

Coronavirus (COVID-19)

Talent FAQs

Last updated: July 27, 2020

As the situation evolves, please check with your AccuStaff representative to ensure you have the most current version of this document.

A safe workplace environment is a shared responsibility of all AccuStaff employees. This includes your cooperation in reducing the risk of illness. We request and promote responsible behavior among our employees, as detailed below, in an effort to protect you and other people at your worksite.

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How to Stay Healthy During the COVID-19 Pandemic

How can I avoid getting sick?

The most effective way to stop the spread of coronavirus is washing your hands often, and properly. Please follow these guidelines to help reduce the risk of infection or spreading infection to others:

- Wash your hands frequently with soap and water for at least 20 seconds. Learn the CDC's recommended method in [this video](#).
- Use alcohol-based sanitizer if soap and water are not available.
- Limit contact with others (for example, avoid shaking hands).
- Practice appropriate social distancing
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Regularly clean commonly used surfaces and devices you touch or handle.
- Wear facial coverings when recommended to do so.
- Avoid close contact with people who may be sick, especially if they have a fever, cough or difficulty breathing.
- Do not share food from packets or bowls that are shared with others.

What do I do if I think I've been exposed to coronavirus?

If you suspect that you've been exposed to coronavirus, refrain from self-diagnosing. COVID-19 may display little or no symptoms.

- Call your healthcare professional immediately for appropriate guidance.
- Do not report to work until you are properly diagnosed and have received medical confirmation that others will not be put at risk.
- Follow your normal procedures for reporting an absence: contact your local AccuStaff representative and/or your client supervisor that you believe you have been exposed.

The client company I work for has no proper hygiene products (e.g., the soap in the bathroom is always empty, there is no hot water, no hand sanitizer stations, etc.). Who should I address this concern with?

Please notify your local AccuStaff representative and your client contact at your worksite if appropriate preventative measures are not in place at the site.

Concerns and Guidelines During COVID-19 Pandemic

Should I tell others at my work location about my health?

In an effort to contain the spread of coronavirus, we ask that you notify your AccuStaff representative if you believe you may have been either exposed to the virus or have contracted the virus. You are not required to share personal health information with colleagues at your worksite.

Am I required to tell others about my future or past travel plans?

We request that you inform your AccuStaff representative, your client manager (if applicable) and your immediate circle of contacts, if: 1) you have recently travelled to an area of identified by the CDC as an area of high concern for exposure to COVID-19 (including China, Iran, South Korea, Singapore, Japan, Malaysia and Europe), 2) you have recently traveled aboard a cruise ship, 3) you have come in close contact (within 6ft) for a period of at least 15 minutes with someone who has been diagnosed with COVID-19, or 4) you have had close contact (within 6ft) for a period of at least 15 minutes with someone who is currently (or previously has been) subject to quarantine.

We also ask that you cooperate with requests from clients about this type of travel information. If you have any concerns about a client inquiry, please contact your AccuStaff representative.

If someone at my work location has coronavirus, am I required to go to work?

If you have a reasonable belief that a workplace is unsafe because of exposure to the coronavirus, report that to your AccuStaff representative and discuss whether it is appropriate for you to go to work.

In the US, an employee may refuse to report to work if they believe they are in imminent danger, meaning a condition exists in the workplace which can reasonably be expected to cause death or serious physical harm.

Work refusal will immediately be investigated and specific work refusal procedures will be followed.

Will AccuStaff notify management at my work location that I've been exposed to the coronavirus or that I am sick?

Like any other reason for not being at work, you should notify your AccuStaff representative and client manager (if applicable) if you are unable to work. Because containing the spread of coronavirus is of utmost importance, and clients are increasingly requesting this information pursuant to CDC and other guidelines, we do require you to notify your AccuStaff representative if you have been exposed to or have contracted the virus.

If requested by persons with a legitimate need to know (client or AccuStaff employee at an impacted worksite, government official, etc.) we will share required, essential information in order to prevent the spread of the virus. To the extent possible, we will observe and request confidentiality of this information.

Can I be forced to go home if the client suspects I have coronavirus, but I feel fine?

Yes. Employers have the duty to protect and keep their workplaces safe and healthy. As a result, client sites have the ability to send employees or contractors home who: 1) display symptoms associated with COVID-19, 2) have traveled to areas impacted by COVID-19, 3) have recently traveled aboard a cruise ship, or 4) have had close contact (within 6ft) for a period of at least 15 minutes with someone who has been diagnosed with coronavirus or who is currently (or previously has been) subject to quarantine. We expect these occurrences to be infrequent and will manage these situations as they arise.

Time Off and Pay Questions

Will I be paid if I don't go to work?

As each situation is unique based on location, client assignment, and other factors, you should work with your AccuStaff representative to determine if time away from your assignment due to illness or possible exposure to the coronavirus will be paid.

If I'm sick or think I may be getting sick, can I take a sick day?

If you are sick or think you may be getting sick, do not report for work. Your cooperation and participation in prevention is important. If you are experiencing symptoms associated with COVID-19 (such as: fever, sore throat, coughing, difficulty breathing, vomiting, severe headaches and ear pain) we request that you stay home until: 1) you have had no fever for at least 24 hours without the use of medication, 2) all other associated symptoms have also improved (i.e. no cough or shortness of breath), and 3) at least 10 days have passed since your symptoms first appeared.. You may be required to provide a note from a licensed health care provider indicating you are fit to return to work. AccuStaff encourages employees who do not feel well to contact their healthcare providers. AccuStaff is erring on the side of precaution and all employees should take the same approach.

If you are eligible for any leave of absence entitlements, sick leave or paid time off (PTO) benefits, you can request a day of absence, at your discretion. If you are unsure of your eligibility for leave or time off, please contact your AccuStaff representative.

I take public transportation to work. I don't feel safe in large public groups/gatherings/small spaces; can I skip work? Will AccuStaff still pay me?

If you are eligible for a leave of absence entitlement, sick leave or paid time off (PTO), you may request pay for work missed. However, if you are unable to report to work and you are ineligible for sick leave, PTO or other protected paid leave, you will not be paid for hours not worked.

If the client company temporarily closes the warehouse/office where I work, will I get paid?

If such a situation arises, please reach out to your AccuStaff representative to discuss the details including how long the closure may last. Should the closure be long term, AccuStaff will make every attempt to help you find another assignment.

If no alternative assignments are available and depending upon the state in which you live, you may become eligible for unemployment insurance benefits. In that case, we would ask you to reach out to your local state employment office for more details. Visit the [Unemployment Benefits Finder](https://www.careeronestop.org) at www.careeronestop.org to learn about your state's Unemployment Insurance program and to apply for benefits.

If the client company temporarily closes the warehouse/office where I work, will I have to use my accrued PTO and/or sick leave hours? What if I don't have enough PTO and/or sick leave accrued to pay for the duration of the closure?

If you are eligible and wish to use your accrued PTO and/or sick leave, you will be permitted to do so.

If you are ineligible or do not have accrued paid/sick time available, you will not be paid if you are unable to work. In these circumstances, depending upon the state in which you live, you may become eligible for unemployment insurance benefits. Please reach out to your local state employment office for more details. Visit the [Unemployment Benefits Finder](#) at www.careeronestop.org to learn about your state's Unemployment Insurance program and to apply for benefits.

Will AccuStaff pay me for time missed due to COVID-19 under the Families First Coronavirus Response Act (FFCRA)?

No. The paid sick leave and expanded family and medical leave provisions of the FFCRA only apply to certain public employers, and private employers with fewer than 500 employees. AccuStaff, like other large employers, is excluded from FFCRA.

Where can I get a required travel letter when shelter-in-place restrictions are initiated in my state?

Please contact your AccuStaff representative if you need a "travel letter" indicating you are an AccuStaff employee assigned to an "essential business" (or a business that is supporting an "essential business") and are permitted to travel to and from your assigned shift at our client's facility.

I'm pregnant and I'm not comfortable going to work and risking being exposed to COVID-19. What should I do?

AccuStaff follows CDC guidelines which state "pregnant women should do the same things as the general public to avoid infection." In some cases, a work from home arrangement may be possible. However, these arrangements will be made on a case-by-case basis and are highly dependent upon the specific company to which you are assigned, your job duties, the company's requirements, technological capabilities, and other relevant factors. If you are eligible for a leave of absence entitlement, sick leave or paid time off (PTO), you may request pay for work missed. However, if you are unable to report to work and you are ineligible for sick leave, PTO or other protected paid leave, you will not be paid for hours not worked. Pregnancy alone is not considered a disability under the ADA, so unless you have a pregnancy related condition that would qualify as a disability, you would not be eligible for an accommodation. If you do have a pregnancy related complication that would make you eligible for a workplace accommodation, then please contact your AccuStaff representative.

Testing Positive for COVID-19

How long do I have to stay home if I test positive for COVID-19?

In an effort to minimize the spread of the virus, AccuStaff has developed health and safety practices that align with CDC and public health guidelines. If you have tested positive, you should contact your AccuStaff representative once you are able to return to work and: 1) you have had no fever for at least 24 hours without the use of medication, 2) all other associated symptoms have also improved (i.e. no cough or shortness of breath), and 3) at least 10 days have passed since your symptoms first appeared. You will be required to provide AccuStaff with documentation from a doctor certifying you are fit for duty and will not endanger the health and safety of others at the worksite before you will be permitted to start/return to your assignment.

If I contract coronavirus and I'm out of work, am I required to have a doctor's note showing I'm fit to return to work?

Yes. In these circumstances, documentation indicating a licensed healthcare provider has cleared you to return to work will be required.

If I get sick, will I be ineligible to return to my current assignment and/or be denied from consideration for future AccuStaff assignments?

No.

Medical Benefits Coverage

Will my health insurance cover the costs of coronavirus treatment?

If you have medical insurance through AccuStaff, then seeking treatment for coronavirus will be covered the same as if you went to the doctor for another ailment (e.g., sinus infection, flu, etc). Your normal co-pays, deductibles and out of pocket costs will apply. Telehealth options should be used when available to help minimize the potential risk of exposure to others.

Alternative Work Options

Can I work from home?

In some cases, a work from home arrangement may be possible. However, these arrangements will be made on a case-by-case basis and are highly dependent upon the specific company to which you are assigned, your job duties, the company's requirements, technological capabilities, and other relevant factors.

Shelter in Place Orders

I live in a county/state that has initiated a shelter-in-place order and the client I work for is considered as essential but my role is not essential. Do I need to report to work? What is considered essential business during a shelter-in-place order?

All employees should follow their state's order and work with the client to determine if you are required to report to work and/or discuss if there is a work from home option. Talent can be provided with a "travel letter" indicating they are an AccuStaff employee/candidate assigned to an "essential business" (or a business that is supporting an "essential business") and the Talent is permitted to travel to and from their assigned shift at our client's facility.

Each state/municipality that has issued a "shelter in place" or "shut down" order has identified the types of businesses affected by these local orders. A list of the businesses that have been identified as "essential" for each state/municipality can be found here. Our clients are responsible for determining whether or not they can maintain business operations once a "shelter in place" or similar order has been put in place. If our client's have identified themselves as an "essential business" and their business remains open, AccuStaff Talent should continue to report to their assigned shifts.

Return to the Office/Worksite

What is AccuStaff doing to ensure my safety as I return to work?

Your health and safety continue to be our top priority. As states begin to lift stay-at-home orders and reopen businesses, we want to assure you that we are doing everything we can to ensure a safe working environment.

We are working with our clients to ensure appropriate safety protocols and controls are in place and meet the guidelines set by CDC, OSHA, and local health authorities. We are also doing the following:

- Conducting client site assessments to ensure safety protocols are in place.
- Making sure clients are facilitating social distancing of 6 feet as much as possible.
- Ensuring they have sanitizing supplies like hand sanitizer, antibacterial hand soap, and disinfectant.

- Confirming they have any required protocols in place for visitors (facial coverings, requirements to wash hands upon arrival, limiting numbers).

Will AccuStaff provide me with a facial covering?

If you are a talent working in a client site location within a jurisdiction that requires facial coverings and the client is not providing them, then please reach out to your AccuStaff representative to get more information.

If you are not working in a jurisdiction that requires facial coverings and you have concerns, please contact your AccuStaff representative.

I need to come to the AccuStaff office. Are there any special guidelines I need to follow?

If you come to our offices for an interview or for any other needs, you will need to follow the following guidelines:

- Wear a face covering.
- Disinfect hands upon entering.
- Maintain social distancing of 6 feet.
- Stand behind the designated line in the reception area until otherwise directed.
- When handling documents such as ID or paperwork and pens, these should be placed on a table to ensure social distancing can be maintained (i.e. instead of handing them to each other). Please feel free to bring your own pen.
- Use hand sanitizer or wash your hands after handling documents or items handled by others in the office.

I'm not comfortable returning back to work, what are my options?

If you are uncomfortable with a worksite situation (such as someone not wearing a facial covering or lack of social distancing, etc.), please talk to your direct supervisor and your AccuStaff representative immediately. AccuStaff prohibits retaliation against employees who report a workplace hazard, make a complaint or otherwise engage in protected activity concerning a workplace health and safety concern.

I want to wear my facial covering in the office/worksite but the client is telling me no. What can I do?

The CDC has issued guidance recommending facial coverings be worn generally outside the home in order to reduce the transmission of COVID-19. In addition, many states/jurisdictions have passed laws requiring employees to wear facial coverings while at work. Employers can restrict the use of facial coverings at work in situations where a facial covering would pose a safety threat of its own, but in most situations employees should be permitted to wear a facial covering while on assignment. Please reach out to your AccuStaff representative if you have concerns.

Additional Information

We recommend the following resources:

- [World Health Organization](#)
- [CDC](#)
- CDC 24-hour hotline: 1-800 232-4636 (English only)

Free Talent Resources

CatCat

General: At Catcat.com, we're on a mission to improve the way experts, content creators, and learners share and consume the information that actually helps people become more successful at work. The Catcat community has been busy curating original content, articles, blogs, and podcasts into meaningful learning experiences that anyone can access for free. Check out our catalog of courses at www.catcat.com.

EdX

edX is the trusted platform for education and learning. Founded by Harvard and MIT, edX is home to more than 20 million learners, the majority of top-ranked universities in the world and industry-leading companies. As a global nonprofit, edX is transforming traditional education, removing the barriers of cost, location and access. Fulfilling the demand for people to learn on their own terms, edX is reimagining the possibilities of education, providing the highest-quality, stackable learning experiences including the groundbreaking MicroMasters® programs. Supporting learners at every stage, whether entering the job market, changing fields, seeking a promotion or exploring new interests, edX delivers courses for curious minds on topics ranging from data and computer science to leadership and communications. edX is where you go to learn. (courses are free, learners can add a verified certificate if they choose): <https://www.edx.org/>

Udemy

Udemy is the leading global marketplace for teaching and learning, connecting millions of students to the skills they need to succeed. Earlier this month, we released the [Udemy Free Resource Center](#), a place where individual learners can find a curated collection of over 150 free Udemy courses to help people everywhere face new challenges and opportunities and do whatever comes next. In addition, organizational leaders can access free content and [register for virtual events](#) to help them lead their organizations through change. In this resource center, learners will find courses to help them adapt to working from home, search for a job, stay active and maintain balance while spending time at home. As the world changes and our course catalog evolves, we'll add new courses and more resources for leaders on an ongoing basis. You can find the Udemy Free Resource Center [here](#).

Free courses can be accessed through this link: <https://www.udemy.com/courses/free/>

Coursera

Every course on Coursera is taught by top instructors from world-class universities and companies, so you can learn something new anytime, anywhere. Hundreds of free courses give you access to on-demand video lectures, homework exercises, and community discussion forums. Paid courses provide additional quizzes and projects as well as a shareable Course Certificate upon completion. Here is a [blog](#) with all the options for Coursera's free courses they are offering because of COVID-19. At any time, learners can audit courses for free or pay for the certificate: <https://www.coursera.org/>