

# Employee and Supervisor Guide and FAQs for COVID-19 Updates

October 8, 2020\*

Thank you for your ongoing work to manage all the changes to our work with COVID-19 and returning to campus. We continue to learn and are making several improvements at the beginning of October 2020. This guide outlines those changes and provides supervisors and employees with more guidance. Highlights of changes are below and there is additional information in the FAQ section that follows. For transparency and shared accountability, we are sharing this information with all employees, please note that some of the guidance below pertains specifically to supervisors.

## Confidentiality

In this unprecedented time, you may be hearing more about an employee's or student's health status, including that they are testing for or may have COVID-19.

In 1996 Congress enacted the Health Insurance Portability and Accountability Act (HIPAA), which mandates protecting the privacy of an individual's personally identifiable health information. This means that employees who go on medical leave are protected by confidentiality to prevent the nature of their or their families' medical condition from being disclosed. It is unlawful as well as inappropriate to convey emails, announcements at staff meetings, and other methods of communication indicating the employee is on "medical leave" as well as the specifics of employees' (or their families') medical conditions.

If it is necessary for business purposes to communicate that an employee is or will be out of work, you can indicate that they are "on leave," but do NOT disclose they are on "medical leave".

## Symptom Monitoring and Exposure

We have learned that we need to address employee situations differently than we are addressing student situations. As part of our continuous improvement to our COVID-19 efforts we are making the following changes, effective Oct. 9:

- **ZagCheck updates:**
  - All employees (staff and faculty) should use the new ZagCheck Employee Self-Screening App to complete their self-screenings *before coming to campus*.
  - All employees (staff and faculty) are required to complete a self-screening in ZagCheck *only on days when they are coming onto campus*.
  - Should an employee decide to come to campus at any time during the day, they need to complete the self-assessment in ZagCheck prior to coming to campus or inform their supervisor that they are symptom-free and exposure-free before coming onto campus.
  - If an employee receives a 'stay home' screen they should follow the information on the screen, app FAQs and read the email that they receive to determine their next steps.
- **Guidance for employees for both symptoms and exposure are the following:**
  - Employees are to work with their healthcare provider or their regional health district and follow that guidance.

- GU employees will not be instructing employees on when to quarantine and/or isolate.
- GU employees are expected to work with their healthcare provider or regional health district to determine if they need to continue to stay home due to symptoms or exposure, get tested/testing, quarantine or isolation.
- **Guidance for employees on possible exposures:**
  - Closely read the questions regarding exposure in ZagCheck. Employees should report **high-risk exposures (also known as ‘close contact’)** to individuals who have tested positive for COVID-19 via email to [leaves.accommodations@gonzaga.edu](mailto:leaves.accommodations@gonzaga.edu).
  - High-risk exposures are defined as:
    - You were within 6 feet of someone who has COVID-19 for a total of 15 minutes or more;
    - You provided care at home to someone who is sick with a positive lab confirmed case of COVID-19;
    - You had direct physical contact with the person (hugged or kissed them);
    - You shared eating or drinking utensils;
    - They sneezed, coughed, or somehow got respiratory droplets on you.

## FAQs

### Faculty and Staff expectations regarding symptom monitoring:

**1. Q: Do I have to complete ZagCheck? When do I have to complete ZagCheck?**

**A:** All employees are expected to complete the self-screening through the ZagCheck Employee App only if they are coming to campus.

**2. Q: I am concerned that I may be prevented from working due to preexisting, non-COVID-19 health conditions. I have allergies. Can I answer the symptom checker honestly and not receive a red card? Will I receive a red card for my non-COVID-19 health conditions?**

**A:** Read the screening questions in ZagCheck carefully. Employees should report new symptoms that cannot be attributed to another known health condition (e.g., seasonal allergies or chronic conditions).

**3. Q: What do I do based on the results of my symptom monitoring in ZagCheck?**

**A:** Employees who receive a green card are cleared to come to campus. Employees who receive a red card should not come to campus, consult their healthcare provider as needed, and follow their health care provider’s guidance. Also, employees should notify their supervisor/department chair that they will not be coming to campus. Staff should use sick leave if they are not working due to a COVID-19 condition.

### Employees who receive a red card due to reported symptoms/positive test result:

**4. Q: What do I do if I am experiencing COVID-19-like symptoms?**

**A:** If you are experiencing COVID-19 like symptoms, do not come into work/campus. Premera members may use telemedicine resources such as Teladoc, Doctor on Demand and 98.6, or contact your personal healthcare provider for a consultation. If your healthcare provider recommends staying home from work or provides you with additional advice (such as testing),

follow their guidance. If you are being tested, please email Human Resources at [leaves.accommodations@gonzaga.edu](mailto:leaves.accommodations@gonzaga.edu) the date you were tested and your anticipated result date and then again once you receive the results.

**5. Q: What should I do if I am directed by my health care provider to stay home?**

**A:** If you are directed to stay at home due to symptoms or pending test results, notify your supervisor/department chair that you will not be coming to campus. If you are well enough to work and have planned with your supervisor to work from home, then you may do so.

**6. Q: When do I need to let HR know about my condition? What do I need to do if I test positive for COVID-19?**

**A:** If you are under the care of a healthcare provider for COVID-19, or test positive for COVID-19, please inform the Human Resources Office by emailing [leaves.accommodations@gonzaga.edu](mailto:leaves.accommodations@gonzaga.edu) as soon as possible so we can assist SRHD or GU contact tracers with any actions that need to be taken if you were on campus.

**7. Q: What will happen if I test positive for COVID-19?**

**A:** If you report a positive COVID-19 test result to the Human Resources Office by emailing [leaves.accommodations@gonzaga.edu](mailto:leaves.accommodations@gonzaga.edu), a contact tracer from Spokane Regional Health District will contact you to discuss high-risk exposures involving other Gonzaga community members and to identify any close contacts on campus who need to be quarantined. You may return to work when:

- It has been at least 10 days since symptoms first appeared; and
- At least 24 hours have passed with no fever without fever-reducing medication; and
- Other symptoms of COVID-19 are improving (Note: loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation)
- If you are unable to work while you are sick, enter sick leave on your timesheet.

**Employees who receive a red card due to a reported exposure:**

**8. Q: What is expected of me if I have experienced a high-risk exposure?**

**A:** If you experienced a high-risk exposure to someone who is symptomatic and awaiting test results, quarantine until those results are received.

- If the individual tests positive, follow the instructions listed below.
- If the individual tests negative, you can end your quarantine and return to work.

High-risk exposures are defined as:

- You were within 6 feet of someone who has COVID-19 for a total of 15 minutes or more;
- You provided care at home to someone who is sick with a positive lab confirmed case of COVID-19;
- You had direct physical contact with the person (hugged or kissed them);
- You shared eating or drinking utensils;
- They sneezed, coughed, or somehow got respiratory droplets on you.

If you experienced a high-risk exposure to a laboratory confirmed positive COVID-19 individual, plan to stay home and quarantine for 14 full days from the date of the exposure. Plan to obtain a COVID-19 test through your personal health care provider, ideally 5-7 days following the date of the exposure. If you receive a positive test result, follow the instructions above.

Employees that are eligible and able to work from home may do so during a quarantine period.

### **ZagCheck Errors:**

- 9. Q: What do I do if I have received a red card in error (e.g., I made a mistake in completing my symptom monitoring or my symptoms are related to a pre-existing condition).**

**A:** You should notify your supervisor by email that you received a red card in error and will be coming to campus. Your status will clear overnight.

### **Possible Student Exposure:**

- 10. Q: What do I do if I find out that a student in one of my classes might have COVID-19?**

**A:** You will be contacted by a GU contact tracer if a student tests positive for COVID-19 and you are determined to be a close contact or high-risk exposure. Given the set-up of the classroom and attendant guidelines such as wearing masks and keeping physical distance, we do not expect faculty to be at risk for a close contact unless the new health and safety protocols were not being followed. You will not be contacted if a student in your class is quarantined (i.e., they were exposed to a positive case, but have not tested positive), or if you are not identified as a close contact. Contact tracers will contact Plant Services for additional cleaning within classroom spaces as appropriate.

- 11. Q: What do I do if I find out that a one of our work study students might have COVID-19?**

**A:** You will be contacted by a GU contact tracer if a student tests positive for COVID-19 and you are determined to be a close contact or high-risk exposure. Given the new ways we are addressing workspaces and the rotation of staff, as well as the attendant guidelines such as wearing masks and keeping physical distance, we do not expect staff to be at risk for a close contact unless the new health and safety protocols were not being followed. Contact tracers will contact Plant Services for additional cleaning within workspaces as appropriate. Supervisors of work study students who are not coming to work should follow regular absence and/or work loss procedures.

- 12. Q: What do I do if one of our work study students is quarantined or isolated?**

**A:** Please see the answer to Question 11. In addition, if a work study student can work remotely, is willing to and is well enough to do so, then their supervisor may allow them to continue working while they are in quarantine or isolation.

**\*Please Note: we will update this information as needed. Information is subject to change based on new COVID-19 guidance, SRHD guidance, WA state orders/restrictions, and GU institutional decisions.**