

FREQUENTLY ASKED QUESTIONS

ORIGINAL DATE: 3-13-2020

REVISED: 3-23-2020

Are any locations temporarily shutting down due to the virus?

One location had temporarily shut down and opened 3 days later. A plan is in place to handle future shut downs.

What happens if a location is forced to close for a period of time?

We will assess each closing individually. Auto-Wares has a plan in place for employees to try to keep them working initially. If this is not possible, PTO or Sick Pay can be used. A program was introduced on March 23rd to increase paid leave for many individuals.

What happens if the location our paychecks come from closes?

We have a plan in place that will allow us to still process paychecks if our Grand Rapids location was forced to close. We do, however, highly encourage people to sign up for direct deposit now as live checks may have to be U.S. mailed and would cause a delay in receiving.

What do I do if I begin to feel some of the symptoms?

Vehicle parts and vehicle repair has been deemed essential in each state government order so far. We are working with Managers and Leadership of affected locations on individual local plans.

Do the Auto-Wares insurance plans cover Coronavirus treatment?

Yes. All doctor visits and care are covered normally under all plans. The PPO and High Deductible plans have recently been amended to waive the entire cost of the Coronavirus test. The test must be ordered by a doctor though. The Illinois Blue Cross plan also just announced the test will be covered at 100%. All care after that is covered normally under the plans and subject to deductibles.

What if someone in my location tests positive for the Coronavirus?

If someone is confirmed to have the virus in one of our locations, we have a plan in place to protect others that may have been exposed. It is highly possible that location may be shut down temporarily for it to be sanitized and others may need to be tested. All cases will be handled on an individual basis.

My child's school or day care is closed due to the virus. What can I do?

If you are unable to work due to taking care of children, it may qualify as FMLA depending on how long you have worked for Auto-Wares. Any SICK and PTO time you have can be used for this time as well.

If I come in a little sick but don't think I have the Coronavirus can my supervisor send me home?

Yes. Any symptom related to the virus needs to be treated with extreme caution. If you have symptoms contact your doctor immediately. Your manager will require a doctor note stating it's not Coronavirus and you can work.

What are the symptoms of the Coronavirus?

Fever, coughing, and difficulty breathing are the main symptoms.

What is best to prevent the spread of the Coronavirus?

Frequently wash hands or use hand sanitizer. Sanitize wipe all areas with that are touched or could be exposed through sneezing or coughing. Keep extra distance between you and others when possible.

Should everyone in our location wear masks?

All health officials say masks are not recommended for healthy people. Only healthcare professionals or people already sick should wear them.

If we have questions or concerns about the virus who should we contact?

We have put together a list of hotlines by state that would be best to contact if you have questions about the virus. Anything Auto-Wares related should be sent to help@autowares.com.