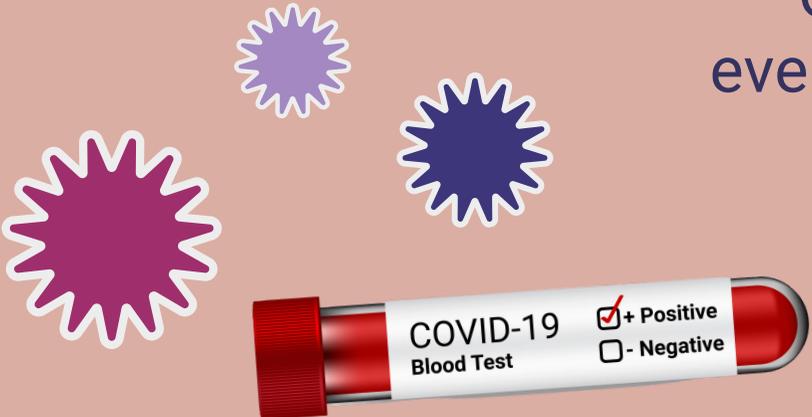


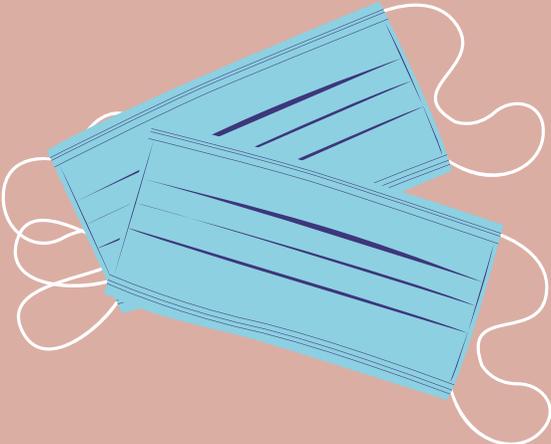
MANAGER'S GUIDE:

How to Handle **14 Common** **COVID-19 Workplace Scenarios**

Get **quick answers** to questions
every manager in Hawaii should know.



ProService HAWAII



What should I do if my employee _____?

As a business owner or manager, you must be prepared to handle a rise in COVID-19 cases.

First and foremost, this means providing a safe work environment. But as COVID-19 continues to spread in our community, it also means you'll need to know how to clearly inform employees of your COVID-19 policies (i.e. when to stay home, seek care or return to work etc.) and answer tough questions that quell employee fears and anxieties.

With so much uncertainty, strong communication and leadership is a must.

To help you navigate, this guide* reviews how to respond to 14 common COVID-19 workplace scenarios we're seeing right now.

** This guide is to inform guidelines for non-healthcare workers. It's curated from the latest guidance from the Centers for Disease Control and Prevention (CDC) and Hawaii Department of Labor (HI DOH) as of August 14, 2020.*



Don't forget to download **Part 1** of this guide:

The Right Way to Handle a Positive COVID-19 Case at Work

Checklists, templates and more for the first 48 hours.

proservice.com/positivecase

But before we dive-in, here are answers to **frequently asked questions**, as well as **key definitions** to note before we dig into scenarios.

FREQUENTLY ASKED QUESTIONS:

Q: Do I need to contact the Hawaii State Department of Health (HI DOH) about an employee testing positive for COVID-19?

A: No, you do not. Healthcare providers and laboratories are required to report all positive cases to the HI DOH. From there, HI DOH contact tracers will work with the infected employee and the employer to identify anyone coming into close contact with the employee and call all those identified.

Q: Do I need to notify customers or clients if an employee tests positive for COVID-19?

A: Yes. If the infected employee had close contact with any customers or clients, those individuals should be notified (but be careful not to release the name of, or otherwise identify, the infected employee). [Download our free companion guide](#) for guidance on notifying employees of a coworker testing positive for COVID-19.

Q: Can I require an employee who is out sick with COVID-19 to provide a doctor's note or submit to a medical exam before returning to work?

A: Yes, however, both the CDC and the U.S. DOL recognizes that requiring documentation or proof of a negative test may put an unnecessary burden on healthcare providers and resources during a pandemic.

This can make it difficult for employees to get appointments to verify they are no longer contagious, and in turn, can lead to unnecessary delays when an employee is able to return to work.

Q: What do I do if the media reports our active case(s)?

A: The best thing to do is insert yourself into the narrative early on, and as clearly as possible. Some tips to help navigate media inquiries and public concerns:

- **Release a public statement** on your own channels (i.e., website, social media, press release, sign outside of your establishment)
- **Focus on your company's response** and how it will address this issue. For example: sanitization and cleaning of the workplace, self-quarantining or isolation of affected employees, or company-wide COVID testing.
- **Share proactive actions** that have been taken to ensure a safe environment for both employees and customers.
- **Ask employees to respect a company-issued statement** to prevent any individuals from speaking with the media.
- **Assign someone on staff as sole spokesperson** for the company. Someone who is well-versed with the situation and can speak confidently with the media.
- **Give a timeline for safe reopening** or back to normal business practices or hours.

KEY DEFINITIONS:

Asymptomatic: A person showing no symptoms.

Close Contact: Being within 6 feet of an infected person for a prolonged period (15 minutes or more) starting from 48 hours before illness onset regardless if you are wearing a face mask, or having direct contact with infectious secretions of a COVID-19 positive individual (e.g., being coughed on by someone with COVID-19).

Isolation: To separate a sick person with COVID-19 from people who are not sick. People who are in isolation should stay at home for the prescribed time period and separate themselves from others by staying in a designated "sick room" or area and using a separate bathroom if available. The sick person should also wear a face covering if he/she needs to be in contact with others.

Quarantine: To separate and restrict the movement of a person who was exposed to COVID-19 in case they become sick. Quarantine helps prevent the spread of disease that can occur before a person knows they are sick or if they are asymptomatic. People in quarantine must stay at home, separate themselves from household members, monitor their health and wear a face covering if they need to be in contact with others.

Self-monitor: To monitor for any COVID-19 symptoms daily prior to reporting to work. If an employee has any COVID-19 symptoms, they shall stay home, and immediately report such symptoms to the employer.

Symptoms of COVID-19: The following symptoms may appear 2-14 days after exposure to the virus with a median time of 4-5 days from exposure to symptoms onset: Fever (100.4 degrees or higher) or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea.

Employee & Testing Scenarios | Scenario #1-6

Scenario #

- Employee is asymptomatic and has tested **positive**1
- Employee is sick with symptoms but has **not yet been tested**2
- Employee is sick with symptoms, has been tested, and is **waiting** for the test results 3
- Employee is sick with symptoms, has been tested, and test results are **negative** 4
- Employee is sick with symptoms, has been tested and test results are **positive** 5
- Employee had COVID-19 in the past and now has another **positive** test6

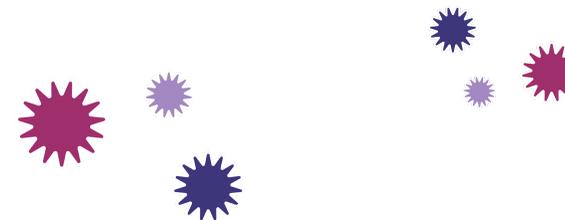
Employee & Close Contact Scenarios | Scenario #7-14

- Employee has been in **close contact** with someone who shows symptoms but has **not been tested**7
- Employee has been in **close contact** with someone who shows symptoms and that person is **waiting on test results**8
- Employee has been in **close contact** with someone who tested **positive** AND is unlikely to have **additional close contact** with others9
- Employee **lives with** someone who tested **positive** AND they **can avoid further close contact** with others10
- Employee **lives with** someone who tested **positive** AND they had **additional close contact** with the infected person while quarantining, or another person in the same household tests positive for COVID-1911
- Employee **lives with** someone who has tested **positive** and cannot avoid **continued close contact**12
- Employee **lives with**, or cares for someone who has been **exposed to someone else testing positive**13
- Employee is a **close contact of someone** who has been **exposed to someone else testing positive**14

Employee Scenario	COVID-19 Human Resources Policy	Requirements to Return	FFCRA or Wage & Hour Considerations
<p>SCENARIO #1:</p> <p>Employee is asymptomatic and has tested positive.</p>	<p>The employee must <u>stay home</u> and self-monitor for symptoms.</p> <p>If the employee has no symptoms: They can return to work 10 days after they were tested.</p> <p>If the employee becomes symptomatic while at home: The employee can return to work after it has been 10 days since symptoms first appeared AND is fever-free for 24 hrs without the use of fever reducing medicine AND symptom(s) have improved.</p>	<p>An employer <i>may</i> ask for a doctor’s note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p>	<p>The employee is entitled to FFCRA paid sick leave: They are entitled for leave for the time they could not work or telework because they were a) seeking medical diagnosis due to symptoms of COVID-19, or b) were advised by a health care provider to self-quarantine due to concerns related to COVID-19.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>
<p>SCENARIO #2:</p> <p>Employee is sick with symptoms but has not yet been tested.</p>	<p>The employee must <u>not come to work</u>. Advise the employee to consult with a healthcare provider if they should be tested.</p> <p>If the healthcare provider recommends testing: The employee must stay home until test results return. When they receive their results, see Scenario #4 or #5 for more information on next steps.</p> <p>If the healthcare provider does NOT recommend testing but requires isolation at home: The employee can return to work after it has been 10 days since symptoms first appeared AND is fever-free for 24 hrs without the use of fever reducing medicine AND symptom(s) have improved.</p>	<p>An employer <i>may</i> ask for a doctor’s note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p>	<p>The employee is entitled to FFCRA paid sick leave: They are entitled for leave for the time they could not work or telework because they were a) seeking medical diagnosis due to symptoms of COVID-19, or b) were advised by a health care provider to self-quarantine due to concerns related to COVID-19.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>

Employee Scenario	COVID-19 Policy	Requirements to Return	FFCRA or Wage & Hour Considerations
<p>SCENARIO #3:</p> <p>Employee is sick with symptoms, has been tested, and is waiting for the test results.</p>	<p>The employee must <u>not come to work</u>.</p> <p>When they receive their results, see Scenario #4 or #5 for more information on next steps.</p>	<p>An employer <i>may</i> ask for a doctor’s note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p>	<p>The employee is entitled to FFCRA paid sick leave: They are entitled for leave for the time they could not work or telework because they were a) seeking medical diagnosis due to symptoms of COVID-19, or b) were advised by a health care provider to self-quarantine due to concerns related to COVID-19.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>
<p>SCENARIO #4:</p> <p>Employee is sick with symptoms, has been tested, and test results are negative.</p>	<p>A company’s normal work illness/sick policies should apply.</p>	<p>An employer <i>may</i> ask for a doctor’s note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p> <p>If your company has existing illness/sick policies that require a doctor’s note, you may defer to this policy also.</p>	<p>The employee is entitled to FFCRA paid sick leave: They are entitled for leave for the time they could not work or telework because they were seeking medical diagnosis due to symptoms of COVID-19.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>
<p>SCENARIO #5:</p> <p>Employee is sick with symptoms, has been tested and test results are positive.</p>	<p>The employee must stay <u>home</u>.</p> <p>The employee can return to work after it has been 10 days since symptoms first appeared AND is fever-free for 24 hrs without the use of fever reducing medicine AND symptom(s) have improved.</p>	<p>An employer <i>may</i> ask for a doctor’s note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p>	<p>The employee is entitled to FFCRA paid sick leave: They are entitled for leave for the time they could not work or telework because they a) have been advised by a health care provider to self-quarantine, or b) are experiencing symptoms of COVID-19 and are seeking medical diagnosis.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>

Employee Scenario	COVID-19 Policy	Requirements to Return	FFCRA or Wage & Hour Considerations
<p>SCENARIO #6:</p> <p>Employee had COVID-19 in the past and now has another positive test.</p> <p>(For example, they're tested again as part of a contact tracing investigation)</p>	<p>Advise the employee to consult with a healthcare provider to determine if they're considered infectious and should remain isolated (or re-isolate themselves) until they meet all of the return to work criteria listed above.</p> <p><u>Note: Per CDC guidelines, it is possible for people with COVID-19 to test positive for many weeks after recovering and not be infectious.</u></p>	<p>An employer <i>may</i> ask for a doctor's note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p> <p>A doctor's note may be required based on normal illness/sick policies.</p>	<p>The employee <i>may be</i> entitled to FFCRA paid sick leave:</p> <p>Depending upon doctor's recommendation, the employee may be entitled to FFCRA paid sick leave because they cannot work or telework because they have a) been advised by a health care provider to self-quarantine due to concerns related to COVID-19, or b) are experiencing symptoms of COVID-19 and are seeking medical diagnosis.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>
<p>SCENARIO #7:</p> <p>Employee has been in close contact with someone who shows symptoms but has not been tested.</p>	<p>The employee may continue to work and must self-monitor for symptoms daily.</p> <p>If employee develops COVID-19 symptoms, follow policies under Scenarios #2-5 as applicable.</p>	<p>N/A</p>	<p>N/A (unless/until employee develops COVID-19 symptoms and seeks medical diagnosis)</p>
<p>SCENARIO #8:</p> <p>Employee has been in close contact with someone who shows symptoms and that person is waiting on test results.</p>	<p>The employee may continue to work and must self-monitor for symptoms daily.</p> <p>If employee develops COVID-19 symptoms, follow policies under Scenarios #2-5 as applicable.</p>	<p>N/A</p>	<p>N/A (unless/until employee develops COVID-19 symptoms and seeks medical diagnosis)</p>



Employee Scenario	COVID-19 Policy	Requirements to Return	FFCRA or Wage & Hour Considerations
<p>SCENARIO #9:</p> <p>Employee has been in close contact with someone who tested positive* AND is unlikely to have additional close contact with others**</p> <p>* Symptomatic or asymptomatic</p> <p>** For example: No close contact with coworkers, another patron at a bar, restaurant, gym or others at a social gathering.</p>	<p>The employee must <u>not come to work.</u></p> <p>If the employee has no symptoms: The employee can return to work 14 days from the date the employee had close contact with someone who tested positive for COVID-19. Note: If quarantine starts at noon on Day 1, the end of the 14-day quarantine would be at noon on Day 14.</p> <p>If the employee becomes symptomatic while at home: If during the 14 days at home the employee becomes symptomatic, the employee can return to work after it has been 10 days since symptoms first appeared AND is fever-free for 24 hrs without the use of fever reducing medicine AND symptom(s) have improved.</p> <p>If a healthcare provider recommends testing: If the employee consults a healthcare provider and recommends that the employee gets tested, the employee must stay home until the test results have returned. The employee may return to work under Scenario #4 or #5 depending on the test results.</p>	<p>An employer <i>may</i> ask for a doctor's note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p>	<p>The employee is NOT entitled to FFCRA if... If the employee self-quarantines without seeking a medical diagnosis or health care provider advice, the employee is not entitled to FFCRA paid sick leave. Instead, the employee may use available sick/PTO leave provided under an employer's regular policies.</p> <p>The employee is entitled to FFCRA paid sick if... If the employee's health care provider advises the employee to quarantine, the employee is entitled to FFCRA paid sick leave.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>
<p>SCENARIO #10:</p> <p>Employee lives with someone who tested positive AND they can avoid further close contact with others*</p> <p>* i.e. Is able to stay isolated in a separate bedroom.</p>	<p>The employee must <u>not come to work.</u></p> <p>If the employee has no symptoms: The employee can return to work 14 days from the date the person with COVID-19 began home isolation.</p> <p>If the employee becomes symptomatic while at home: If during the 14 days at home the employee becomes symptomatic, the employee can return to work after it has been 10 days since symptoms first appeared; AND is fever-free for 24 hrs without the use of fever reducing medicine AND symptom(s) have improved.</p> <p>If a healthcare provider recommends testing: The employee must stay home until the test results have returned. They can return to work under Scenario #4 or #5.</p>	<p>An employer <i>may</i> ask for a doctor's note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p>	<p>The employee is NOT entitled to FFCRA if... If the employee self-quarantines without seeking a medical diagnosis or health care provider advice, the employee is not entitled to FFCRA paid sick leave. Instead, the employee may use available sick/PTO leave provided under an employer's regular policies.</p> <p>The employee is entitled to FFCRA paid sick if... If the employee's health care provider advises the employee to quarantine, the employee is entitled to FFCRA paid sick leave.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>

Employee Scenario	COVID-19 Policy	Requirements to Return	FFCRA or Wage & Hour Considerations
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SCENARIO #11:

Employee **lives with someone** who tested **positive** AND they had **additional close contact** with the infected person while quarantining, *or* another person in the same household tests **positive** for COVID-19.

The employee must not come to work.

If the employee has additional close contact with an infected person while quarantining:
The employee's 14-day quarantine must **restart**.

If the employee has no symptoms:
The employee can return to work 14 days from the date the employee had close contact with any new person in the household testing positive for COVID-19.

If the employee becomes symptomatic while at home:
If during the 14 days at home the employee becomes symptomatic, the employee can return to work after it has been 10 days since symptoms first appeared; AND is fever-free for 24 hrs without the use of fever reducing medicine AND symptom(s) have improved.

If a healthcare provider recommends testing:
If the employee consults a healthcare provider and recommends that the employee gets tested, the employee must stay home until the test results have returned. The employee may return to work under Scenario #4 or #5 depending on the test results.

An employer *may* ask for a doctor's note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.

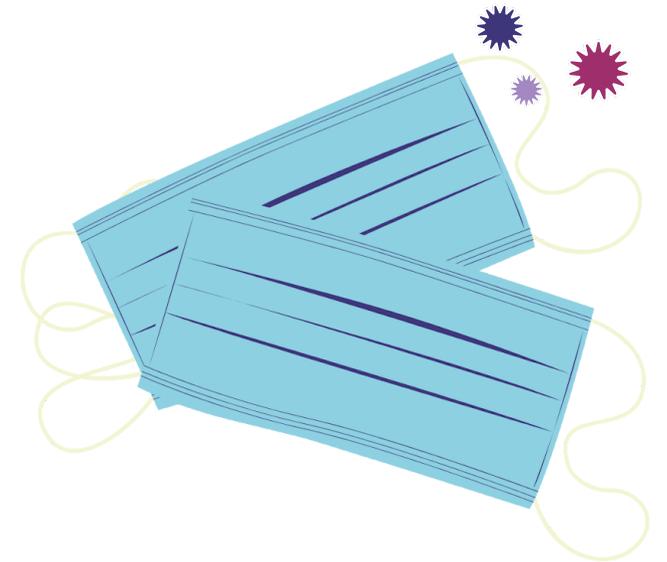
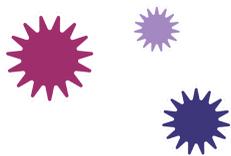
The employee is NOT entitled to FFCRA if...

If the employee self-quarantines without seeking a medical diagnosis or health care provider advice, the employee is not entitled to FFCRA paid sick leave. Instead, the employee may use available sick/PTO leave provided under an employer's regular policies.

The employee is entitled to FFCRA paid sick if...

If the employee's health care provider advises the employee to quarantine, the employee is entitled to FFCRA paid sick leave.

Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).



Employee Scenario	COVID-19 Policy	Requirements to Return	FFCRA or Wage & Hour Considerations
<p>SCENARIO #12:</p> <p>Employee lives with someone who has COVID-19 and cannot avoid continued close contact*</p> <p>* For example: The employee provides direct care to someone sick and there's no separate bedroom or bathroom to socially distance at home.</p>	<p>The employee must <u>not come to work.</u></p> <p>If the employee has no symptoms: The employee can return to work <u>14 days from the date the person with COVID-19 ended home isolation.</u></p> <p>If the employee becomes symptomatic while at home: If during the 14 days at home the employee becomes symptomatic, the employee can return to work after it has been 10 days since symptoms first appeared; AND is fever-free for 24 hrs without the use of fever reducing medicine AND symptom(s) have improved.</p> <p>If a healthcare provider recommends testing: If the employee consults a healthcare provider and recommends that the employee gets tested, the employee must stay home until the test results have returned. The employee may return to work under Scenario #4 or #5 depending on the test results.</p>	<p>An employer <i>may</i> ask for a doctor's note or proof of a negative test. However, the CDC and the U.S. DOL advises that it is not required to return to work.</p>	<p>The employee is entitled to FFCRA paid sick leave: If the employee is caring for someone in the same household with COVID-19, the employee is entitled to FFCRA sick leave because they cannot work or telework due to a need to care for an individual who has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.</p> <p>Under these circumstances, the employee can receive a maximum of \$511 per day, or \$5,110 total over the entire paid sick leave period (80 hours max).</p>
<p>SCENARIO #13:</p> <p>Employee lives with, or cares for someone who has been exposed to someone else testing positive.*</p> <p>* For example: The employee's roommate's mom has COVID-19.</p>	<p>The employee may continue to work and must self-monitor for symptoms daily.</p> <p>If employee develops COVID-19 symptoms, follow policies under Scenarios #2-5 as applicable.</p>	<p>N/A</p>	<p>N/A (unless/until the employee develops COVID-19 symptoms and seeks medical diagnosis)</p>

Employee Scenario	COVID-19 Policy	Requirements to Return	FFCRA or Wage & Hour Considerations
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SCENARIO #14:

Employee is a close contact of someone who has been exposed to someone else testing **positive** for COVID-19.*

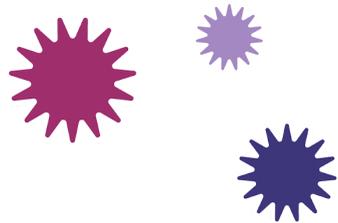
* For example: The employee’s friend’s dad has COVID-19.

The employee may continue to work and must self-monitor for symptoms daily.

If employee develops COVID-19 symptoms, follow policies under Scenarios #2-5 as applicable.

N/A

N/A (unless/until the employee develops COVID-19 symptoms and seeks medical diagnosis)



Get Part 1 of our guide!

The Right Way to Handle a Positive COVID-19 Case at Work

Checklists, templates and more for the first 48 hours

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Overwhelmed by COVID-19? We can help.

If you're like many businesses, it's complicated, overwhelming, time consuming and costly to take care of your people and focus on building your business, especially during a pandemic. That's where we come in. ProService has provided Hawaii employers comprehensive human resources services for over 20 years.

When you choose a partner like ProService Hawaii, you don't just get "Human Resources Services" or some do-it-yourself software. You get an actual team of certified, local HR professionals at a fraction of the cost of a full-time hire.

And not just any team. A team that...

- Knows Hawaii business inside and out to help you **navigate uncertainty**
- Helps **save you thousands** on rich benefits packages that attract top talent
- Will **ensure you're compliant** with all local, federal and COVID-19 related laws
- Provides free training to **keep your employees and customers safe**
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Talk to an expert to see if HR partnership is right for you.

Schedule a 15-minute consult at proservice.com/consult.

*"ProService provides the **highest level of expertise** across all of our areas of need, and at a **fraction of the cost** when compared to hiring additional full-time administrative professionals. We truly get the best of both worlds—big savings and the most skilled professionals at our service"*

- Rob Lane, CEO, ARC of Maui