

MEMO #2

TO: All LASMNY EMPLOYEES
FROM: Paul J. Lupia, Executive Director
DATE: March 18, 2020
RE: Coronavirus (COVID-19) and Flu Prevention

Thank you for your continued patience and assistance as we work through this process. We will continue to provide updates to you as we become aware of them. The instructions in this memo are effective immediately and could change as events change.

COMMUNICATION

For LASMNY employees, instructions and plans will be posted on ADP's Home Page for all employees to view, emailed to all employees and discussed at all employee meetings. Check your emails and ADP Home Page daily as instructions are subject to change. *Also, we had an all employee informational meeting on March 16, 2020.*

Employees can view LASMNY's informational updates on COVID-19 on the website at <https://lasmny.wixsite.com/website/lasmny-covid19-employee-updates>.

NEW APPLICANTS AND EXISTING CLIENTS

Effective March 16, 2020, new applicants and existing clients will not be coming into the buildings/offices until further notice. Applicants and clients are encouraged to call the front desk phone number of each location. An intake will be performed by the receptionist for the HelpLine for applicants for service. Meet with current clients over the telephone to the extent possible. Provide all clients your direct phone number during all conversations and, if meeting in person, provide the client with your business card.

Post notices in all buildings/offices to inform our clients about this new process.

If you are meeting with an existing client that is unable to meet over the telephone, for example to execute a document or a client who is facing a legal emergency, then follow the procedures outlined in the "Keeping the Workplace Safe" section of the memo to limit the spread of any illness. Current clients should call your direct phone number upon their arrival and you should meet them at the front door.

TRIAGE LINE

Upstate University Hospital has a Central New York regional triage line for COVID-19. This triage line will serve 11 of our 13 counties (not Otsego nor Delaware). The line will take calls each day from 7 am to 11 pm. If an individual has COVID-19 questions, is showing symptoms or may have had an exposure to someone diagnosed with a positive case of COVID-19, they can call this line to be guided on next steps to follow. The triage phone number is (315) 464-3979.

CONTACT INFORMATION FORM

Please immediately complete this form as soon as possible, if you have not already done so, and return the completed form to your supervisor or Human Resources to ensure that we have your accurate contact details.

WORK FROM HOME

Employees can notify their supervisor and the Director of Human Resources via email if they are interested in working from home. The request will be reviewed and approved by management accordingly.

At this time we only have the capacity for ten (10) employees to utilizing the Virtual Private Network (VPN) at any one time. We are in the process of increasing the # of VPNs so that all LASMNY employees have the ability to utilize VPN at the same time. Therefore you may need to try several times if you are unable to connect due to too many employees testing this process.

Employees that currently have a laptop or tablet should attempt as soon as possible to connect their computer VPN. Should you have any problems or questions, please contact Terry Terenzetti at extension 7073.

Email your supervisor and Director of Human Resources if you are able to successfully connect to the LASMNY network.

If you choose not work from home, you can work from your office location as long as the public authorities allow this process.

RETRIEVING PHONE MESSAGES REMOTELY

Employees can check phone messages from their desk phone remotely, and also return client calls remotely from their desk phone, as follows:

1. Dial your desk phone number from your cell or landline (for example, 315-793-7033)
2. When you hear your voicemail greeting, press the # key
3. Enter your 4-digit extension number and PIN number when prompted
4. When listening to a phone message, you can hit the # key to call the person back. On their caller ID, it will come up as your desk phone number, not your cell or landline number.
(NOTE: if the person is calling from a court, government agency or other workplace, the callback might not go through – but otherwise, the majority of callbacks will).

EMAIL ACCESS REMOTELY

To access your email remotely, log into www.office.com, enter your email address and password. You can also access your email via your VPN connection.

BUSINESS TRAVEL/TRAININGS/MEETINGS

All non-essential business travel is cancelled. LASMNY is temporarily suspending all community outreach and pro bono clinics. Employees are highly encouraged not to participate in group meetings and functions in person. We will keep you advised when we are made aware of cancellations of County Bar and CLE functions.

If you are traveling for non-business reasons (vacations, etc.), please notify your supervisor and Director of Human Resources prior to traveling to discuss, if any, what precautions should be taken upon returning to the office.

IF YOU ARE SICK

If you feel any signs of illness (fever, cough, shortness of breath, chills, sore throat, persistent chest pain/pressure), **DO NOT COME TO WORK**. Employees should seek medical care to help relieve the symptoms. Please immediately notify your supervisor **and** Director of Human Resources by phone at (315) 793-7069 or email Christine.McClean@LASMNY.org.

We are temporarily suspending the requirement of a doctor's note if you are to be out for more than three (3) days. However, if you have been out for an illness or caring for someone who is ill for five (5) or more days, please talk to the Director of Human Resources before returning to work. For the health and safety of our employees, it is required that you provide a return to work slip from your doctor prior to returning to the office. Please contact the Director of Human Resources to discuss your specific situation. **DO NOT** bring your children or other family members or friends to the workplace.

KEEPING THE WORKPLACE SAFE

The protocol for protecting yourself and others in the workplace against COVID-19 is outlined by the Centers for Disease Control and Prevention (CDC) guidelines. These are simple everyday practices that can be used both at home and in the workplace to protect against bacteria and viruses. We encourage employees to be proactive in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Wash your hands frequently with warm, soapy water for at least 20 seconds;
- Stay home if you have symptoms of fever, coughing, sneezing and shortness of breath;
- Avoid people who are sick with respiratory symptoms;
- Cover your coughs and sneezes with a tissue or the inside of your elbow;
- Avoid touching your eyes, nose and mouth;
- Maintain six (6) feet of space between others (social distancing);
- Avoid shaking hands and hugging;
- Use gloves for handling mail;
- Avoid non-essential travel and crowds;
- Change clothes after public outings.

In addition, clean and disinfect personal workspace items that are frequently touched, such as your desk, computer mouse and keyboard, copier, fax machine, door knobs, with cleaning spray or wipes.

LASMNY will provide alcohol-based hand sanitizers, cleaning wipes, Kleenex and gloves, as they are available, throughout the workplace and in common areas. Again, if you are able to purchase any supplies, LASMNY will reimburse you for the cost of the supplies.

OFFICE CLEANING

We are encouraging all employees to take an active role in cleaning our work areas. We have attempted to purchase cleaning supplies, but that is not always possible given the short supplies in retail outlets and online suppliers. If any employee purchases cleaning supplies for use in the office, submit the receipt for reimbursement.

KNOW YOUR RISK

The people that are at the highest risk are older adults, over 60, and people with serious chronic medical conditions like heart disease, diabetes and lung disease.

THOUGHTS FOR PREPARATION PLAN

If you have LASMNY's Excellus medical coverage, you may want to review the process for the 90-day prescription mail order process.

Attached for your review, is information for Excellus' Telemedicine for Medical and Behavioral Health Care 24/7/365.

HOW TO STAY INFORMED ON COVID-19

[Center for Disease Control and Prevention \(CDC\)](#)

World Health Organization

NYS Department of Health

Oneida County Health Department

Excellus BlueCross Blue Shield

Thank you for your flexibility and understanding. If you have specific questions or concerns, please speak with your supervisor, myself or the Director of Human Resources.