

## Guide for Workforce Member Call-Offs

Date: 03-24-20

This document will serve as a guide to assist supervisors when workforce members call-off sick. The goal is to ensure staff are provided with the most up to date information regarding returning to work after being sick to keep the patients and their co-workers safe.

When a workforce member calls in sick, as the supervisor you may ask the following questions. It is acceptable if the workforce members decline to provide the information.

Please use the standard script:

*"As part of our facilities response to COVID-19 to identify potential staffing issues and support our workforce we are requesting workforce members who call in sick provide a response to five questions. This is optional and if you do not wish to provide a response no action will be taken, the purpose is for tracking staffing numbers and to ensure we provide you with the most up to date instructions on when and how you can safely return to work."*

**1) Are you experiencing a fever?**

- a. If the answer is Yes- inform them that they should stay home till fever is absent for a minimum of 72 hours without fever-reducing medicine.

**2) Are you experiencing chills?**

- a. If the answer is Yes- inform them that they should stay home till chills or subjective fever is absent for a minimum of 72 hours without fever-reducing medicine.

**3) Are you experiencing a cough?**

- a. If the answer is Yes- inform them that they should stay home till cough is absent for a minimum of 72 hours without the use of cough suppressants. **NOTE:** If the cough is longstanding or reasonably associated with a non-COVID-like situation such as poorly treated asthma, allergies, or "post-nasal drip" (with confidence per the WFM), then they can return to work if their symptoms are mild and the other 3 symptom responses are negative. At work, they must wear a surgical mask at all times.

**4) Are you experiencing shortness of breath (SOB)?**

- a. If the answer is Yes- inform them that they should stay home till SOB has improved or contact their healthcare provider.

For 1-4 above, please also recommend referral to personal healthcare provider if symptoms get worse.

**5) Are you experiencing a sore throat or runny nose?**

- a. If the answer is Yes- inform them that they can return to work if their symptoms are mild and the other 4 symptom responses are negative. At work, they must wear a surgical mask at all times.

*"Thank you, we appreciate being able to check-in with you."*

If they have questions regarding themselves or a household member testing positive to COVID,

## Guide for Workforce Member Call-Offs

refer them to the [“Workforce Member Flowchart, What to do if?”](#)