



# COVID-19: Leader Talking Points for Confirmed Cases

**Last Updated: March 2, 2020**

**Purpose:** Talking Points for leaders to use with their teams or other leaders at their facility, upon confirmation of positive cases and / or quarantines at a specific work location

## Background

- As more testing for COVID-19 becomes available and tests are conducted, the number of employees and contractors with confirmed cases or those requiring quarantine is likely to increase.
- PG&E intends to keep employees aware of what the Company is doing to keep our employees and customers safe and to continue delivering our critical services.
- Information about the Company's COVID-19 response, including our policies and guidance is available on the COVID-19 website on the PG&E intranet.
- While the Company will not alert employees to every individual quarantine and confirmed case, we will continue to notify employees who may have been exposed.
- When HR is notified of a possible exposure or confirmed case, HR will:
  - contact the employee directly,
  - find out who else may have been exposed,
  - have those employees quarantine per CDC guidance, and
  - ensure the appropriate level of cleaning is requested, when action is required
- Employees who are not contacted by Human Resources, are not believed to have been exposed.
- If one or more of your employees has been directed to quarantine, or is confirmed to have COVID-19 AND has been at work, a Leader should also notify other leaders (in other departments and LOBs) in the building/worksite/yard of the confirmed positive/quarantine to ensure they are aware of any additional cleaning and have the facts about the case (without violating employee privacy).
  - Leaders can do this verbally or by email, using some of the talking points below.
  - Leaders should not inform their employees of outbreaks (that is, 3 or more confirmed cases in 14 days at the same facility) ahead of the notification message from Safety & Health. Additional analysis is performed to confirm all outbreaks, which is why HR takes on this responsibility to notify.
  - Elevated Cleaning is regularly scheduled daily at facilities typically during non-working hours, however, cleaning crews may be required to initiate Focused Elevated cleaning while PG&E staff members are present.
  - Crews performing Deep Cleaning for confirmed COVID-19 positive cases will be wearing protective gear (including plastic, full body covering (e.g. HazMat gear)). This is normal. All workers are required to wear appropriate PPE when dealing with the risk of hazardous substances (e.g. viruses)
- Remember: employee information (name, personal health information, etc.) must be kept confidential. Failure to do so is a HIPAA violation.

## Talking Points in preparation for employee questions/communications

- We recently confirmed a new COVID-19 case (or confirmed a possible exposure requiring quarantine) at our PG&E facility
- Employees who may have had close contact with the individual have been contacted and asked to self-quarantine. If you haven't been contacted, we don't believe you are directly affected.
- Due to HIPAA privacy laws, we cannot share any other individually identifiable health information about the employee(s).
- We are following all CDC guidelines regarding this case, taking necessary precautions and following additional protocols, including enhanced cleaning of the facility and continuing to encourage and monitor social distancing.