**Q&A – Retail/DSI Manager COVID Training**

1. **If my significant other was in contact with someone that is sick, what should I do?**

If your significant other was in direct contact with someone confirmed or presumptive positive for COVID, you should monitor your own health and let your supervisor know if you develop flu-like or upper-respiratory symptoms. For the time being, you can continue working unless you have been told by a medical professional that you need to quarantine.

1. **If I have been around someone who was around a different individual with symptoms or a confirmed base, must I now quarantine?**

No. Unless you had first-hand, direct contact with the person with symptoms, you likely do not need to quarantine. That said, if you have been directed to quarantine by a medical professional, you should do so.

1. **How long does someone need to be symptom free?**

72 hours for flu-like or upper-respiratory symptoms. 24 hours for non-flu-like symptoms.

1. **When can an employee return to work if out and not exhibiting all symptoms of COVID-19?**

With flu-like or upper-respiratory symptoms, you must be symptom-free for 72 hours before you can return to work. If you have been told to quarantine by a medical professional, you will also need a doctor’s note in order to return.

1. **What if a doctor will not provide a note or if I am not able to revisit a doctor to get a note, in order to return to work?**

We will manage these situations on a case-by-case basis. If you cannot see a physician in person, try using a tele-medicine/tele-doctor option. Either way, an employee should contact his or her manager and HR before returning to the workplace.

1. **Employee has been out (3) days, is now symptom free and ready to come back to work.  Does employee need a note from a doctor to return?**

If employee was sick with non-flu-like or non-upper-respiratory symptoms, the employee does not need a note from a doctor to return, if they have been symptom free for at least 24 hours. If the employee has had flu-like or upper-respiratory symptoms, the employee must be symptom free for 72 hours and should try to get a doctor’s note.

1. **We are having trouble sourcing cleaning supplies locally and our vendor did not have anything to provide us on their last visit. What should we do?**

We will follow up with our vendor and confirm timing of shipments that were promised. In the meantime, try to source cleaning supplies locally by looking in unconventional places.

1. **If an employee’s spouse is a medical professional that was told to quarantine, how should we handle this?**

If your significant other was in direct contact with someone confirmed or presumptive positive for COVID, you should monitor your own health and let your supervisor know if you develop flu-like or upper-respiratory symptoms. For the time being, you can continue working unless you or your spouse have been told by a medical professional that you need to quarantine.

1. **Who cleans the store when there is a confirmed case of COVID-19 from an employee?**

The local team has responsibility to clean the store. However, in the instance where the entire store in on quarantine, we will source a local agency to perform the cleaning.

1. **What happens when a local or state law/mandate says something different that our current standards/Policies?    \*\*\*Was asked in reference to Canada\*\*\***

We will comply with all local government regulations that supersede our published policies or standards. Please reach out about specific questions or concerns.

1. **Where will all the documents and policies be housed?**

We will send via email, post on Toolbox and post on our new COVID manager site.

1. **If an employee is in a high-risk category (underlying condition, compromised immune system, age, etc) and his or her physician recommends not being around the general public, how should we handle this?**

If we have documentation from a physician, the individual would be eligible for COVID pay, per the quarantine eligibility component.

1. **Employee called in sick with non-flu-like or upper-respiratory symptoms, after another employee had been tested for COVID-19 (among other illnesses). COVID test results are not yet available, but there is a positive test for another illness.  How should we handle the employee who called in sick?**

Employee may use sick time, vacation time or other unpaid time to cover time away from work. Employee should be symptom free for 24 hours before returning.

1. **If an employee has self-selected to quarantine, do they qualify for COVID pay?**

No.