

**Frequently Asked Questions Related to
College Operations Post-07/01/2020
Updated 8.25.2020**

Coronavirus Protocols

- 1) **NEW:** How do I report if I have COVID-19 or I am getting tested for COVID-19?
Please report your situation through LTC's Community Health Emergencies link [HERE](#). You may continue to use this link to provide status updates. This information is only available to the College Nurse and appropriate privacy is maintained.

- 2) **NEW:** What should I do if someone is not wearing a mask on campus?
Ask them to wear a mask and direct to where they can get a mask if they do not have one. If the individual does not comply and does not have an accommodation, follow our non-compliance procedures, which are available [HERE](#).

- 3) **NEW:** What will the college's policy be when the Governor's mask order expires?
The college will continue to follow CDC guidance on the usage of face coverings.

- 4) **NEW:** What should I do if I feel ill?
If you have COVID symptoms, you should stay home and contact your healthcare provider for further guidance. The "[COVID 19 Fact Sheet CDC](#)" poster provides an overview of the coronavirus symptoms.

- 5) **UPDATED:** If I start to have COVID-19 symptoms while I'm working at home, do I still need to contact anyone from LTC?
Yes, the college wants to be aware of anyone experiencing symptoms, whether it be you or anyone in your household. The "[COVID 19 Fact Sheet CDC](#)" poster provides an overview of the coronavirus symptoms. Please report your situation through LTC's Community Health Emergencies link [HERE](#). You may continue to use this link to provide status updates. This information is only available to the College Nurse and appropriate privacy is maintained.

- 6) **UPDATED:** I came in contact with a known case of COVID-19 and am self-quarantining per the order of the county health department. What does LTC expect of me?
Follow all instructions you receive from the county health officials. You will not be able to return to campus until the county department of health has approved your return to campus. You must provide a return to work note to Human Resources. If you are able, continue to work from home. If you are not able to work from home, use available leave. You may also apply for family medical leave under the [Families First Coronavirus Response Act \(FFCRA\)](#).

Please report your situation through LTC's Community Health Emergencies link [HERE](#). You may continue to use this link to provide status updates. This information is only available to the College Nurse and appropriate privacy is maintained.

- 7) **UPDATED:** If I am diagnosed with COVID-19, what does LTC expect of me?
Follow guidance of your healthcare provider or local health department. A positive test will start contact tracing by the health department. A positive test result should be reported through LTC's Community Health Emergencies link [HERE](#). You may continue to use this link to provide status updates. This information is only available to the College Nurse and appropriate privacy is maintained.

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Regarding being out for illness/PLOA, the faculty/staff should follow the college's usual process of notifying the supervisor.

Individuals identified as being in close contact with an individual who tested positive will be contacted by the health department.

CDC defines close contact as those who have been within 6' of an individual for more than 15 minutes.

You will not be able to return to campus until the county department of health has approved your return to campus. You must provide a return to work note to Human Resources. If you are able, continue to work from home. If you are not able to work from home, use available leave. You may also apply for family medical leave under the [Families First Act Employee Rights](#).

- 8) NEW: If asymptomatic (no symptoms) and diagnosed with COVID-19, is the expectation the instructor teaches from home?**

Yes, if the faculty can teach from home, and the course format/content allows, they should teach from home. They would not need to take PLOA in this case.

Non-faculty should work with their supervisor to determine off-site work possibilities.

- 9) NEW: When is it OK to return after being diagnosed with COVID-19, do we need a medical return to work form?**

Individuals directed to quarantine will receive communication (usually an email) from the local health department when able to return to work and exit isolation. Please upload the release through LTC's Community Health Emergencies link [HERE](#). You may continue to use this link to provide status updates. This information is only available to the College Nurse and appropriate privacy is maintained.

- 10) NEW: Are face shields available?**

*Yes. Face shields are available in Human Resources and at the Student Customer Service desk. Face shields **must** be used in conjunction with a facemask. A face shield cannot be used by itself. Students will need an accommodation on file to receive a face shield.*

- 11) NEW: Someone in my area goes home from work not feeling well, how do I get it cleaned?**

A Maintenance Work Order may be submitted through the link [HERE](#). You will need your email address and password (forgot password option available).

- 12) NEW: If a person in my office area has been diagnosed with COVID, will I be notified?**

County health officials will notify you if you need to self-isolate.

- 13) NEW: Can my supervisor let me know why my coworker is not at work?**

No, that is private information. There are various reasons an employee is not at work; do not assume an employee who is not on campus has COVID-19.

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14) What is the proper wearing, washing, frequency, and use for my face covering?

According to the Centers for Disease Control and Prevention (CDC), cloth face coverings should

- *fit snugly but comfortably against the side of the face*
- *be secured with ties or ear loops*
- *include multiple layers of fabric*
- *allow for breathing without restriction*
- *be able to be laundered and machine dried without damage or change to shape*

A washing machine should suffice in properly washing a face covering. The face covering should be routinely washed depending on the frequency of use. Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

[“Use of Cloth Face Coverings to Help Slow the Spread of COVID-19”](#)

15) I have an accommodation and was previously allowed to work entirely remotely. Why am I being asked to return to work?

Under the original Safer at Home Order we were legally required to shift to online operations. As the Safer at Home Order is no longer in effect and students are returning to campus, the college is beginning to scale up operations to meet student and business operation needs.

16) UPDATED: I have been working remotely and have been asked to return to campus. What happens if I choose not to physically return to work?

It is expected you will return to campus when asked to do so. Various safety measures are in place to protect your health. Reasonable accommodations, such as a high-walled office, will be made for those with an accommodation on file.

17) I am an employee, if I attended an event with a crowd of people or traveled personally, should I self-quarantine?

The College is not able to assess your need to self-quarantine as each situation is different. However, if you chose to self-quarantine, please contact Human Resources for applicable leave requirements.

18) UPDATED: If one of my family members in my household is experiencing COVID-19 symptoms, am I able to come to work?

No, check with your supervisor if you are able to work from home. Once you have more guidance from the family member’s medical provider, please report your situation through LTC’s Community Health Emergencies link [HERE](#). You may continue to use this link to provide status updates. This information is only available to the College Nurse and appropriate privacy is maintained.

19) UPDATED: Do I need to write down names of individuals I come in close contact with while on campus?

Yes. Close contact is defined as (1) having physical contact with another individual (i.e., shaking hands, hugging, etc) or (2) being within 6’ of an individual for more than 15 minutes. You do not need to keep track of people you see who you do not have close contact. In the event you contract COVID-19, this will help with contact tracing.

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20) Are there any travel restrictions to other areas with a high volume of COVID-19 cases?

No, unless you are notified by county health officials that you have known contact and have been ordered to self-quarantine.

Coronavirus Protocols – Students & Faculty

1) NEW: How do students communicate positive COVID-19 test results with LTC?

Students should communicate any class absence directly to the faculty. Also, they should report their situation through LTC's Community Health Emergencies link [HERE](#). The student may continue to use this link to provide status updates. This information is only available to the College Nurse and appropriate privacy is maintained. Faculty should direct student to complete the online form.

2) NEW: Will I know if a specific student in one of my classes tests positive for COVID-19?

Maybe. A student might voluntarily disclose to you they tested positive for COVID-19. However, if a student only notifies the college through LTC's Community Health Emergencies link [HERE](#), we might not be legally allowed to share that health information with you.

3) NEW: Who in the class needs to self-isolate?

Advice to quarantine will come from the county health department through their contact-tracing interview. The college and college employees will not be providing self-isolation orders. Lecture-based classrooms have been set up to ensure physical distancing.

4) NEW: How are students notified if they need to self-isolate?

The county health department would provide official notification directly to the student. LTC will partner with the local health department upon their request. The college and college employees will not be providing self-isolation orders.

5) NEW: Do students need a medical return to school form?

No, this determination is typically made by the county health department.

6) NEW: How am I going to be made aware that the student is cleared to come back to class?

Students should notify the instructor if they are going to be absent, the same as other illnesses for attendance reasons. The student should follow the guidance received from the health department or their healthcare provider.

7) NEW: A student in my face-to-face course is self-isolating; can they temporarily switch to an online course if such an option is available?

Yes, a student may do so if they choose. We would not force a student to switch.

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Leave

8) Will non-faculty positions continue to be paid?

Yes, but only for work performed. Non-faculty will need to take leave pursuant to our leave policy if they are not assigned enough work to fill their normal workweek. Once available leave has been exhausted, unpaid leave will need to be taken or you will need to apply for the Family First Act, if applicable. Please contact Human Resources for more information.

9) What are the expectations surrounding the leave I have available?

For those who are eligible for leave, the existing process should be followed: Prior approval from your supervisor is required.

If there is no work, eligible leave can be taken:

- Voluntary Unpaid Leave (for those already requested & approved)*
- Non-scheduled/non-contract leave (as applicable)*
- Floating holiday*
- Vacation*

Other leaves must be used for their intended purpose:

- Paid Leave of Absence (sick)*
- Personal*
- These hours cannot be used for lack of work*

10) What if I run out of leave?

You will be required to take leave without pay if you have exhausted your available leave, or apply for the Family First Act, if applicable. Please contact Human Resources for more information.

11) What is the Families First Coronavirus Response Act (FFCRA)?

The FFCRA provides employees with paid sick leave and expanded family and medical leave for specific reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020. The FFCRA temporarily amends the FMLA to provide employees of employers with fewer than 500 employees and government employers who have been on the job for at least 30 days with the right take up to 12 weeks of job-protected leave for Public Health Emergency Leave. To qualify for Public Health Emergency Leave, an employee must be unable to work or telework due to a need to care for the son or daughter under 18 years of age because the child's school or place of care has been closed, or the child care provider of such son or daughter is unavailable, due to a public health emergency.

Please refer to the [“Families First Act Employee Rights”](#) for more detail. For additional information, contact Human Resources.

Please be reminded that our existing FMLA leave policy and other college leave policies still apply to all other leave beyond that covered by the FFCRA.

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12) I have children at home, which is making it difficult for me to follow my regular work hours, what should I do?

Employees are expected to be accessible during normal business hours. If childcare makes this not practical, you will need to apply for the Family First Act, if applicable. Please contact Human Resources for more information.

13) I have been asked to return to campus and I cannot work my regular schedule due to childcare issues as a result of COVID-19, what should I do?

If you are not able to work due to childcare, you are encouraged to contact Human Resources to learn more about the [“Families First Act Employee Rights”](#).

14) I am a part-time employee who does not accumulate any leave, will I still be paid?

Only for work performed, or apply for the Family First Act, if applicable. Please contact Human Resources for more information.

15) UPDATED: Can an employee work 4 – 10 hour days and then have Friday or another day off?

No, it is the expectation that you are available during your normal business hours. Vacation time can be used if you desire to take Friday or another day off.

16) I am an exempt employee, can I use my Paid Leave of Absence (PLOA) hours in one-hour increments?

Yes, the college has made the decision to allow exempt employees to use their PLOA time in one-hour increments, effective July 1, 2020.

Student Workers

17) UPDATED: Will student workers still be paid?

Student workers will only be paid for hours actually worked, or they need to apply for the [Family First Act](#), if applicable. Hours must be worked on campus.

18) Can student workers work remotely?

Student workers are no longer allowed to work from home, they must work on campus.

Work Expectations

19) How may my time be reallocated?

An employee's time may be reallocated to meet the needs of the college.

20) As an exempt employee, if I work over the weekend or after hours, can I take off during the week?

As an exempt employee, you are expected to work at least 40 hours during regular business hours unless your supervisor has previously approved a change. If you want to take time off during the week, applicable leave will need to be entered. Examples of this are as follows:

- **I have a student who emails me at 11:00 pm. Am I expected to respond?**

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This reply could wait until the next morning

- **I worked at a college event on a Sunday, from noon-4:00. Can I take off Monday morning without entering leave?**

No, not unless your supervisor had approved this prior.

21) UPDATED: What if an employee refuses to work?

It is expected you will return to campus when asked to do so. Various safety measures are in place to protect your health. Reasonable accommodations, such as a high-walled office, will be made for those with an accommodation on file.

22) Do hourly (non-exempt) employees have to take a lunch?

As outlined in LTC's employee handbook, non-exempt (hourly) employees working more than six (6) hours per day will take a one-half hour unpaid meal period. In the event an employee works through their lunch, the employee will be paid accordingly. It is the supervisor's responsibility to ensure a lunchbreak can be taken when the employee will be working more than 6 hours.

23) If I work from home, what are the expectations of me in doing so?

- *Be accessible during business hours*
- *Continue to perform your job functions*
- *Communicate with your supervisor*
- *Continue to follow the guidance on [Protection of Sensitive Information](#)*

24) UPDATED: What if I need in-person or remote technology support?

Contact the Help Desk at 920-693-1767 or at LTChelpdesk@gotoltc.edu for assistance.

25) When should I set my out of office (automatic replies)?

- *Only use an out of the office messages if you are going to be out of the office for more than a day and will not be accessible.*
- *Here is an appropriate out of the office message:*
 - *"Thank you for your email. I am out of the office until [insert date] and will respond to your email when I return. If you need immediate assistance, please contact [insert contact information]."*
- *Do not set up an automatic reply stating you unavailable for select hours during a day.*
- *Do not set up an automatic reply stating why you are unavailable.*
- *Do not set up an automatic reply stating you are working from home or remotely.*

26) What are the dress guidelines?

Whether you are working remotely or on campus, the following are some "Dress for Your Day" guidelines (this is not a definitive list):

Pants (Appropriate): Dress pants, khakis, or corduroys, suit pants, jeans (clean and free of rips, tears, fraying; not excessively tight, revealing), capris

Pants (Inappropriate): Sweatpants, exercise apparel, shorts, short skirts, ripped pants of any kind, low-rise

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Tops (Appropriate): Polo collared shirt or golf shirt, LTC logo shirts, button down shirts, sweaters, short-sleeve blouses or shirts, turtlenecks, blazers or sport coats

Tops (Inappropriate): Shirts with offensive or large non-LTC logos, t-shirts or sweatshirts without LTC logos, beachwear, tank tops, exercise apparel, tops showing midriffs

Shoes (Appropriate): Loafers, high heels, dress sandals with heel strap, deck shoes or dress boots, casual, low-heel, open back shoes

Shoes (Inappropriate): Flip flops, athletic or tennis shoes (unless department specific), construction boots (unless department specific), slippers

27) Why are we bringing people back on campus?

The Leadership Team and Incident Management Team consider many things as we work through decisions regarding campus operations. A few things we consider are:

- Safety of our staff and students. We stay abreast of CDC recommendations as well as local directives.
- Service to our students. We are open for business and we need to be able to offer our students the best service possible.
- Community expectations. Our community taxpayers support our salaries and operations and therefore we strive to meet their expectations.

Daily Log

28) UPDATED: What is Daily Log intended for?

- For employees who are not working entirely on campus to have meaningful and impactful work to fulfill their hours
- To maximize our labor force to capacity to meet the mission and goals for the college
- To remain good stewards as a publicly funded institution
- To provide a review of employee resources and determine where time is being dedicated and if needed, reallocate the time to meet the needs of the college

29) Do student workers also need to complete a Daily log?

Yes.

30) As an exempt employee, can LTC require me to complete a Daily Log?

Yes. Tasks can be assigned at the discretion of the employer.

31) I already keep track of my work in a different format, do I need to use the Daily Log template provided?

Yes, the same format allows easy review by supervisors and leadership team members.

32) How can I pin my log through OneDrive as a favorite?

- You have your Daily Log in OneDrive
- Click on the "Favorite" star and it will be added to your list of favorites
- This short video may also be helpful "[Pinning a file as a favorite in OneDrive](#)"

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33) UPDATED: Do I still need to complete the daily log?

Maybe. Check with your supervisor. For those working remotely, even on a temporary basis, you will be required to continue the completion of a daily log.