

# Employee Experience Work Group Operating Principles

July 14, 2020

The following are workplace restarting recommendations based on the information and guidance provided as of July 13, 2020 by SUNY, federal, state, and local governments, and CDC authorities regarding the COVID-19 pandemic, and employee feedback. Recommendations will be updated as additional guidance is provided.

# **Guiding Principles**

- 1. The health and safety of our employees is foundational to all aspects of the restarting plan.
- 2. All employees are expected to comply with the policies, protocols and guidelines established as part of the re-start plan.
- 3. Given that a large number of employees will continue to work remotely once phased restarting begins, most recommendations will be applicable to both remote and face-to-face employees.
- 4. Recommendations, in general, will be applicable to all phases of restarting with phase-specific recommendations where applicable.
- 5. As staffing on campus increases and operations expand, the EPG will closely monitor and assess the potential spread of the virus, as well as existing policies and procedures to mitigate it, with the understanding that if localized outbreaks emerge, tighter restrictions, reduced staffing or a full retreat of non-critical employees may need to be implemented again.

## **Key Themes**

- Pre-Restart Preparation
- Training, Orientation, and Professional Development
- Communication Plan

# Pre-Restart Preparation

- The Executive Policy Group (EPG) in consultation with supervisors will identify critical employees who will be required to work face-to-face.
- Employees who have been instructed to return to work must conduct daily symptom monitoring.
  - Employees must attest to being symptom free by answering a series of questions before entering any campus facility.
- Employees are expected to comply with Executive Order 205, requiring all travelers coming from states with significant rates of transmission of COVID-19 to quarantine for a 14-day period from the time of their last contact within such designated state(s).
- Employees who have been instructed to return to work face-to-face and have concerns about
  doing so due to underlying health conditions that place them in a high-risk group, or those who
  wish to seek ADA Reasonable Accommodations should contact Human Resources.
- Departments that have been approved to return face-to-face must develop department staffing plans to reduce density and ensure continuation of operations. Strategies to consider include:
  - Remote Work: Those who can work remotely to fulfill some or all of their work responsibilities may continue to do so to reduce the number of individuals on campus.

- Alternating Days/Weeks: In order to limit the number of individuals and interactions among those on campus, departments should schedule partial staffing on alternating days/weeks.
- Staggered Reporting/Departing: The beginning and end of the workday typically bring many people together at common entry/exit points of buildings. Staggering reporting and departure times by at least 30 minutes will reduce traffic in common areas to meet social distancing requirements.
- o The plans must be approved by the Executive Policy Group.
- While custodial crews will continue to clean offices and work spaces based on CDC guidelines and MCC's highest standards, additional care should be taken by each employee to sanitize commonly used surfaces.
  - Each employee will be responsible for sanitizing their workstation before starting work and before leaving any space in which you have been working.
  - o Shared spaces should be sanitized when you arrive to use it and when you leave.
  - o Follow other CDC directives applicable to employees in the workplace.

# Training, Orientation, and Professional Development

- Training and orientation will be required for all employees returning to work face-to-face.
- Training, orientation and professional development will be made available to employees who continue to work remotely.
- Training will be provided in a variety of forms e.g., Blackboard, videos, handouts, signage, regular updates from supervisors.
- Human Resources will provide orientation on leave option standards set forth by OSHA and consideration for how existing leave policies interact with new obligations under new Federal and New York State laws, as needed.
- Informed by the COVID-19 employee survey and external guidance, the appropriate department will provide:
  - o Training on remote and online learning
  - o Training on student engagement strategies
  - o Training on assistive technology, accommodation for individuals with disabilities and strategies on how to integrate diversity, equity, and inclusion principles into our work
  - o Orientation on new and revised protocols developed to respond/react to COVID-19
  - o Training for all employees
  - o Training for supervisors

#### Communication Plan

- Official college communication related to the COVID-19 pandemic is the responsibility of the EPG through the Office of Government and Community Relations. The primary sources of information dissemination are as follows:
  - o MCC Daily Tribune
  - o Mass E-mail
  - o <a href="https://www.monroecc.edu/coronavirus/">https://www.monroecc.edu/coronavirus/</a>
  - o Information will be communicated through your supervisor as needed

### Resources

A Guide to Reopening New York,

https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYForwardReopeningGuide.pdf

Considerations for Institutes of Higher Education

https://www.cdc.gov/coronavirus/2019-ncov/community/colleges-universities/considerations.html

Considerations for Reopening Institutions Of Higher Education In The COVID-19 Era <a href="https://www.acha.org/Documents/Resources/Guidelines/ACHA\_Considerations\_For\_Reopening\_Ihes\_I">https://www.acha.org/Documents/Resources/Guidelines/ACHA\_Considerations\_For\_Reopening\_Ihes\_I</a> <a href="mailto:n">n The COVID-19 Era May2020.Pdf</a>

Guide for Returning to the Workplace

 $\underline{https://coronavirus.duke.edu/wp-content/uploads/2020/05/Return-to-the-Workplace.pdf}$