

Date: December 7, 2020

To: Certified Healthcare Facilities in the state of California

From: Department of General Services
Hotels for Healthcare Workers (HFHCW) Program

Subject: **PROGRAM CHANGES – FACILITY POC REQUIRED FOR ALL HOTEL RESERVATIONS**

Effective January 12, 2021, to meet the criteria established by the Hotels for Healthcare Workers (HFHCW) program, all certified healthcare facilities are required to assign a designated Point of Contact (POC) to assist and oversee the reservation process. Each certified healthcare facility must have a designated POC, whose duties include serving as the approver for all lodging reservations. Healthcare facilities must identify at least one POC that will be required to submit and/or approve all hotel reservation requests. As of the effective date, the POC's are the only individuals who can submit and approve reservation requests. Healthcare facilities can identify as many POC's as the facility deems necessary.

POC Requirements

- Staffing agencies, registries, etc. may not designate a POC. All staffing agency, registry, etc. employees must be approved by the facility POC only.
- The facility POC must be a regularly employed member of the healthcare facility.
- The facility POC must be a member of Supervisory, Management, or Human Resources Office staff with authority to verify employment and program eligibility.
- The facility POC must submit/approve every hotel reservation request on behalf of their employees, including those working for staffing agencies and/or contracted employees working in their facility, which can either be in the form of an email request or by using the reservation request form. The email must be sent from the facility POC's business email address.
 - In submitting on behalf of healthcare workers, the facility POC must determine program eligibility before sending any requests. Failure to

properly determine eligibility of a healthcare worker will result in removal of the facility and its employees from the program.

- The facility POC must respond promptly, preferably within 24 hours, to approve or reject each hotel reservation request if contacted by CalTravelStore of state of California, Department of General Services staff. Failure to do so may result in delays and/or a lapse in the reservation.
- In order to provide adequate coverage for the approval process, we highly recommend a POC for each shift used within the facility (ex: day, night, swing).

FAQ's

Q. Why is the HFHCW program establishing this requirement?

A. The HFHCW program is requiring each healthcare facility to maintain a designated POC to ensure healthcare workers meet program eligibility criteria and to mitigate fraud and misuse.

Q. Who must designate a POC?

A. All certified healthcare facilities whose employees are utilizing the program must designate a POC to manage and oversee the reservation process. This includes, but not limited to submitting requests, approving requests, and any other program-related matters.

Q. Who may serve as a designated POC?

A. A designated POC may be an individual, i.e. a specific position or title held by an individual; or a specific department with the facility's organization, i.e. Human Resources, Benefits or Payroll Office.

Q. What are the consequences for choosing not to designate a POC or failing to keep a POC current and accurate?

A. Approved healthcare facilities and those employees working for the healthcare facility will not be eligible to participate in the program unless a designated POC has been provided to the HFHCW program coordinators.

Q. Will my employees still be able to call CalTravelStore to receive a hotel reservation?

A. Yes, however, the facility POC will be contacted by email and/or telephone to approve or reject each reservation request.

We strongly suggest you meet with your Human Resources/Benefits Office to develop and implement an internal process for offering this no cost service to your employees. Please remember that the program was created to keep Californian's safe and healthy to reduce to the spread of the COVID-19 virus. Eligible healthcare workers must be exposed to confirmed or presumed COVID-19 patients and be unable to self-isolate or quarantine at home. For more information about the HFHCW program, please visit our [website](#).

Questions or comments can be sent to COVID19Lodging@dgs.ca.gov.

Thank you,

Hotels for Healthcare Workers Program