



COVID-19: City of Anaheim

Frequently Asked Questions

April 30, 2020

Guide for Employees

The City cares about the health and well-being of all employees. We want to ensure you feel informed during the recent COVID-19 Pandemic. Please refer to the following resources to assist you in navigating some questions you might have.

Table of Contents

DEFINITIONS.....	3
CITY HALL COMPLEX CLOSURE AND ALTERNATIVE WORK ARRANGEMENTS.....	3
I understand we may have the option to telecommute and work from home. How will I know if that’s an option for me?	3
I’m scheduled to start telecommuting this week. What information do I need to know?	3
Are other staffing alternatives being considered?	3
What are work expectations given City Hall/AWT is closed to the public?	3
I work in a position that directly serves the public. Since we are no longer open to the public, how will that affect my job?....	3
What does it mean to be a Disaster Service Worker?.....	4
What if telecommuting and temporary job re-assignment are not options for me?.....	4
LEAVE TIME RELATED TO COVID-19 IMPACTS	4
I am showing symptoms associated with COVID-19. What should I do?.....	4
What if my symptoms don’t improve after the maximum amount of EPSL allowed?.....	4
I am a part-time employee and have symptoms related to COVID-19. Am I eligible for the EPSL?	4
How do I return to work following the period quarantine?.....	4
My partner/spouse has become ill and needs to be cared for. What leave options do I have?	4
I have been directed or recommended to self-quarantine by a healthcare professional. What am I supposed to do about work?	5
What happens if we are mandated by Federal, State or other governmental officials to quarantine?.....	5
My child’s school recently closed. I have no daycare alternatives and I am not able to telecommute. What are my options?.	5
My EPSL and PHEL benefits are paid at my regular rate of pay. What is my regular rate of pay for purposes of the FFCRA? 5	
Am I eligible for EPSL or PHEL if I am on a Leave Without Pay status?	5
COMMON BENEFITS QUESTIONS	5
I have a non-COVID-19 related health concern. What are my options for care?	5
I have a prescription to fill but I don’t want to out myself or my family at risk by going to the pharmacy; what are my options?	6
Myself or a family member are experiencing anxiety and/or fear, where can we turn for help?.....	6
My biometric screening was canceled due to COVID-19, will I lose out on my Vitality Check points?	6
How can I stay active when I can’t go to the gym?	6
I’ve experienced changes to my Dependent Care needs due to COVID-19. Can I make mid-year election changes to my	

Dependent Care FSA plan?	6
What if I have Coronavirus like symptoms? How can I get care?	7
Will my health plan through the City cover the cost of COVID-19 testing?	7
What happens to my health plan coverage if I am temporarily on leave and don't work enough hours to pay my share of insurance premiums?	7
I have a question about my benefits, who can I call?	7
DEFERRED COMPENSATION QUESTIONS.....	8
I am a part-time or full-time employee and I haven't been working and experiencing financial hardship during this Coronavirus pandemic, can I take money out from my 457 account?.....	8
I am a part-time employee, can I take a loan out of my 457 account due to financial hardship from the Coronavirus pandemic?	8
I am a full-time employee and experiencing financial hardship due to this pandemic, can I take an additional loan out of my 457 account if I have already applied for one early this year?.....	8
Can I use my RHS to pay for medical expenses related to Coronavirus disease?	8
I am a retiree who is required to withdraw the minimum distribution from my 457 account this year, am I still required to do this distribution?.....	8
I have a question about my Deferred Compensation benefits, who can I call?.....	8
ELIGIBILITY FOR UNEMPLOYMENT BENEFITS	9
I'm currently not working because of the closure of certain services in my department. I don't have paid leave benefits and cannot telecommute. Am I eligible for any unemployment?	9
How do I file a claim for unemployment benefits?	9
May I collect unemployment insurance benefits for time in which I receive pay for paid sick leave and/or expanded family and medical leave?	9

DEFINITIONS

Families First Coronavirus Response Act (FFCRA)	An act that provides that employees of covered employers are eligible for paid sick leave or expanded family and medical leave for specified reasons related to COVID-19.
Emergency Paid Sick Leave (EPSL)	Paid leave under the Emergency Paid Sick Leave Act.
Expanded Family and Medical Leave (EFMLEA)	Paid leave under the Emergency Family and Medical Leave Expansion Act.
Coronavirus Aid, Relief, and Economic Security (CARES) Act	CARES Act seeks to provide economic support to the business sector, employees, individuals, and families and to address issues brought on by the COVID-19 pandemic.
Coronavirus Related Distribution (CRD)	A distribution made to a qualified individual (or the spouse or dependent of the individual) who is diagnosed with the COVID-19 disease or experiences adverse financial hardships related to COVID-19.
Required Minimum Distribution (RMD)	The amount of money that must be withdrawn from a retirement account by qualified plan participants.

CITY HALL COMPLEX CLOSURE AND ALTERNATIVE WORK ARRANGEMENTS

I understand we may have the option to telecommute and work from home. How will I know if that's an option for me?	The City Manager has recently approved a Temporary Telecommuting Policy that will allow for some employees to work from home. However, some positions are not well suited for such an arrangement. Your department management team continues to identify positions that can work remotely, taking into consideration issues such as available laptops, internet access, and necessity of duties being performed in the office. Your supervisor will be in contact if this arrangement is being considered for you or you may contact them directly.
I'm scheduled to start telecommuting this week. What information do I need to know?	The Temporary Telecommuting Assignment Policy provides information and guidelines on logistics, work schedules, communication and other aspects of working remotely. Employees who will be telecommuting will be asked to complete a form providing information concerning their particular Telecommuting Arrangement . Please ask your supervisor for this information.
Are other staffing alternatives being considered?	In an effort to continue to provide as many services to the community as possible, while promoting safe work practices that minimize contact, the City is evaluating all staffing options, including minimal on-site staff, alternate schedules, and alternate hours.
What are work expectations given City Hall/AWT is closed to the public?	Local government is considered an essential service. Unless otherwise directed by their supervisor or other management staff, employees who work at City Hall or AWT should report to work at their regularly scheduled time. As this is an evolving issue, this arrangement may change and you will receive direction from your supervisor if that occurs.
I work in a position that directly serves the public. Since we are no longer open to the public, how will that affect my job?	Though City Hall is closed to the public, we continue to provide services to the public by other means as much as possible. Where needed, you may be reassigned to perform other work on a temporary basis.

What does it mean to be a Disaster Service Worker?	As a public employee, all City of Anaheim employees are deemed Disaster Service Workers. In instances of emergency, continuing to provide essential services to the public may require employees to perform duties outside their normal roles and responsibilities.
What if telecommuting and temporary job re-assignment are not options for me?	If the City is unable to find an appropriate reassignment for you and telecommuting is not an option, you will be authorized to use your vacation bank, followed by any sick leave, in that order. If no leave time is available, you will be placed on Leave Without Pay.

LEAVE TIME RELATED TO COVID-19 IMPACTS

I am showing symptoms associated with COVID-19. What should I do?	If you are displaying symptoms of fever, excessive coughing or shortness of breath, or other symptoms <u>associated with COVID-19</u> , call your medical provider. If you are home, do not report to work, rather contact your manager. If you begin to experience symptoms while at work, immediately advise your manager so a determination may be made if it is not suitable for you to remain in the workplace. If you wish to request EPSL, complete Employee Request for Emergency Paid Sick Leave (EPSL) form and email it to Human Resources at HREmployeeRelations@anaheim.net and copy your supervisor. HR will review your request and advise you, your supervisor and Payroll of your eligibility determination. Refer to the Temporary Paid Leave Program In Response to COVID-19 , revised on April 1, 2020, for further information regarding Emergency Paid Sick Leave (EPSL).
What if my symptoms don't improve after the maximum amount of EPSL allowed?	You will be able to use your paid leave balance(s).
I am a part-time employee and have symptoms related to COVID-19. Am I eligible for the EPSL?	Yes, the EPSL is available for part-time employees that are currently working. For eligible part-time employees, the amount of EPSL is based upon average hours worked over a six month period. Part-time employees who are not currently working are not eligible for EPSL. These employees should refer to the Unemployment Benefits section.
How do I return to work following the period quarantine?	You may return to work following a period of mandated quarantine after presenting appropriate evidence of the ability to safely return to work. Appropriate evidence is generally considered to be a release by a medical provider. Given the anticipated impact to medical providers and the Orange County Health Officer's Order dated March 18, 2020 directing employers not to require a note, the employee's department head, working in conjunction with Human Resources, shall authorize alternate appropriate return to work protocols as needed. The City will use Centers for Disease Control and Prevention (CDC) guidance and County protocols in determining the appropriate return to work protocols.
My partner/spouse has become ill and needs to be cared for. What leave options do I have?	If you are caring for an individual who is subject to Federal, State, or local quarantine or isolation order or they have been advised by a health care provider to self-quarantine due to concerns related to COVID-19, you are eligible for EPSL. You will need to complete the Employee Request for Emergency Paid Sick Leave (EPSL) form and email it to Human Resources at HREmployeeRelations@anaheim.net and copy your supervisor. HR will review your request and advise you, your supervisor and Payroll of your eligibility determination.

<p>I have been directed or recommended to self-quarantine by a healthcare professional. What am I supposed to do about work?</p>	<p>If you have been advised by health care provider to self-quarantine, do not report to work and contact your manager. You will be eligible for EPSL if you are under self-isolation instructions from your health care provider to self-quarantine. You will need to complete the Employee Request for Emergency Paid Sick Leave (EPSL) form and email it with all required attachments to Human Resources at HREmployeeRelations@anaheim.net and copy your supervisor. HR will review your request and advise you, your supervisor and Payroll of your eligibility determination. If your Department Director or designee determines you are able to perform your duties remotely, you may be required to telecommute as outlined in the Temporary Telecommuting Assignment Policy in which case you will receive your regular pay rather than EPSL.</p>
<p>What happens if we are mandated by Federal, State or other governmental officials to quarantine?</p>	<p>In the event of mandated quarantine by authorized government officials (i.e. Centers for Disease Control and Prevention), your Department Director, or designee, shall determine if you are able to perform your duties remotely and if so, you shall be required to telecommute as outlined in the Temporary Telecommuting Assignment Policy. If you are ill and/or telecommuting solutions are not available, you are eligible for up to 80 hours of EPSL based on your regular rate of pay. The maximum allowed is \$511 per day and \$5,110 in the aggregate or you may choose to use your accrued leave. Eligible part-time employees' compensation is based on the number of hours they are normally scheduled to work. If the normal hours scheduled varies, a six-month average to calculate the average daily hours will be used.</p>
<p>My child's school recently closed. I have no daycare alternatives and I am not able to telecommute. What are my options?</p>	<p>Under the Public Health Emergency Leave Program (PHEL), an employee who has been employed with the City for over thirty (30) days is eligible for paid time if the employee is unable to work or telework because they must care for their child whose school or place of care has been closed or the child care provider is unavailable due to COVID-19. Paid leave under this provision is limited to 2/3 the employee's pay, to a daily maximum of \$200. Please refer to the Temporary Paid Leave Program In Response to COVID-19, for additional limitations on this policy. You will need to complete the Employee Request for Public Health Emergency Leave (PHEL) form and email it to Human Resources at HREmployeeRelations@anaheim.net and copy your supervisor. HR will review your request and advise you, your supervisor and Payroll of your eligibility determination.</p>
<p>My EPSL and PHEL benefits are paid at my regular rate of pay. What is my regular rate of pay for purposes of the FFCRA?</p>	<p>The regular rate of pay used to calculate your paid leave is the average of your pay for a period of up to six months prior to the date on which you take leave. If you have not worked for the City of Anaheim for six months, the regular rate used to calculate your paid leave is the average of your regular rate of pay for each week you have worked for City of Anaheim.</p>
<p>Am I eligible for EPSL or PHEL if I am on a Leave Without Pay status?</p>	<p>No. If you are on a Leave Without Pay Status due to operation closure, you are not eligible for EPSL or PHEL. See below for your eligibility for unemployment benefits.</p>

COMMON BENEFITS QUESTIONS

<p>I have a non-COVID-19 related health concern. What are my options for care?</p>	<p>You should use telemedicine as your first line of defense in order to limit potential exposure in physician offices. Both Aetna and Kaiser are offering \$0 Co-pay telemedicine visits for any reason. Aetna Members: Visit Teladco.com/aetna or call 1-855-835-2362 Kaiser Members: Visit kp.org/getcare for your local information on appointments and 24/7 advice or call 1-833-574-2273.</p>
-------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>I have a prescription to fill but I don't want to out myself or my family at risk by going to the pharmacy; what are my options?</p>	<p>With the CDC encouraging people at higher risk for COVID-19 complications to stay at home as much as possible, both Kaiser and Aetna are offering convenient options to avoid coming to the pharmacy for refills or new prescriptions.</p> <p>Aetna Members: Beginning immediately, CVS Pharmacy will waive charges for home delivery of prescription medications. With most maintenance prescriptions, you can get a 3-month supply for the price of 2 months. Visit https://www.aetna.com/individuals-families/pharmacy/rx-home-delivery.html to find out how.</p> <p>Kaiser Members: Fill your prescriptions by mail. You can avoid standing in line at the pharmacy, and with most prescriptions you can get a 3-month supply for the price of 2 months. Sign up on kp.org/rxrefill and receive your medications in a few business days. For urgent prescriptions, you should visit your closest Kaiser Permanente pharmacy.</p>
<p>Myself or a family member are experiencing anxiety and/or fear, where can we turn for help?</p>	<p>The outbreak of the coronavirus and COVID-19 may be stressful for you and your family.</p> <p>To assist, the City hosted an online webinar on Transforming Stress: Coping with Coronavirus and learning how to better manage stress in a calmer, healthier way. If you missed the live webinar, here is the link Transforming Stress: Coping with Coronavirus. Employees will receive vitality points for watching.</p> <p>The City's Employee Assistance Program (EAP), is here to help you and any member of your household. Here are some Tips on Managing Our Emotional Health through the Coronavirus. Additionally, here are some resources to support your family's mental health, including how to talk to children in a reassuring way:</p> <p>REACH employee assistance 1-800-273-5273 De-stress 5 minute exercises and other self-assessment tools: https://www.reachline.com/self-assessment-tools Wellness Resources — A broad range of self-care resources, including apps, audio activities, articles, and more. Manage Anxiety & Stress — CDC resource on managing mental health and coping during COVID-19 for children and caregivers. Talking to Kids About the Coronavirus — The Child Mind Institute offers suggestions and resources for talking to young people about COVID-19.</p>
<p>My biometric screening was canceled due to COVID-19, will I lose out on my Vitality Check points?</p>	<p>The City will be rescheduling all biometrics screenings for a later date. The deadline to complete your Vitality Check and/or redeem your gift card has been extended through November 30, 2020.</p>
<p>How can I stay active when I can't go to the gym?</p>	<p>There are many ways to stay active from the comfort of your own home. Join the Vitality Spring into Fitness Workout Challenge and earn rewards! Registration Dates: Apr 1st – 14th Start Date: April 15th End Date: May 27th</p>
<p>I've experienced changes to my Dependent Care needs due to COVID-19. Can I make mid-year election changes to my Dependent Care FSA plan?</p>	<p>Yes, If you have experienced changes to your Dependent Care needs due to COVID-19, you will now be permitted to increase, decrease, or cease participation in the Dependent Care FSA program. Changes to Dependent Care FSA will begin with the pay period beginning on Friday, April 17, 2020. Please note, you will have the remainder of the plan year ending December 31, 2020 to submit claims incurred up to the date you ceased participation.</p> <p>If you wish to make an election change, please notify Employee Benefits by Tuesday, April 14, 2020 at 5:00 PM via email at benefits@anaheim.net.</p>

<p>What if I have Coronavirus like symptoms? How can I get care?</p>	<p>The most important thing you can do is to remain calm. If you have Coronavirus like symptoms such as fever, cough and/or shortness of breath, it is important that you stay home and not report to work. You have many ways to get care without leaving the comfort of your home — including phone appointments and email. This allows you to still get great care while helping to address the community spread of COVID-19.</p> <p>Kaiser Members:</p> <ul style="list-style-type: none"> ▪ \$0 Co-pay telemedicine visits for any reason at kp.org/getcare. Requesting a video appointment is easy! ▪ \$0-pay for all diagnostic testing related to COVID-19. ▪ To book an in-person appointment, or if you're concerned about your specific health condition, visit kp.org/getcare for your local information on appointments and 24/7 advice. <p>Aetna Members:</p> <ul style="list-style-type: none"> ▪ \$0 Co-pay telemedicine visits until June 6, 2020 for any reason at Teladco.com/coronavirus. ▪ \$0 Co-pay for all diagnostic testing related to COVID-19. ▪ Free home delivery of all prescriptions from CVS Pharmacy. <p><u>Contact Information:</u></p> <ul style="list-style-type: none"> ▪ Active Employees - Aetna HMO (Group #: 849828) Member Services: 866-509-2322 ▪ Active Employees - Aetna PPO (Group #: 476571) Member Services: <ul style="list-style-type: none"> ○ 866-509-2321 ▪ Retirees - Aetna High Option OAMC with PDP (Medicare) <ul style="list-style-type: none"> ○ (Group #: 476571) ▪ Retirees - Aetna OAMC with PDP (Medicare) (Group #: 476571) ▪ Retirees - Aetna Medicare PPO/ESA (Group #: 380177) ▪ Teladoc through Aetna: 1-855-835-2362 ▪ 24/7 Aetna Crisis Response Line: 833-327-AETNA ▪ 24/7 Aetna Nurse Medical Line: 1-800-556-1555. <p>United Healthcare Members (Retirees):</p> <p><u>Contact Information:</u> United Healthcare Medicare HMO (Group #: 101902) Member Services: 800-457-8506 OptumRX Mail Service: 888-279-1828</p>
<p>Will my health plan through the City cover the cost of COVID-19 testing?</p>	<p>Both Aetna and Kaiser will waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the cost of physician-ordered testing for patients who meet CDC guidelines, which can be done in any approved laboratory location.</p>
<p>What happens to my health plan coverage if I am temporarily on leave and don't work enough hours to pay my share of insurance premiums?</p>	<p>The city continues to do what we can to keep you and your family healthy. Therefore, at this time, the City will temporarily continue your benefits and cover premiums if you are temporarily on leave or don't work enough hours to have your premiums deducted from your paycheck. For questions, please call the benefits hotline at 714-765-5185 or email us at benefits@anaheim.net.</p>
<p>I have a question about my benefits, who can I call?</p>	<p>We are here to help!</p> <p>Human Resources Benefits Division: 714-765-5185 benefits@anaheim.net www.myanahaimbenefits.com Please click here for all other benefits -related contact information.</p>

DEFERRED COMPENSATION QUESTIONS

<p>I am a part-time or full-time employee and I haven't been working and experiencing financial hardship during this Coronavirus pandemic, can I take money out from my 457 account?</p>	<p>Yes, if you are an individual who is diagnosed with the corona-virus disease, has a spouse or a dependent who is diagnosed and has experienced adverse financial consequences as a result of the corona virus disease, you are eligible to request for a Corona-Virus Related Distribution (CRD). Employees may self-certify eligibility and there is delayed federal income tax over a three year period. The distribution must be made on or after Jan. 1, 2020, and before Dec. 31, 2020. The distribution can be repaid during the three-year period beginning on the day after the date the distribution is made, back into the plan. Complete the CRD Withdrawal Form and submit to HR for signature. You can email them to DeferredComp@anaheim.net or fax to (714) 765-5211 or send to Mail Stop 501.</p>				
<p>I am a part-time employee, can I take a loan out of my 457 account due to financial hardship from the Coronavirus pandemic?</p>	<p>No, if you have the voluntary 457 account under Plan No 301537, the loan provision under this plan is only available for full-time employees but you are eligible to apply for the Coronavirus Related Distribution (CRD). Please refer to the previous question.</p>				
<p>I am a full-time employee and experiencing financial hardship due to this pandemic, can I take an additional loan out of my 457 account if I have already applied for one early this year?</p>	<p>Yes, you are eligible to apply for an additional loan up to \$100,000 or 100% of the vested account balance. The loan should be applied for during the 180-day period beginning March 27, 2020. To be eligible for the loan relief, a participant must meet the same eligibility criteria noted on question 1 for CRDs.</p>				
<p>Can I use my RHS to pay for medical expenses related to Coronavirus disease?</p>	<p>No, RHS is not included in the Coronavirus Aid, Relief, and Economic Security (CARES) Act. Please refer to the previous question for CRD options.</p>				
<p>I am a retiree who is required to withdraw the minimum distribution from my 457 account this year, am I still required to do this distribution?</p>	<p>No, Required Minimum Distribution (RMD) to be paid in 2020 is waived under the CARES Act.</p>				
<p>I have a question about my Deferred Compensation benefits, who can I call?</p>	<p>Human Resources Deferred Compensation is here to help!</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Janice Garcia (Primary) Phone: (714) 765-5030 Email: jpgarcia@anaheim.net</p> <p>Ninnette Pintor Phone: (714) 765-4981 Email: npintor@anaheim.net</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Janet Kang Phone: (714) 765-5370 Email: jkang@anaheim.net http://www.icmarc.org/anaheimca.html</p> </td> </tr> </table> <p style="text-align: center;">ICMA-RC</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Ryan Carpenter Retirement Plans Specialist, ICMA-RC (202) 360-2761 Email</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Scott Eason CERTIFIED FINANCIAL PLANNER™ Professional Email</p> </td> </tr> </table> <p>Participant Services 1-800-669-7400 Para asistencia en Español 1-800-669-8216 Representatives are available Monday through Friday, 8:30 a.m. to 9 p.m. ET</p>	<p>Janice Garcia (Primary) Phone: (714) 765-5030 Email: jpgarcia@anaheim.net</p> <p>Ninnette Pintor Phone: (714) 765-4981 Email: npintor@anaheim.net</p>	<p>Janet Kang Phone: (714) 765-5370 Email: jkang@anaheim.net http://www.icmarc.org/anaheimca.html</p>	<p>Ryan Carpenter Retirement Plans Specialist, ICMA-RC (202) 360-2761 Email</p>	<p>Scott Eason CERTIFIED FINANCIAL PLANNER™ Professional Email</p>
<p>Janice Garcia (Primary) Phone: (714) 765-5030 Email: jpgarcia@anaheim.net</p> <p>Ninnette Pintor Phone: (714) 765-4981 Email: npintor@anaheim.net</p>	<p>Janet Kang Phone: (714) 765-5370 Email: jkang@anaheim.net http://www.icmarc.org/anaheimca.html</p>				
<p>Ryan Carpenter Retirement Plans Specialist, ICMA-RC (202) 360-2761 Email</p>	<p>Scott Eason CERTIFIED FINANCIAL PLANNER™ Professional Email</p>				

ELIGIBILITY FOR UNEMPLOYMENT BENEFITS

I'm currently not working because of the closure of certain services in my department. I don't have paid leave benefits and cannot telecommute. Am I eligible for any unemployment?	If your work hours are reduced or eliminated due to shut down of operations as a result of COVID-19, you can file an Unemployment Insurance (UI) claim . UI provides partial wage replacement benefit payments to workers who have their hours reduced, through no fault of their own. In light of COVID-19, the Governor's Executive Order waives the one-week unpaid waiting period, so you can collect UI benefits starting from the first week you are out of work. Please refer to the Employment Development Department (EDD) website for more information. To view complete EDD COVID-19 FAQs, click here .
How do I file a claim for unemployment benefits?	The Employment Development Department (EDD) offers electronic filing of claims. More information about qualifying for benefits, how to file a claim, and the timing of when unemployment benefits are paid can be found at the EDD website edd.ca.gov/about_edd/coronavirus-2019 .
May I collect unemployment insurance benefits for time in which I receive pay for paid sick leave and/or expanded family and medical leave?	No. If you receive paid sick leave or expanded family and medical leave from City of Anaheim, you are not eligible for unemployment insurance. However, you should contact your State workforce agency or State unemployment insurance office for specific questions about eligibility.