

2020 COVID-19 PERSONNEL OPERATING PROTOCOL

EAST TENNESSEE STATE UNIVERSITY SPRING 2020

This protocol outlines a framework to guide aspects of institutional operations for the Spring 2020 semester. During this period of extraordinary circumstances, ETSU is taking active steps to ensure that we model our institutional values and protect our employees.

- Supervisors are expected to continue workflows and processes, and to explore creative ways for employees to work remotely, practice social distancing, utilize shift protocols, and/or other operating frameworks that allow the institution to meet its teaching, research, and service missions.
- Existing institutional policy (Telecommuting; Virtual Private Network) related to telecommuting and remote access will be suspended for the duration of these extraordinary circumstances.
 - As soon as possible, employees who are authorized to work remotely will be granted remote desktop gateway and/or VPN access and should complete all work from home. Employees should work with their supervisor(s) to determine performance expectations, evaluative procedures, and the determination of what work should be completed from home. Details regarding these items are forthcoming, but maximum flexibility will be afforded during these extraordinary circumstances.
 - Employees who do not have access to technology at home, may be provided with appropriate technologies and/or appropriate work alternatives by their department as they become available. If the technology is not available to the employee, other options for completing work should be explored and developed to ensure that all employees are engaged with the university and fulfilling job responsibilities.
 - Departments should plan regular check-in meetings with all staff via Zoom/Skype/telephone or other electronic media.
 - While telecommuting, non-exempt employees shall not work more than 37.5 hours during any week. Overtime hours and wages are not authorized.
- Employees may be required to perform work outside of their normal job duties during this period of extraordinary circumstances. Supervisors should be respectful of each employee's abilities while working remotely and should adjust work accordingly. Employees should continually monitor emails, stay in contact with their supervisor, and respond in a timely manner while working remotely in order to remain in a paid status. Supervisors should set deadlines for projects so that employees may plan their days accordingly.
- This protocol establishes a priority that as many employees as possible should be presented with the opportunity to work remotely. Supervisors may allow employees to work on campus for necessary, critical, and urgent delivery of services in shifts, rotations,

or other structures that limit group interaction with approval of their supervisors, up to and including the Vice President or unit head for the area.

- In an effort to minimize the presence of faculty and staff on campus, it is strongly encouraged that staff exercise prudence as they exercise job responsibilities. Where extenuating circumstances may occur, additional access may be attained by the approval of the unit supervisor.
- To the extent possible, undesignated staff and the general public should not access campus buildings without approval. As conditions evolve, circumstances may dictate that access to campus buildings be restricted. Information pertaining to changes in campus access will be regularly posted on the Covid-19 website (<https://www.etsu.edu/coronavirus/>).
- Employees who are unable to perform work remotely due to personal needs or general illness must request annual and/or sick leave while working from home. General university policies pertaining to sick and annual leave remain in place. Supervisor approval should be obtained, and the employee should keep records of the leave.
- If an employee is officially diagnosed with COVID-19, they should notify their supervisor immediately and not return to work or campus (if their work responsibilities had not been transitioned to a remote format). Supervisors should notify Human Resources if they have an employee with COVID-19. Human Resources will work with management to coordinate paid leave as appropriate.
- Employees are expected to be available during normal business hours for meetings, emails, and phone calls. The operations of the university remain ongoing and it is of central importance that employees remain available for possible deployment to campus for critical work and services as necessary. Employees should make every effort to be flexible, creative, and supportive of their peers as we strive to meet our teaching, research, and service missions during these extraordinary times.
- Timesheets will be required during these extraordinary circumstances. Employees should record their time utilizing the new electronic timekeeping form available on the Payroll Office website <https://www.etsu.edu/bf/payroll/>. Processes and instructions regarding this process are available on the website. The completed form will be submitted electronically to the supervisor who will approve and forward to their departmental timekeeper. Timekeepers and approvers are able to access the TRS system remotely.
- No new hires, new searches, or the continuation of existing searches will be approved without a waiver from Human Resources and approval at the Vice-Presidential level during this time. Employees scheduled to start work during this closure will not be permitted to start work without a waiver from Human Resources, until normal business operations resume.
- Search committees may continue screening and interviewing applicants via electronic means, but no offers or hiring actions may proceed without approval from Human Resources and at the Vice-Presidential level.
- Supervisors are expected to manage work responsibilities and expectations for temporary and contract employees. Full-time and part-time benefits eligible staff should be utilized

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to the fullest extent possible to complete critical work and temporary hours and the use of contingent staff should be minimized upon the conclusion of this semester.

These measures are being implemented for the health and wellbeing of the campus community. Employees are expected to remain in the local area, minimize travel, practice best practices with respect to social distancing and other recognized public health initiatives, and be prepared to assist with the operations of the university given these extraordinary circumstances. This situation is fluid and all federal, state, and local laws take precedent to this operating protocol.