

# HR Update: Employee Recall

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# Agenda

- Recall Phases
- HR Recall Advisors
- Scenario Review
- Next Steps
- Questions

## DISCLAIMER

We recognize that our situation is changing on an almost daily basis. The plans presented here have been created based on the most current information. The Citadel reserves the right to adjust the plan or change course should the situation deem it necessary to do so.

## Phased Staffing

- Phase 1- The Citadel will return employees to the workplace who cannot readily continue to work-from-home or are necessary to support ongoing critical operations. The majority of campus will continue to telecommute as needed.
- Phase 2- The Citadel will resume normal operations to the extent possible while adhering to social distancing recommendations. The Citadel will stagger employees' return to workplace schedules to promote social distancing.
- Phase 3- During this phase, The Citadel will return to operations. The ability of The Citadel to move to Phase 3 is contingent on the advice of health professionals, the reopening of schools, and the widespread availability of childcare options.

## Phase 1 (June 1 – June 15)

- The Citadel will return employees to the workplace who cannot readily continue to work-from-home and/or are necessary to support ongoing mission critical operations. The following departments already have approval for employees to return or continue to work on campus: Treasurer's Office, Public Safety, Facilities and Engineering, Post Office, Information Technology, Laundry, Tailor Shop, Commandant, and the Daniel Library.
- Employees who can productively work from home, with modifications to allow for balancing childcare responsibilities and other unique challenges relative to the pandemic, should be allowed to continue to do so.
- Employees recalled during this phase are those who cannot readily continue to work-from-home and are necessary to support ongoing critical operations.
- High risk/vulnerable employees, as defined by CDC, should not return during Phase 1 and should work remotely.
- Recommended signage will be posted on entry requirements and symptoms of COVID-19.
- Recall email/letter to employees will be issued.
- The Citadel will use Phase I to test the institution's ability to apply new systems and procedures, care for our workers, and protect our community.

## Phase 2 (June 15 – June 30)

- Phase 2 will commence based on the advice and guidance of DHEC and state administration, but at a minimum of two weeks following the start of Phase 1.
- The Citadel will resume normal operations to the extent possible while adhering to social distancing recommendations.
- The Citadel will stagger employees' return to workplace schedules to promote social distancing and work-from-home is still encouraged to limit disease transmission.
- Supervisors may continue to allow employees who's in-office presence is not required to support normal operations to work-from-home to decrease individuals present in the workplace.
- Supervisors should allow employees who work in close proximity to other employees in an indoor environment to work-from-home some days of the week to allow for social distancing.

## Phase 3 (TBD - approximately July 1)

- Phase 3 will commence based on the advice and guidance of DHEC, but at a minimum of two weeks following the start of Phase 2.
- The Citadel will return to normal operations. All employees should be returned to the workplace except for those who have been identified as appropriate for working from home temporarily and those allowed to work from home as a temporary accommodation.
- The ability of The Citadel to move to Phase 3 is contingent on the advice of health professionals, the reopening of schools, and the widespread availability of childcare options.
- During Phase 3, it is expected that only those employees that were already working from home before the COVID-19 health emergency or those identified as being appropriate to remain on work-from-home status temporarily due to the nature of their job duties and related cost savings will continue telework. All other employees will be returned to the workplace full-time unless an accommodation is granted on a case-by-case basis

<b>Division – Point of Contact</b>	<b><u>HR Recall Advisor</u></b>
<b>Athletics – Mike Capaccio</b>	Cailyn O’Leary
<b>Auxiliary Services – Laundry, Cadet Store, Tailor Shop – Kevin Reid</b>	Cailyn O’Leary
<b>Baker School of Business – Mike Weeks</b>	Angie Rochester
<b>Swain School of Math and Science – Darin Zimmerman</b>	Angie Rochester
<b>School of Engineering – Ron Welch</b>	Angie Rochester
<b>School of Humanities and Social Sciences, School of Engineering – Bo Moore</b>	Shawn Edwards
<b>Dept Leadership Studies – Faith James</b>	
<b>Zucker Family School of Education – Renee Jefferson</b>	Shawn Edwards
<b>VP Finance, Financial Services, Treasurer, Human Resources, Procurement Services, Post Office and Budget Office – Charles Cansler</b>	Shawn Edwards
<b>Citadel Graduate College, Financial Aid, and Admissions – Kelly Brennan / Daniel Library – Aaron Wimer</b>	Wesley Sams
<b>Commandant, Cadet Activities, Religious Activities, Infirmary, and Counseling Center – CAPT Paluso</b>	Wesley Sams
<b>SVP/Compliance/Public Safety – Col Philipkosky</b>	Dana Richardson
<b>Facilities and Engineering – CAPT Lamberson</b>	Dana Richardson
<b>Information Technology Services – Kyle Herron</b>	Bob Line
<b>Office of the President – CDR Lind &amp; Office of the Provost – BG Selden</b>	Bob Line
<b>VP Communications and Marketing – Col Dorrian</b>	Bob Line
<b>Registrar, Student Success Center, CEITL DE, Institutional Research, Study Abroad – David Allen</b>	Kendra Snipe
<b>Career Center, Stem Center, CPR3, ROTC, and Research- Kevin Bower</b>	
<b>Krause Center – Col Clark</b>	Kendra Snipe
<b>Alumni Affairs – Tom McAlister</b>	

# Supervisor Considerations

- Supervisors should be sensitive to the needs of employees with high risk circumstances or those with family members with high risk circumstances. Continued work from home options should be considered for these employees when possible.
- Common areas, including break rooms or meeting rooms, where individuals are likely to congregate should be restricted to single use wherever possible. Adjust entry points into the workplace to minimize congregation.
- Supervisors should consider staggering the start and stop times of employees' shifts.
- Create a physical spacing and preparation plan for your work area. Workspaces must be arranged to support adequate distance between employees and protocols should be established to minimize risks in shared spaces.
- Ensure all employees in your department have appropriate PPE. Communicate to employees' expectations for personal protective equipment (PPE) and train them on the use of PPE. All employees are **required** to wear cloth face coverings when coming in contact with others (meetings, hallways, etc.).
- Managers/supervisors should work closely with employees to determine how to maximize productivity while minimizing health risks and remaining sensitive to specific needs and the circumstances created by closures of elementary and middle schools, daycare facilities, and summer camps.

## Supervisor Considerations, cont.

- Meetings should be conducted via conference call or video conferencing whenever possible.
- Consider installation of barriers at customer interfacing spaces to mitigate the spread of airborne pathogens. Please submit a work order through F&E for additional assistance.
- One-way flow of movement through offices where feasible.
- Limit face-to-face interaction when possible. Appointments may need to be scheduled instead of walk-ins.
- Expanded cleaning of high touch areas. Remove high touch areas such as trash can lids.
- Elevators and stairwells should be limited to number of employees. Signage may be needed.
- Employees should be trained on public health guidance, specific guidelines, and information about properly donning/doffing PPE and cleaning and disinfection.
- Apply appropriate leave policies and accommodations.
- Highly Encourage employees to STAY HOME if they feel sick.

## Resources

- Face masks for personnel. Face masks are required to be worn when in shared workspace/room.
- Consider tape or other physical means to demark 6 ft distances where practical.
- Check-in, reception areas and other defined spaces may need sneeze guards
- Frequently wash hands with soap and water for 20 seconds or use hand sanitizer with at least 60 percent alcohol.
- Wipe down your workspace with disinfectant several times per day and before you leave
- Avoid face touching – eyes, nose, mouth, etc.
- Employees should be regularly reminded to not report to the workplace if sick and/or experiencing symptoms of COVID-19

## Resources

- Direct Employees to our Employee Assistance Program, (EAP). MyGroup is available to offer emotional support during this stressful period. Telephonic and video counseling is available, and employees can assess this service using most smartphones, tablets and computers with a camera. Contact MyGroup, EAP, [www.mygroup.com](http://www.mygroup.com) or call directly at 1-800-633-3353.
- Supervisors can also access online tools through EAP for managing teams after COVID-19, by addressing changes in behavior, keeping communication open, listening and sharing, compromising and accommodating, and creating flexible opportunities.
- Tools available at [citadel.edu/hr](http://citadel.edu/hr)
- Contact your HR Recall Advisor for leave management and work adjustment questions or concerns.
- Remind employees that the Employee Emergency Fund is available to them if they need it.

## Scenario 1

- Employee has received the Return-to-Work notice and they indicated that they are fearful of returning to work due to COVID-19
  - Assure the employee of the precautions taken for their safety (additional cleaning, restrictive areas)
  - Inform the employee of the protective measures implemented for their safety (masks supplied, continued social distancing, training)
  - If the employee remains fearful, contact your assigned HR Advisor consider measures you can take within your particular work environment/area to ensure safety
    - Options include a continued remote work option, staggered shifts/days, etc.

## Scenario 2

- Employee has received the Return-to-Work notice and they indicated that they are having difficulty securing childcare due to limited availability.
  - Contact your assigned HR Advisor to discuss available options
    - Options could consist of
      - Staggered shift/schedule
      - Continued remote work
      - eFMLA via FFCRA
      - EPSL via FFCRA

## Scenario 3

- Employee has received the Return-to-Work notice and they indicated that they have a serious health condition that puts them at high risk for attracting COVID-19
  - Contact your assigned HR Advisor
  - The employee may be subject to ADA regulations, if so, we would enter into the interactive process to determine a reasonable accommodation for the employee (we have a requirement to engage in the interactive process)
    - Reasonable accommodations could consist of a number of things, to include:
      - Staggered shift/schedule
      - Continued remote work
      - Adjustments to workspace or location
      - Time off (eFMLA may be activated here)

## Scenario 4

- Employee has received the Return-to-Work notice and they indicated that a member of their household has a serious medical condition that makes them more susceptible to COVID-19
  - Reassure the employee of the precautionary and protective measures The Citadel has taken to ensure the safety of everyone
  - Suggest to the employee that they enlist additional protective measures upon entering their home
  - Contact your assigned HR Advisor to discuss additional remedies

## COVID-19 Associated Symptoms

- Fever, cough, and shortness of breath or difficulty breathing
- Chills, repeated shaking with chills, and muscle pain
- Headache
- Sore throat
- Loss of taste or smell

**Supervisors must be vigilant if an employee presents with any of these symptoms  
NOTIFY HR IMMEDIATELY!!**

## Next Steps

- Ensure all employees have completed the Return to Work training, including essential employees that are currently working
- Remember, the plan for suspected or positive cases is still applicable, NOTIFY HR immediately
- Enforce the safety precautions as outlined (handwashing, social distancing, etc.)
- Complete the request form for PPE if you need it for your area
- Be sure you know how to access the attestation form
- Expect to hear from your HR Recall Advisor this week, if you have not already
- Work with your HR Recall Advisor on your recall needs (staggered schedules, disability accommodation requests, etc.)
- Remember, we may have adjustments going forward in how we each do our part to meet the mission

# Questions

