

## Vatica COVID-19 Return to Work Plan

1. Identify individuals who will return to field work and timeline for such return
  - a. Continue to monitor state and local orders and guidance to ensure compliance
  - b. Align with the opening of provider offices
    - i. The Ops Team has had good communication with providers during this time and they already have a good idea of when providers want to get them back. Shannon Lukez will lead the effort of tracking the timing in SFDC.
  - c. Prioritize the offices that we have not been able to service, such as the paper offices.
  - d. Our priority for field work will be where there is a need that we cannot fulfill remotely. Goal is to continue to take advantage of the efficiency of remote access and telehealth as much as possible.
  - e. The executive team agrees that our field workers will be considered essential and therefore could return to provider offices even if a state or local stay at home order is still in effect.
2. Identify individuals who can return to offices in GA and FL
  - a. Dates for their return
    - i. Needs to align with state and local orders and guidance
  - b. Consider max employee count inside office at one time.
  - c. Consider whether additional environmental cleaning routines are needed. Provide wipes and hand sanitizer.
  - d. Decide whether or not to screen employees (and other visitors) before entering the workplace (e.g. temperature checks, screening questions, return to work notes from healthcare providers) and whether such a screen would be permissible in our particular jurisdiction; address compensability of any time spent on screening employees.
3. Considerations for various employee populations
  - a. Employees with school aged children whose schools remain closed. Employee can take EFMLA leave or voluntary furlough, if needed.
  - b. Employees with family care-giving responsibilities. Employee can take EFMLA leave or voluntary furlough, if needed.
  - c. Employees with household members in vulnerable populations. Employee can take EFMLA leave or voluntary furlough, if needed.
  - d. Employees who prefer to remain on furlough receiving unemployment benefits.
  - e. Employees who are part of vulnerable populations (older employees, employees with disabilities, immune-compromised employees, pregnant employees).
  - f. Protocols for requesting documentation in compliance with federal, state or local laws to substantiate above scenarios.
  - g. Consider requests for Reasonable Accommodations.
4. Development of written employee communications
  - a. Relevant to furloughed employees
  - b. Relevant to employees returning to the field
  - c. Relevant to employees returning to GA and FL offices
  - d. Communication to all employees detailing the things Vatica is doing to keep them safe and our expectations for actions they need to take to keep everyone safe. Include note

to not to come to work if you are sick. (Repurpose initial communication with enhancements)

- e. Create signage for offices promoting social distancing and hygiene
- 5. Procurement of supplies for safe operations
  - a. PPE – masks and gloves. We will allow field workers to purchase their own masks and gloves and Vatica will reimburse them subject to certain volume and price limitations, as to be determined by the company. Also, we are setting up the Area Managers with Amazon business accounts and they will be able to order necessary supplies to be shipped to their employees' residences. Amazon has granted Vatica with priority ordering status for COVID-19 supplies. Cole Griffith will have approval authority before these orders are placed. Cotton masks are sufficient for the VCCs. The Vatica360 providers will be allowed to purchase N95 masks, if the provider office they are working in does not provide them.
  - b. Wipes and sanitizers – these will be ordered through the Amazon business account.
- 6. Off-Duty activity recommendations or restrictions
  - a. Will be based on regional recommendations.
  - b. Restrictions and required disclosure of activities that are contrary to guidance in that local area.
- 7. Off-Site work activity recommendations or restrictions
  - a. Create a policy and procedure for field workers for the steps they should take when entering and exiting a provider office. Ex: taking minimum equipment into office; handwashing upon entering office; wiping down equipment before leaving; handwashing when leaving location.
  - b. Will be based on regional recommendations
  - c. Work-related travel – only local travel will be allowed as of 4/29/20. Need to consider the opening of Montana and Texas and when we will allow travel there for purposes of implementation, training and Go Live for Humana and Superior markets.
  - d. Customer interactions
  - e. Conferences
  - f. Training
- 8. Statutory/Policy Leave Obligations
  - a. Post any required FFCRA notices
- 9. Anticipate responses to COVID-19 related scenarios upon employer's return to work
  - a. An employee's health, contacts or behaviors raise safety concerns
    - i. Employee becomes ill or symptomatic
    - ii. Employee has close contact with individual with confirmed or suspected COVID-19 infection
    - iii. Employee engages in high risk behavior or activities (e.g., mass gatherings, travel)
  - b. Employees are incapable of working from home but also unwilling to be physically present at work due to COVID-19 related concerns. These employees will have to take a voluntary furlough.
  - c. Employees are asked to report to work but prefer to, and are capable of, working from home due to COVID-19 related concerns or other reasons.

10. Conduct a “lessons learned” session from the COVID-19 response.
  - a. Consider surveying managers.
  - b. Consider updates to the COVID-19 Response Plan.
11. Prepare for potential second wave of COVID-19 infections
  - a. Consider technology to enhance and improve remote work capabilities, including privacy and security issues.
  - b. Procure PPE.
  - c. Explore additional insurance to support business interruption.