



Human Resources Frequently Asked Questions COVID-19

March 14, 2020

Please know that we are constantly reviewing ongoing best practice and legislation. These guidelines can change as we move forward, and we will continue to update you as changes or revisions are necessary.

What does a colleague do if they are symptomatic?

If a colleague thinks they have been exposed to COVID-19 and develops a fever **and** the following symptoms, such as cough or difficulty breathing, they need to contact their medical provider. If they are on MU's health plan, they should **call OC24 Health telephonic medicine at 855-617-2116**. If they are not on MU's health plan, they should call the Indiana State Department Health Epidemiology Resource Center at 317-233-7125 or 317-233-1325 after 8 p.m.

If a colleague is sent home from work due to illness, how will the colleague be paid?

Colleagues who are sent home from work due to illness will first use PTO hours for hours not worked. This applies even if the colleague is sent home by their supervisor. If the colleague is absent for illness, they may be eligible for Short-Term Disability benefits, after a one-week waiting period. Part-time, non-exempt colleagues who do not have PTO or who are not eligible for Short-Term Disability will not be paid. If able, colleagues can have the option to work from home with supervisor/HR approval.

What if a colleague does not have enough PTO to cover their absence from work due to an illness?

Non-exempt and exempt colleagues must enter PTO hours on their timecard for hours not worked, even if sent home by their supervisor due to illness. If colleagues exhaust the PTO in their bank, Banked Time Off (BTO) will be used for those who have a balance in their BTO bank.



If the colleague is absent for their own illness, after a one-week waiting period, they may be eligible for Short-Term Disability benefits. Contact HR to begin the Short-Term Disability/FMLA paperwork.

With supervisor approval, colleagues could:

1. Make up missed hours later in the workweek. (Our workweek runs from Saturday – Friday and the hours must be made up in the same workweek.
2. If the colleague feels able, they could make arrangements to work from home.

What if a colleague is not sick but does not want to come to work for fear of becoming ill?

Colleagues may request time off, but the supervisor is not required to approve the request if staffing levels do not permit the department to conduct business efficiently. It is recommended that colleagues educate themselves about COVID-19 through reputable sources such as the [CDC website](#).

If a colleague is unable to come to work due to a school or day care closure due to a board of health or school system decision, but the colleague's child is not sick, how will the colleague be paid?

Colleagues are expected to work with their supervisor to review which of the following options is most appropriate:

1. Work from home. This may mean you need assistance with additional technology/training for technology such as Microsoft 365, Microsoft Teams, and Skype in order to complete tasks from home.
2. Adjust to a flexible work schedule that works with the families' needs and business expectations.
3. If neither of the two options above are applicable, use PTO hours for the hours missed per the PTO policy.

If a colleague's absence is due to contracting COVID-19, does FMLA apply?



If the colleague meets the eligibility requirements for FMLA (having worked 12 months for MU prior to the commencement of the leave and having worked 1,250 hours in the preceding 12 months), and they meet the federal guidelines for FMLA found [here](#), then FMLA would apply. However, FMLA is an unpaid leave, and PTO would still be used for hours not worked.

In addition, for a colleague's own personal illness, Short-Term Disability benefits may apply after a one-week waiting period. If approved for Short-Term Disability, PTO would be used as a supplement to the Short-Term Disability payment.

Human Resources would track FMLA and Short-Term Disability and will enter PTO hours if someone is approved for these types of leaves of absence.

Does FMLA apply if my spouse, child or parent contracts COVID-19 and I must stay home to care for them?

If the colleague meets the eligibility requirements for FMLA (having worked 12 months for MU prior to the commencement of the leave and having worked 1,250 hours in the preceding 12 months), and they meet the federal guidelines for FMLA found [here](#), then FMLA would apply. However, FMLA is an unpaid leave, and PTO would still be used for hours not worked.

What if a colleague has questions about FMLA/Short-Term Disability?

Colleagues and/or supervisors should contact Human Resources by email at humanresources@manchester.edu with the subject line reading FMLA/STD. With additional questions, please contact Kourtney Rogers at 5191 or Brandee Estes at extension 5288.

What if a colleague is absent due to illness or to care for an ill spouse/child and is not eligible for FMLA?

Colleagues who are not eligible for FMLA should contact Human Resources to discuss leave options. The colleague in this situation would need to use PTO for hours not worked.

Do supervisors have to approve requests to work from home or remotely?

Supervisor approval to work from home is required, and a telecommuting agreement should be signed. However, not all requests to telecommute can be approved. Not every position is suited for telecommuting due to specific job duties that cannot be performed at home, or due to the operating requirements of the University.

If non-exempt employees are able to work remotely, they should accurately track hours through ADP's website or mobile app.

Can a supervisor schedule a colleague to work hours or shifts that the colleague normally does not work, or require colleagues to do work that is not in their assigned job description?

Yes, colleagues may be asked to work more or different hours than normal, or be asked to assist others in their job responsibilities. As much notice and training as possible will be given to colleagues who are asked to make adjustments.

What assistance is available to colleagues to help cope with the emotional impact of a COVID-19 outbreak?

Please refer to Employee Assistance Program (EAP) information. For the Bowen Center EAP click [here](#). For the Cigna EAP click [here](#).

As always, if you have any questions, please contact Human Resources.

Can Manchester University restrict a colleague from traveling on their personal time?

Colleagues are expected to self-report any travel by clicking [here](#). If a colleague has been to a Level 2 or 3 location, or on a cruise (domestic or international) against CDC recommendations, they may be required to isolate at home for 14 days, even if non-symptomatic.

If traveling anywhere below a Level 2 identified area, colleagues should report travel [here](#); use common sense; stay home if sick; and communicate with a physician for guidance if necessary.



If a colleague personally chooses to travel and visit a location (Level 2 or 3 or higher, or have been on a cruise, domestic or international) and, upon return, is isolated, how will the colleague be paid?

If a colleague is requested to isolate after personal travel, the colleague must use PTO time for the isolation period unless the supervisor approves a work-from-home option.