannot tell an employee which documents to present for Form I-9 purposes. Employers should direct the employee to the Lists of Acceptable Documents on the Form I-9.

How do I know if a document is false?

The law requires that an employer examine the original document (not a photocopy) and make a determination that the document reasonably appears to: relate to the employee and be genuine.

I am not sure if the identification provided by a new hire is valid. Who can I contact?

For questions relating to I-9 forms and identification provided by a new hire, please contact the HR team at HRteam@esgw.org.

Supervisor Notes:

Employee COVID-19 Reporting Expectations

DO NOT COME TO WORK SICK. STAY HOME AND CALL YOUR SUPERVISOR.

When to report COVID-19 concerns?

1. Tested positive for COVID-19
2. Has COVID-19 symptoms
3. Is waiting on COVID-19 test results and is symptomatic
4. Is exposed to someone with COVID-19 – The CDC defines exposed as: *Those spending a total of 15 minutes of contact with an infectious person over the course of a 24-hour period*
5. Has been ordered to quarantine from a government, state or local agency
6. Has not been exposed, is not symptomatic but is testing out of concern

Who to report COVID-19 concerns to?

Report COVID-19 concerns to your supervisor.

What information is helpful to have ready when I report to my supervisor?

1. Last day worked.
2. Other employees you've worked around since being exposed or experiencing symptoms.
3. Type of symptoms and when they started.
4. How and when you were exposed, if known.
5. If you are living with someone who has tested positive, gather dates related to their illness (when exposed, when became symptomatic, when tested, etc.).
6. Test date if you have tested.
7. Test results if you have tested (email to covid@esgw.org).

When do I need to update my supervisor regarding COVID-19 concerns?

1. Date tested if not provided previously.
2. Test results if you have tested (email to covid@esgw.org).

What should I expect to happen next?

1. Someone from ESGW will contact you. Contact may happen if there are questions regarding a reported COVID-19 concern or to assess an employee's status prior to authorizing a return to work date. Please answer the phone when called to avoid delays in returning to work.
2. Once sent home, an employee can only return to work when cleared by the HR Director (Kalsey Anderson) or the Safety and Wellness Officer (Dan Murphy). Someone from HR will contact you to notify you when you have been cleared to return to work.

Helpful reminders:

1. **International travel must be reported** and may require a quarantine period depending on area.
2. Do not come to work if you are sick. Please stay home and call your supervisor.
3. ESGW encourages honesty and transparency in reporting all COVID-19 concerns.
4. Do not return to work until you have been cleared by either the HR Director (Kalsey Anderson) or the Safety and Wellness Officer (Dan Murphy).
5. Do not drive coworkers to get tested for COVID-19.
6. Remember to set up your voicemail on your cell phone so that a message can be left if needed.
7. When emailing test results to covid@esgw.org, please include your name.

Supervisor COVID-19 Reporting Expectations

When to report COVID-19 concerns?

1. Employee has tested positive for COVID-19
2. Employee has COVID-19 symptoms
3. Employee is waiting on COVID-19 results and has symptoms
4. Employee is exposed to someone with COVID-19. *The CDC defines exposed as: Those spending a total of 15 minutes of contact with an infectious person over the course of a 24-hour period*
5. Employee has been ordered to quarantine from a government, state or local agency
6. **Employee has not been exposed, is not symptomatic but has tested out of concern** (in this scenario, the employee may continue to work unless becomes symptomatic/tests positive, the concern is still reported).

Who to report COVID-19 concerns to? PICK ONE, DO NOT DO BOTH

Complete a ticket	Call the hotline
COVID-19 Ticket	406-268-2182

What information is helpful to have ready when I report the COVID concern?

Supervisors should complete the information gathering sheet prior to reporting the COVID-19 concern. The information gathering sheet can be found [here](#) or on SharePoint | COVID | Guidance and Processes.

When do I need to update HR with a COVID-19 concern?

1. Date employee tested for COVID-19 if not provided previously.
2. Provide test results if not previously provided: email to covid@esgw.org

What should I expect to happen next?

1. Someone from ESGW will contact you or the employee. Contact may happen if there are questions regarding a reported COVID-19 concern or to assess an employee's status prior to authorizing a return to work date. Please answer the phone when called to avoid delays in returning to work.
2. Look for email updates. Supervisors will receive an email from the ticketing system as tickets/VM are processed and updates are made. Supervisors should assume that employees are not cleared to return to work until written authorization has been provided by Kalsey Anderson or Dan Murphy. **Authorization to return to work will be sent via email through the ticketing system to the supervisor and HR will call the employee to notify them they can return.**

Helpful reminders:

1. International travel must be reported and may require a quarantine period depending on area.
2. Do not drive staff to get tested for COVID-19.
3. When emailing test results to covid@esgw.org, please include the employee name.
4. If you call the hotline to report a COVID-19 concern, the voicemail is turned into an electronic ticket. All communication regarding this concern will be done via the electronic ticket from that point forward.
5. Once sent home, an employee can only return to work when cleared by HR (either Kalsey Anderson or Dan Murphy. This applies to employees who have been authorized to return to work from a government agency. They cannot come back before ESGW HR has cleared them.
6. If you are waiting on an update on an employee, check their ticket. Supervisors should always receive an email notifying them there is an update but we can see how it could be missed.
7. Don't forget to do health screenings with applicants if you are doing in office interviews! Be safe!

Reviewing COVID-19 Hotline Tickets

As our HR staff manages COVID-19 hotline tickets, supervisors will receive updates. Follow the steps below to review a ticket. **Note: COVID-19 test results are sent to - covid@esgw.org**

What a COVID-19 Ticket Email looks like:



The screenshot shows an email interface for a COVID-19 ticket. At the top, it says "COVID Reporting / IR-825 OPENED". Below this, the employee's name and phone number are listed: "JANE DOE 555-555-1212". There are links for "View issue" and "Add comment". Below the employee information, it says "2 updates". A change is noted: "Changes by Andrea S. Johnson Gama on 24/Nov/20 4:45 PM". The description reads: "Jane's supervisor called in to report....". Below the description, the date "11/24/20-- TESTING" is highlighted in green. The assignee is listed as "Andrea S. Johnson Gama", also highlighted in green. Three red arrows point to specific elements: one to "IR-825" with the callout "Here you will see the employee's Ticket number", one to "JANE DOE 555-555-1212" with the callout "Here you will see the employee's Name and Phone Number", and one to the green-highlighted text with the callout "In green: You may see additional comments, or updates made."

COVID Reporting / IR-825 OPENED

JANE DOE 555-555-1212

[View issue](#) · [Add comment](#)

2 updates

Changes by **Andrea S. Johnson Gama** on 24/Nov/20 4:45 PM

Description: Jane's supervisor called in to report....

11/24/20-- TESTING

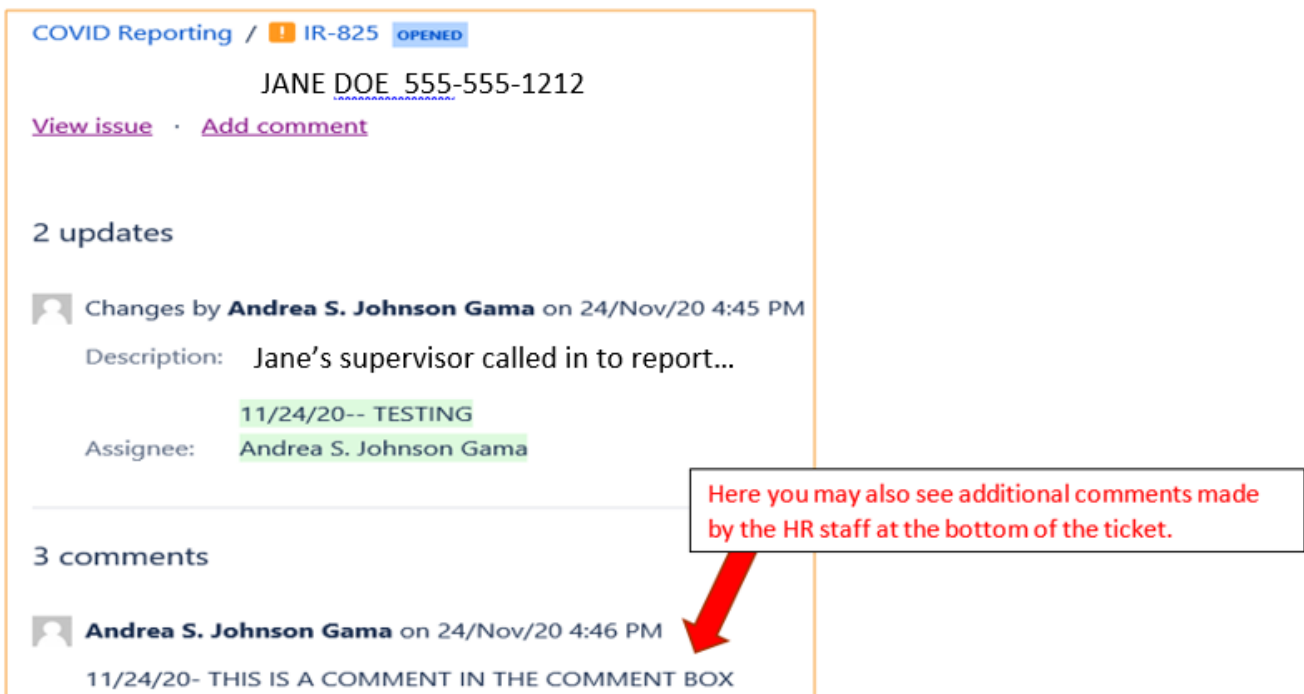
Assignee: Andrea S. Johnson Gama

Here you will see the employee's Ticket number

Here you will see the employee's Name and Phone Number

In green: You may see additional comments, or updates made.

What additional updates to a COVID-19 Ticket Email look like:



This screenshot shows the same ticket email as the previous one, but with additional updates. It still shows "2 updates" and the same change by "Andrea S. Johnson Gama". Below the description, the date "11/24/20-- TESTING" is highlighted in green, and the assignee is "Andrea S. Johnson Gama", also highlighted in green. Below the updates section, it says "3 comments". A comment is shown: "Andrea S. Johnson Gama on 24/Nov/20 4:46 PM" followed by "11/24/20- THIS IS A COMMENT IN THE COMMENT BOX". A red arrow points from the callout box to the comment section.

COVID Reporting / IR-825 OPENED

JANE DOE 555-555-1212

[View issue](#) · [Add comment](#)

2 updates

Changes by **Andrea S. Johnson Gama** on 24/Nov/20 4:45 PM

Description: Jane's supervisor called in to report...

11/24/20-- TESTING

Assignee: Andrea S. Johnson Gama

3 comments

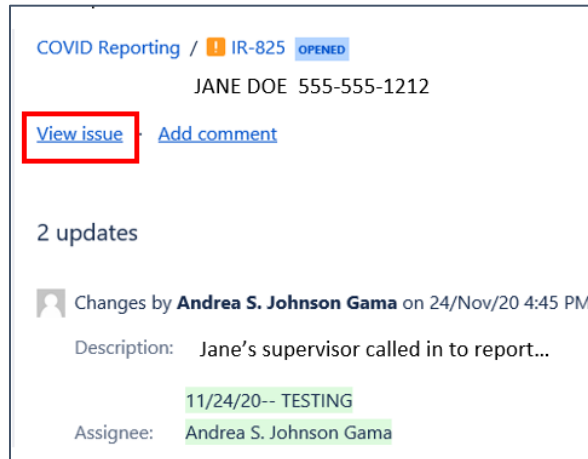
Andrea S. Johnson Gama on 24/Nov/20 4:46 PM

11/24/20- THIS IS A COMMENT IN THE COMMENT BOX

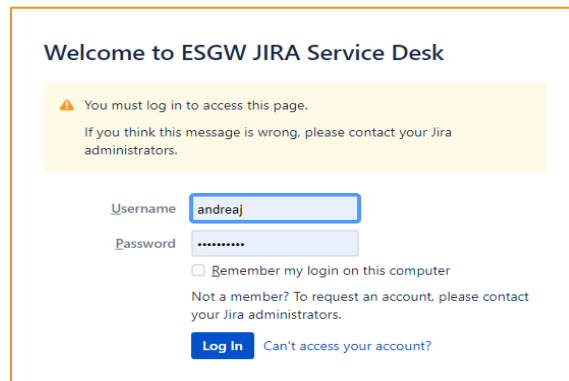
Here you may also see additional comments made by the HR staff at the bottom of the ticket.

What to do when you receive an email update for an employee ticket:

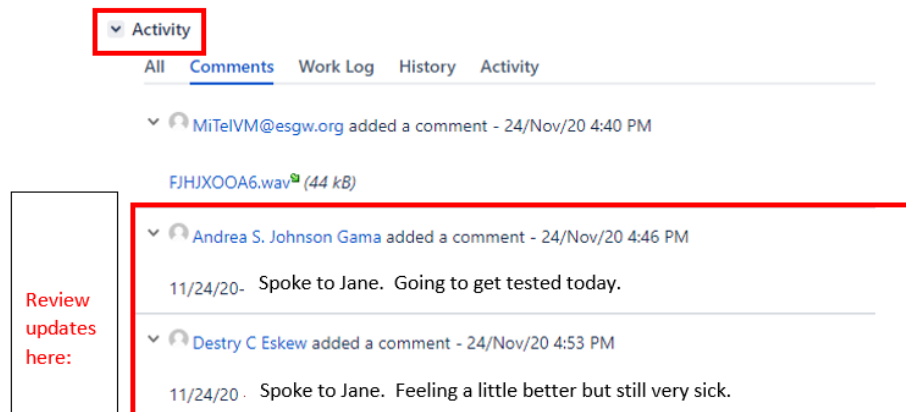
- 1- **Click on View Issue:** This allows you to see the details of the ticket, its comments and any updates that have been made.



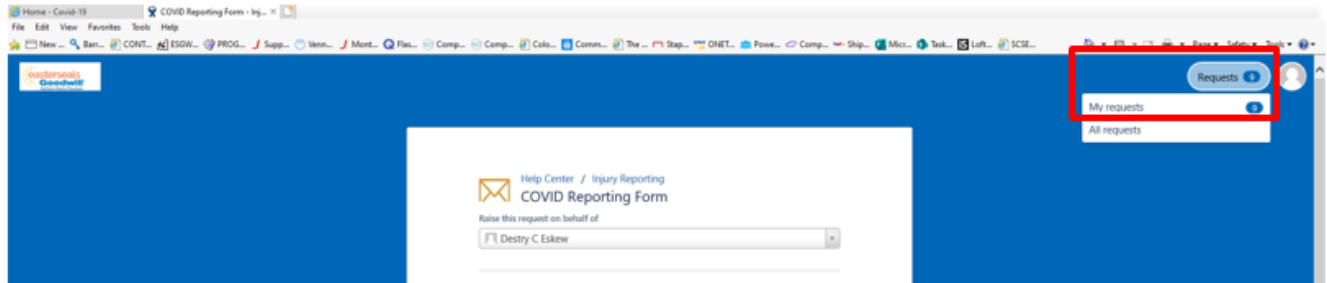
- 2- **Log in:** After clicking on [View Issue](#) you will be directed to a login screen. Use the login information you normally use to log on to your work computer.
Note: Your username is just the first part of your email. Do not include the @esgw.org part.



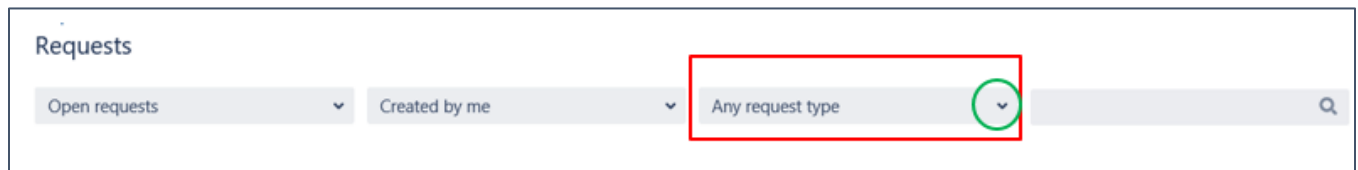
- 3- **View Ticket Activity:** After logging in, you will be able to see the ticket and any updates. **Scroll down to Activity to view any updates made.**



- 4- **Locating a ticket:** If you need to review a ticket that has been submitted, go to the ticket log in page:
- Click here:** [COVID-19 Ticket](#)
Log in: Your username is the same as your computer log in w/out the @esgw.org
Password: Same as your computer log in
 - Click Requests in the top right hand corner, then click My requests



- 5- Narrow your results by changing the “Any request type” filed to Injury Reporting



- 6- A list of tickets created will show. Locate the ticket you would like to review by clicking on the reference number:

Help Center

Requests

Open requests

Created by me

Injury Reporting

Type	Reference	Summary	Service desk	Status	Requester
	IR-825	HIDDEN TO PROTECT PRIVACY	Injury Reporting	OPENED	Destry C Eskew
	IR-636		Injury Reporting	CLOSED	Destry C Eskew
	IR-647		Injury Reporting	CLOSED	Destry C Eskew
	IR-677		Injury Reporting	CLOSED	Destry C Eskew
	IR-613		Injury Reporting	CLOSED	Destry C Eskew
	IR-593		Injury Reporting	CLOSED	Destry C Eskew
	IR-576		Injury Reporting	CLOSED	Destry C Eskew

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COVID-19 Reporting Guidelines for Supervisors

ESGW Employee Reporting Guidelines				
ESGW Employee Definition: Employees are regular PT and FT employees. Working clients, volunteers, interns or Community Service workers are NOT considered ESGW employees.				
How to Report	Who Reports	When to Report	What to Report	What to Expect
<p>1. CLICK: COVID-19 ticket</p> <p>OR</p> <p>2. CALL: 406-268-2182</p> <p>NOTE: Report either by creating an electronic ticket or by calling the hotline. Please do not do both.</p> <p>NOTE: All called in tickets result in the creation of an electronic ticket.</p>	<p>Supervisor or above</p> <p>NOTE: The ticket will be assigned to the supervisor who reports the concern.</p>	<ol style="list-style-type: none"> Employee has tested positive for COVID-19 Employee has COVID-19 symptoms Employee is waiting on COVID-19 results and is symptomatic Employee has been * exposed to someone who has COVID-19 Employee has been notified by government, state or local agency that they have been exposed and must quarantine <i>Employee has not been exposed, not symptomatic but is waiting on test results**</i> <p>*CDC exposure definition: Someone who was within 6 feet of an infected person for a total of 15 minutes or more over a 24-hour period</p>	<p>COVID-19 concerns: Supervisors should use the information gathering sheet to collect the information needed to complete a COVID ticket</p> <p>COVID-19 test results: covid@esgw.org</p>	<ol style="list-style-type: none"> Employee is immediately sent home when reporting concerns 1-5 under "When to Report". When reporting concern 6, the employee can continue to work. Supervisors report concerns to the hotline by either electronic ticket or voicemail - see "How to Report". HR staff will reach out to the employee upon receipt of the concern (in most instances this is the within one business day). HR staff will assess the ticket information and determine next steps. Typically, this includes a period of quarantine of 7-14 days. Based on the information provided, HR will establish an estimated return to work date. <i>**An exception to the quarantine period is made in reporting concern number 6. This information is still reported to the hotline but the employee may continue to work while not exposed, not symptomatic but is testing out of concern.</i> HR staff will communicate this information with the employee and will update the COVID-19 ticket. Supervisors will receive an update regarding this communication via email. HR staff will conduct follow up calls prior to the return to work date to ensure the employee meets return to work criteria (completed quarantine period, symptoms have improved, no fever reducer for the last 24 hours and test results are submitted as applicable). HR will notify the employee they can return to work. An update will be added to the ticket. Supervisors will receive notification via email. HR will close the ticket.

Critical Infrastructure Employee Reporting Guidelines

ESGW CIE Definition: Program leadership will identify staff providing essential services, and those employees will be designated as Critical Infrastructure Employees (CIEs). In addition, staff who may be asked to provide direct services or to support essential service delivery may also be designated as CIEs on an as needed basis.

How to Report	Who Reports	When to Report	What to Report	What to Expect
<p>1. CLICK: COVID-19 ticket</p> <p>OR</p> <p>2. CALL: 406-268-2182</p> <p>NOTE: Report either by creating an electronic ticket or by calling the hotline. Please do not do both.</p>	<p>Supervisor or above</p> <p>NOTE: The ticket will be assigned to the supervisor who reports the concern.</p>	<p>1. CIE is exposed to a person who is positive with COVID-19</p> <p>2. CIE is symptomatic and/or tests positive for COVID-19 (If CIE is symptomatic or tests positive, use employee reporting guidelines)</p>	<p>1. CIE's first and last name, supervisor, program location and indicator that the employee is a CIE.</p> <p>2. Follow employee reporting processes if CIE is symptomatic.</p>	<p>1. The ticket will be assigned to a triager who will ensure all reported information is added.</p> <p>2. The ticket will then be closed.</p> <p>3. The supervisor will receive an email noting the closure of the ticket.</p> <p>4. Program staff will continue to monitor the CIE. 5. No additional information will come from HR regarding the CIE ticket.</p> <p>NOTE: If the CIE later becomes symptomatic or tests positive for COVID-19, a new ticket is created and the supervisor will follow the ESGW employee reporting guidelines.</p>

Montana and Wyoming Clients Reporting Guidelines

Montana and Wyoming Client Definition: Clients enrolled in our Wyoming program services or individuals enrolled in Adult and Community services in Great Falls, Montana.

How to Report	Who Reports	When to Report	What to Report	What to Expect
<p>Click: COVID-19 ticket</p> <p>Call: 406-268-2182</p> <p>NOTE: Report either by creating an electronic ticket or by calling the hotline. Please do not do both.</p> <p>NOTE: All called in tickets result in the creation of an electronic ticket.</p>	<p>Supervisor or above</p> <p>NOTE: The ticket will be assigned to the supervisor who reports the concern.</p>	<ol style="list-style-type: none"> 1. Client has tested positive for COVID-19 2. Client has COVID-19 symptoms 3. Client is waiting on COVID-19 results and is symptomatic 4. Client has been *exposed to someone who has COVID-19 5. Client has been notified by government, state or local agency that they have been exposed and must quarantine 6. Client has not been exposed, not symptomatic but is waiting on test results** <p>*CDC exposure definition: Someone who was within 6 feet of an infected person for a total of 15 minutes or more over a 24-hour period</p>	<p>COVID-19 concerns: Supervisors should use the information gathering sheet to collect the information needed to complete a COVID ticket</p> <p>COVID-19 test results: covid@esgw.org</p>	<ol style="list-style-type: none"> 1. Client is sent home or put in isolation based on area when reporting concerns 1-5 under "When to Report". When reporting concern 6, the client may continue in services. 2. Supervisors report concerns to the hotline by either electronic ticket or voicemail - see "How to Report". 3. HR staff will contact the supervisor who submitted the ticket for additional information and confirmation of receipt of the ticket. HR staff will never contact the client. 4. HR staff will assess the ticket information and determine next steps. Typically, this includes a period of quarantine of 7-14 days. Based on the information provided, HR will establish an estimated release from quarantine. **An exception to the quarantine period is made in reporting concern number 6. This information is still reported to the hotline but the employee may continue to work while not exposed, not symptomatic but is testing out of concern. 5. HR staff will communicate this information to the supervisor who will communicate it to the client. HR will update the COVID-19 ticket. Supervisors will also receive an update regarding this communication via email. 6. HR staff will contact the supervisor to conduct follow up calls prior to the end of their quarantine period to ensure the client can be released from quarantine (completed quarantine period, symptoms have improved, no fever reducer for the last 24 hours and test results are submitted as applicable. HR will contact the supervisor to notify them when the client can return to services. An update will be added to the ticket which Supervisors will receive via email. 7. HR will close the ticket.

Early Intervention, PreEts, SCSEP and Behavioral Health Client Reporting Guidelines

Early Intervention, PreEts, SCSEP or Behavioral Health Client/Participant Definition: Individuals enrolled in the Children's services, the SCSEP or Behavioral Health program who have direct physical contact with ESGW staff or other client/participant.

How to Report	Who Reports	When to Report	What to Report	What to Expect
<p>Click: COVID-19 ticket</p> <p>Call: 406-268-2182</p> <p>NOTE: Report either by creating an electronic ticket or by calling the hotline. Please do not do both.</p> <p>NOTE: All called in tickets result in the creation of an electronic ticket.</p>	<p>Supervisor or above or Employment Specialist.</p> <p>NOTE: The ticket will be assigned to the supervisor or employment specialist who reports the concern.</p>	<p>Client has had physical contact with ESGW staff or another participant within the last 2 days AND:</p> <ol style="list-style-type: none"> 1. Client/participant has tested positive for COVID-19 2. Client/participant has COVID-19 symptoms 3. Client/participant is waiting on COVID-19 results and is symptomatic 4. Client/participant has been *exposed to someone who has COVID-19 5. Client/participant has been notified by government, state or local agency that they have been exposed and must quarantine 6. Client/participant has not been exposed, not symptomatic but is waiting on test results 	<ol style="list-style-type: none"> 1. Client first and last name, supervisor name and program location 	<ol style="list-style-type: none"> 1. The ticket will be assigned to a triager who will ensure all reported information is added. 2. The ticket will then be closed. 3. The supervisor/employment specialist will receive an email noting the closure of the ticket. 4. Program staff will continue to monitor the case. 5. No additional information will come from HR regarding the ticket.

Clinical Client Reporting Guidelines

Clinical Client Definition: Any client enrolled in our Clinical services.

How to Report	Who Reports	When to Report	What to Report	What to Expect
<p>Click: COVID-19 ticket</p> <p>Call: 406-268-2182</p>	<p>Supervisor or above</p> <p>NOTE: The ticket will be assigned to the supervisor who reports the concern.</p>	<ol style="list-style-type: none"> 1. Clinical client is positive for COVID-19 and we are offering services 	<ol style="list-style-type: none"> 1. Client first and last name, supervisor name and program location 	<ol style="list-style-type: none"> 1. The ticket will be assigned to a triager who will ensure all reported information is added. 2. The ticket will then be closed. 3. The supervisor will receive an email noting the closure of the ticket. 4. Program staff will continue to monitor the case. 5. No additional information will come from HR regarding the ticket.

Community Service Workers Reporting Guidelines

Community Service Workers Definition: Individuals in our retail stores who are completing community service hours.

Community service workers are required to follow the same PPE guidelines as ESGW employees and conduct health screenings each time they report to a store to volunteer. Community service workers who are symptomatic or who report being exposed to someone positive for COVID-19 will be asked to not return to the store for 14 business days. A ticket is not created.

Intern and Volunteer Reporting Guidelines

Intern and Volunteer Definition: Interns are individuals in our program areas who have completed an intern agreement or who have completed the volunteer application and have been approved to volunteer.

During the COVID-19 pandemic, ESGW is not authorizing the use of any interns or volunteers.

Kalsey R. Anderson

From: Kalsey R. Anderson
Sent: Friday, October 30, 2020 4:57 PM
To: TeamLeaders
Subject: COVID-19 Hotline Reporting
Attachments: COVID Hotline Reporting.PDF

Dear Team Leaders,

On Sunday, The Post all-employee newsletter will contain a newly updated Easterseals-Goodwill COVID-19 reporting process for supervisors and staff (see attached document). This one-sheet page gives you basic information you need to make a quick decision about:

- 1) when an employee should stay home/go home due to COVID-19,
- 2) who should contact the COVID-19 hotline and what information to have ready before calling, and
- 3) what you can expect after calling the hotline.

I'm sending this email so you are aware of the "why" behind this update and some key things to keep in mind as we continue to navigate the COVID-19 pandemic. I apologize that this is being sent late on Friday afternoon. We wanted to ensure these new processes were in place before sharing this with Team Leaders.

Behind the scenes, we are now using a ticketing system to triage all COVID-19 hotline calls. This should improve efficiencies at every step. It also allows for a more effective way to track information needed to make decisions about employees returning to work. The reporting process now includes requests for additional information needed when reporting a COVID-19 concern. To triage the hotline calls, we re-allocated some staff members' responsibilities in HR and Administration to accommodate this need.

Know COVID-19 symptoms.

It is critical that all supervisors know COVID-19 symptoms. Supervisors are decision makers when it comes to staff being sent home when symptomatic, so understanding the symptoms is important in your role. The list of symptoms is included on the attached one-page document that will be in The Post on Sunday.

Who should call the COVID-19 hotline and when.

When any employee meets any of the criteria listed below, please gather as much information as you can and contact the COVID-19 hotline. It is tempting to email the HR department or Safety and Wellness Officer, or to call one of them with questions. **At this point, we are asking all supervisors to ONLY use the COVID-19 hotline at 406-268-2182 to report any of the situations listed below.** This ensures everyone is working off of the same playbook and that we appropriately and accurately document the call and can provide feedback in a timely manner. If you email or call HR or safety to report COVID concerns, you will be redirected to the hotline which will delay the process and any decisions.

Supervisors should call the COVID-19 hotline when:

A.	Employee has tested positive for COVID-19	In situations A-F, employee should stay home or be sent home if at work. The supervisor should call the COVID-19 hotline.
B.	Employee is experiencing any COVID-19 symptom(s)	
C.	Employee is waiting on COVID-19 test result and is symptomatic	
D.	Employee has been exposed to someone who has COVID-19	

E.	Employee lives with someone who is symptomatic and being tested for COVID-19	
F.	Employee has been notified by government, state/local agency that they have been exposed or that they must quarantine	
G.	Employee has not been exposed, not symptomatic <u>and</u> waiting on test results.	In situation G, employee may continue to work. The supervisor should call the COVID-19 hotline.

What info supervisors should have ready when calling the COVID-19 hotline.

All calls to the COVID-19 hotline should come from a supervisor, not the employee. This step is critical. We ask that supervisors call the hotline so that those making decisions about return to work dates know that the supervisor is already involved in the process.

Supervisors are to collect as much information as they can about the employee's current situation before calling the COVID-19 hotline, including:

1. Supervisor and employee name, phone number, work location.
2. If employee is symptomatic, what are their symptoms and when did they start?
3. If employee has been exposed, when and by whom?
4. Has the employee taken a COVID-19 test and if so, when and what are the results?
5. Has the employee been told they were exposed or told to quarantine by a government agency?

We understand that the supervisor or employee may not know the answers to all of these questions. Include as much as you know. This helps triage the ticket, gets the right person assigned to the case, and may help expedite next steps.

The COVID-19 hotline number is 406-268-2182. Please note that the COVID-19 hotline is a voice mail box. Supervisors are to leave a message.

What to expect after calling the COVID-19 hotline.

After the supervisor leaves a message on the COVID-19 hotline, someone from our HR department or our Administrative department will call the employee and/or the supervisor to request or gather more information. This information is added to the ticket that was started when the initial voicemail was left on the COVID-19 hotline. Once the initial information is collected, that ticket is assigned to the HR Director or the Safety and Wellness Officer to make return to work decisions. This process should provide efficiencies for everyone and a better workflow for COVID-related decision making.

If you have left a message on the COVID-19 hotline and have not received a call back or you have an employee who has been given a return to work date that has expired and they have not been told to come back to work, please contact the COVID-19 hotline at 406-268-2182. Leave a message stating that you are waiting on permission for an employee to return to work; this message will be expedited to a decision maker.

Per Michelle Belknap, only the HR Director and Safety and Wellness Officer may approve an employee returning to work.

This is still a work in progress as we continue to navigate this pandemic. Thank you for your understanding and patience as we work to improve this process. If you have any questions about the process, please contact your vice president.

Finally, we have updated the [COVID-19 SharePoint site](#) to include communications, processes, guidance and signs.

Thank you!

Kalsey Anderson
Director of Human Resources
Easterseals-Goodwill Northern Rocky Mountain Inc.
425 1st Avenue North
Great Falls, MT 59401
406-771-3773 | www.esgw.org



KNOW COVID-19 SYMPTOMS

- | | | | |
|----------------------------------|--|--|--|
| <input type="checkbox"/> Fever | <input type="checkbox"/> Sore Throat | <input type="checkbox"/> Congestion/Runny Nose | <input type="checkbox"/> Muscle/Body Aches |
| <input type="checkbox"/> Cough | <input type="checkbox"/> Chills | <input type="checkbox"/> Headache | <input type="checkbox"/> Nausea/Vomiting |
| <input type="checkbox"/> Fatigue | <input type="checkbox"/> Loss of Smell/Taste | <input type="checkbox"/> Shortness of Breath | <input type="checkbox"/> Diarrhea |

WHEN EMPLOYEE SHOULD STAY HOME AND CALL SUPERVISOR

A.	Employee has tested positive for COVID-19
B.	Employee is experiencing any COVID-19 symptom(s)
C.	Employee is waiting on COVID-19 test result and is symptomatic
D.	Employee has been exposed to someone who has COVID-19
E.	Employee lives with someone who is symptomatic and being tested for COVID-19
F.	Employee has been notified by government, state/local agency that they have been exposed or that they must quarantine
WHEN EMPLOYEE REPORTS TO SUPERVISOR BUT CAN GO TO WORK	
G.	Employee has <u>not been exposed</u>, <u>not symptomatic</u> and <u>waiting on test results</u>.

SUPERVISOR NEXT STEPS

- Situations A-F above:** employee stays home and/or goes home.
- Situation G above:** an employee who is NOT exposed, NOT symptomatic and is waiting for their COVID-19 test result may continue to work.
- In all situations A-G:** supervisor calls the COVID-19 hotline at **406-268-2182. This is a voicemail box.** Leave a message with as much information about the employee's situation as possible. If known, include the following:
 - Supervisor **and** employee name, phone number, work location.
 - If employee is symptomatic, what are their symptoms and when did they start?
 - If employee has been exposed, when and by whom?
 - Has the employee taken a COVID-19 test and if so, when and what are the results?
 - Has the employee been told they were exposed or told to quarantine by a government agency?

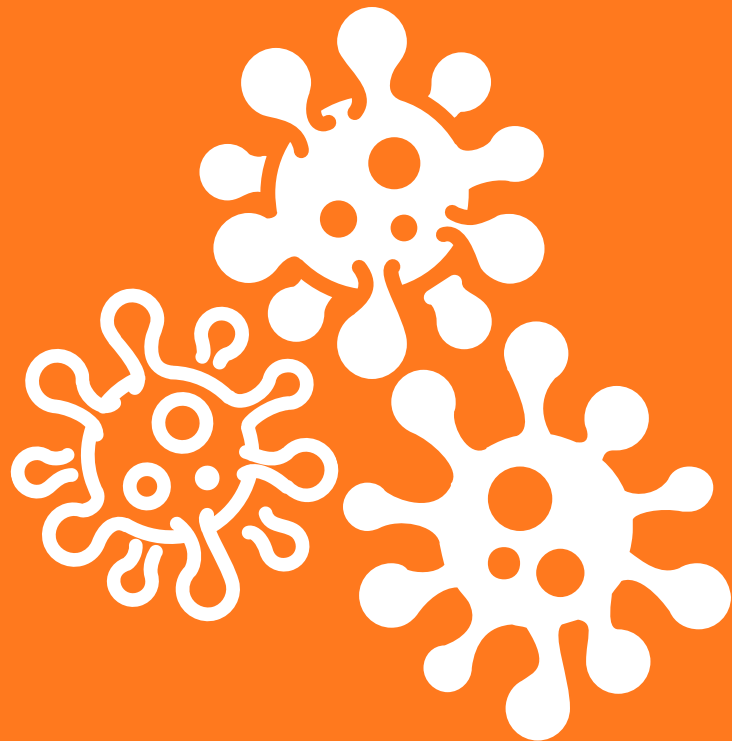
WHAT HAPPENS NEXT AFTER SUPERVISOR LEAVES A MESSAGE

The employee and/or supervisor will receive a follow-up call with next steps and/or return to work information. Only the HR Director and Safety and Wellness Officer can authorize an employee to return to work at Easterseals-Goodwill.



COVID-19

Supervisor Resource Guide
July 2020



COVID-19 Resource Guide

What's Included



Stopping the Spread of COVID-19



Personal Protective Equipment (PPE)



Frequently Asked Questions (FAQ)



Testing Facilities



Employee Resources



Stopping the Spread of COVID-19

**Stay at least
6 feet from
others**



**Stay home when
sick**



**Hand washing
often with soap
& water for at
least 20
seconds**



**Clean and
disinfect
frequently
touched
objects &
services**



**Do not touch eyes, nose
or mouth.**



**Cover
coughs &
sneezes with
tissue, then
throw away
the tissue &
wash hands**



Commit to monitoring your health daily



Watch for symptoms

Watch for fever, cough, shortness of breath, or other symptoms of COVID-19. This is especially important if you are running essential errands, going into the office or workplace and in settings where it may be difficult to keep a physical distance of 6 feet.



Take your temperature

If symptoms develop, take your temperature at the same time daily to be consistent. Avoid taking your temperature for 30 minutes after exercising and taking medication, even something like Tylenol can impact an accurate temperature reading.



Follow CDC guidance if symptoms develop



Stopping the Spread of COVID-19

HANDSHAKE ALTERNATIVES



TAP FEET



WAVE



PEACE SIGN



LIVE LONG &
PROSPER SIGN



HAND OVER HEART



NAMASTE



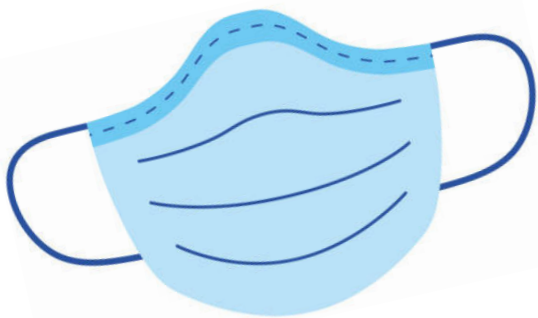
TIP YOUR HAT



ELBOW BUMP



Personal Protective Equipment (PPE)



The **CDC recommends** that people wear cloth face coverings in public settings and when **around people who don't live in your household**, especially when other **social distancing measures are difficult** to maintain.

Retail

All Retail store employees are required to wear face coverings at work. This includes: When performing your job on the sales floor, in production, or at donation door.

Administration & Programs

Program and administrative staff are encouraged to wear masks when social distancing is difficult. There are certain programs that may require the use of face masks. Staff should check with their supervisor for further guidance.

Proper use of face coverings



- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face

Reasonable Accommodations

If an employee states they are unable to wear a mask due to a medical condition or provides a medical note restricting the use of a mask, please contact Human Resources.

**HR Department
Contact Information**



406-771-2803



HRteam@esgw.org



Frequently Asked Questions (FAQ)

An employee is refusing to wear a face mask while working on the sales floor. What should I do?

In the event that an employee refuses to wear a mask, the manager should have a seek-to-understand conversation with the employee. If the refusal is based on a medical condition, a medical condition may warrant a reasonable accommodation discussion. If the employee is refusing to wear the mask because it is uncomfortable, please contact:

- **Programs/Administration** - Human Resources at 406-771-2803 or HRteam@esgw.org
- **Retail** - Rhonda Burrell at 406-252-9600 or Rhondah@esgw.org

On July 2nd, an employee has a temperature over 100.4 degrees Fahrenheit, but has not been tested or given any indication they have COVID-19. When can the employee return to work?

The employee should not report to work and take their temperature at home each day after July 2nd. The employee is able to return to work when their temperature is below 100.4 degrees Fahrenheit for 72 hours straight and it has been at least 7 days since the employee first had symptoms.

An employee attended a gathering at friend's house on June 28th and was notified that another attendee has tested positive for COVID-19. Can the employee remain working?

The employee should contact their local health department to determine if self-quarantine and testing should be required.

If the employee was able to social distance and practiced hand washing, the health department may not require the individual to quarantine. If the employee was in close contact for a prolonged period of time (within 6 feet for more than 15 minutes), the individual may be required to self-quarantine.

An employee reports that an individual living with the employee has a confirmed case of COVID-19. Can a manager send the employee home?

Yes. Upon receiving notification from the employee, managers should immediately contact the ESGW injury reporting hotline at 406-268-2182. Additionally, managers can recommend that the employee should contact their local health department for further direction.



Frequently Asked Questions (FAQ)

An employee's spouse tested positive for COVID-19 on July 1st, recovered quickly and tested negative for COVID-19 on July 7th. The employee has not had symptoms, the employee's spouse self-quarantined on July 1st and the last close contact the employee had with their spouse was on July 1st. When can the employee return to work?

As long as the employee does not exhibit symptoms of COVID-19, the employee can return to work on July 15th, which is 14 days after having close contact with their spouse.

An employee's spouse tested positive for COVID-19 on July 1st, recovered quickly and tested negative for COVID-19 on July 7th. The employee has not had symptoms, but has continued to have close contact with their spouse. When can the employee return to work?

If an employee's spouse does not self-quarantine and the employee continues to have prolonged close contact with their spouse, the employee may not return to work until the 15th day after the spouse no longer has COVID-19.

A physician is concerned that an employee has COVID-19 and the employee is awaiting test results. When can the employee return to work?

Employees with COVID-19 symptoms or exposure should not return to work until:

- A physician provides a note that the employee does not have COVID-19

OR

- The employee no longer has symptoms for 72 hours and at least 7 days have passed since the employee's symptoms first appeared.

An employee tests positive for COVID-19 on July 3rd and the treating physician tells the employee they no longer have an active case of COVID-19 on July 13th, when can the employee return to work?

As long as the employee has a doctor's note confirming that the employee no longer has COVID-19, the employee may return to work on July 14th.

An employee started having bouts of a dry cough on June 8th, a sore throat on June 10th, but the symptoms went away on the morning of June 11th. The employee did not have a fever and was not tested for COVID-19. When can the employee return to work?

The employee can return to work 72 hours after the employee has no longer had symptoms and has not taken any medication to treat the symptoms.



Frequently Asked Questions (FAQ)

We were notified that an active employee has recently tested positive for COVID-19. Who should I notify?

Supervisors should immediately call ESGW's injury reporting hotline at 406-268-2182 upon receiving notification of an employee's confirmed case of COVID-19.

An employee working in close proximity to a co-worker that recently tested positive for COVID-19. What should I do?

Supervisors should immediately call ESGW's injury reporting hotline upon receiving notification of an employee's confirmed case of COVID-19. ESGW's HR and Safety teams will immediately launch an investigation, begin interviewing individuals and determine next steps for potentially exposed team members.

Should I ask for documentation from an employee that tests positive for COVID-19 and is quarantined?

Please partner with HR to collect any documentation regarding a positive case of COVID-19.

Should my employee open a case with AbsencePro once notified they have tested positive?

No. In most cases, employees are returning within the period of time outlined in ESGW's contagious disease policy. If the situation exceeds the time period for the contagious disease policy, HR will perform outreach to the employee and open a claim on behalf of the employee.

When can an employee use STM for COVID-19 related concerns?

All use of STM must be approved by the HR department. For specific questions, please contact the HR department at HRteam@esgw.org.



Testing Facilities



Idaho

City	Location	Note	Cost
Boise	St. Luke's Clinic – Family Medicine at 701 E. Park center Blvd	Appointment only must call 208-381-9500 press 1, must be symptomatic	Free
Meridian	St. Luke's Clinic – Ada Medical Associates at Portico East, 3399 E. Louise Drive.	Appointment only must call 208-381-9500 press 1, must be symptomatic	Free
Jerome	St. Luke's Clinic – Jerome Family Medicine at 132 5th Ave. W.	Appointment only must call 208-381-9500 press 1, must be symptomatic	Free
Twin Falls	Magic Valley: St. Luke's Clinic – Physician Center at 775 Pole Line Road W.	Appointment only must call 208-381-9500 press 1, must be symptomatic	Free
Hailey	Wood River: St. Luke's Clinic – Family Medicine in Hailey at 1450 Aviation Drive.	Appointment only must call 208-381-9500 press 1, must be symptomatic	Free
Pocatello	Bingham Memorial Hospital and 1st Choice Urgent Care 1595 Bannock Highway, Pocatello, ID 83204	Walk in allowed. Monday - Friday 8 a.m. - 8 p.m 208-239-6511	\$90.00, will bill insurance
Idaho Falls	Express Lab - 2060 S Woodruff Ave, Idaho Falls, ID 83404	Appointment only must call 208-529-8330	\$155.00, covered by most insurance companies. Individuals with no insurance - tests will be billed to CARES Act.



Montana

City	Location	Note	Cost
Kalispell	Kalispell Screening Facility - 1287 Burns Way	Testing requires an office visit and the visit will be billed to insurance	Office Visit Fees
Butte	Parking Lot of Butte Plaza Mall - 3100 Harrison Ave.	Monday, Wednesday, Thursday 11am-1pm Butte Silver Bow Health department FB page has most up-to-date information	Free
Billings	Parking Lot of Metra Park - 308 6th Ave N	Saturdays 9am - noon	Free
Helena	PureView Clinic - 1930 9th Ave	Saturdays 8am - noon	Free
Great Falls	Westgate Mall - 1807 3rd ST NW	Monday- Friday 10am-6pm Weekend 1-am-3pm	Free
Bozeman	Price Rite Health Mart Pharmacy - 910 N 7TH Ave	Appointment only must visit: https://doineedacovid19test.com/Bozeman_MT_934.html	Free
Missoula	Missoula County Fairgrounds - 1101 South Ave. W.	Call 258-INFO and select option 2 to be screened.	Free



Testing Facilities



Utah

City	Location	Note	Cost
Salt Lake City	Foothill Family Clinic - 2295 S Foothill Drive	Appointment only must call 801-486-3021	Utah Medicaid will cover COVID-19 testing and services for those uninsured. If an individual has coverage, insurance will be billed.
Salt Lake City	Sugar House Health Center - 1280 E Stringham Ave	Appointment only must call 801-587-0712	Utah Medicaid will cover COVID-19 testing and services for those uninsured. If an individual has coverage, insurance will be billed.
Murray	Cottonwood Instacare - 181 E Medical Tower Dr	Appointment only must call 844-441-5224	Utah Medicaid will cover COVID-19 testing and services for those uninsured. If an individual has coverage, insurance will be billed.
West Jordan	Jordan Valley Medical Center- 3580 W 900 S	Appointment only must call 801-984-1577	Utah Medicaid will cover COVID-19 testing and services for those uninsured. If an individual has coverage, insurance will be billed.
Layton	Layton Clinic - 2075 N University Park Blvd	Appointment only must call 844-442-5224	Utah Medicaid will cover COVID-19 testing and services for those uninsured. If an individual has coverage, insurance will be billed.
Layton	Davis Hospital and Medical Center- 1600 W Antelope Dr	Appointment only must call 801-807-1000	Utah Medicaid will cover COVID-19 testing and services for those uninsured. If an individual has coverage, insurance will be billed.
Provo	TestUtah Site - 1200 Towne Center Blvd	Appointment only must call 801-683-0790	Utah Medicaid will cover COVID-19 testing and services for those uninsured. If an individual has coverage, insurance will be billed.



Wyoming

City	Location	Note	Cost
Sheridan	Sheridan Memorial Hospital - 1435 Burton St	Appointment only must call 307-672-1004	\$240.00 - billed to insurance

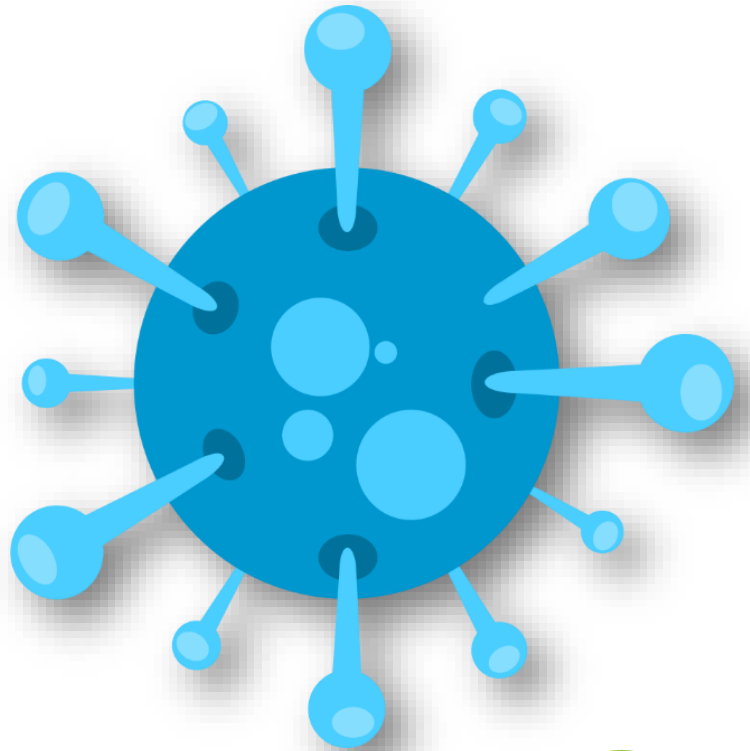


Employee Resources

For all questions and concerns related to COVID-19, please contact the ESGW Injury Reporting Line at 406-268-2182.

Contact Name	Contact Information
Dan Murphy, Safety & Wellness Officer	Danielm@esgw.org or 208-949-7492
Kalsey Anderson, HR Director	Kalseya@esgw.org or 406-771-3773
HR Department	HRteam@esgw.org or 406-771-2803

Agency/Information	Website
CDC	cdc.gov
Where can I get a test?	https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html
Am I able to Travel?	https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html
COVID-19 Symptom Checker	https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html
Caring for someone who is sick	https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/care-for-someone.html
What to do if you are sick	https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html
Protecting yourself	https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html
EAP Program	https://www.mutualofomaha.com/eap/
State Resources	Website
Idaho	https://coronavirus.idaho.gov/
Montana	https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusmt
Utah	https://coronavirus.utah.gov/
Wyoming	https://health.wyo.gov/publichealth/infectious-disease-epidemiology-unit/disease/novel-coronavirus/



COVID-19

TRIAGE TRAINING

COVID-19 TICKET TRAINING



Triage Team Manual

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COVID-19 Hotline Ticketing System

As employees and supervisors work through the current COVID-19 pandemic, ESGW has created a COVID-19 hotline for staff to report COVID-19 concerns, symptoms and testing results. The hotline turns all COVID-19 hotline calls into a ticket that will then be worked by a member of the HR, Safety or Administrative staff. Once information is collected, the ticket will be assigned to a decision maker for additional follow up.

Types of Tickets Triaged by the Hotline

Type	Definition	Expected Outcome
Employees	Employees are regular PT and FT employees, not working clients, volunteers, interns or Community Service workers.	Triage ticket, assign return to work dates, conduct return to work assessment, contact tracing.
Critical Infrastructure Employees	Program leadership will identify staff providing essential services, and those employees will be designated as Critical Infrastructure Employees (CIEs). In addition, staff who may be asked to provide direct services or to support essential service delivery may also be designated as CIEs on an as needed basis.	Open ticket, assign to yourself, assign supervisor as reporter, add location, mark this as a CIE and status as closed. Note: A CIE who is symptomatic or test positive follows the employee track.
Clinical Clients	Individuals enrolled in our Clinical services in Montana.	Open ticket, assign to yourself, assign supervisor as reporter, add location, mark this as a Clinical Client, status as closed.
Wyoming Clients	Clients enrolled in our Wyoming program services.	Triage ticket, assign return to services dates, conduct return to services assessment, contact tracing.
SCSEP and Behavioral Health Clients	SCSEP and Behavioral Health participants are defined as an individual enrolled in the SCSEP or BH program who has direct physical contact with ESGW staff or other participant.	Open ticket, assign to yourself, assign supervisor as reporter, add location, mark this as a SCSEP/BH client, status as closed.

When Tickets are Created

Type	Criteria for creating a ticket
Employees	Employee has tested positive
	Employee has COVID-19 Symptoms
	Employee is waiting on COVID-19 results and is symptomatic
	Employee has been exposed to someone who has COVID-19
	Employee has been notified by government, state or local agency that they have been exposed and must quarantine.
	Employee has not been exposed, not symptomatic but is waiting on test results.
Critical Infrastructure Employees	CIE is exposed to a person who is positive with COVID-19
	CIE is symptomatic and/or tests positive for COVID-19
Clinical Clients	Clinical client is positive for COVID and we are offering services.
Wyoming Clients	Client has tested positive
	Client has COVID-19 Symptoms
	Client is waiting on COVID-19 results and is symptomatic
	Client has been exposed* to someone who has COVID-19
	Client has been notified by government, state or local agency that they have been exposed and must quarantine.
SCSEP and Behavioral Health Clients <small>SCSEP or BH program who has direct physical contact with ESGW staff or other participant.</small>	Participant has tested positive
	Participant has COVID-19 symptoms
	Participant is waiting on COVID-19 results and is symptomatic
	Participant has been exposed to someone who has COVID-19
	Participant has been notified by government, state or local agency that they have been exposed and must quarantine.

Managing Tickets Created- Overview:

1. All tickets are triaged by Andrea. Andrea will keep the tickets until she has all of the information needed to summarize the concern, and establish a return to work date based on the decision table we have developed. Andrea will contact every employee to establish our initial point of contact.
2. Andrea is letting the employee know, based on the information provided, that a representative from our HR team will contact them before ____ date (a date prior to their RTW date).
3. Once Andrea has all of the information, she will assign the ticket to Laura or Erika. Laura or Erika will review the tickets assigned to them by Andrea to determine if the RTW date is correct based on the information received. Any changes that need made will be made by Laura or Erika.
4. From there, Laura and Erika will work through tickets assigned by their RTW date (typically you will call them the day before their RTW date, that can change with the weekend, etc. – the point is call them prior to their RTW date).
5. Laura and Erika will talk to the employee prior to their RTW date to assess if they meet the criteria outlined to return to work. If they meet that criteria, Laura/Erika will add a comment that says “HR has cleared EMPLOYEE NAME to return to work as of ____ date”.
6. While working through cases, if an individual later tests positive for COVID – these cases are reassigned to Dan or Kalsey, depending on the state as outlined in the manual.
7. Dan, Kalsey, Erika and Laura will make final decisions on returning folks to work which includes (and this is important to be consistent) – a call to the employee to ensure they meet RTW criteria and an update to the ticket in the comment section with a “HR has cleared EMPLOYEE NAME to return to work as of ____ date” so the supervisor gets notification in writing. We are not calling supervisors

Managing Tickets Created- Step-by-Step:

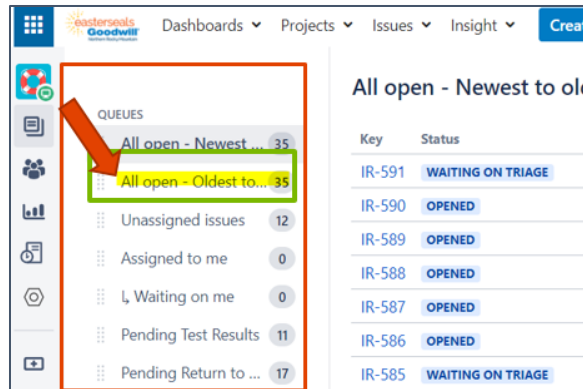
REMINDER: Supervisors will be able to see the notes entered in the tickets.

To begin managing a ticket, follow the instructions below:

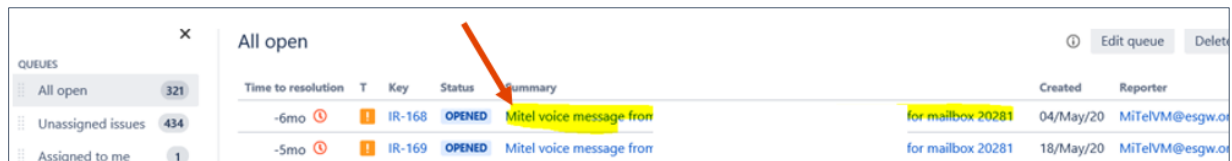
8. Open CHROME
 9. Click on ticketing system link: <https://itsupport.esgw.org/projects/IR/queues/custom/37>
 10. Log in using:
 - a. **User name:** Use your computer login, less the @esgw.org
 - b. **Password:** Your computer login password.
 11. When the system opens, all open tickets will show:
- *Note: The window that shows all of the open tickets is called your **queue**.

<

12. Locate the oldest ticket and begin working the tickets. Note: To find this list of tickets - go to the list of QUEUE's and click on the All Open – Oldest to newest link.



13. Begin to manage the oldest tickets first. Click the first ticket in the queue:

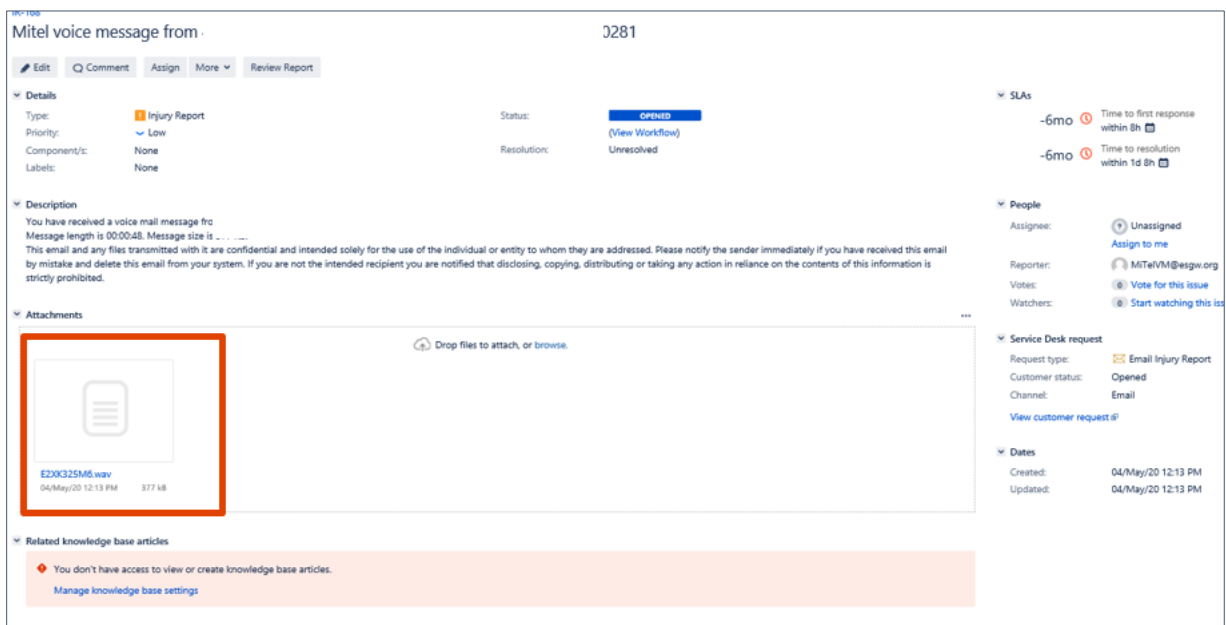


14. Once you click on the ticket, the ticket and its details will open.

15. Click Assign to me. This allows the system to have someone assigned to the ticket which is required to then assign the ticket to someone else AND have them receive an email notification.



16. Click on the message to add the details received. If this ticket was created electronically, review the information submitted.



- a. If the ticket is a voice mail, add the reporter (the supervisor name) to the ticket so that communication can flow between the decision makers and the supervisor. Simply click where it says MiTelVM@esgw.org and type in the supervisor name. NOTE: It is critical that this area be completed. Make sure a supervisor name is here.

NOTE: If the voicemail is describing an employee injury rather than a COVID concern, please send the callers information (Name, location, nature of injury) to Dan Murphy via email, high priority.

17. After listening to the message/reviewing submitted information and taking notes – you now should know the type of ticket you are managing. Follow the instructions below based on the type of ticket:

Employee and Wyoming Client Tickets:

1. After assigning the ticket to yourself and ensuring a supervisor is assigned as the reporter, click the edit button:

2. Click on the COVID19 tab at the top of the window.

3. Begin filling out the ticket as indicated below. The purpose of this part of the task is to collect as much information about the callers message so that the ticket can be assigned to a decision maker. If additional information needs collected, the triage staff will contact the employee and or supervisor for more information. Triage staff will keep the ticket assigned to them until all information is completed. When 2 voicemails are left and no return call, engage the supervisor for call backs.

4. Collecting more information:
 - a. Call the employee. This is an important part of triaging the ticket. Employees need to know we know they have been sent home, they have reported a COVID concern and that we are reviewing the information and getting a decision on their return to work.
 - i. Suggested narrative: Hello! This is XX with ESGW calling as I have a reported COVID concern. How are you doing? *Collect additional needed information. Let them know we will be in contact with them to complete a return to work assessment around __ date (pending on their circumstances). Ask them to make sure to answer your call so you can screen them. Remind them if they are testing to send test results to covid@esgw.org as this may change their return to work date.*
 - b. Call the supervisor (when it is a Wyoming client): Additional information needed about Wyoming clients will be done via the triager and the WY supervisor/reporter. **We will never call a client.**
5. Complete the questions asked on the ticket (as applicable based on the ticket):

*** fields with an astrick are required to assign to a ticket a decision maker**

 - a. ***Employee/Client Name:** Enter the employee's first and last name
 - b. ***Employee/Client Home Phone:** Enter the employee's phone number
 - c. ***Employee/Client Mobile Phone:** Enter mobile phone if different than home phone
 - d. COVID Case Type: ESGW Employee, CIE, Clinical Client, SCSEP or BH Client, Wyoming Client.
 - e. **FOR PROGRAMS ONLY:** Is this person a critical infrastructure worker? Yes or No. YES means they can keep working even when exposed to COVID-19.
 - f. ***Summary:** Add the employee name and phone number. If you do not know the employee name or phone number, use the caller's name and phone number but remember to change it when as you have more information. **NOTE: If this is an electronic ticket, modify the summary line to be the employee name and phone number.**
 - g. ***Description (Summary of concern):** Add the information collected while listening to the voice message in the description field. Other things that come up while talking with someone should be added in the description field. This field should be used to summarize all of the information gathered.
 - h. ***Location:** Click the arrow and select the employee's work location.
 - i. ***Manager Name:** Add the manager's name
 - j. ***Date and time reported:** This is the date and time the employee reported to their manager.
 - k. **Date employee last worked:** What date was the employee last in the location?
 - l. **Did supervisor send employee home?** Yes or No
 - m. **Date sent home by ESGW:** This is the date the supervisor sent an employee home/HR sent the employee home.
 - n. **Showing Symptoms:** If no, select "not at this time". If yes, check all symptoms that apply – you can select multiple symptoms by holding down the shift key and clicking each symptom at the same time.
 - o. **Date Symptomatic:** If they have symptoms, add the date symptoms started. A guess is better than no date at all.
 - p. **Date of known exposure:** What date were they exposed? Add the date. A guess is better than no date at all.
 - q. **How did exposure happen:** List the details of how the employee was exposed to COVID.
 - r. **Have others been exposed at work?** List all the details of who the employee may have exposed - who, when, where, what - we will want to contact trace other potentially exposed employees.
 - s. **Required to quarantine:** None or yes.
 - t. **Government agency requesting quarantine:** If a government agency has asked them to quarantine, note the agency name here.

- u. **COVID test performed:** None or positive
- v. **COVID test results:** Negative or positive
- w. **Date of COVID test:** Enter the date the employee had their COVID test performed
- x. **Date of COVID results:** **The date the on the covid test result that is submitted, not the date we receive the test results.**

DO NOT ASK THESE QUESTIONS, BUT FILL THEM IN AS APPLICABLE:

- y. **STM eligibility: ADMIN USE ONLY** – this means Kalsey or Erika complete this field
- z. **Date approved to return to work: ADMIN USE ONLY**
- aa. **Date of actual return to work:** ADMIN USE ONLY – What date did they actually return?
- bb. **Total days missed:** ADMIN USE ONLY – How many days missed?

6. Once the information available has been gathered, click update at the bottom of the window.

Employee and Wyoming Client Decision Making:

Review the case. Use the following chart to make a determination about the potential return to work date:

NOTE: If the employee is waiting on test results, make sure they know they need to email their results to covid@esgw.org as soon as they have them. Once test results are received, an outreach should be completed no later than the following day if the test results change the original return to work date entered on the ticket. If the test results change the return to work date, inform the employee of their new return to work date and schedule the next outreach for a day before that date to ensure the employee is symptom free before returning to work.

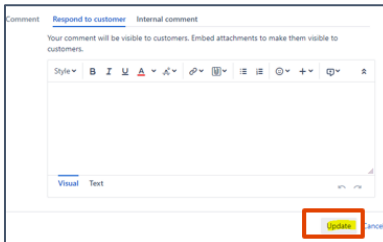
Exposed	Symptomatic	Tested	Quarantine Period	Count Begins the Day After	Return To Work/Service	Contact Tracing?
YES	YES	POSITIVE	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES
YES	YES	NEGATIVE	14 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. Test results are provided	NO
YES	YES	NOT TESTING	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved	NO
YES	NO	POSITIVE	14 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES
YES	NO	NEGATIVE	7 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. Test results are provided	NO
YES	NO	NOT TESTING	10 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over	NO
NO	NO	POSITIVE	14 days as of the date on the test result	The date on the test results	1. Quarantine period is over AND 2. Test results are provided	YES
NO	YES	POSITIVE	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES

NO	YES	NEGATIVE	14 days as of the date of onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved	NO
NO	YES	NOT TESTING	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved	NO

Based off of the decision table above, assign the potential return to work date in the date of next outreach:

Date of next outreach: This date will allow for filtering of the queue “outreach dates” so we know when to follow up with someone again.

7. Once the information available has been gathered, click update at the bottom of the window.

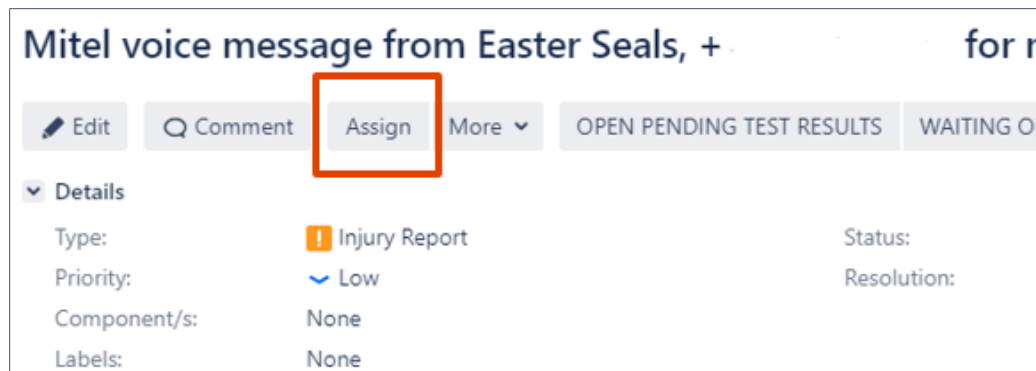


8. The edit window will close and you will be returned to the overall ticket window. You will now be able to see the changes and information entered on the ticket.
9. Once the ticket is updated, assign the case to a decision maker:
 - a. POSITIVE TEST: Assign as follows:
 - i. IDAHO TICKET: Kalsey
 - ii. UTAH TICKET: Dan
 - iii. MONTANA TICKET: Kalsey
 - iv. WYOMING TICKET: Dan
 - b. ALL OTHER TICKETS:
 - i. IDAHO TICKET: Erika
 - ii. UTAH TICKET: Erika
 - iii. MONTANA TICKET: Laura
 - iv. WYOMING TICKET: Laura

Note: Laura and Erika will triage tickets, manage return to work dates, and clear NEGATIVE COVID cases to return to work. If a ticket later proves POSITIVE for COVID, it is reassigned to Dan or Kalsey.

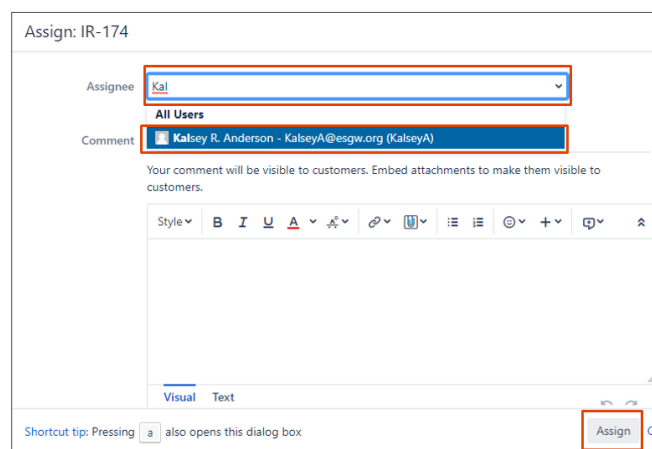
Dan and Kalsey will take all tickets with positive COVID results. They take them to complete any contact trace investigations. If additional staff are found to be exposed, Dan and Kalsey will email Andrea and ask for a ticket to be created. These employees will already know they have potentially been exposed and will be asked to quarantine. Andrea will do initial outreach to them just like all other tickets, once she creates it.

10. To assign the ticket, click on Assign:



The screenshot shows a ticket titled "Mitel voice message from Easter Seals, +". At the top, there are buttons for "Edit", "Comment", "Assign", and "More". The "Assign" button is highlighted with a red box. Below the buttons, there is a "Details" section with the following information: Type: Injury Report, Priority: Low, Component/s: None, and Labels: None. To the right of the details, there are fields for "Status:" and "Resolution:".

11. Begin typing in Laura Tompkins or Ericka Mullins. When their name comes up, click on it. Then click assign button.



The screenshot shows the "Assign: IR-174" dialog box. It has a dropdown menu for "Assignee" with "Kal" selected. Below it, there is a list of "All Users" with "Kalsey R. Anderson - KalseyA@esgw.org (KalseyA)" selected. There is a "Comment" field with a rich text editor. At the bottom right, there is an "Assign" button highlighted with a red box.


12. Finally, status the ticket based on the information collected: Waiting on test results, Waiting on return to work.

13. Return to your queue and begin working the next ticket.

CIE Tickets:

Note: CIE's can continue to work after exposure. Their exposure is reported to the hotline and the ticket is completed and closed. If a CIE later becomes symptomatic or tests positive for COVID-19, a new ticket is created by the supervisor and the CIE follows the employee path.

1. After assigning the ticket to yourself and ensuring a supervisor is assigned as the reporter, click the edit button:



The screenshot shows a ticket titled "Mitel voice message from" with the mailbox number "20281". At the top, there are buttons for "Edit", "Comment", "Assign", "More", and "Review Report". The "Edit" button is highlighted with a red box. Below the buttons, there is a "Details" section with the following information: Type: Injury Report, Priority: Low, Component/s: None, and Labels: None. To the right of the details, there are fields for "Status:" (OPENED) and "Resolution:" (Unresolved). Below the details, there is a "Description" section with the text "You have received a voice mail".

- Click on the COVID19 tab at the top of the window.

- Complete the following fields (employee name, type of case, CIE indicator, location, manager and date and time reported):

- Close the ticket – click the workflow and select close.

When a CIE is symptomatic:

Follow the Employee Path and guidelines below-

- A Clinical CIE who experiences COVID-19 symptoms will be immediately sent home and a ticket submitted to the COVID-19 Hotline;
- The employee will be tested for COVID-19 five (5) days after symptoms first appeared;
- The employee may return to work after receiving a negative test result and having had no fever without medication for at least 24 hours and other symptoms are improving.
(If test results are not received within 10 days after onset of symptoms and the employee has had no fever without medication for at least 24 hours and other symptoms are improving, then Dan Murphy or Kalsey Anderson will review).
- All CIE employees must be cleared to return to work by Dan or Kalsey

5. If a public health department recommends a Clinical CIE be in quarantine, ESGW will follow the recommendation.
6. CIE employees returning to work in accordance with these standards must wear full PPE - N-95 mask, face shield, gown, and gloves during patient care - for 10 days from onset of symptoms. A gown and gloves are not required while working in the office. Whenever working in office, N-95 and face shield will be worn for 10 days from onset of symptoms.
7. If a CIE tests COVID positive continue to follow employee path and assign ticket to either Dan or Kalsey.

Clinical Client Tickets:

1. After assigning the ticket to yourself and ensuring a supervisor is assigned as the reporter, click the edit button:



Mitel voice message from mailbox 20281

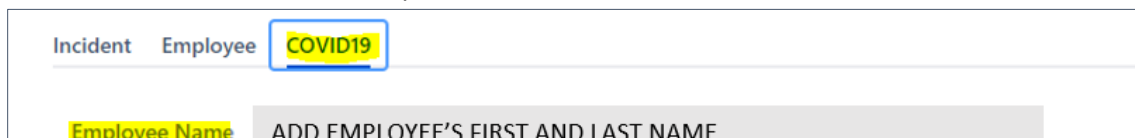
Edit Comment Assign More Review Report

Details

Type:	Injury Report	Status:	OPENED
Priority:	Low		(View Workflow)
Component/s:	None	Resolution:	Unresolved
Labels:	None		

Description
You have received a voice mail

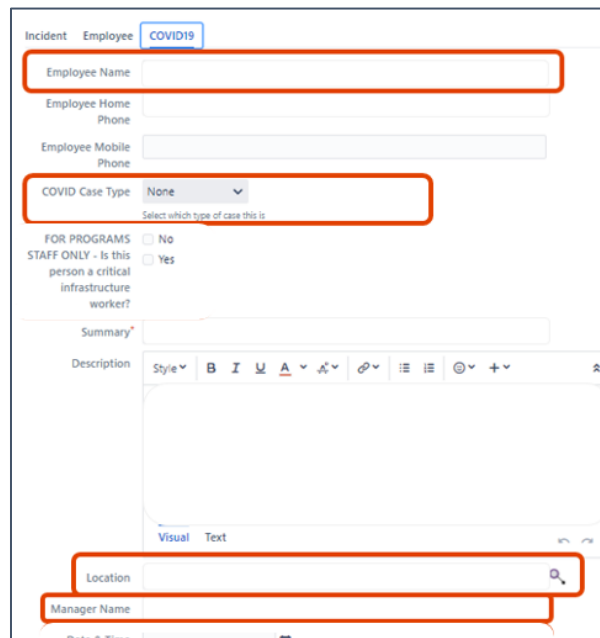
2. Click on the COVID19 tab at the top of the window.



Incident Employee **COVID19**

Employee Name ADD EMPLOYEE'S FIRST AND LAST NAME

3. Complete the following fields (client name, COVID case type, location and manager name):



Incident Employee **COVID19**

Employee Name

Employee Home Phone

Employee Mobile Phone

COVID Case Type: None

FOR PROGRAMS STAFF ONLY - Is this person a critical infrastructure worker?

Summary

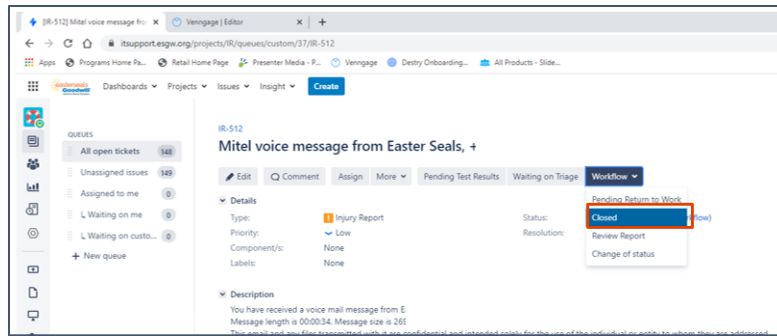
Description

Location

Manager Name

Date & Time

4. Close the ticket – click the workflow and select close.



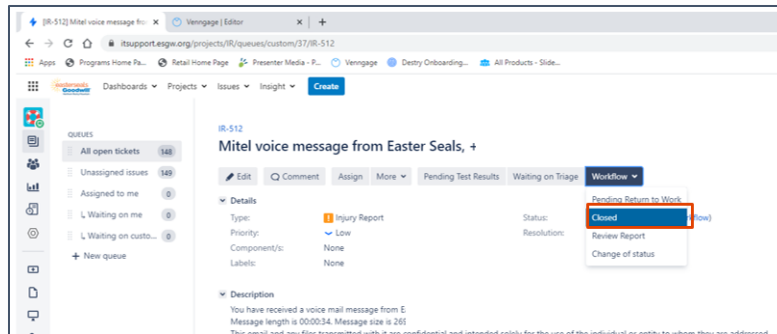
SCSEP/Behavioral Health Client Tickets:

1. After assigning the ticket to yourself and ensuring a supervisor is assigned as the reporter, click the edit button:

2. Click on the COVID19 tab at the top of the window.

3. Complete the following fields (client name, location, manager and type of ticket):

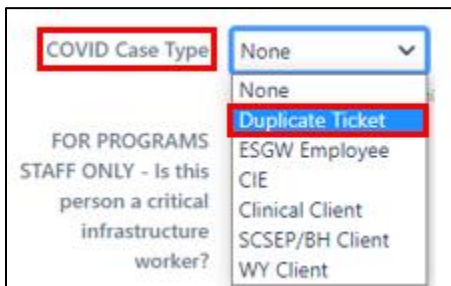
4. Close the ticket – click the workflow and select close.



Duplicate Tickets:

At times, duplicate tickets are created by supervisors. If this happens, assign the ticket to yourself, assign the reporter as the supervisor.

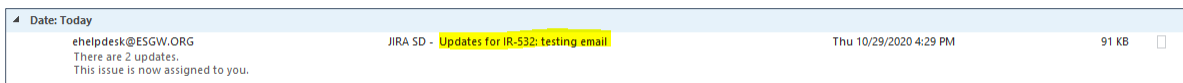
1. Click on the “Edit” tab to open and edit the ticket, Choose the “COVID19” tab, Scroll down to “COVID Case Type” and select “Duplicate Ticket” from the drop down menu:



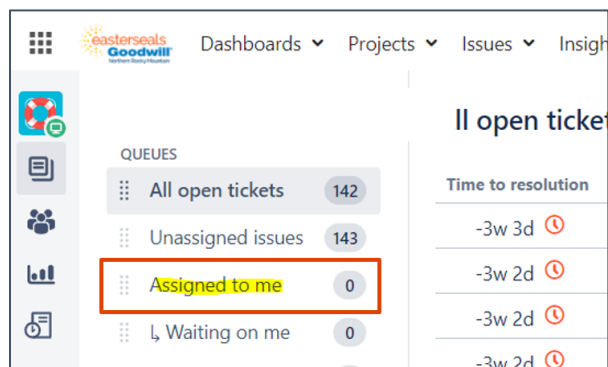
2. Update the Ticket at the bottom of the page and add a Comment to the ticket noting it is a duplicate. Also note the original ticket number for reference and close the ticket.

Managing Return to Work Dates:

1. Admins will receive a notification via email when a ticket has been assigned to them. It will look something like this although the highlighted section will have the caller’s name and phone.



2. Admins will work the tickets assigned to them by logging in to the system and clicking on the “assigned to me” link on the side menu.



3. This will advance you to all of the tickets that have been worked and then assigned to you. Begin by clicking on the oldest ticket and reviewing the information within the ticket
4. Once you have reviewed the ticket/collected information, ensure the return to work date is accurate based on the type of ticket.

Exposed	Symptomatic	Tested	Quarantine Period	Count Begins the Day After	Return To Work/Service	Contact Tracing?
YES	YES	POSITIVE	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES
YES	YES	NEGATIVE	14 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. Test results are provided	NO
YES	YES	NOT TESTING	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved	NO
YES	NO	POSITIVE	14 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES
YES	NO	NEGATIVE	7 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. Test results are provided	NO
YES	NO	NOT TESTING	10 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over	NO
NO	NO	POSITIVE	14 days as of the date on the test result	The date on the test results	1. Quarantine period is over AND 2. Test results are provided	YES
NO	YES	POSITIVE	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES
NO	YES	NEGATIVE	14 days as of the date of onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved	NO
NO	YES	NOT TESTING	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved	NO

5. Next, go to the queue “return to work” and review tickets with the closest return to work date and begin to manage the tickets. Contact employees (or supervisors if it is a WY client) and assess their case: to return to work they must meet the return to work criteria in the decision tree (see above). If the employee is still experiencing symptoms or not feeling well, has a fever still or is waiting on test results on the day of their outreach, change their return to work date to the following day. You will call them back the next day to re-assess. Let them know to answer your call.
 - a. **Suggested narrative:** Hello! This is XX with ESGW calling to check in! How are you feeling? Any new symptoms? Taking fever reducer? Have you submitted test results to covid@esgw.org? *Dan, Kalsey, Erika and Laura will make final decisions on returning folks.*
If the employee meets the return to work criteria, let them know they are authorized to return to work the following day, and that you will let their supervisor know. This process includes (and this is important to be consistent) – a call to the employee to inform them they may return to work and a note in the comment section, “HR has cleared EMPLOYEE NAME to return to work as of ____ date” so the supervisor gets notification in writing. We are not calling supervisors.
***If they do not meet the return to work criteria, let them know you will call them the following day to reassess. Add an updated return to work date to the ticket.*
 - b. If it is a WY client, call the supervisor and assess just as you would an employee.

Special Scenarios:

1. We get a lot of tickets where someone is exposed, is symptomatic but waiting on test results. A negative and positive test result (and no testing at all) require a 14 day quarantine but the date the quarantine starts depends on the outcome of their test. How do we establish the RTW date when this happens? Like this:
 - a. Andrea calls the employee and discusses the situation. They are waiting on test results. Andrea goes to the excel spreadsheet that adds our dates for us and she puts in when the person was exposed and when they became symptomatic.

Exposed	Symptomatic	Tested	Quarantine Period	Count Begins the Day After	Return To Work	Contact Tracing?	Date of onset of symptoms or last known exposure	Count Begins	Potential RTW Date:
YES	YES	POSITIVE	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES	12/7/2020	12/8/2020	12/22/2020
YES	YES	NEGATIVE	14 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. Test results are provided	NO	12/3/2020	12/4/2020	12/18/2020

- b. Andrea talks to the employee and says “We need you to submit your test results to covid@esgw.org as soon as you get them. With the information given, it looks like we will be contacting you again on the 17th of December to assess your return to work date. This may change depending on your test results so please email them as soon as you have them.
 - c. Andrea would put how she came up with this date in the description (NOT COMMENTS) so that when Erika or Laura get this ticket, they know what is going on and how she came up with that date.

Description

Erin reported that Katie was sent home 12/7 due to a sore throat. When she was being sent home she informed that she had been in contact with a COVID positive individual on 12/3.

Katie was tested on 12/7 and is awaiting results.

If she tests positive: RTW date is 12/22

If she tests negative: RTW date is 12/18

I put her return to work date as 12/18 with next outreach on 12/17. Dates will change if she tests positive. She has been directed to email test results to covid@esgw.org.

- d. Andrea will add a COMMENT that says: Katie was tested on 12/7 and is awaiting results. That is what her supervisor needs to know at this point. I think if we add a bunch of return date info in the comments (which they can see) we confuse everyone. Until we get test results we don't have an “actual” return to work date so we are simply waiting on results.
 - e. Andrea will assign the ticket to Laura or Erika. They will review the RTW date and make any corrections based on the information in the ticket. They will then not contact this employee until the day before the RTW date OR when test results are submitted because that can change the potential RTW date.

- Sometimes we have tickets where a family member/roommate of an employee has tested COVID positive or is displaying COVID-like symptoms and the employee is either unwilling or unable to self-isolate from that individual. In these cases we cannot calculate return to work dates based on “date of last exposure” so we need to know when the family member/roommate started experiencing symptoms so we can calculate a return to work date based on that information.

***It is important the employee understands that if they are unable/unwilling to self-isolate, their quarantine time will potentially be prolonged. Explain to them that if they can self-isolate in the same home, we will be able to calculate their quarantine time from the date of their last exposure and based on whether they themselves have become symptomatic.*

- Example:** Bob’s wife became symptomatic on 12/4/2020 and tested positive for COVID-19 on 12/7/2020. Since Bob lives with her and they are not isolating, Bob continues to be exposed until his wife is no longer contagious. According to what we know, she could be contagious for up to 14 days. We can calculate her quarantine time from the onset of her symptoms which were on 12/4/2020. If she were an employee her return to work date would be 12/19/2020. With that date, we can now determine Bob’s return to work date.

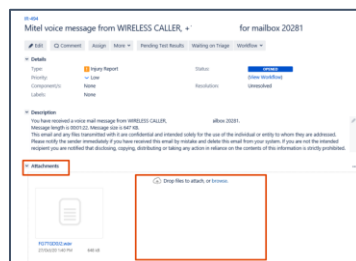
Exposed	Symptomatic	Tested	Quarantine Period	Count Begins the Day After	Return To Work	Contact Tracing?	Date of onset of symptoms or last known exposure	Count Begins	Potential RTW Date:
YES	YES	POSITIVE	14 days as of the onset of symptoms	Symptoms start	1. Quarantine period is over AND 2. No fever reducer for last 24 hours AND 3. Symptoms have improved AND 4. Test results are provided	YES	12/4/2020	12/5/2020	12/19/2020

- In this scenario, Bob became symptomatic on 12/10/2020 but tested negative on 12/14/2020. Due to not self-isolating from his wife, his return to work date can only be calculated after his wife’s quarantine has ended. So his return to work date would be 1/3/2021.

Exposed	Symptomatic	Tested	Quarantine Period	Count Begins the Day After	Return To Work	Contact Tracing?	Date of onset of symptoms or last known exposure	Count Begins	Potential RTW Date:
YES	YES	NEGATIVE	14 days as of the date of last exposure	Date of last exposure	1. Quarantine period is over AND 2. Test results are provided	NO	12/19/2020	12/20/2020	1/3/2021

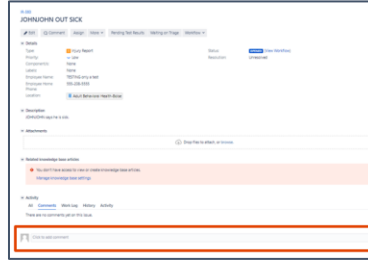
Adding Attachments:

- Attachments such as test results can be added to the ticket by going to the ticket and either pulling the attachment into the attachment window or by clicking browse and locating the document you wish to attach.



Adding Comments:

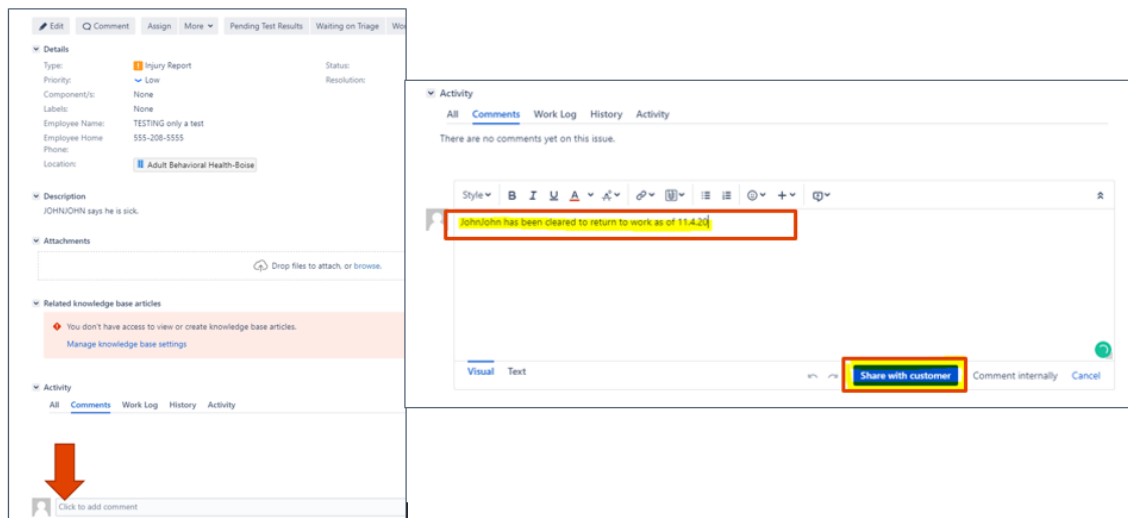
1. Go to the ticket and scroll to the bottom – add a comment in the Click to add comment field.



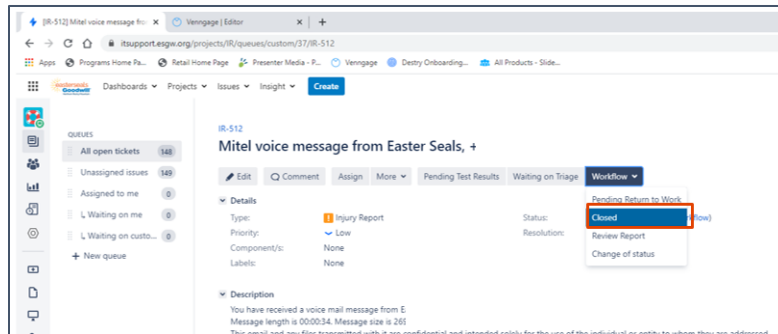
2. When an employee has been cleared to go back to work, add a comment letting the supervisor know they can return and click send. The supervisor has now received an email letting them know the employee can return. Make sure the reporter field is completed first. If the reporter shows as MiTel, click on it and the field will open. Add the supervisor name.



3. Add a comment that the HR has released the employee to return to work as of ___ date and then click share with customer. This will send an email to the reporter (supervisor):

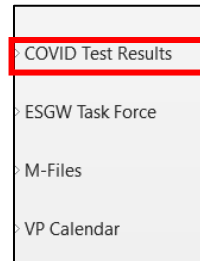


4. Once the ticket has been resolved, close the ticket by clicking on the down arrow on the workflow tab and selecting closed.

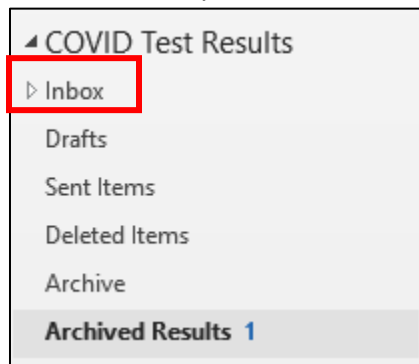


COVID Email:

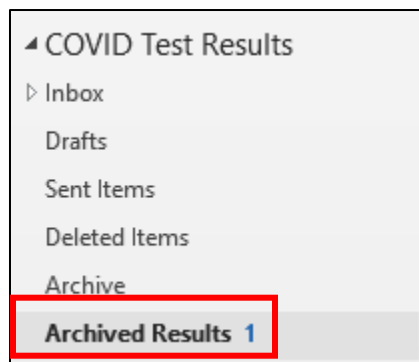
1. We have created an email, covid@esgw.org, where we are instructing all employees to email their COVID test results. It is important that in our initial triage (Andrea), that information is given to the employee so there is no confusion.
2. Managing Emails: All emails will be managed by Erika and Laura. They will access the mailbox through their email and the "COVID Test Results" folder should be located toward the bottom of their email folders.
 - a. Click on the "COVID Test Results" folder



- b. Open the "Inbox" to find test results associated with your tickets.



- c. Attach COVID test results to your tickets.
 - d. Archive all read emails.



Vaccination Documentation:

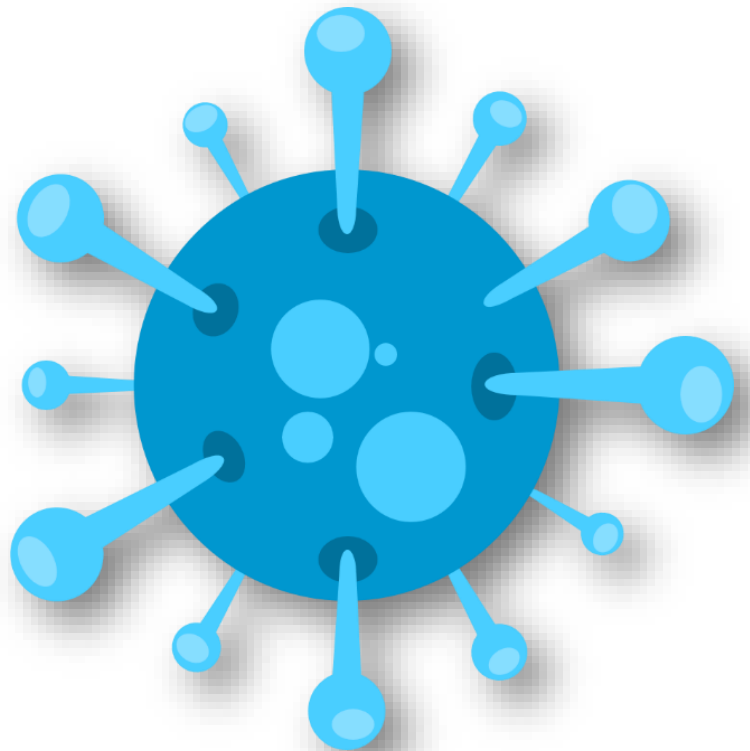
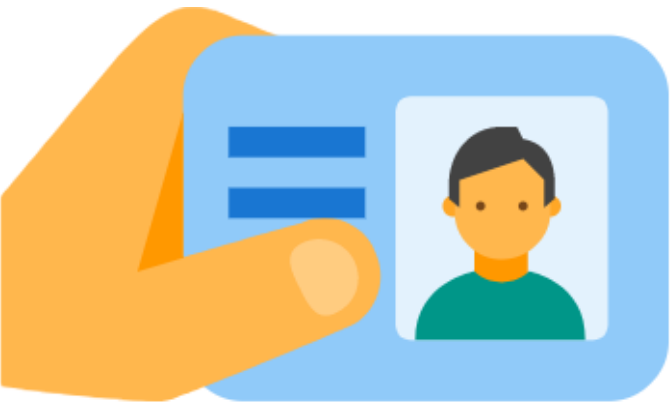
With many staff receiving the COVID vaccine, we will begin the process of documenting the vaccinations. Follow steps below.

1. When a staff member is vaccinated for COVID-19 their supervisor will complete a COVID ticket and provide the following information:
 - a. Staff member name
 - b. Staff member work location
 - c. Indicate if a CIE
 - d. Send vaccination card or verification of vaccination to covid@esgw.org

The HD will open the ticket:

1. Assign it to Andrea
2. Ensure the location is added and correct
3. Ensure the supervisor is added,
4. On the COVID19 tab:
 - a. Add employee name
 - b. COVID case type: Select **vaccination**
 - c. FOR PROGRAM STAFF ONLY: Mark if a CIE
 - d. Vaccination completed: Check yes
 - e. Final Vaccination Date: Enter date of final vaccination or date of confirmed vaccination (unsure what we will get at this time)

The screenshot shows a web form for reporting a COVID-19 incident. At the top, there are three tabs: 'Incident', 'Employee', and 'COVID19'. The 'COVID19' tab is selected and highlighted with a blue box. Below the tabs, several input fields are present, each highlighted with a red rectangular box. These fields include: 'Employee Name' (a text input), 'Employee Home Phone' (a text input), 'Employee Mobile Phone' (a text input), 'COVID Case Type' (a dropdown menu), a section for 'FOR PROGRAMS STAFF ONLY - Is this person a critical infrastructure worker?' with 'No' selected, 'Vaccination completed?' (a dropdown menu set to 'None'), and 'Final vaccination shot date' (a date picker). Below the 'Vaccination completed?' dropdown, there is a small text label: 'Has a full vaccination been completed and verification on record with ESGW?'.



COVID-19

POSTERS/HANDOUTS



Feeling ill?







Help keep you, your coworkers, our customers and our clients safe by reporting your illness to your supervisor immediately.

IF YOU ARE SICK, STAY HOME AND CALL YOUR SUPERVISOR.



WHEN TO REPORT



-  **YOU HAVE TESTED POSITIVE FOR COVID-19.**
-  **YOU HAVE COVID-19 SYMPTOMS.**
-  **YOU ARE WAITING ON COVID-19 RESULTS AND HAVE SYMPTOMS.**
-  **YOU HAVE BEEN *EXPOSED TO SOMEONE WHO IS POSITIVE FOR COVID-19.**
-  **YOU ARE WAITING ON COVID-19 TEST RESULTS.**
-  **YOU HAVE BEEN NOTIFIED BY A GOVERNMENT OR STATE OR LOCAL AGENCY THAT YOU HAVE BEEN EXPOSED AND MUST QUARANTINE.**

***CDC EXPOSURE DEFINITION:** Someone who was within 6 feet of an infected person for a total of 15 minutes or more over a 24-hour period.



Sintiéndose mal?

Ayude a mantener seguros, a sus compañeros de trabajo, a nuestros participantes y clientes, informando de su enfermedad a su supervisor inmediatamente.

SI ESTÁ ENFERMO, QUÉDESE EN CASA Y LLAME A SU SUPERVISOR.



CUANDO REPORTAR



USTED HA DADO POSITIVO POR COVID-19.



USTED TIENE SÍNTOMAS DE COVID-19.



USTED ESTÁ EXPERIMENTANDO SÍNTOMAS DEL COVID-19 Y ESTA ESPERANDO RESULTADOS DE PRUEBA DEL COVID-19.



USTED HA SIDO EXPUESTO A ALGUIEN QUE HA PROBADO POSITIVO AL COVID-19.



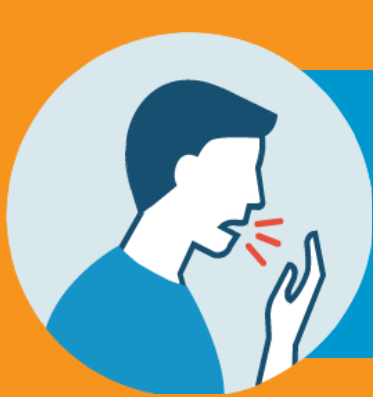
USTED ESTÁ ESPERANDO RESULTADOS DE PRUEBA DE COVID-19.



USTED HA SIDO NOTIFICADO POR UN GOBIERNO O AGENCIA ESTATAL O LOCAL QUE HA SIDO EXPUESTO Y DEBE PONERSE EN CUARENTENA.

***CDC DEFINICION DE EXPOSICION:** Alguien que estuvo a menos de 6 pies de una persona infectada durante un total de 15 minutos o más durante un período de 24 horas.





Been exposed to COVID-19?

If you are sick,
STAY HOME!

The CDC defines exposure as someone who was within 6 feet of an infected person for a total of 15 minutes or more over a 24-hour period.

When to report a COVID-19 concern to a supervisor:

- 1 You have **tested positive for COVID-19.**
- 2 You have **COVID-19 symptoms.**
- 3 You are **waiting on COVID-19 results and have symptoms.**
- 4 You have been ***exposed to someone who is positive for COVID-19.**
- 5 You are **waiting on test results.**
- 6 You have been **notified by a government, state or local agency that you have been exposed and must quarantine.**

PLEASE REPORT COVID-19 EXPOSURE OR SYMPTOMS TO YOUR SUPERVISOR IMMEDIATELY.



HA ESTADO EXPUESTO AL COVID-19?

si está enfermo,
quédese en
casa y llame a
su supervisor.

El CDC define la exposición como alguien que estuvo a menos de 6 pies de una persona infectada durante un total de 15 minutos o más durante un período de 24 horas.

Cuándo reportar una preocupación COVID-19 a un supervisor:

- 1 Usted ha dado **positivo** por COVID-19.
- 2 Usted tiene **síntomas** de COVID-19.
- 3 Usted está **experimentando** síntomas del Covid-19 y **esta esperando** resultados de prueba del Covid-19.
- 4 Usted ha sido **expuesto** a alguien que ha probado **positivo** al Covid-19.
- 5 Usted está **esperando** resultados de prueba de Covid-19.
- 6 Usted ha sido **notificado** por un gobierno o **agencia** estatal o local que ha sido expuesto y debe ponerse en **cuarentena**.

**POR FAVOR, INFORME DE LA EXPOSICIÓN O LOS
SÍNTOMAS DE COVID-19 A SU SUPERVISOR DE
MANERA INMEDIATAMENTE.**

COVID-19 REPORTING



2 WAYS TO REPORT COVID-19 CONCERNS

Call Hotline:

**406-
268-
2182**

Click Link:



Located on ESGW's
SharePoint home page

KNOW COVID-19 SYMPTOMS

Experiencing symptoms? Call your supervisor & let them know.

Don't come to work sick!



FEVER



**COUGH OR
SORE THROAT**



**DIFFICULTY
BREATHING**



CHILLS



**MUSCLE
PAIN**



**LOSS OF SMELL
OR TASTE**



NAUSEA/VOMITING



DIARRHEA



**HEADACHE/
FATIGUE**

SABER COVID-19

SINTOMAS

Experimentando Sintomas? Llame a su supervisor y déjelos saber.

¡No trabajas enfermo!



FIEBRE



**TOS O DOLOR EN
LA GARGANTA**



**DIFICULTAD
PARA RESPIRAR**



RESFRIADO



**DOLOR DE
MUSCULOS**



**PÉRDIDA DE
OLOR O SABOR**



NAUSEA O VOMITO



DIARREA

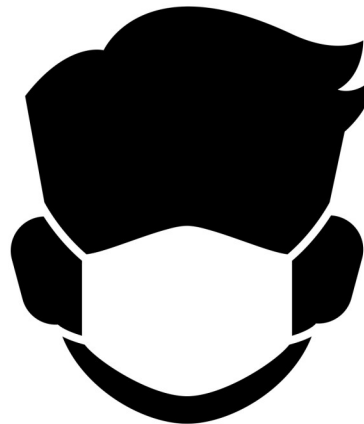


**DOLOR DE CABEZA
O CANSANCIO**

Due to current regulations:

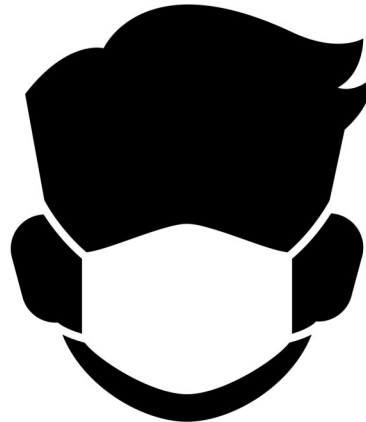
Masks Required

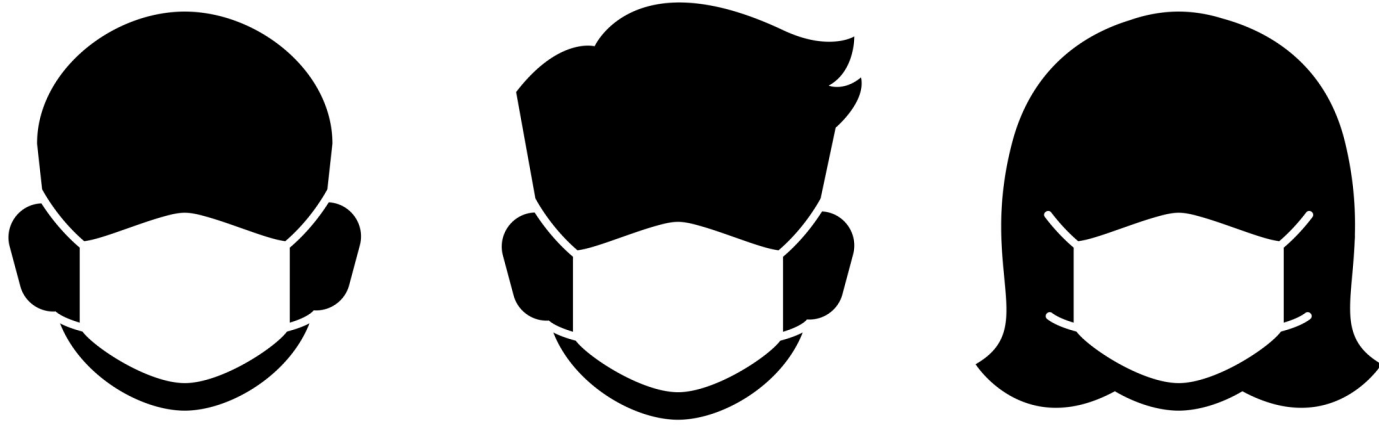
Mask or face covering use required for ages five and older.



Due to current regulations:

**Masks
Required**



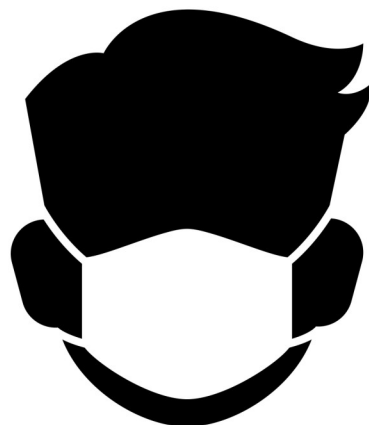


Masks Required

Thank you for understanding.

Debido a las regulaciones

Tapabocas requeridas



No Visitors

Deliveries may enter as usual.

Thank you for your understanding as we work together to keep clients and staff healthy.

**If you need assistance
call 406-761-3680.**



Are you meeting in this room?

Only meet with 10 or fewer people.

Keep 6 feet apart from each other.

Wipe down surfaces when done.



properly WASH YOUR HANDS



**Please wear a mask
when entering this
office.**



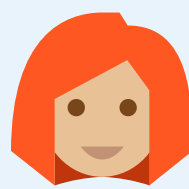
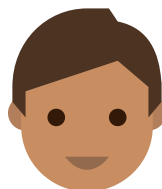
Chance of Transmission

COVID-19 Transmission Index

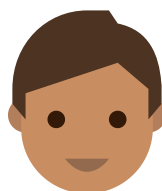
Asymptomatic
COVID-19 Carrier

Uninfected
Person

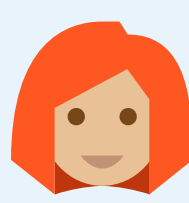
Very High



High



Medium



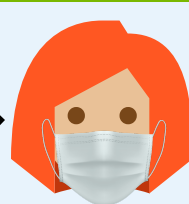
Low



Very Low



6+ feet



Virtually None



Staying Home

