Training for Supervisors, Department Chairs, Associate Deans, Vice Presidents, Deans, and Regional Campus Presidents on COVID-19 Response

The materials contained within this training are subject to change based on University, public health and/or government guidance.

Last updated: December 2021

Agenda

- Training guidelines for full- and part-time faculty, staff, and fellows on all campuses
  - Adherence to University COVID-19 requirements
  - Symptom and exposure reporting protocols
- Employee Relations considerations
  - HIPAA, ADA, and vulnerable populations
- Welcome your team back to campus
- Additional resources

Employee training guidelines

- Carefully familiarize yourself with guidance from the general Return to Campus training for employees, including Pitt guidance about:
  - ✓University vaccine requirement
  - ✓Signage
  - ✓Personal hygiene
  - ✓COVID-19 symptoms
  - ✓Cleaning protocols
- You are required to also review the general employee training, in addition to this supervisor training

Hyperlink: https://www.hr.pitt.edu/return-to-campus-training

Confirming employee training

- Confirm that each of your employees has completed the employee training and that they adhere to the guidelines outlined in the training.
  - Employee training should be completed before they return to campus.
  - Employee training can be confirmed by employees' written or verbal confirmation of completion to the supervisor.

Symptom & exposure reporting protocols

- Familiarize yourself with University guidelines for responding to symptomatic individuals. These guidelines are covered in the following slides.
- Cooperate with the COVID-19 Medical Response Office, EH&S, and *My*Health@Work for contact tracing, location closure, and communication to impacted individuals.

Hyperlink: https://www.coronavirus.pitt.edu/covid-19-campus/guidelines-responding-symptomatic-individuals
Hyperlink: https://www.coronavirus.pitt.edu/cmro

Guidelines for Responding to Symptomatic Employees

Employees anywhere on campus:

1. The symptomatic individual must go home immediately. If the symptomatic individual does not have immediate access to transportation, have them avoid contact with others by waiting alone in a room with the door closed until transportation arrives.
2. The symptomatic individual should promptly call their supervisor and health care provider.
3. Pittsburgh campus: the symptomatic individual should call *My*Health@Work (Pitt's employee health center) at 412-647-4949 upon arriving home.
4. Report the building and room number of the encounter to Environmental Health & Safety at 412-624-9505 so that the room of the symptomatic employee can be cleaned by designated personnel. Regional campuses should follow their own reporting procedures.
5. All information regarding the health status of employees must be kept confidential, as required by applicable privacy laws and regulation.

Hyperlink: https://www.coronavirus.pitt.edu/covid-19-campus/guidelines-responding-symptomatic-individuals

Guidelines for Responding to Symptomatic Students

Students anywhere on campus other than a residence hall room:

1. Advise the student to immediately return to their residence, avoid contact with others, and call Student Health Services at 412-383-1800 (Pittsburgh campus). If the student resides in a University residence hall, follow University guidance for students in residence halls.

2. Report the building and room number of the encounter to Environmental Health & Safety at 412-624-9505 so the room of the symptomatic student can be cleaned by designated personnel.

Regional campuses should follow their own reporting procedures.

Hyperlink: https://www.coronavirus.pitt.edu/covid-19-campus/guidelines-responding-symptomatic-individuals

Employee Relations considerations

- Review guidance for supervisors on COVID-19 precautions, employee privacy, and sick leave.
- Do not ask employees to disclose their personal health status or medical conditions; do not discuss an employee's perceived medical condition publicly or with third parties.
- Encourage those "at-risk" or "vulnerable" individuals to self-disclose with the Disability Resources and Services department.
- Review and follow the employee accommodation guidelines with Disability Resources and Services.
- Practice and promote a healthy workplace.
- Explain guidelines with regards to time off, leaves of absence, HIPAA compliance, etc. with your employees.
- Ensure employees with remote or flexible work arrangements have completed a Flexible Work Arrangement Agreement.

Hyperlink: https://www.hr.pitt.edu/news/covid-19-pandemic-university-staff-and-supervisors
Hyperlink: https://www.diversity.pitt.edu/accessibility/disability-resources-and-services

Employee accommodations

- If you ask an employee to work on campus and the employee expresses a desire not to do so, you must examine the underlying reasons for the employee's request.
- Some substantiated reasons will require the University to make accommodations and/or job modifications, while other reasons will not.
- Supervisors should work with the OHR Partner(s) in their area to facilitate accommodations requests and for additional guidance through Disability Resources and Services.

Hyperlink: https://www.hr.pitt.edu/about-hr/partners

Welcome Your Team to Campus

- Things to consider
- Addressing non-compliance
- Expected challenges
- Offering emotional support
- Encouraging adaptability
- Team exercises to reconnect

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Things to consider when working to campus

For an updated University timeline and protocols: www.coronavirus.pitt.edu

Checklist Supervisors Can Share with Individual Employees

- Thoroughly review all safety and protocol materials provided to you.
- Wait for instruction from your supervisor before returning to work.
- If you have questions or concerns, check in with your supervisor or unit pandemic safety officer.
- Draft a plan with your supervisor. Consider space, schedules and hybrid scenarios.
- Express when an arrangement is not working. Make team adjustments accordingly.

Hyperlink: https://www.coronavirus.pitt.edu/return-campus/activity-area-plans

Addressing non-compliance

1. Remind the individual about the importance of complying with the mitigation measures and vaccine requirement, including those outlined on coronavirus.pitt.edu.
2. If individual continues to defy compliance, inform them with a harsh reminder.
3. Continued non-compliance will be met with disciplinary actions in accordance and collaboration with Employee Relations.

For detailed assistance, consult with the OHR Partner(s) in your area for various scenarios and action to take.

Hyperlink: https://www.policy.pitt.edu/university-policies-and-procedures/covid-19-standards-and-guidelines
Hyperlink: https://www.hr.pitt.edu/about-hr/partners

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Expected challenges

- It will take people time to adjust. Expect that things won't feel "normal." It helps to acknowledge that these changes may be challenging.
- There will be awkward social moments. Create an environment where others feel safe to share their feelings with you.
- It took many a while to adjust new work modes. It may take awhile to adjust to campus life. Set reasonable goals for yourself and your team.
- Be a model for the behavior you want from your employees.
- Acknowledge all of the above with your team and share strategies that may work for you as a team and as individuals.

Offering emotional support

You have emotions related to returning to work—so does your team.

- Hold a team meeting where anyone willing can share their concerns. Allow open conversation.
- Pivot to what was learned while remote, and what may be applied to the campus workspace. Brainstorm forward—thinking of ways to work effectively as a team.

Offering emotional support (continued)

- Set one-on-one meetings. It is normal for people to withhold personal feelings in group meetings. Devote time to reconnect with your employees.
- For an employee who appears to be struggling emotionally, offer the contact information for Life Solutions.
  - 1-866-647-3432 and www.hr.pitt.edu/lifesolutions

Encouraging adaptability

As things change and evolve, we must remain flexible and adjust to meet those changing needs.

- Communicate this attitude to team members, emphasizing the need for openness and adaptability, as well as a willingness to identify new opportunities.
- Engage in creative thinking exercises and encourage brainstorming.
- Recognize adaptability in the team and elsewhere at the University. People are more likely to repeat behaviors that are recognized.

Hyperlink: https://www.mindtools.com/pages/main/newMN_CT.htm

Need more supervisor support?

- For information about flexible work arrangement policies and procedures: www.hr.pitt.edu/flexwork
- For more information or support with welcoming your team back to campus, contact Organization Development: www.hr.pitt.edu/current-employees/learning-development
- For ongoing teambuilding and team development resources: pitt.sharepoint.com/sites/human-resources/SitePages/Organization%20Development%20Resources.aspx
- For the most updated resources from the Office of Human Resources: www.hr.pitt.edu

Additional Resources

- COVID-19 Response and Planning: www.coronavirus.pitt.edu
- OHR COVID-19 resources for faculty and staff: www.hr.pitt.edu/covid-19
- Pitt Public Safety & Emergency Management: www.emergency.pitt.edu/
- Pitt Environmental Health & Safety: www.ehs.pitt.edu/
- Centers for Disease Control (CDC): www.cdc.gov/coronavirus/2019-ncov/index.html
- Pitt Concern Connection: (800) 468-5768
- **OHR contact form:** www.hr.pitt.edu/contact-ohr

Return to Campus

Questions:
www.hr.pitt.edu/contact-ohr

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