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1. What if an employee is experiencing signs of Coronavirus?

1. Employee should start isolation immediately.
2. Refer employee to contact Student Health Services (SHS) for COVID-19.
3. Recommend that the employee seek COVID-19 testing at SHS.
4. Notify SHS about potential case.
5. Employee will require medical clearance from SHS prior to returning to the workplace.
   - SHS clearance criteria:
     o Isolation: 10 days minimum from symptom onset. Severely ill or immunocompromised patients will isolate for 20 days.
     o 24 hours fever free without use of fever reduction medication.
     o Other symptoms have improved from their onset.
     o SHS clearance criteria is consistent with the CDC’s symptom-based clearance.
     Please note that while there is a test-based clearance, the turn-around time for the respiratory samples has exceeded the time it would otherwise take to clear, and for the majority does not constitute any improvement in the time needed for isolation.
6. Determine if employee was in the workplace two days from symptom onset (ex: Employee reports sore throat on Friday; employee was potentially infectious for COVID-19 on Wednesday and Thursday).
   - If yes, then case & contact tracking team will need to know what areas to clean (information obtained from employee, anything that supervisor can provide is helpful - office, breakroom, elevators, etc.).
   - The case & contact tracking team will notify EHS about requested cleaning.
   - EHS notifies department head/space owner about any space restrictions.
   - Department head/space owner will notify occupants about necessary space restrictions.
   - If employee was at work, the case & contact tracking team will need to know which employees to notify. (Information obtained from employee and anything that supervisor can provide is helpful.)
   - If employee was wearing mask or face covering and within six feet distance of other employees/students, then the risk may be reduced. However, due to the overwhelming transmission rates, this does not preclude the close contacts from needing quarantine for 14 days as per FL Dept of Health guidance.
   - If the employee was NOT wearing mask or face covering and within six feet distance of other employees/students, then coworkers/students considered close contacts must be screened for isolation/quarantine.

2. What if an employee is caring for someone in the household with COVID-19 symptoms and NOT experiencing COVID-19 symptoms themselves?

1. Employee should start quarantine immediately.
2. Refer employee to contact Student Health Services (SHS) for COVID-19.
3. Recommend that the employee seek COVID-19 testing at SHS.
4. Notify SHS about quarantine.
5. Employee will require medical clearance from SHS prior to returning to the workplace.
   - SHS clearance criteria:
Quarantine: 14 days minimum from last date of exposure.
   - Quarantine starts when employee last had contact with the COVID-19 case or, if the employee cannot remove themselves from the contact, 14 days from when the COVID-19 case improves/feels better.
   - Screen negative for COVID symptoms and are able to quarantine from their isolated household member that is exhibiting COVID-19 symptoms.

3. What if an employee is considered high risk or lives with someone that is high risk and part of the Vulnerable Population?

The employee needs to fill out an Alternative Work Arrangement Request and send to emprels@fau.edu for approval. Depending on the underlying reason(s) for the request, EIC and/or HR will review the request and any supporting documentation. If the employee’s request is deemed appropriate by EIC and/or HR, the employee will then be directed to complete the Alternative Work Arrangement Agreement in Workday for your approval. You are encouraged to allow them to continue to work remotely as long as you have work for them. This also helps to continue to limit the density of employees on campus as we gradually work toward more robust activity on campus.

If the employee is unable to fulfill their scheduled hours through remote work; or if the assigned duties cannot be performed remotely, the supervisor should not approve the Alternative Work Arrangement Agreement in Workday and contact Employee Relations for more information.

4. What if there is not enough work to fulfill an employee’s regular work schedule?

Supervisors and managers must first look within their colleges and units to determine if other existing employees can address departmental needs. If appropriate additional work is not secured, then supervisors can submit the employee for the Talent Share Program whereby another department or college may have work for them to do.

If there is no additional work, the employee will have to use their accrued annual leave, sick leave, or unpaid time off. Employees may also be eligible for unemployment insurance.

5. What if an employee’s children’s daycare or school is closed?

An employee must submit documentation to determine that the school is closed, and the employee did not choose virtual learning instead of attending in person.

If the employee is working remotely, you are encouraged to allow them to continue to do so until their child’s caregiver reopens. This also helps to continue to limit the density of employees on campus as we gradually work toward more robust activity on campus.

If the employee is unable to fulfill their assigned duties through remote work, or if the work cannot be performed remotely, with the supervisor’s approval, the employee may use accrued leave time or request Emergency Paid Sick Leave and/or Expanded Family and Medical Leave, under the federal Families First Coronavirus Response Act.
Employees also can be submitted to the Talent Share program whereby another department may be able to utilize their skills remotely.

6. What if an employee is not complying with wearing a face covering or social distancing?

If an employee does not comply with a directive to wear an appropriate mask or face covering in their work location, or otherwise does not comply with requirements for working safely, the supervisor should direct the person to leave the work location immediately, and contact Employee Relations. If the employee refuses to comply or leave the work location, the supervisor should contact Employee Relations and, if necessary, the FAU Police Department to escort the employee from their work location. Employees who fail to comply with mask or face covering requirements and physical distancing requirements are subject to counseling or disciplinary action, up to and including termination. Please contact Employee Relations to discuss options.

7. What if I receive an Alternative Work Arrangement Form for an employee that does not currently report to me?

Up to date information may not have been submitted yet, and Workday cannot determine the employee’s current supervisor. Please approve it and make a comment that the employee does not report to me so it can move to the current supervisor. If there are any questions, please reach out emprels@fau.edu.

8. We have been told to bring employees back to work – what kind of staffing options are available?

You can continue to have employees work remotely if they are considered as Vulnerable Population or their child’s school or daycare is closed, if their physical job attendance is not an essential function of their job. You can also implement a hybrid model in which employees alternate the days they come to campus to work and days they work from home. You can also look to stagger shifts so employees do not all come in at the same time. Please refer to the Return to Workplace Guide for more information. [Link](http://www.fau.edu/hr/files/HR_Return_to_Workplace.pdf).

9. Which factors should departments/units consider when determining if remote work is possible?

- Operational needs
- Security of work data
- Technological capabilities and equipment necessary to perform job duties
- Productivity
- Accuracy of records reflecting time worked by non-exempt employees
- Characteristics of the job duties
• Eligibility of the request

10. What if I receive an Alternative Work Agreement Arrangement in Workday and I cannot Accommodate their request?
Reach out to Employee Relations to discuss your situation. You can call 561-297-3072 or 561-297-0379.

11. Can an employee bring their child to work?
As an employer, the University cannot permit employees to provide child care at the work site. Our workspace is not designed with the safety of children in mind. Visit University Policy 4.1.3 for more information: www.fau.edu/policies/files/4.1.3%20Children%20in%20the%20Workplace.pdf.

12. Tips to Manage Employees Remotely
Although we may be returning to campus you may have employees who need to continue to work remotely or work remotely partially to limit the number of people on campus.

Review technology needs and resources
• Identify technology tools employees use in their daily work and determine whether the resources will be accessible when working from home. Also, ensure employees know how to access the appropriate technical support, should they need assistance.
• Does your team member need University equipment to work remotely, or can they use a personal computer?
• Does the employee have VPN and remote access?
• Confirm that employees know how to set up call forwarding and how to access their voicemail from home.
• Determine which platform(s) you will use to communicate as a team, clarify expectations for online availability and confirm everyone has access to the technology tool(s) such as Skype for Business, Microsoft Teams and additional tools or resources.
• Please visit FAU’s OIT website for more information www.fau.edu/oit/remote.

Review work schedules
Remote working can be confused with flex work. Be clear about your expectations with employees for maintaining their current work schedule or if you are open to flexible scheduling based on employee needs.

Draft a work plan
Review the questions below with employees and work through answers together. For mission critical/essential functions, utilize your Unit Continuity of Operations Plan (UCOOP).
• What routine responsibilities/tasks cannot be fulfilled while working remotely and how will it impact operations or other people? What are ways to reduce any identified impacts?
• Are there cross-training opportunities to identify backup employees who can do critical work within or between departments? Plan for employee absences.
• What key processes have been identified for each area/or department? Will there be specific platform access necessary to fulfill these processes?
• What routine responsibilities/tasks require regular communication and collaboration with others? Proactively contact each other to confirm how you will communicate while everyone is working remotely.
• Are there critical work activities that are vulnerable to the absence of a small number of key employees?
• Identify which teams or individuals have limited or no experience with remote work.
• What training will be necessary for remote work tools and technology?
• Identify and agree on strategic priorities during this time.
• Oftentimes, employees experience fewer interruptions while working remotely. Are there any special projects, tasks, or online training that you can advance while working remotely?
• What events or meetings are scheduled during the time in which the temporary remote working arrangement is in place? Will they be postponed or canceled, or will they take place using technology?
• What follow-up should occur due to postponements or cancellations? What circumstances require on-site attendance?
• Identify employees who may need special requirements or currently have work accommodations, and plan accordingly.
• Identify employees who will have access to the building, labs, or facilities.
• Be prepared to adjust the plan as needed.
• Provide resources or the process for technical support.

Make a communication plan
• Supervisors should tell employees how often they should send updates on work plan progress and what those updates should include. Supervisors should also communicate how quickly they expect the employee to respond and the best ways for the employee to contact the supervisor while working remotely. Current performance standards are expected to be maintained by employees.
• If you normally make daily rounds to visit employees at their desks, you can give them a call during this period. Maintain team meetings and one-to-one check-ins, altering the schedule if needed to accommodate any alternative schedules that have been approved.
• Conduct regular check-ins. Consider starting each workday with a phone, video, or instant message chat. Your employees will be eager for connection and information during the disruption, and the structure will help everyone create a positive routine. Every other day or weekly check-ins may be fine, so long as you are in contact frequently enough that your employees are in sync with you and/or with one another. The important feature is that the calls are regular and predictable. They are forums in which faculty and staff know that they can bring up their concerns and know that they will be heard. Make sure you offer encouragement and
emotional support to your team members. It is important for supervisors to acknowledge and listen to faculty and staff anxieties and concerns and empathize with their struggles.

- Prepare an emergency communication plan. Identify key contacts (with backups), and chains of communications for tracking business and employee statuses.

Be positive
A positive attitude and a willingness to trust employees to effectively work remotely is key to making such arrangements successful and productive. Working remotely presents an opportunity for supervisors to become better managers. Instead of focusing on how many hours your employees are working, re-emphasize a focus on measuring results and reaching objectives—regardless of work arrangement. The employee’s completed work product is the indicator of success. By focusing on the employee’s work product, supervisors will improve their organizational abilities and their own skill in managing by objectives.

Set Expectations and Maintain Accountability
One of the biggest challenges to working remotely is the question “how do we know our employees are working?” We do this by focusing on the outcomes. Are your employees meeting the set goals and timelines? Accountability assessments may be based on an employee’s responsive and overall productivity.