University Supervisors Meeting
August 27, 2020

Deep Dive: Face Covering, Positive Case Notification and Disability Resource Center
This meeting will cover:

• Review of sample scenarios and conversation starters relevant to face coverings & positive COVID case notification

• Additional guidance from the Disability Resource Center

• Opportunities for questions
Face Covering Scenarios...
All employees, students and visitors **MUST WEAR FACE COVERINGS**

**Engagement and Compliance**

Supervisors will set clear expectations with all employees

Employees Who Refuse to Wear Face Coverings (Willful Violations)

Employees Who Forget or Fail to Wear A Face Covering (Non-Willful Violations)

Disability Resource Center for medical condition questions
Jake consistently forgets or doesn’t wear their face covering when taking restroom breaks. You’ve received concerns from other employees.

When you approach Jake and share with 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!”
Jake’s Flippant Response – Supervisor Response?

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 are able to address Jake and remind the individual of the directive even offering a spare face covering that they’re carrying.
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.
Bonnie’s Face Covering isn’t Covering – Supervisor Response?

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.
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 express 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 and causing injury to others because he was not wearing a face covering.
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 approach is causing others to feel she is intrusive and confrontational with her messaging. Set expectations with Willow that if she sees violations of the directive she lets you know but she is not to engage in confrontations with others.

b. Thank Willow for her dedication to University policies and were 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.
Access at UArizona — What CAN we do?
Inclusion and Access to All Environments

- Work Process
- Physical
- Info & Tech
- Policy & Practices

Adobe Flash Captions & Subtitles

THE UNIVERSITY OF ARIZONA
Disability Resources – Your Partner in Inclusion & Access

- Consult with employees & supervisors to remove access workplace barriers
  - Universal Design principles – opportunities to optimize!
  - University processes for access & reasonable accommodation

- Facilitate provision of reasonable accommodation

Any change or adjustment to a job, work environment or way work is customarily done which permits a qualified applicant or employee with a disability to perform the essential functions.
Interactive Process

1. Employee initiates request
   Request Form & Medical Provider Form

2. Eligibility determination
   Impairment substantially limits major life activity

3. Discuss request & essential functions with department
   Medical information kept confidential

4. Accommodation determination

5. Communication

6. Follow-up
What Constitutes a Request for Accommodation?

- Alex, a receptionist, asks to have his work hours modified due to a medical condition.

- Sara, a business manager, advised her supervisor she would need to take several breaks every three hours to eat a snack or check her blood glucose level.

- Stanley, in the IT department, said his poor performance was due to his new medications.
Key Takeaways

- Many workplace modifications & temporary modified work conditions can be made by a department/unit outside of a formal DRC accommodation.

- Contact DRC before you deny a requested modification.

- Contact DRC if you have questions about access or reasonable accommodation.

- Refer employees to DRC if they express a medical or disability concern that cannot be resolved by the department/unit.
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.
Jasper Faces Jeers – Supervisor Response?

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. Encourage Jasper that, even though his symptoms are based on allergies, 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 to at a high level express 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.
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 does not have a bank of sick days and she does not qualify for FML.
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 Response Care Act that 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.
Nina and Ava have been working on a project with a pending deadline. Based on a few mild symptoms, Nina decides to be tested for COVID-19. Her results were received 5 days after she and Ava were working on their project together. Because she didn’t feel sick, she continued coming into the workplace until receiving her results. Nina called you from home to alert you that her COVID-19 test was positive.
Nina Needs Testing – Supervisor Response?

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 work 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 come into contact with 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.
Positive Case Notification

If someone reports a positive COVID-19 test AND:

* Works onsite
* Visited a UA facility
* Interacted with a UA colleague in a work-related capacity

• CONFIDENTIALITY is key
• Notify: Unit Leadership, Facilities Management, Risk Management and HR
• Refer the employee to HR Solutions for possible Leave options, and SAFER survey to complete contact tracing survey
• Click on LINK for additional guidance
• For additional questions email Positive Notification HR Core Team
Return to Work after Illness

- Exposure to positive tested person and no symptoms – OOO 14 days after exposure
- Positive test and no symptoms – OOO 10 days since test
- Positive test with symptoms – OOO 10 days since symptoms appeared and 24 hours fever and symptoms improved
- Not tested or results unknown with symptoms - OOO 10 days since symptoms appeared and 24 hours fever and symptoms improved
- Anyone experiencing symptoms is strongly encouraged to be tested
At UArizona, Safety is Everyone’s Job