

WEDNESDAY, MAY 6, 2020

Building

- 1. Were the burglars caught on surveillance video, and, if not, how do we know how many there were? Also, have the police made any arrests or identified any suspects?**

Yes, we were able to see the burglars on the surveillance video footage. At this time, we have not received any further updates from the police but have decided to include the City to expedite this investigation.

- 2. Many of us don't have keys to lock our drawers. How soon will this change?**

If you do not have keys to your drawers, please reach out to Administrative Management (Josephine Wright or ShoShanna Alexander) so that they can look into securing keys for when we return to the office.

- 3. Will there be any opportunities for those on the 7th floor to get belongings or other items needed for work projects?**

We would prefer that no one comes to the office at this time; however, if you require items to assist with your work, you will need to be authorized by Josephine Wright to enter the building on a Wednesday. Please reach out to Josephine by 12:00 p.m. on a Tuesday to make the request; please do not come to the building until you receive authorization. It is critical that we know who will be in the building on Wednesdays.

- 4. Will we ramp up on-premise security to accommodate staff who arrive early and stay late?**

We prefer that all employees work between the hours of 8:30 a.m. and 5:00 p.m., during our normal business hours and when security is present. We will not have increased security hours before or after those times.

5. Will walk-ins continue when we return to 801?

A few months ago, we put out a Notice to our provider community stressing that we are not conducive to walk-ins. When we return to the office, our No Visitor Policy will stand, and only CBH staff will be allowed in the CBH workspaces. Therefore, people who do not work at CBH, including providers, will not be allowed on the premises. There will be information provided at the first-floor security desk for walk-ins, directing them to call Member Services.

6. Will housekeeping be more mindful in cleaning and disinfecting practices?

Housekeeping will clean and disinfect the common areas only, and we will have ongoing conversations with the building about our needs. However, we should all be mindful about keeping our workspaces clean.

7. Are there concerns with the air ventilation that need to be addressed, and, if so, can you speak to that?

We are not aware of any concerns with the air ventilation.

8. Will there be any ability to coordinate testing (antibody, etc.) on site?

We have not thought about that yet but will get back to you on that option.

9. Can we revisit the ground floor building entry process? It's not secure and doesn't have the ID scanner. Maybe we could get a temperature detector as well.

These are things that we can discuss with building management.

Return to Work

1. When will our teams be able to return to working in the community to assist supporting our members?

There is no definitive answer to this, but when we're able to resume those functions we will need to continue practicing physical distancing.

- 2. Has there been consideration of increased schedule flexibility or additional time, given the potential distancing we'll need to adhere to while in the office?**

Yes, these are all ideas that we are considering as we make plans for how we will return to the office.

- 3. Will employees be required to wear face masks when we return to the workplace?**

It is highly likely that staff will be required to wear face masks upon return to work.

- 4. Will CBH supply face masks for employees?**

CBH will strive to have a small supply of face masks available for emergency use only; we are strongly encouraging employees to use their own personal face masks.

- 5. Will access to public transportation be a consideration when developing the plan to return to work?**

Yes. We will take this into consideration, along with several other factors.

- 6. When staff are expected to return to 801, will there be consideration for those who travel via SEPTA, as far as the safety concerns? Is there any communication with SEPTA regarding the plan to clean the 8th Street Station and SEPTA transportation in general? Do we have any information from SEPTA regarding restoration of train service?**

We have not had direct contact with SEPTA regarding the restoration of services or sanitation practices; however, it has been reported that SEPTA is taking steps to increase cleaning and sanitation.

- 7. How will employees on Administrative Leave transition back to work?**

The transition plan that is currently being developed will include waves (or phases) of return to work. These waves will be inclusive of employees on Administrative Leave. Please continue to remain in contact with your direct supervisor, who will provide updates as we move forward.

- 8. Will we be made aware of positive COVID-19 cases within the organization? For the employees who have tested positive, have the people that work near them in the office been notified?**

If we are made aware that someone tests positive for COVID-19 within the organization, we will inform those who had direct contact with the individual. We will not be making an organization-wide announcement. We want to be mindful of our staff's privacy but also are aware of the importance of informing others if they have been in contact with someone who has tested positive for COVID-19.

- 9. Are there any concerns about people that may be asymptomatic, particularly with the return to the workspace?**

The safety of our staff is our highest priority, and we are looking into ways to safely return to the building.

- 10. Will all people be screened, with temperatures taken, before entering the building daily?**

We are currently in discussion about all potential options for returning to work.

- 11. Will the current state of education in Philadelphia and the lack of potential summer care availability for children be considered in reviewing the expanded telecommuting policy?**

We know that childcare is a stress for many of our staff members, and childcare and transportation will be considered when planning for our return to the office. Therefore, working from home will still be an option for many employees.

- 12. Given our physical layout being cubicle seating, making it difficult to maintain social distancing and the discontinuation of in-person meetings, is there consideration for migrating to telecommuting until the threat of COVID has dissipated?**

We will be sorting out how telecommuting will look for the foreseeable future. Telecommuting and flexibility are important factors in determining next steps and is something we will continue to monitor.

- 13. Will consideration be given for employees who are higher risk to get the virus to be able to stay at home to work?**

Yes, if an employee is at high risk for contracting the virus, please discuss this with HR and your direct supervisor.

- 14. Can care managers work from home permanently since they have the capabilities?**

Many factors are being taken into consideration as we develop a transition plan to return to work. Discussions will be held with department heads about what the waves of return will look like.

- 15. Will you consider giving up some of the office space to allow staff to have a choice to work from home on a permanent basis?**

We are not considering giving up office space.

- 16. Can you provide an estimated timeframe for when we will return to the office?**

Our return to the office is predicated on the direction from the State and City. We will still need to practice social distancing moving forward, which creates some logistical challenges in our space, but the department heads and officers will work out these details, keeping our safety as a top priority when we do return to the office.

- 17. There has been a shortage in IT equipment and there have been challenges with the pre-existing equipment (i.e. folks get kicked out regularly); are we continuing to monitor how we might be able to improve our telecommunications if this is a long-term plan?**

Yes, IT is constantly looking at ways to address challenges and improve our system.

- 18. For DBHIDS/CBH staff, which reintegration process would we follow?**

All our plans should be aligned, but please listen to your leadership regarding your return to your work location.

Human Resources

1. **When will we be eligible for overtime compensation again?**

This discussion should be had with your supervisors, but, due to the decline in work, we do not foresee the need for overtime at this time.

2. **Can we still expect to see our regular COLA and merit-based increases this year?**

We will receive COLA increases again but not merit increases.

3. **An email was sent about rate increases during this time. Did that email apply to CBH employees?**

There have been no rate increases made to any employees during this time. Alternative Payment Arrangements were only made to providers to keep their doors open for business, keep their staff employed, and to ensure that our members continue to receive services.

4. **We know there have been talks about whether we will have biometric testing to lower our health insurance costs. Most of us may not be able to make our annual doctor's appointments or dentist appointments this year. Will there be an opportunity to lower health insurance contributions for 2021?**

Christe sent out an email concerning these discounts last week. We will get back to you with a follow up response.

Please reach out to Katie Dunphy at katie.dunphy@phila.gov with any additional questions, suggestions or updates.