



COVID-19 Frequently Asked Questions

Q: If I call out sick and I feel better, can I come back to work the next day?

A: No. You have to be 72 hours without symptoms or medication and then Dr. Browner will screen you to return.

Q: Do masks really make a difference?

A: Yes, masks really make a difference. There is national and international documentation and data that show that masks slow the exchange of aerosolized droplets which is the primary method of transmission of the virus. A mask does afford other people protection from your potential germs, but it does offer you some measure of protection.

Q: If I have visitors who have traveled from other places in the state must I quarantine?

A: No, not unless they are being tested for COVID.

Q: If an individual I support or myself gets tested for COVID prior to a routine or for a routine procedure must I report that to the Hope Health Line?

A: Yes, there is no need to quarantine, however, we are tracking how many individuals and staff are getting tested regardless of reason. So please do report the test to the Hope Health Line.

Q: When can parents and guardians allowed to visit ALHs?

A: We are constantly receiving updates from the State of Alaska and we will notify people when the mandates change.

Q: Is it better to wash my hands in hot water or lukewarm water?

A: Lukewarm water. The action of running water, soap, and friction washes away germs and viruses. Hot water tends to cause the skin to chafe and possibly crack leading to higher risk of infection.

Q: If I come in contact with someone who tests positive for COVID in my other job, do I have to let Hope know?

A: Yes. Please notify your supervisor and the Hope Health Line as soon as you find out.

Q: I called into work for symptoms of a condition I have all the time, do I still need a doctor's note?

A: Yes, we need to rely on a medical provider to determine these symptoms are not COVID-19. Once you have a physician's note, it will be placed in your personnel file and you only need to call in sick if your symptoms are not routine for you.

Q: If I have a note in my personnel file that says I have chronic headaches or chronic nausea, what do I put on the screening form?

A: You check yes that you have that symptom and then you write in DOC for documented or routine because you do have that symptom and it is documented that it is not a concern.

Q: How often do I need to complete the screening form?

A: The screening form needs to be completed prior to your shift or first shift of the day. If you are working with multiple people in the course of a work day, complete the form prior to arriving the first location. The screening form does not need to be completed by the same person multiple times per day. If you are working between multiple assisted living homes, you can scan your temperature at each home upon arrival per the policy but only need to complete the full form prior to your first shift.

Q: I prefer the paper form. Why do I need to complete the electronic form?

A: If you have access to a smartphone or computer with internet, it is important to complete the electronic form for three primary reasons: 1) to safeguard your medical information, the electronic form is more secure, 2) to minimize unnecessary paper use, if every Hope employee completed the paper form three times a week since we implemented this in April, we would have used more than 36,000 pieces of paper by July, 3) to help provide quality assurance, we all know how easy it is to lose paperwork, both Hope and individual employees have some liability associated with this form and the electronic form is much less likely to lose records.

If you have a question you feel we may have missed, please send it to the Hope Health Line at hopehealthline@hopealaska.org