# Communications

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Via E-Mail

**Q-081**

March 20, 2019

TO: All CWA legacy Qwest Locals

FROM: Susie McAllister, Assistant to the VP

Lisa Avila, Administrative Director

SUBJECT: Corona Virus protocols and impacts to employees who work in the field

We understand that the risk of Corona Virus exposure is different for our field technicians vs the Centers and we wanted to send out a communication that specifically addresses the questions and issues that we are hearing from the field, and although things are changing hourly we wanted to keep you up to date on what we are doing and where we stand on several of the issues that you may have.

As previously stated, the CenturyLink policy does allow a technician to refuse to provide service to a customer in the case that the technician feels that going into a customer’s premise is hazardous or unsafe. We understand this policy only addresses some of your concerns in the field, and the questions that our technicians have go beyond the standard policy.

District 7 has been working diligently to get answers on when the company will be providing sanitizers and gloves to the field so that they have the protective gear that they need. Some shipments of the hand sanitizer and gloves have finally arrived, and we have been advised that efforts to get it all distributed are underway. We will continue to put the pressure on the company on this issue to make sure that supplies remain available to technicians throughout this pandemic.

We have also been pushing for alternate and creative ways that we can do the work and still keep our technicians at a healthy distance from exposure. Our members have offered suggestions like running a jack from the NID through the a customer’s window, completing all of the outside work and providing pre-programed modems with the user name and password and setting it on the customers porch and have the customer do the self-install to complete the order.

We are also pushing to have the company require the Sales and Repair offices to ask specific pre-screening questions and put that information on the orders/tickets so that the technician knows a head of time what he is walking into, in addition to script the company is requiring the technician to say once he has arrived at the customer’s premise.

We have asked the company to consider home garaging like they have done with other companies to help maintain social distance and health.

There have been discussions with the company where we have requested that the company either cancel, or at the very least push back the resolution date for the force adjustments.

We have received several inquiries from different locals in regards to hazard pay and we plan to have a conversation with the company to explore if that is an option.

Currently the company will only say that these recommendations are still under review and that they are still working through several options that may include eliminating inside premise work for a limited amount of time, but they have made no commitments on any of our recommendations. WE will continue to push hard on these alternative solutions and we appreciate your “out of the box” ideas on how we can get the work done but keep you and your families safe.

There has been some progress, and thanks to the efforts of Brenda Roberts we did finally get the company to agree to provide all employees with 80 hours of emergency PTO, and our members may utilize this time without having to exhaust their entitlement time or sick time. In addition, there has also been some modifications to our STD plan to accommodate those that may have fallen ill and are fighting the virus.

We will continue to keep you updated as work through these issues. Please feel free to contact us with your questions and ideas.

LA/vk opeiu30 afl-cio

C: Staff