

As the COVID-19 outbreak develops and new information comes to light, we're dedicated to answering your questions! Please see below for some frequently asked questions and their answers.

****All content and policies below are subject to change. Please reference the COVID-19 Resource Center regularly for the most up-to-date information.**

Updated information is highlighted in yellow.

EMPLOYEE QUESTIONS/CONCERNS

Illness/Potential Illness

What if I am sick and have a fever of over 100 degrees?

- If you are sick and have a fever of over 100 degrees, do not come into the campus.
- Contact your supervisor and inform them of your symptoms and temperature.
- For the next two weeks, if you can produce a physician's note, you will not be assessed a point. This change in policy is subject to reevaluation.

What should I do if I have flu-like symptoms?

- See a healthcare provider to be tested for the flu.
- Consistent with Trilogy policy:
 - You will be required to use PTO for your absence(s). If you do not have PTO available, the absence will be unpaid.
 - If you test positive, provide a doctor's note indicating a positive result and you will not be assessed attendance points. If no validation is provided, you will be assessed points.

My healthcare provider conducted a virtual visit and is treating me for the flu. However, I do not have a doctor's note indicating a positive flu result. Will I still be assessed a point?

- In this situation, verification that you are being treated for the flu will be necessary. This can be either a note from your provider or a prescription receipt for Tamiflu or other flu medication showing your name and date the prescription was provided.

I have active signs or symptoms of a respiratory infection with a fever, cough and/or a sore throat. What should I do?

- Get tested for the flu by your healthcare provider.
 - If you test positive, remain at home until you are symptom free (i.e., 24 hours after resolution of fever without medication) and have written clearance from your healthcare provider to return to work.
 - If positive for the flu, no points will be assessed.
 - You will be required to use available PTO for your scheduled absences in accordance with the applicable attendance policy.

- If you test negative for the flu, request to be tested for COVID-19.
 - If you test positive, or you are refused a COVID-19 test with a presumptive diagnosis, you will not be allowed to return to work until you have written clearance from your healthcare provider.
 - You will not be assessed any attendance points for your absence.
 - You will be paid for scheduled days missed and will not be required to use PTO.
- If you test negative for COVID-19, stay home until you have been fever free for 24 hours.
 - You will be required to use available PTO for your absence(s). If you have no PTO available, your absence(s) will be unpaid.
 - You will be assessed points according to the applicable attendance policy.

Restrictions

Do the restrictions around visitors over 60 years of age apply to employees?

- No. Any employees over the age of 60 may still work in the campus.

Exposure/Potential Exposure

I may have been exposed to COVID-19. What should I do?

- Notify (by phone) your Executive Director (ED) or Director of Health Services (DHS) as soon as you are aware there is a potential issue. The notification should be made at least 4 hours prior to the start of your shift in accordance with policy.
- Immediately email Trilogy.health@trilogyhs.com or call the Compliance line at 1-800-908-8618 regarding your potential exposure.
- As part of Trilogy's Clinical COVID-19 team, Campus Clinical Support will complete an assessment and either clear you to return to work or advise you to self-quarantine at home for a period of 14 days from the initial date of exposure. The Campus Clinical Support team is as follows:

Contact Name	Phone Number	Support Area
Dominica Lombardo	419-302-7983	Michigan, North OH and Central OH
Rhonda Church	937-570-1758	South OH, Central East IN
Jennifer Moore	765-517-1547	Central West IN, North IN
Dalyn Miller	812-343-8297	Southeast IN, Central South IN
Aundrea Ludlow	812-630-5324	Kentucky, Southwest IN

- If Trilogy's Campus Support Clinical team advises you to self-quarantine at home, you will be paid for any scheduled days missed during the quarantine period. You will not be required to use PTO.
- You will not be assessed attendance points as a result of your absences.
- If not assessed and directed by Trilogy's Clinical COVID-19 team to self-quarantine, you will be required to use available PTO for any unscheduled absences and assessed attendance points according to policy.

I have been notified that I work in an area where someone may have been exposed. What should I do?

- Normal infection controls will be followed.
- Guidance will be provided by your campus leadership. This does not mean you will automatically be placed on a 14-day self-quarantine.

Attendance

I am uncomfortable reporting to work and I call off work. Will I be assessed a point? Will I be paid?

- If you do not have a medical condition that prevents you from working, you are expected to report to work.
 - If you fail to report to work, you will be assessed points according to the attendance policy.
 - You will be required to use available PTO. If you do not have PTO available, you will not be paid.
- If you have a medical condition that prevents you from working, follow the normal absence procedures and contact MetLife to apply for an applicable Family Medical Leave of Absence (FMLA) or a Personal Leave of Absence (PLOA). MetLife can be reached at 877-638-8262 or you may apply for a leave at mybenefits.metlife.com.
- Hiring Managers will be responsible for validating employee timesheets to ensure appropriate payment for hours worked in accordance with Company policy.

I am pregnant or have an auto-immune condition and my doctor has provided a note that I am unable to work. What are my next steps?

- Provide the doctor's note to your Supervisor.
- Contact MetLife at 877-638-8262 to apply for any applicable leave of absence. You can also apply online at mybenefits.metlife.com.
- In accordance with Company policy, you will be required to use PTO for your absences.
- If you do not have PTO available, you will be unpaid.
- You will not be assessed points if approved for a leave of absence.
- You will not be allowed to work from home while on an approved or pending leave of absence.

My doctor has provided a note indicating I may work from home. Can I do this?

- As a general rule, essential job functions performed by campus based positions cannot be completed remotely. Therefore, working from home would not be an option.
- If other accommodations are requested, they will be evaluated on a case by case basis.

What if I have an upcoming trip planned?

- Complete the Travel Questionnaire which can be found on the COVID-19 Resource Center, Trilogy University and MyADP.
- If you choose to travel internationally, you may be quarantined at your home for 14 days after your arrival home.
 - You will not be allowed to work from home.
 - You will be required to use PTO for any scheduled days missed.
 - If you do not have PTO available, your missed days will be unpaid.
- If you choose to take a cruise, you will be quarantined at your home for 14 days after your arrival home.
 - You will not be allowed to work from home.
 - You will be required to use PTO for any scheduled days missed.
 - If you do not have PTO available, your missed days will be unpaid.
- You will be required to fill out a Return from Travel Questionnaire before returning to work.

My child's daycare and/or school is closed due to COVID-19. I am unable to work because I have no one to watch my child/children. Will I be assessed attendance points for my absences?

- Work with your campus leader to determine other shifts and days you may be available and scheduled to work.
- For a daycare closure, you must provide proof the provider is closed.
- If your child/children are in high school, you are expected to work and will be assessed points for each scheduled day missed if you do not report to work.
- You cannot bring your child/children to work.
- You will not be assessed points for your absences due to daycare or school closures as a result of COVID-19 (if children are not in high school).
- If you have PTO available, you will be required to use it.
- If you have exhausted your available PTO, you will be allowed to borrow up to 80 hours of PTO. Your negative PTO balance will be paid back via accumulated PTO once you return to work.

Food/Childcare Assistance

My family wants to utilize Trilogy's Emergency Food Assistance Program. How can we do this?

- **In order to utilize Trilogy's Emergency Food Assistance Program, you must meet the following requirements:**
 - Your child's daycare/school must be closed due to COVID-19.
 - Your child must be receiving free or reduced cost meals at school.
 - You must have filled out the "Child Care Information" Survey that was sent out via Red e App, email, and text on 3-12-20.
- You can apply for Trilogy's Emergency Assistance Food Program by filling out the form here: <https://www.tfaforms.com/365246>
- Once you have filled out the form, the Foundation team will allocate emergency funds to you in order to purchase food.

Campus Visits/Home Office

Will the support teams still be traveling to campuses?

- If a support team provides services required for day-to-day operations, they will continue to travel to campuses to provide that support

What precautions should support teams be taking while traveling, especially when we are visiting communities that have known COVID-19 cases?

Everyone should be following the standard infection control protocols. You can find infection control protocols, handwashing protocols and other guidance on the resource tab in Redeapp.

If we live in a community/county with known COVID-19 cases, does this affect campus support traveling?

- No, it does not affect your traveling as long as you have not had known exposure to a known or suspected case of COVID-19.

Can Home Office - Forum Staff that can be fully functional work at home during this isolation time?

- Yes, Home Office - Forum Staff that will be working from home have all of the tools and equipment necessary for them to be fully functional. The Home Office will continue to provide support to our campuses and field employees.

CAMPUS OPERATIONS AND VISITOR RESTRICTIONS

Campus Entry/Exit

Is my campus on “lockdown?”

- NO. No campuses are on lockdown. We are restricting access to the campus in accordance with current guidance from the CDC, CMS, and state officials.

What if I have a resident who is in the end-stages of life and requests a religious leader to perform last rites?

- Screen the religious leader and, if they pass the screening, escort them to the resident’s room.

Can residents attend church services or other public gatherings outside of the campus?

- Yes, residents are free to leave the campus whenever they choose to do so. However, we should strongly advise against residents attending public church services or other public gatherings.
- Educate residents and families that the greatest risk of virus transmission is through public gatherings, such as church services.
- Try to provide alternatives to public church services such as streaming church services in the campus. Different locations within a campus can be used to stream different church services.
- Many churches have suspended services due to the pandemic. Many religious leaders have also lifted the obligation to attend church services and are encouraging people to worship from home.
- Our Life Enrichment team should strive to offer alternative activities for residents within the campus.

Are high school students or college students allowed into the campus?

- High school students who are Trilogy employees will continue to work as scheduled.
- High school students and those under 18 years of age who are not Trilogy employees are restricted in the same manner as all other visitors
- College students who are not employees are restricted in the same manner as all other visitors
- College students who are currently completing their clinicals at a campus should continue to do so.

Can students who are over 18 and participating in a current clinical program continue to do so?

- Yes. College students or students over 18 who are participating in a current clinical program can continue to do so.
- Currently, we will not be rolling out any new clinical programs that will involve student participation.

Do employees have to use the front entrance as the only entry point to the campus?

- Employees can use the back service entrance to the campus if that is their main point of daily entry. These employees must still comply with the screening procedure. The main entrance must be used 8am-6pm and rear entrances used in off hours. A dedicated nurses' station must be utilized for employee screening outside of the hours of 8am – 6pm. Regardless of the entry point, employees should proceed to timeclock, sanitize hands, clock in, and proceed to screening area (table from 8-6 and nurse station during off hours).
- All exits are available for use in the event of an emergency

Do therapists have to be screened after making home health patient visits?

- Yes, therapists need to be screened every time they enter the campus

Screening

How should I set up and operate my screening table?

- Your screening table should *not* have any visible PHI. Place all documents with PHI in a closed folder.
- Anyone being screened should be documented on the screening log. All employees (including PCA and Paragon), vendors, and visitors must be screened.
- Screening logs must be kept for 6 months.
- This folder should be locked in the ED's office when the screening table is not manned.
- Walk each person through the screening form. Refer to the **Screening Form Instructions** located in the COVID-19 Resource Center.
- Do not let a person fill out their own screening form.
- If a person refuses to fill out the screening form, refer to the **Screening Form Instructions** for guidance.
- Any approved visitors who pass the screening need to be escorted to and from the resident's room, and not permitted to visit other areas of the campus.
- The screening table does not have to be manned when campus doors are locked.
- Ensure that an employee is available to conduct screenings at the start of third shift. A dedicated nurses' station must be utilized for employee screening outside of the hours of 8am – 6pm.
- Ensure that you have weekend shift coverage for your table during visiting hours (8:00 a.m. – 6:00 p.m.)
- PPE is available for screeners upon request.

How should my campus utilize thermometers for screening purposes?

- Each campus must have at least one thermometer dedicated to screening available at the screening desk.
- The acceptable thermometers include regular digital oral thermometer with single use sheath; digital ear (tympanic) thermometer with single use sheath or a surface able to be disinfected; or a temporal artery thermometer. You must NOT use a thermometer that requires alcohol swabbing between individual uses.
- A temporal artery thermometer is the preferred device.
- If the thermometer permits single use sheaths, a new sheath must be used for each screening.
- The temperature of each person screened must be recorded on the Screening Questions form.
- If the campus does not have a suitable thermometer, one can be procured at a local drug store, or online.
- Please ensure that sufficient single use sheaths are also purchased.

Alternative Communication

How should my campus conduct Resident First Meetings?

- All Resident First Meetings should be conducted via phone.

What is the process for utilizing alternative communication technology for resident/visitor interactions?

- Schedule times with residents and their loved ones to conduct virtual calls utilizing either the resident's personal device or a campus device.
- Obtain and document verbal consent for the use of a campus device for virtual calls, but do NOT wait for consent before having virtual calls.
- Residents are encouraged to use their own devices for FaceTime, phone calls, etc.
- Life Enrichment team members can assist residents with utilizing communication technology.
- If a resident does not have their own device, the Life Enrichment team can make a shared device available.
- If the resident is using a shared device, the resident's verbal consent and acknowledgement of using the shared device needs to be logged in MatrixCare.
- Any video communication needs to take place in the resident's room, not in campus common areas.
- Any video communication cannot include other residents.
- Remember the residents may feel lonely during this time and employees should use any opportunity to visit and interact.

Pets

Have there been updates to our pet policy?

- All outside pets are restricted.
- Service animals are permitted, but MUST be documented as a service animal and be utilized as such. No animals should be allowed to wander about the campus
- Pets that are coughing, sneezing, showing any signs of illness etc., even if they're service animals, cannot come into the campus, or must be removed if they are already in the campus

Vendors/Deliveries

How should vendor deliveries be handled?

- To the extent possible, vendor deliveries should be dropped off outside the campus instead of having vendors move freely throughout the campus
- Vendors who are providing medically necessary equipment, supplies or support can enter the campus once they have passed the screening process at the front entrance if they cannot drop their supplies off outside.
- Deliveries should be left outside of the rear entrance.
- If possible, unpack all deliveries outside.
- If cardboard must come into the campus, it must be disinfected.
- Wipe the box down with an approved disinfectant and allow to sit for 5 minutes prior to handling.
- Cardboard should be broken down and disposed of outside of the campus.
- Do not deliver mail to residents until 72 hours after delivery.

Other Campus Services

Can we still offer Adult Day Services?

- We are suspending Adult Day Services until further notice.

Sanitation

How can we deep clean our campus transportation?

- Vehicles used for resident transportation must be deep cleaned in accordance with the campus infection control practices.
- This includes the routine cleaning of all interior and exterior points of contact, i.e. door handles, window switches, hand rails, emergency exits, seat belts, and seating surfaces with products suitable against viral and bacterial agents.
- All surfaces must be cleaned prior to use for resident transport and after each use.

How can my campus ensure the safety of our cleaning supplies and PPE?

- Critical supplies such as PPE, hand sanitizer, toilet paper and cleaning supplies need to be in a controlled and locked environment to prevent against theft. If necessary, lock these supplies in the ED or DHS office.

DEPARTMENTAL FAQs

Business Office

Is a 3 day qualifying hospital stay required?

- At this time, CMS is waiving the requirement that requires a 3 day qualifying hospital stay for coverage of a skilled nursing facility stay for those individuals that need to be transferred as a result of the effect of this emergency. Residents can be admitted straight from the ER or home to our facilities and be a skilled resident.

What if resident/patient has already exhausted their 100 day benefit?

- Residents exhausting their current benefit period (using up their 100 days) will be eligible for a new benefit period without the normal 60-day break in skilled nursing services.

Are Medicare Advantage Plans included in this waiver program?

- Yes they are included; however, we MUST contact the advantage plans for authorization under this new rule change. Please continue to contact the HOMCAT team for authorization needs.

How does the 3 day waiver need to be documented in MatrixCare?

- The BOM will need to enter the “DR” as a condition code along with the admission date into Resident>Billing Codes section of MatrixCare. The BOM will also need to enter a Treatment Authorization Code of “75” along with the admission date into Resident>Billing Codes section of MatrixCare.

How long is this waiver in effect?

- The waiver for 3 Day Qualifying Hospital Stay is retroactive to March 1, 2020 and is in effect for the next 60 days, with the option to renew.

Is this waiver only available to residents with COVID-19?

- No, admitting residents do not have to have COVID-19 or be impacted directly or indirectly. In fact, at this time we are not currently admitting residents with a diagnosis of COVID-19.

Does this waiver include my campus?

- Yes, this waiver applies nationally. Therefore, all Trilogy campuses will follow this waiver plan.

Therapy/Paragon

Where should therapy take place?

- Therapy should be conducted in the resident rooms, where appropriate. If use of a machine or the gym is necessary, ensure all residents are spaced no less than 6 feet apart.