

March 16, 2022 Town Hall
Frequently Asked Questions

1. I am confused about the current COVID protocols, they seem very grey.

Early on in the pandemic, we were given explicit instructions on the protocols we much have in place. About 9 months ago, the guidance changed to be less prescriptive—and we were required to monitor the Centers for Disease Control (CDC) and Pennsylvania Department of Health for ongoing guidance. It may seem grey because the guidance is always changing.

The Operations Leaders have just finalized their COVID guidance by division—and the updated guidance will be shared soon.

We are continuing to follow the newest variant and the impacts in China and Europe—as we know our surges historically have come 4-6 weeks following their outbreaks. At this time the Deltacron variant is not coming with warnings, but rather caution. It's important to note that while we have relaxed many of our risk mitigation protocols, it is still important to sanitize spaces and to not come to work when you are experiencing symptoms of illness.

2. I understand there are UCP staff who stepped up to help with critical staffing shortages, thank you! It would be good to know who they are.

Eighteen (18) people have signed up for the critical staffing list including staff from Human Resources, Fiscal, Admin (including the entire Executive Team), and operations staff who do not typically provide care. It is our plan to continue to keep the critical staffing team in place for staffing shortages across the organization in an effort to provide support to our operations teams.

3. How do I get on the list to help with critical staffing?

Contact Bridget at 717-737-3477 or Bridget.Pugh@ucpcentralpa.org

4. Are we able to use the critical staffing for the evening respite? I know families are looking forward to that starting up again.

We have employees in process for our Friday evening respite as well as for our weekend respite.

5. Are current employees' wages going to be reviewed and increased to match the nationwide increases in the job market and new hires? If so, what is the timeframe?

Our strategy is to provide a formal compensation management program that is internally equitable and externally competitive. Therefore, the review of employees' wages is an ongoing effort by the Executive Team not a onetime event. In the last several months we have made a commitment to invest an additional \$1 million in wages—some of which has been rolled-out already—and some that is still in process. We understand the importance of remaining competitive to recruit and retain staff—and we will continue make this a priority so that we can remain competitive in our industry.

Also, some information about the process. The Executive Team meets to review and make recommendations related to adjustments that need to be made. We must then take the proposal to the UCP Board of Directors for review and final approval.

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6. Do you have any information on Wellness requirements?

The Executive Team is meeting with the HR Staff this week to finalize the wellness requirements. Information should be forthcoming soon. Employees will still have 6-months to accomplish all wellness requirements.

7. You discussed early turnover and the need to develop strategies to reduce the number of people who are leaving early. Have you considered an employee retention team, similar to the mentor team, which would give employees a forum to reach out to a peer to discuss concerns that they may be less comfortable talking to Management.

We are developing our strategies, and this is certainly an idea we should consider. New employees are currently encouraged to reach out to Management if there is not a good fit with their assignment.

8. Are we having an employee retreat in April 2022?

We made the decision to cancel the retreat because we didn't believe the time was right for us to facilitate a large group gathering.

9. Are we having an employee picnic in September 2022?

We have not made the decision to cancel, so at this point it is still a possibility.

10. Is My 2 Cents (electronic comment box) really anonymous?

Unless a staff member self-identifies on the form by entering their name and/or contact information, we cannot identify the people who submit comments.

11. How can we better use Microsoft Teams to provide information to employees?

The Management Team just discussed this last week. Not all employees are connected yet to MS Teams. We are looking at further defining the value added for each stakeholder group so we can provide more information and education on MS Teams. We will be developing some resources to facilitate adoption in the coming months. We want to leverage MS Teams and the expanded opportunities for communication since this is something we are paying for with our current software subscription.

MS Teams will allow us to have a more interactive Employee Self-Service and provides easy access for text/calls without the need for phone numbers.