

# COVID-19 FAQs FOR SUPERVISORS

July 2020

**Q: What measures is UEI taking to help protect our employees during the COVID-19 epidemic?**

**A:** *In order to minimize the spread of the virus at our workplace we have updated our Injury and Illness Prevention Program (IIPP) to include additional measures such as enhanced cleaning and sanitation in our workplaces, providing guidance on using personal protection equipment such as masks, reducing on-site workforce to essential employees, allowing employees to work from home when possible, educating employees about how to minimize the spread of COVID-19 through proper hand-washing and social distancing, eliminating non-essential travel, and more. For more information, please review the recent [addendum to our IIPP](#).*

**Q: What should I do if an employee isn't complying with one of our new requirements such as wearing a mask?**

**A:** *Immediately speak with the employee privately. Let them know that, as per California Department of Health and Public Safety, they are required to wear a mask in the workplace unless they are in a private space such as a closed office where 6 feet of social distancing is easy to maintain. Politely ask them to respect and comply with our safety measures. Make a note of the conversation including the date. If the employee continues to refuse to comply, please alert your direct supervisor and reach out to Human Resources (HR).*

*If the employee states that they have a condition/medical issue that prevents them from wearing a mask, please reach out to Human Resources for further guidance.*

**Q: Will UEI be conducting temperature checks or screening our employees for illness?**

**A:** *No. At this time, UEI will not be conducting health screenings or temperature checks on our employees. However, as per the COVID-19 addendum to our Illness and Injury Prevention Program (IIPP), vendors and employees are being asked to self-assess daily for any COVID-19 symptoms and if any are present, to not report to work.*

**Q: What do I do if an employee shows up to work sick?**

**A:** *Employees should immediately be sent home or to seek medical care, as needed if they demonstrate a frequent cough, fever, difficulty breathing, diarrhea, vomiting, chills, muscle pain, headache, sore throat, or recent loss of taste or smell. If you observe any of these symptoms or if the employee reports any of these symptoms, they should be sent home or to seek medical care immediately.*

**Q: My employee recently called out sick. Now they want to return to work. How do I know if it is safe for them to return?**

**A:** As per Cal/OSHA requirements, any employee out sick with fever or acute respiratory symptoms must not return to work until both the following occur:

- At least three days pass with no fever (without the use of fever-reducing medications) and no acute respiratory symptoms; and
- At least 10 days pass since the symptoms first appeared.

As per our IIPP, we are asking employees who return to work following an illness to promptly report any recurrence of symptoms.

**Important Tip:** When an employee first calls out sick, please proactively let them know of the above Cal OSHA requirements for returning to work.

**Q: I recently sent a sick employee home. Do they have to use sick time?**

**A:** Yes, the employee should use sick time, or, if they have no sick time remaining, they may use vacation time in lieu of sick time.

**Q: When can we require the employee to produce a doctor's note?**

**A:** If an employee has missed three or more consecutive shifts due to illness, we are allowed (but are not mandated) to require a doctor's release before returning to work. Consistency is important here. If you are unsure whether to take this step, please consult with your manager or with Human Resources.

**Q: I heard a rumor that one of my employees was exposed to COVID-19. What should I do?**

**A:** Please reach out to your supervisor or HR to further discuss the issue. As per Equal Employment Opportunity Commission, unless an employer has a reasonable belief based on objective evidence that this individual might have COVID-19, we should not ask them about their symptoms or if they might have COVID-19. However, we do expect employees to self-report. If you are unsure if the information you have constitutes objective evidence, please reach out to your supervisor or HR for further guidance.

**Q: What should I do if an employee informs me that they have contracted COVID-19?**

**A:** If someone has reported to us that they have COVID-19, contact HR immediately; we will contact the Director of the Health Center who will contact the local health authorities. This is specifically permitted during specific pandemic conditions only, which includes the current COVID-19 pandemic. That said, aside from informing HR, please maintain the person's privacy and do not share this diagnosis with others unless otherwise instructed. It would be up to local health authorities to determine who should be contacted and to follow-up (or direct us to follow-up) with employees who may have been exposed to this person. We would take direction from them and provide them any support they needed to conduct contact tracing.

**Q: What should I do if an employee informs me that they have had close contact with someone who has COVID-19?**

**A:** According to the CDC, anyone who has close contact with someone with COVID-19 should stay home for 14 days after exposure based on the time it takes to develop illness. Contact HR immediately; we will contact the Director of the Health Center who will contact the local health authorities. Again, it would be up to local health authorities to determine who should be contacted and to follow-up (or direct us to follow-up) with employees who may have been exposed to this person. We would take direction from them and provide them any support they needed to conduct contact tracing. Until otherwise directed, confidentiality should be maintained.

**Q: What should I do if an employee informs me that they are not comfortable working on-site during the pandemic?**

**A:** During the pandemic, we will make every effort to accommodate teleworking, whenever possible. If you think teleworking is a possibility for the employee, discuss the situation with your supervisor or HR. That said, for essential employees who are required to work on site, unless they have an underlying health condition and a doctor's note, they will likely be required to work. If the employee has reported an underlying health condition, please work with HR. We can partner with you and the employee to help determine next steps, including obtaining a doctor's note if necessary.

**Important Tip:** Never take an employee's concerns here lightly. The emotional impact of dealing with a pandemic like COVID-19 is very real. Demonstrate excellent active listening skills when an employee is expressing their concerns. When appropriate, share resources such as our Employee Assistance Program or provide student employees with the contact information for the Student Health Center located on their campus.

**Resources & Contact Information**

For **General COVID-19 related inquiries**, please reach out to your supervisor or:

Patricia Lau - [jacksonp@csus.edu](mailto:jacksonp@csus.edu) (916) 278-5444

Dena Roberts - [dena.roberts@csus.edu](mailto:dena.roberts@csus.edu) (916) 278-4383

To report that you have been **exposed to or diagnosed with COVID-19**:

Trina Knight - [trinak@csus.edu](mailto:trinak@csus.edu) (916) 278-7370

Patricia Lau - [jacksonp@csus.edu](mailto:jacksonp@csus.edu) (916) 278-5444

**Student Health Center:**

(916) 278-6461

<https://www.csus.edu/student-life/health-counseling/>

**Employee Assistance Program (EAP)**

Cigna Life Assistance Program (for benefited employees) includes the following services:

- Behavioral Health counseling and referrals – 3 complimentary in-person counseling sessions per person, per issue, per year
- Online Work-life Resources
- Caregiver Resources
- And more

Benefitted employees can access the Cigna Life Assistance Program by calling 800-538-3543 or visiting the website at [www.cignalap.com](http://www.cignalap.com).

If you have any questions about our EAP, please contact Ari Williams at [ari.williams@csus.edu](mailto:ari.williams@csus.edu) or (916) 278-4726, or contact Jennifer Campbell at [jennnc@csus.edu](mailto:jennnc@csus.edu) or (916) 278-7057.