



Hurricane Ida Ochsner Employee FAQs – August 31, 2021

The following information answers important questions around Ochsner's ongoing response to Hurricane Ida. Additional questions may be directed to the HR Solution Center at 504-842-4748 (option 5) or mycareer@ochsner.org.

1. Where do I get answers to specific personal questions related to Hurricane Ida, such as the storm's effect on my housing, travel ability or other related issues?

If you have questions related to any personal issues you are experiencing as a result of Hurricane Ida, please contact your manager or you can contact the Hurricane Ida Employee Resource Line by calling 504-842-4748 (option 5) or 1-877-843-7585 (toll free) or by emailing mycareer@ochsner.org. The Employee Resource Line is open from 6:30 a.m. – 8 p.m. CST.

2. How can I find out which Ochsner facilities are open or closed due to Hurricane Ida?

You can contact your manager to get information on your work facility or visit ochsner.org to view the latest updates on facility closures. You should also regularly check your employee email for up-to-date information for your region.

3. What do I do if I need unscheduled time off due to storm-related issues (no Wi-Fi, travel issues, storm clean-up, etc.)?

To support employees who are unable to work at this time following Hurricane Ida, all employees who would normally be scheduled to work but are not due to the hurricane will be required to use GPT/Vacation hours for the missed time. For regions that have activated essential personnel, employees who do not have GPT/Vacation available will be allowed to go up to 40 hours negative.

4. Instead of using my GPT, can I take unpaid time off for my time out of work?

You must use your GPT for any time taken off due to Hurricane Ida.

5. If I'm on Team A and would like additional days off before returning to my normal schedule, will I still be expected to use GPT even though I have surpassed 40 hours of work for the week?

Depending on staffing needs in the region, Team A will have one to two days off, as Team B comes in to relieve them. From there, both teams will be worked back into the schedule.

6. If I'm on Team B, when will I be required to report to my designated location?

All Team B members are required to report to their designated locations at 7 a.m. on Thursday, September 2.

7. Do we have childcare resources for employees going back to work?

As of August 30, Bright Horizon Crisis Care is available for Ochsner, SRMC (Chabert) and Ochsner LSU Health Shreveport employees. Crisis Care gives you the option to secure care from within your own personal network (a neighbor, friend, or babysitter) and provides you with a



reimbursement of \$100 per day for each day of Crisis Care used. Select Crisis Care during the [backup care reservation process](#), and use the Employer Username: Ochsner and Password: Benefits4You to receive your instructions. Crisis Care is a limited-time offer (currently expires September 1) and will be re-evaluated based on needs in your area.

Once Crisis Care ends, Back-Up Care and ongoing care through Additional Family Supports are still available. Back-Up Care is subject to an annual limit of 10 uses. If you are not registered, call 877-BH-CARES (242-2737) for assistance. For the latest family resources, visit: <https://www.brighthorizons.com/life-at-home>, and for guidelines on back-up care related to COVID-19, visit: <https://www.brighthorizons.com/covid19>.

8. What can I do about refilling personal prescriptions while I'm evacuated or working Team A/B onsite?

Employees needing prescription refills or medication should call 1-504-220-6511, and they will receive a call-back from one of the C3 APP's. The APP will either preform a virtual or telephonic visit with the employee and retail pharmacy or the inpatient pharmacy will fill the medication. This service is available from 8am – 8pm, seven days per week. There will be no narcotics or scheduled medications ordered. The "Prescription Refill Too Soon" notice has been removed. Employee Health Plan Members can immediately refill prescriptions until further notice using in-network pharmacies: Ochsner Pharmacy & Wellness, Walmart, Sam's Club, CVS.

9. How do I apply for the Employee Assistance Fund?

The Ochsner family is here to support our employees who need assistance following Hurricane Ida. Please download the [Employee Assistance Fund Application](#), complete it online and email to HRSBA@ochsner.org. The form is also available on the [Human Resources](#) Ochweb page under Forms & Documents (and then under General HR Forms).

10. How can I contribute to the Employee Assistance Fund?

Many Ochsner employees have experienced extensive property damage from Hurricane Ida. You can visit the [Employee Assistance Fund](#) website to make a GPT or financial contribution to directly support our colleagues who do so much to serve others.

11. If I live in a hurricane effected area and am experiencing COVID-19 symptoms, where should I go?

If you begin running a fever, you should contact Employee Health by emailing fever@ochsner.org. From there, Employee Health will provide you with up-to-date instructions on COVID-19 testing.