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**Frequently Asked Questions During COVID-19 Crisis**

*(3.23.2020)*

**Dear Catholic Charities Employees,**

Thank you to everyone for your patience and hard work during this unprecedented time. We know that many of you are dealing with outside factors, such as children at home or caring for elderly family members, and we are praying for you all. The Leadership Team is here to support you as well as our clients in this time of need.

You will be hearing from me more frequently over the next few days and weeks, as we monitor the situation and make any changes that may be necessary. We realize that you have many questions, and have attempted to answer most of them here. This FAQ will continue to be updated as events unfold.

**Are our offices closed to employees? To the public?**

The entrances at our locations are staffed for clients to drop off papers or payment, or receive emergency assistance. Guests should not be permitted past the receptionist as this time.

Office buildings are open to staff for limited purposes – for instance, to collect materials needed to continue working from home. Your supervisor should have developed a plan for your department with respect to personnel in the office. We are strongly encouraging staff to stay home as much as possible. All scheduled meetings should take place by phone or digital platform.

**How long will I have to work from home?**

We don’t know. At this time, you should plan to work from home through the end of March, but that may change based on guidance we receive from the state. Please be patient and we will keep you updated.

**What if I do not have enough work? Will I be laid off?**

All employees should be in regular communication with their supervisors. If you run low on work to do from home, please let your supervisor know. Program directors and leadership team are coming up with tasks that *each* person can do to help out the agency as a whole.

\*\* Hourly employees: Clock in and out based on your actual work hours – your supervisor will make the necessary adjustments in Paycor. Per last week’s memo from the Archdiocese, you will be paid for your regularly scheduled hours regardless of how many hours you are able to work. However, please be sure to communicate closely with your supervisor about the work you have on hand or tasks for which you can volunteer. We need everyone to be as productive as possible.

At this time, everyone’s job is safe. We do not currently plan layoffs and continue to pray there will be no need.

**My kids are at home, because their school or daycare is closed. What do I do?**

Take care of your family, and do your best to work from home as you are able. We understand that you will be less productive than usual under the circumstances; any work you can do will qualify a day as a “working day.” If you are unable to conduct any meaningful work from home on a given day, you are free to use sick time or vacation time. Remember, per Archdiocesan directive, you can receive an unlimited advance of sick time during this crisis.

**How do I connect to servers or WebEx services? (Read attachment.)**

Attached is a how-to guide to work from home and connect with the P Drive. Our new phone systems will send voicemails to your email inbox. We have one WebEx subscription, which should be reserved for group calls and scheduled via the Outlook calendar (like a conference room). Please contact Bart if you have questions.

**What are other departments doing? (Read attachment.)**

We encourage everyone to read the attached program update - it is very informative about our agency as a whole. You are all doing a great job in response to this crisis. Thank you!

**Will I continue to get paid? What about my health benefits?**

Yes. The finance team, while on a rotating office schedule, is still paying bills and cutting paychecks as usual. Your health benefits are intact. You can be advanced additional sick time if you need it.

**What happens if we are ‘sheltered in place’?**

We will continue to follow the city or state guidance and will follow up with more information about what changes we may need to make to the system in place now.

**What if I feel sick, am informed that I was exposed, or test positive for the virus?**

STAY HOME. Contact Vetta (Human Resources Director) and let her know if you have been in contact with anyone at the agency since you were exposed.

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If your question is not addressed here, please ask your supervisor – or feel free to send your question by email to Lisa, Pam, Vetta, and/or Bart.

Remember to welcome, strengthen, and empower each other during this time. Stay happy, stay safe, stay healthy.



Lisa DeJaco Crutcher