

# The Citadel's Return to Work Protocol

## Overview

In accordance with the [SC Reentry Plan for State Employees](#), this guidance applies to early stages of the phased re-opening and to additional stages. Supervisors must remain vigilant in emphasizing social distancing, handwashing, staying home when sick, and mandating the use of cloth face coverings as needed. As we reopen campus, be ready to adjust plans based on COVID-19 case data as needed. This paced and conditions-based return will be the campus strategy for the foreseeable future.

## Phased Timeline Descriptions (approximate dates subject to change)

### **Phase 1 – (1 June– 30 June 2020)**

1. The Citadel will return employees to the workplace who cannot readily continue to work-from-home or are necessary to support ongoing critical operations. The following departments already have approval for employees to return or continue to work on campus: Treasurer's Office, Public Safety, Facilities and Engineering, Post Office, Information Technology, Laundry, Tailor Shop, Commandant, and the Daniel Library.
2. Employees who can productively work from home, with modifications to allow for balancing child care responsibilities and other unique challenges relative to the pandemic, should be allowed to continue to do so.
3. Supervisors should consider staggering the start and stop times of employees' shifts, alternating work days, or adjusting entry points into the workplace to minimize congregation.

### **Phase 2 – (1 July 2020 – TBD)**

1. The Citadel will resume normal operations to the extent possible while adhering to social distancing recommendations. The Citadel will stagger employees' return to workplace schedules to promote social distancing and work-from-home is still encouraged to limit disease transmission.
2. Supervisors may continue to allow employees who's in-office presence is not required to support normal operations to work-from-home to decrease individuals present in the workplace. Supervisors must consult with their respective Vice President to approve all telecommuting arrangements. Additionally, supervisors should allow employees who work in close proximity to other employees in an indoor environment to stagger their work schedules to allow for social distancing.
3. If an employee who cannot readily perform their work from home and supports critical Citadel operations indicates he or she is within a high-risk or special population (e.g., pregnant) or does not have child care due to school/child care centers, HR will engage in a one-on-one conversation with the employee to evaluate the appropriate time and manner for the employee to return to the workplace. The Citadel will continue to maximize work-from-home opportunities for employees in high-risk and special populations, as well as those impacted by school closures.

### Phase 3 – (TBD)

1. During this phase, The Citadel will return to operations. All employees will return to campus except for those who have been identified previously as appropriate for working from home and those allowed to work from home as a temporary accommodation.
2. The ability of The Citadel to move to Phase 3 is contingent on the advice of health professionals, the reopening of schools, and the widespread availability of child care options.
3. During Phase 3, it is expected that only those employees that were already working from home before the COVID-19 health emergency or those identified as being appropriate to remain on work-from-home status due to the nature of their job duties and related cost savings will continue telework. All other employees will be returned to the workplace full-time unless an accommodation is granted on a case-by-case basis.

### **Supervisor Checklist PRIOR to any employee returning to work:**

Supervisors must complete all items below prior to bringing employees back to campus.

1. **Create a physical spacing and preparation plan for your work area.** Supervisors must consult with Dave Orr, the Director of Environmental Health and Safety, or his appointee at [horr@citadel.edu](mailto:horr@citadel.edu) to discuss preparing lobby and work areas for appropriate return of customers and employees. Submit a work order request through Facilities and Engineering if you need additional protective equipment such as plexiglass or physical barriers in your department. Ensure employees are not in close contact with one another and shared desk areas are spaced with a 6-foot minimum between employees.
2. **Provide all employees in your department appropriate PPE.** To request a mask or cleaning supplies (masks, hand sanitizer, and disinfectant supplies), supervisors should submit quantities needed for Phase 1 reopening to their respective department head. The respective department head will complete an [online request form](#) a week in advance for the total of all quantities needed for Phase I opening within their department. The Citadel will notify the requesting department head when their order has been approved and will coordinate arrangements for pick-up or delivery. These PPE requests do not apply to departments with existing PPE fulfillments already met.
3. **Require all employees** to complete [The Citadel's Return to Work Safety Training](#).
4. **Close or limit the number of people in common areas.** Identify and close areas where people are likely to congregate and interact, or enforce social distancing protocols (for example, break rooms and lobbies).
5. **Post recommended signage** on entry requirements and symptoms of COVID-19. Citadel branded signage can be found here: [citadel.edu/covidsignage](http://citadel.edu/covidsignage).
6. **Create a Return to Work Strategy for your department that promotes flexibility and accountability** with creative scheduling, social distancing in the workplace, and other protocols. Enforce this plan and regularly communicate with faculty and staff on progress and/or changes as needed. Emphasize the importance of a phased return for the health and safety of our campus community. Please consult with HR if you have any questions on the return to work strategy.
7. **Issue a Recall E-mail/Letter to Employees.** Many employees are on unemployment, in a leave status, or unable to work during the pandemic. Citadel HR will work with supervisors to send communication and formally recall employees back to work. This communication will serve as documentation that there is job availability and will outline expectations of a return to work date. Employees are encouraged to return to work or immediately contact Human Resources to engage in a dialogue around any accommodation they may need when they return or if they are unable to return. Please consult with HR when you are ready to recall and communicate with your employees.

8. **Respective Vice President approval.** Supervisors will not make decisions on identifying employees to bring back to campus or resolving employee requests to continue in a work-from-home status, and instead, will make recommendations on all these questions to their respective Vice President.

### Supervisor and Employee Checklist During all Phases:

As supervisors, it is important to understand the health-related guidance related to COVID-19, both for yourself and for employees. The following should be clearly communicated to your team at all times:

1. **Be aware of COVID-19 symptoms.** These symptoms are currently associated with COVID-19 infection:
  - Fever, cough, and shortness of breath or difficulty breathing
  - Chills, repeated shaking with chills, and muscle pain
  - Headache
  - Sore throat
  - Loss of taste or smellEmployees who develop symptoms should notify their supervisor, stay home, limit contact with others, and contact their health care provider or, if needed, their local emergency room.
2. **Require all returning employees to complete [The Citadel's Return to Work Safety training](#).** This link will be provided in their recall letter to the employee.
3. **Require all returning employees to [complete the Attestation Document](#).** This document affirms that they are not currently experiencing any COVID-19 symptoms and that they have not been exposed to anyone experiencing the symptoms in the last 10 days. In addition, employees must notify supervisor if their health status changes. This link will be provided in their recall e-mail to the employee.
4. **Remind employees of training available on appropriate protocols.**
  - Cloth face-mask FAQs: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>
  - Care for cloth face-masks: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>
  - How to appropriately put on and wear face-masks: <https://www.cdc.gov/niosh/docs/2010-133/pdfs/2010-133.pdf>
5. **Wash hands often.** Employees should wash their 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 their nose, coughing, or sneezing. If soap and water are not readily available, employees should use a hand sanitizer that contains at least 60 percent alcohol, covering all surfaces of their hands and rubbing them together until they feel dry. Employees should avoid touching their eyes, nose, and mouth with unwashed hands.
6. **Practice social distancing.** Employees should maintain a distance of six feet and practice social distancing as work duties permit. Work spaces, classrooms, labs, meetings, and activities should be evaluated and adjusted as necessary to maintain proper social distancing.
7. **Require all employees to wear a face mask or cloth face covering around others.** All employees must wear a face mask (cloth or disposable) over the nose and mouth while on campus in the presence of others, including in public settings (e.g., common work spaces, elevators, meeting rooms, classrooms, etc.). Supervisors should encourage employees to bring their own masks when necessary. The appropriate use of face masks or coverings is critical in minimizing risks to others near you. You could spread COVID-19 to others even if you do not feel sick. The face mask is not a substitute for social distancing. Employees are highly encouraged to provide their own face coverings, however; The Citadel

will provide reusable face masks for employees as needed and as supply chain allows. This policy will remain in effect until further notice.

8. **Cover coughs and sneezes.** Employees in a private setting who do not have on a cloth face covering need to always cover their mouth and nose with a tissue when they cough or sneeze, or use the inside of their elbow.
9. **Clean and disinfect spaces.** Supervisors and employees should clean *and* disinfect frequently touched surfaces daily following **CDC recommendations**. This includes shared spaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, and sinks. Employees are encouraged to use disinfectant between uses of shared spaces throughout the day. Keep workspaces free of clutter, excess personal items, and other unnecessary items to allow for maximum cleaning of all surfaces. Supervisors should address workspaces that are not properly maintained. Contact Wally Nava at [navao1@citadel.edu](mailto:navao1@citadel.edu) for any special cleaning requests with Budd Group personnel.
10. **Emphasize Safety.** Enforce adherence to all health guidance by ensuring that employees:
  - Operate as if they assume they are infectious and others are infectious; limiting interactions with other.
  - Use designated building entrances and restrooms.
  - Follow accepted policies and signage with respect to health and safety.
  - Do not engage in work practices that could be considered a danger to health and safety.
  - If there are any concerns with health and safety, please report the issue to your immediate supervisor.
  - Employees may submit concerns to Human Resources at [hr@citadel.edu](mailto:hr@citadel.edu), The Citadel's [EthicsPoint Hotline](#), or [Citadel Ombudspersons](#) are also available resources. If employees have a physical workplace safety issue they can consult their supervisor or contact Dave Orr, Director of Environmental Health and Safety, at [horr@citadel.edu](mailto:horr@citadel.edu).
11. **Apply appropriate leave policies and accommodations.** Supervisors should be sensitive to the needs of employees with high risk circumstances or those with family members with high risk circumstances. Continued work from home options should be considered for these employees when possible. When work from home is not possible for employees with high risk circumstances, employees may consider the Emergency Paid Sick Leave, Advanced Sick Leave, and/or Emergency Family Medical Leave if applicable. Please contact [hr@citadel.edu](mailto:hr@citadel.edu) for any questions with the following scenarios:
  - Send an employee home if they suspect they may be sick. This may be considered emergency sick leave per federal guidance effective April 1, 2020.
  - If an employee is unable to work because a doctor has advised the employee to quarantine or the employee tests positive for COVID-19, the employee may be entitled to paid sick leave.
  - If an employee is unable to work or telework because the employee cannot obtain child care for a minor child, the employee may be entitled to paid sick leave and paid family and medical leave under a new federal law. The Citadel encourages supervisors to exercise maximum flexibility in scheduling, including options such as flexible hours, shift swaps, and alternating work days. If an employee is unable to work or telework after these options have been explored, the employee may be eligible for paid FMLA and is entitled to job protection for up to 12 weeks.
  - Review requests for leave and approve use of accrued leave as appropriate.