

NACOG's Response to COVID-19 Pandemic

Frequently Asked Questions

The purpose of the FAQs is to answer questions employees may have during the COVID-19 Pandemic. This is a live document and will be updated periodically as we receive questions. You can find this document on NACOG's website www.nacog.org Click on Staff Links.

4-24-2020

Question: What stress management resources are available to help me deal with the COVID-19 pandemic?

1. Wildfire wants to make sure that each of you are taking good care of yourselves; we know that you are working hard and continuing to serving your community in an unprecedented pandemic environment.

We've scheduled a **short self-care focused webinar** to connect with you. We hope you can join us Wednesday, **May 6th** from **9:30AM to 10:00AM** for a 10 minute guided meditation followed by a 15 minute discussion around coping techniques.

We look forward to seeing you then. In the meantime, we hope you/your families/your friends continue to stay safe and healthy (or are in the process of recovering).

Please register for 30 Minutes of Self-Care with Wildfire on May 6, 2020 9:30 AM at:

<https://attendee.gotowebinar.com/register/2868215025899682317>

After registering, you will receive a confirmation email containing information about joining the webinar.

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2. Gilsbar Wellness Center

Life is Tough! NEW Tiles in your Gilsbar Wellness Center can Help you Cope

Earn **5 points** when you view modules behind each of the LifeSpeak tiles. LifeSpeak tiles consists of about 12 short videos (6-8 minutes), along with tip sheets and action items to help you manage different challenges that life may present.

- Loneliness
- Addressing Anxiety Head On
- Depression from A to Z
- A Practical Guide to Mindfulness
- Building Resilience

- Stress Mastery
- Toward Thriving: Positive Psychology
- The Science of Wellbeing and Happiness
- Understanding and Coping with Grief
- Psychological Wellness in the Workplace
- Understanding and Managing Anxiety and Worry in Your Child/Teen
- Better Sleep for Better Health

To access the videos, log in to www.mygilsbar.com and visit the Wellness Center. You may also access the videos through the wellness app. To download the Gilsbar Wellness app, log in to www.mygilbar.com, Apple Store or Google Play.

4-7-2020

Question: What stress management resources are available to help me deal with the COVID-19 pandemic?

1. Benefit eligible employees can utilize their Behavioral / Mental Health benefit through NACOG's Employee Benefit Plan / Gilsbar. This is an unlimited benefit with a \$25 co-pay per office visit. Employees can visit www.mygilsbar.com or call the 1-800 number on the back of your insurance I.D. Card for a list of providers in your area.
2. Centers for Disease Control and Prevention Guidelines
 - a. Take Care of Your body
 - b. Connect with Others
 - c. Take Breaks, Enjoy a Hobby
 - d. Stay Informed with Credible Information
 - e. Avoid Too Much Exposure to the News
 - f. Seek Help When Needed
3. Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak – visit [Substance Abuse and Mental Health Services Administration](#)
4. [The National Suicide Prevention Hotline](#) provides 24/7 assistance by calling 1-800-273-8255 or utilizing the chat function on [their website](#).
5. NACOG / Gilsbar Wellness Center or through the Wellness App – www.mygilsbar.com
 - a. Self Help Works Online Coaching (i.e. Reduce Stress) – Programs are interactive and self-paced with cognitive behavior change focus that can be accessed 24/7
 - b. Telephonic Health Coaching – personalized one-on-one coaching with Gilsbar Health Coaches. Call 866-284-5268 to enroll or visit the Health Coaching tile in wellness center.
 - c. LiveWell Resources - health library with access to articles, recipes, videos, etc.
 - d. No Gym Membership Required webinar assessable via 2020 Webinars tile

6. **Cornerstone Cares** Cornerstone Cares is a free online public learning platform to help employees stay informed and navigate the COVID-19 pandemic. Employees can access playlists on topics such as:
- How to support the prevention of COVID-19 infection
 - How to management stress and anxiety in these uncertain times
 - How to stay productive and positive while working from home

Creating an account online is required.

3-27-2020

Question: What do I do if I'm not feeling well?

Answer: Stay home. Contact your supervisor. If you are experiencing symptoms of COVID-19, it is recommended you contact your health care provider to seek medical advice.

Question: How long should I stay home if I'm not feeling well?

Answer: If you are experiencing asymptomatic, COVID-19 or flu-like symptoms, you must self quarantine for 14 days.

Question: What if I don't have enough sick time to cover all 14 days of quarantine?

Answer: Effective 3-16-2020, you may use Emergency Leave for the 14 days of quarantine.

Question: What is Emergency Leave?

Answer: Emergency Leave is a temporary leave to be used during the COVID-19 pandemic as approved by the Executive Director. In certain circumstances individual employees may be unable to work due to quarantine (self; advisement of health care provider; required by NACOG; or subject to federal state, or local quarantine or isolation order related to COVID-19), employee experiencing symptoms of COVID-19 or other flu-like symptoms, seeking medical diagnosis, caring for employee's child if the school or place of care has been closed or childcare provider is unavailable, the need to care for an ill family member and is subject to quarantine or self-quarantine as indicated above, or other pandemic related reasons. In these circumstances employees may use paid emergency leave for a period as approved by the Program Director and Executive Director.

Question: What is expected of me while I'm on Emergency Leave?

Answer: Expectations of employees:

- To be available to the program, supervisor, and program director during normal business hours (essentially "on-call" as may be needed).
- Ensure the employee's supervisor has appropriate contact information by which to be reached during business hours.
- Comply with all NACOG Personnel Rules and Regulations

Question: Will I lose my job if I take too much Emergency Leave?

Answer: Employees will not lose their job for using Emergency Leave during the COVID-19 pandemic. Employees will continue to be expected to follow the NACOG Personnel Rules and

Regulations, as well as the temporary policies related to the Pandemic. At any time of employment, violation of the Rules and Regulations may be subject to disciplinary up to an including dismissal of employment, Rule 11 and 12.

Question: If I do not have access to the Employee Portal to complete timesheet, how will I get paid?

Answer: Please refer to the Finance Director memo dated 3-25-20 (Finance Memo COVID-19 Timesheet Submittal) for more detailed info than below if needed.

Question: If I have access to Employee Portal how do I fill out my time sheet?

Answer: Please fill out your timesheet as you would normally through Employee Portal. If you are able to access Employee Portal that is the preferred method. Submit your timesheet for approval in the way you have previously, unless your manager has communicated to you otherwise.

Question: If I am working remotely but do not have access to the Employee Portal how do I submit a timesheet?

Answer: Please fill out the manual timesheet you have been provided, sign the timesheet if possible, and submit the timesheet to your approver. Approver, try to sign the timesheet but if not possible, the submittal of the batch by each program will signify approval of the timesheets in lieu of signatures.

The approver will approve and submit the batch to the employee in your Program dedicated to submitting the timesheets to the Finance Payroll Specialist. That position will then enter all timesheets received manually into Employee Portal. It is advised to employees to verify your paystubs to ensure you are receiving the correct pay and there was not an error entering into Employee Portal.

Question: What is the deadline to submit my timesheet every two weeks?

Answer: The deadline to submit your timesheets will be 5 PM on the Friday proceeding payday. For example, the payday on Friday, April 3rd will require you to have submitted by Friday, March 27th at 5 PM. We know that typically the cutoff was the following week but to ensure Payroll has sufficient time to manually enter more than 100 timesheets, we feel the extra time is needed.

Question: If I'm the person in the program that is submitting the batch to Payroll what is my deadline?

Answer: Monday at noon prior to payday. This allows you time to gather from approvers and submit to Laura at ljuergens@nacog.org.

Question: What if I am on a set emergency leave schedule or set partial emergency leave?

Answer: Each Program Director will supply payroll with a list of employees on set emergency leave schedules and payroll will manually enter those in bi-weekly. There is no need for the employee or approver to do anything in regards to this. These will also not be part of the batch submitted by each program to Payroll. It is important that if these schedules change,

Laura is notified at ljuergens@nacog.org. If she is not notified, the pay will continue as indicated initially.

Question: Is remote work available to me?

Answer: For remote work opportunities and approval, please contact your supervisor.

Question: What is expected of me while I am working remotely from home?

Employees who are approved to work from home are expected to follow all NACOG Personnel Rules and Regulations. Employees are also expected to closely adhere to Rule 3.18 Confidentiality. In summary, information regarding applicants, clients, enrollees, trainees, children, employees or others benefiting from a program administered by NACOG shall be treated as highly confidential.

Question: If I am approved to work from home, how do I complete my timesheet?

Answer: If you have been approved to work from home, use the "HOURLY" earning code on your timecard. For time not worked, use Emergency Leave. (i.e. Assuming your normal work day is 8 hours, then if you worked from home for 6 out of 8 hours, use 6 hours of "HOURLY" earning code, and 2 hours of Emergency Leave.

Question: What are some Tips and Tricks for working from home? *(Courtesy of Teri Drew, EWD Director)*

- Schedule your day. Establish some structure by knowing when you want to start and finish. It's easy to keep working or return to work late in the evening, as you have everything you need right there, but it's healthier to maintain set hours.
- Avoid bringing work into the family environment. If you have any challenging situations, be aware of the impact it can have on those sharing your space.
- Be patient with other team members' home office environments. Some may struggle to carve out a workspace in their homes or need to share that work environment with a spouse or significant other, which can cause background noise and distractions. If you hear a dog bark or a baby cry, please be kind!
- Structure your day with breaks. Walk the block, crack a window, stretch out. If the walls start closing in, change your scenery as best you can.
- Schedule lunch and eat it away from your desk!
- Don't forget to exercise - even 15-30 minutes of yoga, running or a daily round of pushups (3pm pushups??) will help clear the mind.
- Schedule quick 15-minute calls with colleagues or friends. Under normal office circumstances, you might enjoy catching up with folks over the water cooler. While you are home, simulate that connection by scheduling video calls with your coworkers, friends or family. Talking to them not only refreshes your brain but is a great reminder that we're in this together.

