Jake’s Flippant Response (Begins at 5:42)

Jake consistently forgets or doesn’t wear his face covering when taking restroom breaks. You’ve received concerns from other employees. When you approach Jake and share that others are concerned that Jake is not consistently wearing a face covering when taking breaks, Jake says in a flippant tone, “I don’t need a face covering to use the restroom!”

How might a supervisor respond? (View video training recording for answers)

   a. Remind Jake of the Face Covering directive and that any time one leaves the office they must wear a face covering.

   b. Two separate issues – Remind Jake of the Face Covering directive AND address the comment as it could be perceived as disrespectful.

   c. Let the employees who noticed the behavior know that they can address Jake and remind the individual of the directive even offering a spare face covering that they’re carrying.

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Role play

Supervisor: (Pull Jake aside or in your office)

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Jake: (Consider responses you may receive from Jake and possible responses you will have)

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Bonnie’s Face Covering Isn’t Covering (Begins at 10:38)

Bonnie wears her face covering as she walks around campus and in buildings. However, you’ve observed that she frequently pulls her face covering below her nose. You share with Bonnie privately that you’ve observed her not wearing her face covering according to the University directive and that she will need to pull her face covering above her nose. Bonnie then informs you that wearing the face covering over her nose makes her claustrophobic causing her to hyperventilate.

How might a supervisor respond? (View video training recording for answers)

a. Tell Bonnie that you understand how difficult wearing a face covering can be. You suggest that some coverage is better than no coverage and you accommodate her request to wear her face covering only over her mouth.

b. Let Bonnie know that if she doesn’t wear her face covering per the University directive you will have to move into corrective action which may lead to further discipline up to and including termination.

c. Express empathy for Bonnie’s explanation. Remind Bonnie that the directive is clear on how to wear the face covering because the virus can still spread when the nose is not covered. Recommend to Bonnie to reach out to the Disability Resource Center if she has a documented medical condition that may require an accommodation.

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Role play

Supervisor: (Pull Bonnie aside or in your office)
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Bonnie: (Consider responses you may receive from Bonnie and possible responses you will have)
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Jasper Faces Jeers *(Begins at 38:05)*

Jasper has been experiencing severe allergies this season leading to postnasal drip sparking a consistent cough. Jasper’s teammates have been talking among themselves about distancing themselves from Jasper and inappropriately sharing with other employees that Jasper probably has COVID-19. Jasper has brought concerns to you regarding how he feels others are treating him.

*How might a supervisor respond? (View video training recording for answers)*

a. Express to Jasper that his colleagues are just being extra careful and that this is a difficult time for everyone. Ask Jasper not to take their behavior personal.

b. Even though his symptoms are based on allergies, encourage Jasper to visit his primary care physician to receive a prescription to eliminate the symptoms so that his colleagues don’t have to worry.

c. Empathize with Jasper and the impact of his allergies. Address the team at a high level expressing the importance of creating a positive work environment and that treating others with any illness discriminatively is unacceptable. If need be, work with your HR Consultant to address the behavior of specified team members.

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*Role play*

*Supervisor: (Pull Jasper aside or in your office)*
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*Jasper: (Consider responses you may receive from Jasper and possible responses you will have)*
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Monica May Need Meds (Begins at 40:55)

Monica is a new member of your 8-member team. Although you’ve modified the workspace to ensure proper physical distancing the team sits in an open, cubicle environment. You’ve observed that Monica appears pale with glassy and red eyes and a deep bronchial cough. You are concerned about how she’s feeling and believes she appears ill enough to leave the workplace but you’re also aware that she doesn’t have a bank of sick days and she doesn’t qualify for FML.

How might a supervisor respond? (View video training recording for answers)

a. Say nothing for fear of violating medical confidentiality and HIPPA. But for good measure, you keep the door to your office closed.

b. Ask if Monica would come talk to you privately. Express your concern for her well-being and ask if she’s okay. Recommend that she take the rest of the day off and feel better. Remind her that if she believes she has been exposed to COVID-19, you highly recommend that she be tested. Put her in contact with HR Solutions to discuss the paid sick leave option through the Families First Coronavirus Response Act, for which she may be eligible.

c. Suggest to Monica that perhaps she would be more comfortable working in a separate office so that she does not spread any germs.

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Role play

Supervisor: (Pull Monica aside or in your office)
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Monica: (Consider responses you may receive from Monica and possible responses you will have)
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Nina Needs Testing (Begins at 44:02)

Nina and Ava have been working on a project with a pending deadline. Based on a few mild symptoms, Nina decided to get tested for COVID-19. Nina called you from home to alert you that her COVID-19 test was positive. She received her results 5 days after she and Ava had been working on their project together. Because she didn’t feel sick, she had continued coming into the workplace until receiving her results.

How might a supervisor respond? (View video training recording for answers)

a. Empathize with Nina and ask if she’s okay. Ask Nina if she encountered any other UA employees besides Ava. Encourage Nina to self-report on the Campus Health’s Positive COVID-19 Test survey. Relay return to workspace information based on her positive test and determine if Nina is willing/able to work remote during the time that she is quarantined. Alert Ava that she may have encountered a colleague who has tested positive for COVID-19 and encourage Ava to be tested.

b. Express empathy given Nina’s results and tell her you hope she feels better soon.

c. Alert Ava immediately that Nina tested positive for COVID-19 and encourage that she be tested.

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Role play
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Nina: (Consider responses you may receive from Nina or Ava and possible responses you will have)
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Willow Wins the Fight (Now you try)

Willow supports and adheres to the University face covering directive. She goes further to carry disposable face coverings with her as she walks around campus. You’ve received complaints from employees who’ve expressed that Willow admonishes them when they are not practicing physical distancing or wearing their face covering while eating lunch with colleagues. You’ve also been made aware of a confrontation between Willow and an employee from another department where Willow accused the employee of creating an unsafe work environment, causing injury to others because he was not wearing a face covering.

How might a supervisor respond?

a. Meet with Willow privately. Thank Willow for adhering to the University directive and for being thoughtful in carrying around face coverings in case someone needs it. Pivot your conversation to address how her insistence is causing others to feel that she is intrusive and confrontational with her messaging. Set expectations with Willow that if she sees violations of the directive, she let you know but she is not to engage in confrontations with others.

b. Thank Willow for her dedication to University policies and her work to ensure others are behaving appropriately.

c. Ask Willow to stop carrying extra face coverings around campus and remind her it’s none of her business if others are wearing their face coverings. Further express that she is violating others’ rights by telling them they are wrong to not wear face coverings.

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Role play

Supervisor: (Pull Willow aside or in your office)
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Willow: (Consider responses you may receive from Willow and possible responses you will have)
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Additional Notes: