



City of Laguna Beach- COVID-19 Frequently Asked Questions Updated March 31, 2020

City Hall Closure and Staffing Alternatives

What are the work expectations given the closure of City Hall, City Hall North, City Hall West (479 Ocean), the Susi Q & Community Center, and the Corporate Yard?	City of Laguna Beach operations will continue in order to provide essential services to the community. Please contact your supervisor if you have questions.
I understand we may have the option to telecommute and work from home. How will I know if that is an option for me?	The City Manager has recently approved a Temporary Telecommuting Policy that will allow for some employees to work from home. Some positions, however, are not well suited for this arrangement. The management team has identified which positions can work remotely while taking into consideration issues such as laptop availability, internet access, and essential duties that must be performed in office.
I work in a position that directly serves the public (e.g. front counter). Since we are no longer open to the public, how will that affect my job?	Although our in-person services are closed to the public, we will continue to provide services through other means whenever possible. This means some work functions may change as a result. You may be reassigned to perform other work on a temporary basis if needed.
What does it mean to be a Disaster Service Worker?	All City of Laguna Beach employees are servants to the public and can be called upon to assist in the event of an emergency. We must continue to provide essential services to the public which may require employees to perform duties outside of their normal roles and responsibilities.
What if I am not eligible to telecommute and I do not want to take a temporary job assignment?	<p>If the City is unable to find an appropriate reassignment for you and telecommuting is not an option, you will likely qualify for Emergency Paid Sick Leave under the Families First Coronavirus Response Act (FFCRA). You will then be authorized to use your vacation leave followed by sick leave (in that order). If no leave time is available, you will be placed on leave without pay.</p> <p>For more information, please review the FFCRA Questions and Answers.</p>

I am scheduled to start telecommuting this week. What information do I need to know?	The Temporary Telecommuting Policy provides information and guidelines on logistics, work schedules, communication and other aspects of working remotely. Employees who will be telecommuting will be asked to read the Temporary Telecommuting Policy, complete and sign the acknowledgement form (page 4 of the policy) and circulate the form for their Department Head's approval and signature.
Are other staffing alternatives being considered?	In an effort to continue to provide as many services as possible while practicing safe social distancing, the City is evaluating all staffing options including reduced on-site staff, and alternate schedules.

Leave Options for Symptoms and Exposure

I am showing symptoms associated with COVID-19. What should I do?	If you are displaying symptoms of fever, excessive coughing, shortness of breath, or other symptoms associated with COVID-19, your supervisor may determine it is not suitable for you to remain in the workplace and as a result, send you home. In the event your supervisor makes this determination, you may be entitled to paid sick leave under the Families First Coronavirus Response Act (FFCRA) .
What do I do if I believe I was exposed to the COVID-19 virus through work?	If you believe you were exposed to COVID-19 at work, please follow the standard procedure of reporting the illness to your supervisor. Your supervisor will then complete the Supervisor's First Report and Exposure Report . If an employee tests positive with COVID-19, they will be provided with a Workers' Compensation DWC-1 Claim Form . Once a claim is filed by the Human Resources Division, staff will respond to the claim in accordance with standard protocol.
What if my symptoms do not improve after three (3) days?	Employees who are out for more than three (3) consecutive days must complete the Employee Certification to Return to Work form . Under the FFCRA, employees who have been tested, treated, or diagnosed with COVID-19 may be eligible for up to two weeks (80 hours, or a part-time employee's two week equivalent) of paid sick leave. **Please note that not all employees will qualify for FFCRA.
I am not symptomatic but have recently traveled to a high-risk area and have been asked by health officials to self-quarantine. What am I supposed to do about work?	If you have recently traveled to a high risk area determined by the Center for Disease Control and Prevention (CDC), have been exposed to someone with COVID-19, or have a medical need to quarantine, you will be asked to telecommute. If you are ill and/or a telecommuting option is unavailable, you may be eligible for up to two weeks (80 hours, or a part-time employee's two week equivalent) of paid sick leave under the Families First Coronavirus Response Act (FFCRA) .
What happens if my self-quarantine needs to extend beyond two weeks, and/or I become ill?	You may be eligible for additional leave, including unpaid leave under the Family Medical Leave Act (FMLA), and you may use your accrued sick leave followed by vacation leave.
My child's school recently closed and I have no daycare alternatives. What are my options for work?	You may telecommute if the option is available. Under FFCRA, an employee who is caring for his or her child whose school or place of care is closed (or childcare provider is unavailable) due to COVID-19 related reasons may receive up to 10 weeks of leave at two-thirds of their pay with a limit of \$200 daily and \$12,000 total.
My partner/spouse has become ill and needs to be cared for. What leave options do I have?	If you need to be absent from work to care for an ill family member, please contact Human Resources to determine eligibility for FMLA and time-off in accordance with the City's Family Leave Policy, and FFCRA.

How do I return to work following a period of quarantine?

You may return to work following a period of paid sick leave for mandated quarantine after presenting appropriate evidence that the quarantine has been lifted. If you are unable to obtain appropriate evidence, your Department Head and/or the Human Resources/Risk Manager may authorize alternate return to work protocols.

Common Benefit Questions

Do Cigna plans cover COVID-19 testing, office visit, or telehealth services?	<p>Employees who visit an in-network doctor, whether at an office, urgent care clinic, or hospital setting or those accessing telehealth services for a COVID-19 test-related screening will be covered at no cost to the customer through May 31, 2020.</p> <p>Cigna also eliminated patient out-of-pocket costs for the diagnostic testing, when it's recommended by a physician.</p>
What happens to my health plan coverage if I am temporarily on leave and don't work enough hours to pay my share of insurance premiums?	<p>Not to worry! If you are temporarily on leave due to COVID-19 related reasons and you do not work enough hours to have your premiums deducted from your paycheck, the City will temporarily cover your portion of the premiums until you are able to return to work. This is subject to changes, so please check with the Human Resources Division for updated. For questions, please call the Human Resources Division at (949) 497-0313 or email HR@lagunabeachcity.net.</p>
Will my health plan through the City cover the cost of COVID-19 testing?	<p>Through May 31, 2020, Cigna will waive customers' out-of-pocket costs for COVID-19 testing-related visits with in-network providers, whether at a doctor's office, urgent care clinic, emergency room, or by virtual care options such as talking with a doctor or clinician 24/7 by phone, tablet, or computer.</p>
I have a non-COVID-19 related health concern. What are my options for care?	<p>You should use telehealth as your first line of defense in order to limit potential exposure in physician offices. Cigna offers Telehealth services through AmWell and MDLIVE.</p> <p>AmWell: Visit AmWellforCigna.com or call 1 (855) 667-9722.</p> <p>MDLIVE: Visit MDLIVEforCigna.com or call 1 (888) 726-3171 Both services are available 24/7 even weekends and holidays.</p>
I have a prescription to fill but I don't want to out my-self or my family at risk by going to the pharmacy; what are my options?	<p>With the CDC encouraging people at higher risk for COVID-19 complications to stay at home as much as possible, Cigna customers can use Express Scripts Pharmacy for free home delivery of up to a 90 day supply of their prescription maintenance medications.</p> <p>Visit www.express-scripts.com for more information.</p>
Myself or a family member are experiencing anxiety and/or fear, where can we turn for help?	<p>The outbreak of the coronavirus and COVID-19 may be stressful for you and your family. The City's Employee Assistance Program (EAP) is here to help you and any member of your household. Cigna is providing resources free of charge for all customers, clients, and communities to support resiliency during times of high stress and anxiety.</p> <p>Cigna opened a 24-hour toll-free help line (1-866-912-1687) to connect people directly with qualified clinicians who can provide support and guidance.</p> <p>Additionally, here are some tips for mental health and coping during COVID-19.</p>

<p>What if I have Coronavirus like symptoms? How can I get care?</p>	<p>The most important thing you can do is to remain calm. If you have Coronavirus-like symptoms such as fever, cough and/or shortness of breath, it is important that you stay home and not report to work. You have many ways to get care without leaving the comfort of your home including phone appointments and email. This allows you to still get great care while helping to address the community spread of COVID- 19.</p> <p>Cigna offers Telehealth which will connect you with a board-certified doctor without leaving your home via secure video chat or phone. Click here for more information about Cigna Telehealth Connection.</p> <p>Cigna removed the cost of the doctor-recommended COVID-19 diagnostic testing and the screening visit. Announced on Friday March 13, Cigna enhanced coverage to further remove financial barriers for customers in need of medical assistance. The COVID-19-related in-network doctor visit includes a doctor's office, urgent care clinic, emergency room, or via telehealth through May 31, 2020. For Cigna customers with chronic illness or immunosuppression, Cigna will also cover visits to in-network physicians with virtual care capabilities through May 31, 2020 using the standard office visit benefit.</p>
<p>I have a question about my benefits, who can I call?</p>	<p>Human Resources Division:</p> <p>Phone: (949) 497-0313 Email: HR@lagunabeachcity.net</p>