

COVID-19

Refusing To Work COVID-19: Frequently Asked Questions

Spectrum Health may readdress our responses below based on the evolution of the situation.

FAQ as of March 23, 2020—Spectrum Health Internal Use Only

Q: I have an underlying medical condition (i.e. heart disease, lung disease, weakened immune system) and may be at higher risk for complications from COVID-19. Do I have to work onsite?

A: All team members, regardless of underlying medical condition, who perform a role essential to patient care may be required to work onsite. Take everyday precautions to keep space between yourself and others; when you go out in public, keep away from others who are sick; wash your hands often; and avoid crowds and non-essential travel; follow [Personal Protective Equipment \(PPE\) Guidelines](#). As always, if you are sick, stay home and call your provider or Spectrum Health Now for assessment, if necessary. If you believe you require a special accommodation under the Americans with Disabilities Act (ADA), please call Integrated Disability Management 616.391.2275 or email IDM@spectrumhealth.org for evaluation.

Q: I have a family member with an underlying medical condition (i.e. heart disease, lung disease, weakened immune system) and I'm afraid of exposing them to COVID-19. Do I have to work onsite?

-OR-

I don't have an underlying medical condition but I'm fearful of contracting COVID-19. Do I have to work onsite?

A: Team members who perform a role essential to patient care may be required to work onsite. The best way to avoid spreading COVID-19 is to take steps to protect yourself, including cleaning your hands often, avoid touching your eyes, nose and mouth, avoid close contact, cover coughs and sneezes, stay home if you're sick, and clean and disinfect regularly touched surfaces daily. Unless your family member's illness is considered a serious health condition under the FMLA requiring you to care for them, you will be expected to work your shift.

Q: My working conditions are not conducive to recommended social distancing guidelines, and I'm fearful of contracting COVID-19. Can I be reassigned?

A: Individuals in essential patient care roles are critical to delivering care to our patients and will likely not have reassignment opportunities during the pandemic. To best protect yourself, we encourage you to review the critical resources including [Personal Protective Equipment \(PPE\) Guidelines](#) within the [COVID-19 Information Center](#).

Q: My role does not allow me to use Spectrum Health PPE, and therefore, I do not want to work.

A: [Personal Protective Equipment \(PPE\) Guidelines](#) have been established. It is important to support our goal to conserve PPE resources and only use as clinically appropriate for the situation. Please discuss with your leader if you have further concerns.

Q: I'm available to work remotely but my leader is requiring me to come onsite to complete a task. Do I have to come in?

A: We recommended all non-essential team members work remotely if their position allows. In those circumstances when it is critical to the work to come onsite, clean your hands often, avoid touching your eyes, nose and mouth, avoid close contact, cover coughs and sneezes, stay home if you're sick, and clean and disinfect regularly touched surfaces daily. The time spent onsite should be limited to complete the critical tasks that must be done onsite.

Q: I have PTO in my bank, and I'm entitled to take it. I submitted a PTO request and my leader denied it.

A: Leaders have the authority to approve or deny PTO requests based on business needs. Where possible, we ask that denial of PTO is honored. If you do have a need to call in, that time may fall under Protected Time in the Attendance and Reliability policy.

Q: School is closed, and I have no childcare so I cannot work.

A: Team members who perform a role essential to patient care may be required to work onsite and may be eligible for childcare assistance through Spectrum Health. Find out if you qualify by taking this [childcare request survey](#). Team members who can work from home will be allowed to work remotely with children in the home or to flex your schedule where possible. Discuss these options with your leader.

Q: I do not want to accept the redeployment assignment I've been offered.

A: Team members who are currently performing a role essential to patient care or those team members who have the skills and qualifications to perform those roles are strongly encouraged to accept a redeployment assignment to serve our patients through this pandemic. Those refusing redeployment will be required to use Paid Time Off (PTO) until exhausted (and will not be allowed go negative), and they will likely not be entitled to Unemployment Compensation since work is available.