1. What is novel coronavirus?
   COVID-19 is a new strain of coronavirus not previously identified in humans, which can easily be spread from person to person. It is a respiratory disease causing illness that can range from very mild to severe, including illness resulting in death.

   Commonwealth of Kentucky public health officials are monitoring the situation very closely and working with federal, state, and local partners.

2. Where can I go for up-to-date information about coronavirus/COVID-19 in Kentucky?

   KY Department for Public Health

   COVID-19 Public Hotline
   1-800-722-5725

   The Centers for Disease Control and Prevention (CDC)
   Atlanta, GA
   Toll free: 1-800-232-4636

3. As an employee, what are my options if I am unable to work or telecommute due to one of the following:
   (1) I am subject to a Federal, State, or local quarantine or isolation order related to COVID-19?
   (2) I have been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
   (3) I am experiencing symptoms of COVID-19 and seeking medical diagnosis;
   (4) I am caring for an individual who is subject to a Federal, State, or local quarantine or isolation order related to COVID-19 or an individual who has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
   (5) I am caring for my child whose school or place of care is closed, or my child care provider is unavailable, due to COVID-19 related reasons; or
   (6) I believe I have been directly exposed to COVID-19.

   As a Commonwealth of Kentucky employee, there are several leave options that may be available to assist you. These leave options include the following:

   • Kentucky Emergency Paid Sick Leave;
   • Accrued Leave (Annual, Compensatory, Sick);
If you fall into any of the six (6) categories above, please contact your supervisor or agency Human Resource (HR) office.

4. Where can I go for support related to my stress, anxiety, and fears related to the coronavirus?
The current coronavirus outbreak and constant media coverage can be anxiety-producing. While it is important to stay informed, there are things we can do to manage our mental well-being:

- Avoid speculation and get your information from reputable sources such as the official Kentucky Coronavirus Website: (telephone: 1-800-722-5725 / website: http://www.kycovid19.ky.gov/).
- Manage how you follow the outbreak in the media. If the news is causing you stress or anxiety, reduce your media intake and refer to the reputable information sources listed in the bullet point above.
- Talk about your fears, anxiety, and stress:
  - The Kentucky Employee Assistance Program provides confidential services for employees. Employees may contact KEAP at 502-564-5788 or (800) 445-5327. Please also review KEAP information at https://personnel.ky.gov/Pages/KEAP.aspx.
  - If an employee is a member of the Kentucky Employees’ Health Plan, we recommend members use LiveHealth Online Behavioral Health for counseling services. Information about how to access LiveHealth Online Behavioral Health can be found at LiveHealthOnline.com. Employees may also call 1-888-548-3432.
- Exercise self-care:
  - Stay informed. Make sure that you direct your questions toward reliable sources regarding the coronavirus;
  - Too much information may be counterproductive (limit social media);
  - Try to keep a normal routine as much as possible;
  - Most importantly, practice “self-care” by getting enough sleep, outdoor activity, and/or exercise.

5. What can I do to protect myself?
The following may help prevent the spread of respiratory diseases:

- If you are exhibiting Coronavirus symptoms (fever, shortness of breath, coughing), stay home.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces.

6. I am having symptoms. What should I do?
You should stay home when you are sick to help prevent the spread of illness to others.

Please see the enclosed “When to Seek Care” document for advice about when to contact a healthcare provider. Additionally, if an employee is a member of the Kentucky Employees’ Health Plan, we recommend members use telehealth when possible, as it can help prevent them from spreading the virus further within a physical clinical setting. KEHP’s free telehealth provider is LiveHealth Online Medical, a 24-hour service. Information about how to access LiveHealth Online Medical can be found at: https://personnel.ky.gov/Pages/livehealth.aspx. Employees may also call 1-888-548-3432.

If you are not a KEHP member, check with your insurance provider to see what telehealth options are available to you.

7. Can I wear a facemask at work to help prevent infection from coronavirus?
The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19. You should only wear a mask if a healthcare professional
Per the CDC website, facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for healthcare workers and people who are taking care of someone in close settings (at home or in a health care facility).

8. Will my agency provide hand sanitizer, tissues, and cleaning supplies for the office?
Agencies may purchase hand sanitizer, tissues, and other cleaning supplies, such as disinfecting wipes, as needed.

9. What kinds of environmental precautions should employees take for conference rooms and shared equipment?
Like influenza and the common cold, the CDC states that it may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. The main way the virus spreads is through droplets from coughing and/or sneezing. Pursuant to Executive Order (EO) 2020-243, employees must practice social distancing and attempt to stay at least six (6) feet apart to prevent the spread of COVID-19.

10. What are my telecommuting options if I would like to work from home?
Agencies are currently taking steps to maximize telecommute options for employees. If you are not currently telecommuting, talk with your supervisor about your options. If you are sick, let your supervisor know and stay home. If you or a family member become ill with COVID-19, follow the advice of public health officials. Please also refer to question number three (3) above for additional options.

11. What should I do if I have traveled out of state or abroad?
Pursuant to EO 2020-258, Commonwealth of Kentucky residents are prohibited from traveling into any other state, except:

- When required by employment;
- To obtain groceries, medicine, or other necessary supplies;
- To seek or obtain care by a licensed healthcare provider;
- To provide care for the elderly, minors, dependents, persons with disabilities, or other vulnerable persons; or
- When required by court order.

You should discuss the EO or any concerns you have related to travel via telephone, videoconference, or email with your supervisor and your human resources (“HR”) representative to determine if self-isolation is appropriate. Please also review the attached “When to Seek Care” document to determine whether or not you should consult with your healthcare provider.

12. What if offices need to be closed due to a COVID-19 outbreak?
Each state agency has a Continuity of Operations Plan (COOP) that outlines how to deliver essential services during an emergency. Because we provide critical services to all Kentucky citizens, we avoid closing offices whenever possible. In the event of a closure, all employees will receive notification from the Personnel Cabinet.

13. What if a co-worker is showing signs of illness and is still coming to work?
If you are concerned about a co-worker showing signs of illness and still coming to work, talk to your supervisor or HR representative.
14. Am I required to help a customer or client who is showing signs of COVID-19 or another communicable disease?
   Employees should discuss their concerns with their supervisor and/or HR representative.

15. Where can I find appropriate training courses?
   MyPurpose offers training modules for telecommuting, stress, anxiety, and a number of other topics related to health. To view courses during regularly scheduled working hours, seek approval from your supervisor before taking the course.