Plan Forward FAQs
As of September 14, 2020
Plan Forward FAQs

This information is for National Grid employees only. Information should not be shared publicly, in accordance with company policy.

Coronavirus Information: Click here to access the Infonet site. Click here for the FAQs.

Plan Forward: Click here to access the Infonet site.

Employee Services: Employees should call Employee Services at 1-888-483-2123 with any questions/concerns related to COVID-19. The number is staffed from 6:00 a.m. to 5:00 p.m. on weekdays.

Employee Assistance Program: This is a stressful time for all. Please remember that our Employee Assistance Program, administered by CCA, is available for you. This program is free, confidential, and offers a wide-range of support, including counseling for personal stress, and services such as referrals for child and adult care. Call 1-800-833-8707 or go to https://ccainc.com/ and use code National Grid.
Plan Forward: FAQ Update

New Questions

Q. Should we get flu shots before November?
We encourage you to get a flu vaccine both for your own wellness and to help the hospitals in our communities with overcrowding. On average more than 200,000 people in the US are hospitalized for illnesses associated with the flu each year. Staying healthy can give hospitals the space they need to treat COVID patients.

Employees who are working remotely will be asked to obtain a flu shot via their healthcare provider or local pharmacy. CVS and Walgreens, along with many other pharmacies, offer flu shots with no out of pocket expense. We are modifying our flu shot program this year in response to COVID-19 safety concerns and building occupancy. There will be no clinics at office facilities such as Res Woods, Syracuse SOC or Metrotech.

For field-based employees and those required to report to a facility, we have ordered additional quantities, over our historical averages, in anticipation of higher demand. We have partnered with facilities and local site volunteers to identify large spaces for vaccinations where we can promote social distancing.

Flu shot clinic schedules are posted in this week’s At-A-Glance. Be sure to check At-A-Glance weekly for updated schedules. Clinics for field-based employees and those required to report to facilities will begin mid-September and run through early November.

Q. Was there an output from the epidemiologist hired a few months back?
Our on-staff epidemiologist has been an excellent resource throughout the pandemic to provide us with valid scientific research on transmission vectors, antibodies, vaccines, and valid forecasting models. We will be using their work to develop educational materials for employees in the coming weeks.

Q. Will there be any facility modifications (desk rearrangement, plexiglass) for the pilot? Or will employees self-regulate where they sit to be distanced?
This information will be provided in the Low Severity Safe Work Guide, which is currently being developed and will be distributed to employees before their return to the office.
Plan Forward: FAQ Update

*Starting on August 17, we shortened the weekly FAQs to include new questions only. To access prior questions:

- FAQs from September 8
- FAQs from August 31
- FAQs from August 24
- FAQs from August 17
- Click here for FAQs prior to August 17
- Click here for the latest Safe Work Guide