



Leading with Courage

An employee guide for a safe return to work

June 1, 2020

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THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

Introduction

The University of Tennessee, Knoxville, has been guided by three core values in response to the COVID-19 pandemic:

- Keep our community healthy and hopeful.
- Keep students on track toward success.
- Be creative. Be compassionate. Be flexible.

Those values will continue to guide the campus community as students, faculty, and staff return to campus this fall. In addition, the campus’s plans are data-driven and follow the expertise of local, state, and federal health authorities.

The behavior expectations are the foundation of this guide. The best protective measures and the most extensive supports and resources are only as good as the habits we develop as a campus community. We need to have the courage to change our behaviors and set an example for others.

Please note that the information in this document is evolving and will be updated as circumstances and health guidance change.

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Daily Routine

Before you leave for work

1. Check your temperature: Normal temperature should not exceed 100.4 degrees Fahrenheit. Do not come to campus if you have a fever.
2. Answer some basic questions about your health with the self-screening app at selfscreen.utk.edu.

If your self-screening says you should stay home, then stay home. Contact your health care provider as needed. If necessary, complete the [self-isolation form](#).

When you are at work

- You are required to wear a cloth face covering (your own or provided by the university) when in public or when social distancing is not possible, including times of brief interaction with co-workers or friends. Work without a face covering only in areas where you are alone in a confined space. Keep your face covering with you as you would your phone and be ready to wear it in any situation where you are not in control of your space such as lobbies, elevators, and even outside.
- Wash hands often with soap and water for at least 20 seconds, especially after being in a public place, after touching frequently used items or surfaces, or after blowing a nose, coughing, or sneezing.
- Maintain at least 6 feet from others. Follow any signage that directs you where to stand or areas to avoid. Signage is being developed by a special task force.
- Use technology to limit group meetings as much as possible.
- Limit elevator capacity and take the stairs if able. Under no circumstances should employees enter an elevator or wait in elevator lobby without a face covering.

Symptoms of COVID-19

- Fever
- Cough
- Shortness of breath
- Difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell

Staying Informed

- Monitor utk.edu/coronavirus for updates
- Check your email regularly for important messages

Self-Screening

What the university is doing

Developed self-screening app at selfscreen.utk.edu

What you need to do

- Check your temperature and answer the [self-screening questions](#) online before coming to work. Normal temperature should not exceed 100.4 degrees Fahrenheit. Do not come to campus if you have a fever.
- If you answer “yes” to any of the questions, please do not come to campus. Contact your health care provider if needed.
- Complete self-isolation form as necessary.
- **Tip: Add the web page selfscreen.utk.edu to the home screen of your device.**

Supports and resources

Questions about self-screening can be directed to hr@utk.edu.

Self-Isolation

What the university is doing

- The [self-isolation form](#) and process monitors active faculty, staff, and student self-isolation cases.
- After a staff member or student completes the self-isolation form, they will be contacted to learn more about their health situation, the people with whom they may have had close contact, and the places they have been on campus.
- The campus works with the Knox County Health Department on any contact tracing assistance that is needed, and is developing an on-campus contact tracing team to notify students, faculty and staff who have come into close contact with a COVID-19 infected individual.

In addition, Facilities Services may initiate temporary closures and enhanced cleaning and disinfection of affected campus spaces.

- Cleaning protocols are based on CDC guidance. If possible, impacted spaces will be closed for seven days before cleaning, at a minimum it will close for 24 hours.
- Closed spaces will have signage
- Common areas that are not part of the closed space are cleaned routinely (bathrooms, entrances, lobbies, elevators, lounges etc.)
- Stakeholders should discuss any sensitive equipment during coordination with Facilities Services

If a campus space is impacted, Facilities Services will identify those key personnel that use that space and make direct contact to discuss closure requirements and coordinate cleaning and disinfecting. Examples of key personnel are building owners, department heads, associate deans of research, space users, principle investigators, and department safety officers.

What you need to do

Employees and students should complete the self-isolation form if they:

- Have tested positive for COVID-19
- Are waiting for COVID-19 test results
- Develop symptoms of a COVID-19 infection
- Have had close contact with someone known to be diagnosed with COVID-19
- Have recently returned to the US after traveling abroad
- Have recently returned from a cruise (ocean or river)

Stay home, limit contact with others, and contact your health care provider or, if needed, your local emergency room if you have symptoms.

Stay informed about space closures with the temporary space closure dashboard at tiny.utk.edu/tempclosure.

Per OSHA guidelines, faculty, staff, and student workers that have tested positive for COVID-19 and feel it was contracted in the workplace, should report the positive test to their supervisors and to CorVel's 24/7 call line at 866-245-8588. For more information about workers' compensation, next steps, and forms, visit the [UT System risk management website](#).

Supports and resources

- Students living on campus or in the Knoxville area, or a student workers on campus, can call the Student Health Center nurse triage line at 865-974-5080. For after-hours care, contact the University of Tennessee Medical Center emergency room at 865-305-9000. Always call ahead before going to a health care provider or ER. For non-medical support contact the Office of the Dean of Students at 865-974-3179 or dos@utk.edu.

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- Employees have access to the [Employee Assistance Program](#) (EAP) at 855-437-3486, here4tn.com, and the [865-946-CARE \(2273\)](tel:865-946-2273) hotline for distressed faculty and staff.
 - Questions about self-isolation can be directed to hr@utk.edu
 - Temporary space closure dashboard: tiny.utk.edu/tempclosure

Hand Washing

What the university is doing

- The campus has designed signs that units can use to encourage proper handwashing techniques. Signs are available at Facilities Services.
- Hand sanitizer is available for all units. Please check with a supervisor if additional supplies are needed.
- Paper towels are available in all open bathrooms.

What you need to do

- Employees should wash hands often with soap and water for at least 20 seconds, especially after being in a public place, after touching frequently used items or surfaces, or after blowing a nose, coughing, sneezing, or removing their face covering.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60 percent alcohol, covering all surfaces of hands and rubbing them together until they feel dry. Hand sanitizer is considered flammable. Avoid touching surfaces until hand sanitizer dries. Review Environmental Health and Safety's [workplace guidelines for safe use of hand sanitizer](#).
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Wash hands after riding on any public transportation.

Resources

- CDC guidance for [how to properly wash hands](#)

Requirement to Wear Face Coverings

What the university is doing

The university has arranged for purchase and distribution of face coverings for students, faculty, and staff.

What you need to do

You are required to wear a cloth face covering (your own or provided by the university) when in public or when social distancing is not possible, including times of brief interaction with co-workers or friends. Be prepared to wear a covering anytime you are in a situation in which you cannot stay 6 feet from other people or don't have control over someone walking into your 6-foot vicinity.

- Wear a covering at all times in an open office space.
- Outside while walking around campus
- Cover coughs and sneezes when not wearing a face covering. Use a tissue or the inside of your elbow.
- Work without a face covering only in areas where you are alone in a confined space.
- Keep your face covering with you as you would your phone and be ready to wear it in any situation where you are not in control of your space such as lobbies and elevators.
- Avoid any stigmatization of the wearing of face coverings.
- Discard used disposable face coverings in regular trash.
- Wash cloth face coverings regularly. Please see CDC recommendations on [proper face coverings and how to wash them](#).

Supports and resources

- Unit business managers can [request face coverings for their area](#). These personal protective equipment (PPE) requests do not apply to units with existing PPE requirements for general lab and workplace safety. Lab and other workplace safety PPE should be acquired as previously.

Vulnerable populations

What the university is doing

- Encouragement of telework and flexible scheduling.
- Development of remote learning and teaching options for students and faculty who need to stay home.
- Availability of measures to enhance isolation and personal protective hygiene.

What you need to do

- Employees: Work with your supervisor to develop alternate work arrangements if you are in a vulnerable population and remote work is feasible.
- Employees: If you are returning to work, talk with your supervisor about enhanced isolation and personal protective hygiene measures.
- Supervisors: Be understanding of the needs of those in vulnerable populations.

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- Supervisors: Work with employees to identify remote work or flexible scheduling with enhanced isolation and personal protective measures if those in vulnerable populations are working on campus.

Supports and resources

- CDC listing of [groups at high risk for severe illness](#) from COVID-19.

Social distancing

What the university is doing

- Signage will be posted in multiple campus locations indicating how to maintain social distancing.
- The Office of Information Technology supports conferencing platforms such as Zoom to allow business to continue in a remote manner.

What you need to do

- Practice good social distancing to reduce the spread of viruses and impact of the number of contacts if a person becomes symptomatic.
- Follow any signage that directs you where to stand or areas to avoid.
- Maintain at least 6 feet from others.
- Set up rooms and gathering spaces in a manner that spaces people at least 6 feet apart.
- Practice social distancing while on public transportation as much as possible.
- Use technology to limit group meetings as much as possible.

Supports and resources

- Questions about social distancing options can be directed to hr@utk.edu.
- Ideas for social distancing in office spaces include removal of chairs in large meeting rooms, marks on floors to indicate ideal seating arrangements, visual cues in waiting areas to show visitors where to stand, and closure of areas where people tend to gather.
- Furniture and floor markings will be installed by Facilities Services to avoid physical damage. Initiate a facilities services work order at fs.utk.edu when needed.
- A library of forms will be available on the Facilities Services website: fs.utk.edu.

Work arrangements

What the university is doing

- Flexible schedules in support of social distancing are accepted and encouraged.
- Remote work is encouraged and technical support is available.
- Considerations for staggering of building entry and exit times encourages social distancing.
- Technology can be incorporated to converse or meet as appropriate (telephone, zoom, Microsoft Teams, etc.).
- Adjustments to work spaces, classrooms, labs, meetings, and activities can be made to maintain proper social distancing.

What you need to do

- Supervisors: Increase capacity slowly, when possible, with a focus on being ready for fall operations while allowing time to build and test safety protocols in your unit.
- Supervisors: Work with employees and student employees who prefer to work remotely.
- Supervisors: Develop plans for alternate schedules where employees work remote on some days, or portions of days, to limit the number of people in an area at a given time.
- Supervisors: Request laptops and hotspots as needed for faculty or staff working remote; ensure adequate inventory for your unit.
- Supervisors: Develop entry and exit plans for units to avoid people congregating at entry and exit points.
- Supervisors: Identify signage and physical barrier needs and initiate a facilities services work order at fs.utk.edu when needed.
- Implement creative process changes to avoid contact with others (electronic signature, contactless delivery/pickup, use of appointments and reservations, etc.)
- Develop plans for in-person meetings and other gatherings. Incorporate technology (example, some attend in-person and practice social distancing while others attend via zoom either from home or an individual office).
- Implement plans to limit visitors to units to control the number of visitors in an office area.
- Do not prop doors open to maintain access control and comply with fire code.
- Avoid carpooling as much as possible.

Supports and resources

- Questions about alternate scheduling options and work area organization can be directed to hr@utk.edu.

Common areas

What the university is doing

- Physical barriers act as a reminder for people to maintain an appropriate distance from each other. They will also serve as a protective tool in close quarters when social distancing is not possible. There is an ongoing project to place these in priority areas due to the nature of interactions that take place and the high volume of people in those spaces. This includes, but is not limited to, all dining and retail locations, One Stop, Fleet Management, Auxiliary Services Building (UPM and Mail Services), VolCard office, Registrar's office, Parking Services, the key shop in Greve Hall, Hodges Library and the psychology clinic in the UT Conference Center.
- Campus signage reminds members of the community about methods to keep themselves and others safe. Signs are being placed throughout campus by Facilities Services.
- A [signage checklist](#) is available for use by supervisors and building owners. The checklist includes information about the pre-designed signage as well as suggested tactics for increasing social distancing opportunities in office common areas and other locations.
- VolCard or key entry is required for all buildings. Violation of guidelines may result in the immediate revocation of building access privileges.

What you need to do

- Wear face coverings when in common areas
- Communicate with colleagues and supervisors using available technology rather than face-to-face meetings.
- Practice social distancing and avoid congregating in break rooms and dining areas.
- Follow designated line markers and other visual cues.
- Do not remove signage or rearrange chairs and tables which have been strategically placed for distancing measures.
- Do not enter rest rooms marked "closed."
- Limit elevator capacity and take the stairs if able. Under no circumstances should employees enter an elevator or wait in elevator lobby without a face covering.
- Report to work through a designated entrance at a designated time to limit the number of people entering and exiting buildings at any one time.
- Do not prop open exterior doors.

Supports and resources

- Requests for a physical barrier can be made through Facilities Services. The request will be evaluated to determine whether a Plexiglass shield is the correct solution. Barriers should be paid centrally for all locations recommended by the task force and will be installed based on the priority assigned by the Emergency Operations Center (EOC). Plexiglass shields requested by a specific office should be paid for by that office, unless deemed necessary by the EOC during a review process. Initiate a facilities services work order at fs.utk.edu when needed.

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- Furniture and floor markings will be installed by Facilities Services to avoid physical damage. Initiate a facilities services work order through fs.utk.edu when needed
 - A library of forms will be available on the Facilities Services website: fs.utk.edu.

Cleaning and disinfecting

What the university is doing

- The campus has purchased additional cleaning supplies for units and unit business managers can obtain these.
- Cleaning protocols for individual work areas have been developed to limit the spread of infections.
- Facilities Services has implemented enhanced cleaning and disinfecting procedures to help stop the spread of COVID-19.

What you need to do

- Keep workspaces free of clutter, excess personal items, and other unnecessary items to allow for maximum cleaning of all surfaces.
- Remove shared appliances, cups of pens, magazines on tables, and any other shared objects to the extent possible.
- Clean and disinfect frequently touched surfaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, and sinks.
- Wear disposable gloves when using disinfectant sprays. Never spray disinfectant directly on electronic equipment.
- Have signage and cleaning supplies near shared computers, appliances, etc. and remind users to clean them after each use.
- Complete a self-isolation form if self-isolation is needed. This helps Facilities Services coordinate appropriate cleaning protocols and area closures

Supports and resources

- Unit business managers can [request cleaning supplies for their area](#). These requests do not apply to units with existing personal protective equipment (PPE) requirements for general lab and workplace safety. Lab and other workplace safety PPE should be acquired as previously.
- Information about Facilities Services [cleaning and disinfecting](#)
- Temporary space closure dashboard: tiny.utk.edu/tempclosure
- Environmental Health and Safety's [workplace safety guidelines for disinfecting work areas and equipment](#)

Emergency Leave

What the university is doing

Emergency Paid Sick Leave is available one time for 10 working days for those unable to work (including unable to telework) because:

- They are subject to a Federal, State, or local quarantine or isolation order related to COVID-19
- They have been advised by a health care provider to self-quarantine related to COVID-19
- They are caring for an individual subject to an order described above
- They are experiencing COVID-19 symptoms and are seeking a medical diagnosis
- They are caring for their child/children whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 reasons
- They are experiencing any other substantially similar condition specified by the US Department of Health and Human Services

Expanded Family Medical Leave of up to 12 weeks is available for those caring for their child/children whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 reasons

What you need to do

- Employees and supervisors: Work together to create work arrangements that include the use of flexible scheduling, telework, and leave options for those either exposed to or diagnosed with COVID-19, or impacted by school and child care facility closures due to COVID-19 reasons.
- Supervisors: Help employees understand their paid leave options

Supports and resources

- Questions can be directed to familymedicalleave@utk.edu

Travel

What the university is doing

- University-related travel within Tennessee no longer requires an exception as of June 8.
- Exceptions are required for all other university-related travel, domestic and international, through September 30.
- The use of World Travel and the purchase of travel insurance through Cultural Insurance Services International (CISI) are required for university-related international travel.

What you need to do

- Check CDC [travel advisories](#).
- Request an exception before booking any university-related international travel or domestic travel outside of Tennessee.
- If your international travel exception is approved, use World Travel for arrangements. International trips booked outside of World Travel will not be eligible for reimbursement. CISI insurance will be required and should be purchased by business units.
- Be aware that business units will be responsible for trip cancellations related to COVID-19 effective July 1.
- Do not make any university-related international travel reservations without an approved exception, even for travel beyond September 30.

Supports and resources

- Domestic travel exception requests: travelexception@utk.edu
- [Faculty/staff international travel exception form](#)
- [Student international travel exception form](#)
- [Center for Global Engagement](#)
- [CDC travel advisories](#)

Employee Wellness

What the university is doing

- An Employee Assistance Program (EAP) provides wellness services for employees.
- Sick leave resources such as Sick Leave Bank and Family Medical Leave are available as additional benefits for eligible employees in event of extended illness.
- Financial wellness courses are provided to help answer questions regarding possible financial stressors.
- Personal and professional development offerings exist to help employee growth.

What you need to do

- Employees: Recognize when there is a health wellness related issue (physical, emotional, financial, social) that is interfering or has the possibility of interfering with life balance
- Employees: Seek assistance from supervisor or confidential UT resources
- Employees: Be aware of changes in co-workers behavior that could signal a wellness issue
- Employees: Depending on your comfort level refer employee to EAP services or 946-CARE; Alternatively let someone in authority know (supervisor, HR, 946-CARE)
- Supervisors: Provide atmosphere that encourages open communication between you and employees

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- Supervisors: Be aware of changes in employees' behavior that could signal a wellness issue
 - Supervisors: Provide employee information on wellness resources
 - Supervisors: Report emergency situations (such as self-harm statements) to appropriate authorities; 946-CARE, UT Employee Relations, UTPD
 - Supervisors: Be present, maintain confidentiality, provide support, be understanding, follow-up

Supports and resources

- [Employee Assistance Program](#) (EAP) at 855-437-3486, www.here4tn.com
- Optum Covid-19 resources, <https://optumeap.com>
- Counseling Center's [Therapy Assistance Online](#)
- [865-946-CARE \(2273\)](#) hotline for distressed faculty and staff
- SickLeaveBank@utk.edu
- FamilyMedicalLeave@utk.edu
- UT Knoxville HR Learning & Organizational Development personal and professional development offerings, <https://hr.utk.edu/telecommuting-resources>
- [Be Well](#)