

Frequently Asked Questions

Regarding our recent staffing changes.

1. What's being announced?

- » Unfortunately, effective April 6, ONS is implementing full furlough, partial furlough or salary reductions across all levels of our organization. Employees impacted by this decision have been notified directly, and we want to do all we can to support them during this difficult time.

2. Why was this decision made?

- » Like so many outpatient providers, we have had to make difficult decisions over the last few weeks regarding our services and operations due the impact of COVID-19.
- » We have seen our patient volumes drop as result of our recent transition of services, which led to the evaluation of our staffing needs at this time.

3. How long will I be furloughed?

- » Various factors will determine the length of the furloughs – including the end or decline of the COVID-19 pandemic, the end of the state emergency executive orders that are currently in place and how quickly our patient volume returns.
- » Our goal is for our staff to be back to work as soon as possible. During this time of uncertainty, we are committed to continued evaluation of our services and staffing capabilities and will remain as transparent as possible to provide you with regular updates.

4. Will I be able to get my job back?

- » Our hope is that we will be able to return to our full level of patient volume quickly and return all of our staff to work. While we can't predict the future or make any guarantees, we are optimistic.
- » While we are hopeful that these staffing reductions are temporary, we know this situation has led to a lot of uncertainty, and we are here to provide additional information and answer your questions.

5. What resources or assistance are being offered to employees who have been impacted?

- » For those who are furloughed, ONS will pay both your portion and our portion of your monthly healthcare premium.
- » In addition to the government stimulus check, assuming you are eligible, all employees will receive a \$2,000 forgivable loan from ONS to provide relief post-furlough.
- » ONS will continue communicating with you regularly during this period with updates, so please update your current contact information in the Paycom system as soon as possible.
- » Your access to your information in Paycom will remain in place during your furlough time. Please feel free to contact Valerie Jack in human resources with any questions.

6. Will I be able to collect unemployment while I'm furloughed?

- » Under these circumstances, you may be eligible for unemployment benefits. The state websites are the most reliable source for unemployment information, as it continues to change as the impact of the COVID-19 pandemic grows.
- » It is important to note that you will file for unemployment in the state where you work, not necessarily the state where you live. For employees who work in Connecticut the website is www.filectui.com. For employees who work in Harrison, the website is www.labor.ny.gov.

7. What will happen to my benefits?

- » Unless circumstances deteriorate considerably, your benefits will continue during your furlough period. ONS is assuming all costs of your benefits so that you will have continued healthcare coverage.

8. Will I continue to accrue PTO while I am furloughed?

- » No, PTO accrues only while you are actively working. Impacted staff are instructed to not complete any ONS work while you are on furlough status.

9. Can I use PTO at the beginning of my furlough or during my furlough?

- » If you use PTO at the start of your furlough it may delay the start of your unemployment benefits and if you receive PTO during the period of time when you are collecting unemployment benefits, it may reduce your unemployment for that week.

10. What will happen to my 401k?

- » The government has relaxed some of the rules governing 401k plans. You may be able to access funds in your account to assist with a financial hardship caused by COVID-19. Please contact Fidelity for assistance at www.401k.com or 800-835-5097.
- » The matching contributions from ONS will be suspended for the time being.

11. Can I qualify for FMLA while I'm furloughed?

- » While under furlough, impacted employees will not be eligible for FMLA.

12. Is ONS financially stable?

- » We must make tough decisions now to weather this storm and ensure we are here for the long term. While COVID-19 has affected our patient volumes, we are enacting these strategic measures now to ensure our continued financial success for the future.

13. Is patient care impacted?

Patients are – and will remain – our top priority. Our patients who require emergency care will continue to receive the exceptional care they know and trust from ONS.

14. Where else can I find information?

- » Additional information may be found on the homepage of the employee portal. You may access the employee portal at www.onsmd.com. Click on Staff Login at the bottom of the page. The password is StaffONS.