# COVID-19 Issues in the Workplace: What Managers Should and Shouldn't Do

The COVID-19 virus has created challenges for all employers, SOLID Managers have asked questions about how to handle Coronavirus issues in the workplace. Here is general guidance for managers and supervisors at SOLID:

**DO:**     Stay informed about SOLID's policies for employees, clients and partners regarding the COVID-19 virus, provided at https://www.SOLIDlearningportal.com , which is updated daily by the Antimicrobial Solutions Team (AMS).

**DO:**     Contact Human Resources if you observe that an employee has symptoms of COVID-19 (fever, cough, shortness of breath).

**DO:**     Refer employees to the Human Resources Team when and if they have questions or concerns about COVID-19, including the following issues: any health concerns or symptoms they or their family members are experiencing; exposure or potential exposure to infected individuals; requests to work remotely; personal and business travel; wearing of protective gear, such as masks and gloves; and any other requested accommodations.

**DO:**     Send employees home (or tell them to stay home) if they notify you that they or members of an exposed household are experiencing symptoms of COVID-19 (fever, cough, shortness of breath) and contact the Human Resources Team. If you learn that an employee or a member of an employee's direct household has traveled to a high-risk country (with a Warning Level 3 or Alert Level 2 by the CDC standards, or specifically named destinations with risk of community spread of COVID-19 including China, Hong Kong, Iran, Italy, Japan South Korea), notify Human Resources.  It is imperative that managers and supervisors involve Human Resources on all Coronavirus employee issues.

**DO:**     Direct all client questions about COVID-19 to the AMS Team at ams@solidsurfacecare.com .

**DON'T**:  Disclose the identity of employees who are diagnosed with or have symptoms of COVID-19 to coworkers. The same rule applies to the identity of employees who have been exposed or potentially exposed to an individual with COVID-19. All such information may be shared only with Human Resources and the AMS team.

**DON'T:**  Discuss an employee's private medical information with the employee or coworkers. While you may talk to an employee about his or her symptoms in order to determine whether the employee should be sent home, you should not discuss the employee's underlying or other medical conditions. For example, do not ask an employee about respiratory conditions or immune disorders that may make them more susceptible to COVID-19. Such information is considered private.

**DON'T**: Ask an employee about the health of symptoms of the employee's family members. If they volunteer such information, refer them to Human Resources.