

# Children's Healthcare of Atlanta

To keep Children's leadership up to date on questions pertaining to the activation of the Code White, Children's has created a list of FAQs below and will continue to update Careforce Connection and the 404-785-INFO (4636) employee information line as updates are available. Answers to many of the questions staff and leaders are asking pertain to essential staff, and can be found in the Children's [Code White policy](#) (3.01). Please familiarize yourself with the policy, which is pasted below the FAQs.

## **Is Children's extending the Code White?**

Yes. The Code White will remain in effect until 11 a.m. Tuesday, Jan. 11. Children's continues to monitor the weather and will re-evaluate the Code White beginning at 7 a.m. Tuesday to determine if we need to extend further.

## **How do you process Code 43?**

In ReportXpress, users should enter the number of hours the employee is under Code White into the calendar entry using the option Inclement Weather.

## **When should services be consolidated?**

Leaders are currently reviewing options regarding consolidating services at each hospital campus.

## **HR/Staff-specific questions:**

### **How is Children's handling staff remote logins to RCAP and the overload the system is experiencing?**

Due to many employees working from home, RCAP is experiencing a high access volume and our systems have reached maximum remote logins. As a result, Children's is unable to perform critical communications functions. All non-essential staff are asked to log out of RCAP to ensure we can communicate Code White updates to staff in a timely manner. Use the following alternatives to RCAP:

- E-mail: [webmail.choa.org](mailto:webmail.choa.org) or visit [www.choa.org/staff](http://www.choa.org/staff) and click on Children's WebMail
- Taleo: [choa.taleo.net](http://choa.taleo.net)
- Aspen-TotalLMS: [www.choa.org/lms](http://www.choa.org/lms)

### **How are we handling meal coupons for staff?**

Per the Code White policy, staff who have been asked to come in early or stay over due to the Code White will be provided with a meal coupon every 24 hours they are asked to remain at work.

**How are sleeping accommodations being handled for staff?**

Staff should coordinate all sleeping arrangements with the House Supervisor; space cannot always be guaranteed in your own department.

**Are staff who are on call eligible for on-call pay or Code White "waiting to work" pay?**

If a staff member is on call, they will continue to receive on-call pay. If that staff member is called in to the work location prior to their shift, they will then begin receiving waiting to work pay.

**Are staff who have been released from work allowed to stay at their location?**

Yes, but employees who remain on the premises for personal reasons are considered off-duty and will not be compensated.

**How are we handling occurrences for staff who are not able to make it in to work after the onset of hazardous driving conditions?**

Children's continues to encourage staff, when possible, to arrive early for their shift. Employees who are unable to report for work after the onset of hazardous driving conditions should ensure, per the Code White policy, their shift is covered. Staff who are able to get coverage for their shift must be prepared to cover a subsequent shift when needed. Staff who are unable to get coverage for their scheduled shift and who fail to report will be assessed two occurrences.

**What decisions have been made regarding non-essential staff (staff who are not directly involved in the delivery of patient care) for reporting to work Tuesday, Jan. 11?**

Children's leadership continues to monitor the weather situation and will make a decision regarding non-essential staff by 6 a.m. Tuesday, Jan. 11. Please encourage all staff to continue checking Careforce Connection and the 404-785-INFO (4636) employee information line for the latest updates.

**Code White—Winter Weather Plan**

**I. POLICY:** The Code White Plan describes the steps Children's will take to ensure continuity of operations and quality of care during periods of winter weather, when hazardous driving conditions may delay or prevent access to our facilities. The Administrator On Call is responsible for implementing this Plan, after activation and consultation with the Code White Incident Command Team.

**II. PROCEDURES AND GUIDELINES:****A. General Guidelines****1. Activation Process for Code White**

- a. Facilities Management will monitor winter weather forecasts and inform the Administrator On Call if hazardous driving conditions may develop within the next 24 hours.
- b. The Administrator On Call will initiate a HICS call with the Code White Team to obtain a full report on the weather and discuss our operational readiness. This Team will include representatives from: Campus Administration, Human

- Resources, Facilities Management, Off-site Location Leader, Supply Chain, Emergency Management and Internal Communications.
- c. If it is the consensus of the Code White Team that hazardous driving conditions are imminent, they will recommend the time and scope of Plan implementation to the Administrator On Call.
  - d. The SVP of Human Resources/Designee will inform the Executive Team that a Code White has been activated.
  - e. A notification to all Department Leaders will be drafted by Internal Communications and approved by the Administrator. The Emergency Management Coordinator will send the notice to all Department Leaders through the Message911 Emergency Notification System.
  - f. A system-wide notification will be drafted by Internal Communications and approved by the Administrator. This notice will be posted on Careforce and the Employee Info Line: 404-785-INFO (4636). Updates on the status of the Code White will be posted as necessary.
  - g. All affected Department Leaders will take steps to retain and/or recall essential staff to ensure continuity of operations and quality of care. NOTE: Essential Staff is defined as those employees required to deliver or directly support the delivery of patient care services, as determined by the Department Leader.
  - h. The Off-site Location Leader/Designee will contact the Center Managers and implement the established Code White Plan for each Division, which includes determining which facilities will remain open and which staff members will be retained and recalled.
  - i. The SVP of Human Resources/Designee will communicate the established Code White Plan for those departments located at The Park.
2. **Accommodations and Meals**
- a. The responsible Facilities Director/Designee will work closely with the House Supervisors and front-line supervisors to implement the sleeping accommodations plan for staff in the hospitals and each affected Offsite Location.
  - b. Hospital campus staff may be provided with a meal ticket for breakfast, lunch or dinner during the Code White activation period. Offsite locations will work with Facilities Director/Designee and food service vendor at The Park to assist with the provision of meals for staff.
3. **Time and Attendance:** In order to ensure that Children's continues to provide the highest level of patient care throughout periods of winter weather:
- a. Employees are expected to report to work or have their shift covered.
  - b. Employees who have been given the opportunity to remain at work and choose not to do so may be assessed two (2) occurrences of absence if they fail to report for their next regularly scheduled shift.
  - c. Employees who have been called to return to work prior to the onset of hazardous driving conditions and choose not to do so, may be assessed two (2) occurrences of absence if they fail to report for their next regularly scheduled shift.

## **B. Pay Practices Relevant to Non-Exempt Personnel**

1. Employees who leave work due to winter weather with the permission of their Director/Designee or who are unable to report to work due to winter weather are required to either charge the time missed as paid time off (PTO) or take it as time off without pay. If an employee does not report to work and does not notify their Director/Designee, the employee is subject to disciplinary action.

2. Employees who are asked by the Director/Designee to remain on the premises in case of need receive the greater of the current federal minimum wage or 30% of their base rate while remaining available (waiting) to work. Pay Code # 43 Administrative and Operational Policies and Procedures Page 3 of 6 Winter Weather Standby.
3. Employees who are not required to remain working or waiting to work but elect to remain on Children's property for personal reasons may do so, as long as they wait in an area(s) other than the regular work station. Such area(s) will be designated by the Department Leader and/or the Facilities Director. Such employees are not considered "on duty" and are not compensated.

#### **C. Pay Practices Relevant to Exempt Personnel**

1. An employee who leaves work with the permission of their Director/Designee will be paid their regular salary for that day. No time is charged against time off (PTO).
2. An employee who is asked by their Director/Designee to remain on the premises either waiting or actually performing work will receive no additional compensation.
3. If an employee is unable to report for a scheduled workday, he/she is required to notify their Director/Designee immediately. Exempt employees who have the necessary equipment and other means to be fully functional away from the office will be paid their regular salary for all approved time missed due to winter weather provided work is performed satisfactorily from the remote location. Exempt employees who are unable to perform work away from the office are required to take paid time off (PTO) or be off without pay for all full days missed due to winter weather.

#### **D. Employee Guidelines**

1. Monitor the weather forecast for your area, and check the Employee Information Line (404-785-INFO) for weather-related changes to operations.
2. If ice on your driveway or street may prevent you from getting safely to a main road, it may be a good idea to move your car to a better location.
3. If reporting to work during a winter weather event, exercise caution while driving, especially on bridges and highway overpasses, as they tend to freeze first. Allow extra time for your commute and drive carefully.
4. Be proactive. Anticipate being asked to stay overnight at the hospital. Pack a change of clothes, toiletries, and any other personal items that you may need.
5. Make arrangements in advance with family or friends for child care (or pet care).