

COVID-19 Frequently Asked Questions

Updated as of: April 3, 2020

1. Question: What if I am tested for or diagnosed with COVID-19 while on the job?

Answer: If you start having symptoms and are tested for or diagnosed with COVID-19, MCHCS will pay up to 2 weeks of your normal scheduled hours missed. If you are eligible to come back to work prior to 2 weeks being up, you will return to regular wages.

2. Question: This situation has created a lot of anxiety for me and my family. Is there anyone I can talk to?

Answer: Yes. You and your family are eligible for any personal and confidential counseling or coaching you may need to help guide you through this situation through our EAP program. They can be reached 24 hours a day at 1-800-327-4692.

3. Question: How does the Families First Coronavirus Response Act apply to me?

Answer: Health care workers are exempt from paid leave under this act. A health care worker is anyone who is employed at any doctor's office, hospital, health care center, clinic, etc. where medical services are provided. The definition includes anyone employed by any of these entities. Therefore the FFCRA does not apply to us.

4. Question: My PTO is maxed out and I am unable to schedule any time out of the office due to staffing and our busy schedule. What can I do?

Answer: Per the PTO Policy, you may sell back a portion of your PTO at 75% of your wage. See Jenn in HR for more details on this policy. In addition, stay tuned for the potential of PTO donation opportunities as well.

5. Question: If MCHCS reduces my hours of work due to business slowing down, am I eligible for unemployment benefits?

Answer: Yes. Iowa allows for partial unemployment benefits. Impacted employees that are still working some hours however will need to report those earnings weekly in order to be paid the proper amount of unemployment.

6. Question: If I am laid off work either fully or partially, is this just temporary?

Answer: MCHCS's intention is for any layoff that occurs due to the reduction in work from the COVID-19 pandemic to be temporary. Our hope would be to return to business as usual as soon as the threat of this virus is over and patient volumes return to normal.

Additional information about unemployment benefits and resources is available. Please see Jennifer Jackson in HR with questions.



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