



## **FAQ – Frequently Asked Questions**

**3.17.20**

This document specifically addresses questions and concerns about COVID-19. The health and safety of our employees and their families remain our greatest priorities. These answers are based on current information, and Essential Utilities will reevaluate and modify this document as new information becomes available.

### **Q: How is Essential monitoring COVID-19 response plans and preparing for changes in guidance and policies?**

**A:** Essential Utilities has multiple resources monitoring the situation, including regular updates with our health and safety, HR and business continuity teams. Preparations are being made in accordance with the company's pandemic plan as well as guidelines and recommendations from the Centers for Disease Control and Prevention (CDC).

### **Q: What medical referral and treatment services are available through Humana?**

**A:** In addition to making a member support line available (Doctor On Demand) at no cost to the employee, Humana is offering early prescription refills for the next 30 days. Humana also announced that it would be waiving member out-of-pocket costs for the following:

**COVID-19 testing:** Humana will waive member out-of-pocket costs associated with testing for COVID-19 at approved laboratory locations for patients who meet CDC guidelines.

**Telemedicine costs for all urgent care needs for the next 90 days:** Humana will waive member out-of-pocket costs for telemedicine visits for urgent care. This is limited to in-network providers delivering synchronous virtual care (live video-conferencing).

### **Q: What resources are available if I'm experiencing anxiety and not sure what to do?**

**A:** You should contact New Vista/Growth Resources, our Employee Assistance Program (E.A.P.), directly at their 24-Hr Helpline 1-800-928-8000 or <https://newvista.org>. They can help you balance your life, work, and wellness. All services are private and confidential, and your membership is included as a Delta Gas employee at no cost to you. Please visit their website to learn more about how New Vista can give you the extra help you need. They are available 24/7/365.

**Q: What if I'm not sure I have COVID-19?**

**A:** You should contact your healthcare provider, or you can contact "Doctor on Demand" thru Humana, which is available 24/7/365 thru the app.

**Q: Is there anything I can do to protect myself, family, friends and coworkers from contracting COVID-19?**

**A:** You should follow routine cold and flu precautions, such as:

- Practice good hand hygiene by frequently washing your hands for 20 seconds with soap and water. If soap and water are not available, then use an alcohol-based sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your coughs and sneezes with a tissue or the elbow of your sleeve, not your hands.
- Clean and disinfect areas that might be infected with germs, especially anything shared like doorknobs, handles and light switches, as well as hard surfaces and frequently used items like your phone.

**Q: I think I might be sick. What do I do?**

**A:** Please stay home if you are sick. If you are experiencing [COVID-19 symptoms](#), stay home from work and seek medical attention if necessary. You should also notify your supervisor.

Remember, you can contact your physician or "Doctors on Demand" to help you decide the best course of action.

**Q: What if I am at work and begin to have symptoms and suspect COVID-19?**

**A:** An employee that reports to work and appears to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

**Q: What should I do if I am diagnosed with COVID-19?**

**A:** If you are diagnosed with COVID-19, you should contact your supervisor or manager immediately to notify them of your need for an absence. You should communicate by phone, email or text instead of in-person.

Employees with a positive diagnosis should remain out of work until the risk of secondary transmission to others is thought to be low. This decision should be made after discussing with a healthcare provider and/or state and local health departments.

Based on guidance from the CDC employees who have been off work with symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).

**Q: Should I stay home if a member of my household exhibits symptoms of or is diagnosed with COVID-19?**

**A:** Yes, if a member of your household is sick with a confirmed case of COVID-19, quarantined due to COVID-19 or exhibiting the symptoms of COVID-19, please stay home.

**Q: What if I cannot report to work because of childcare issues due to a school/childcare closure resulting from COVID-19?**

**A:** You should contact your supervisor or manager to discuss what options may be available to work remotely, or if applicable you may use your dependent care, vacation, and unpaid time off consistent with the provisions of your benefit plan.

**Q: I am a member of a high-risk group, and my physician directed me to stay home. What should I do?**

**A:** You should contact your supervisor or manager to discuss what options may be available.

**Q: Where can I get more information?**

**A:** The best sources for information include the following:

The Kentucky Cabinet for Health and Family Services has established a COVID-19 Hotline (800) 722-5725. Or visit this website: <https://govstatus.egov.com/kycovid19>

The Centers for Disease Control and Prevention also has a website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>