POWER OF THE PACK

MAIN & BRANCH CAMPUS
DEPARTMENT
RETURN TO CAMPUS GUIDE

THE UNIVERSITY OF
NEW MEXICO.

July 30, 2020

Guiding Principles

The University of New Mexico strives to promote and maintain a safe, healthy learning and working environment for all of our students, faculty, staff and visitors. We are beginning to resume operations gradually and thoughtfully, as the safety and well-being of our community must be balanced with our mission to provide excellence in teaching and learning, scholarship, research, patient care and service to New Mexico.

To safely resume full operations of UNM campuses, we will continue to follow health protocols put in place by the State of New Mexico, the Centers for Disease Control and Prevention and other regulatory entities for the containment and prevention of COVID-19. Resuming our operations will be done with the following principles in mind:

- We will protect the health and safety of our entire community, faculty, staff, students, and visitors by following required health and safety practices.
- Practices will be guided by science, evidence-based strategies and public health principles and will align with federal, state, local and University plans and public health directives.
- We recognize that this crisis may exacerbate inequality, and we will make decisions designed to protect our most vulnerable students, staff, and faculty by leading with the values of equity and inclusion.
- We will continue our critical core missions of providing education, creating new knowledge, developing creative works, providing patient care, and public service while protecting our university resources for the long term, as a critical resource to the state.

Recognition of Rapidly Changing Circumstances

The information in this Guide is intended to help employees understand their role and responsibilities in returning to campus and what to expect in light of the COVID-19 pandemic. It is not intended to be an all-inclusive guide. Employees should ask their supervisors for clarification and guidelines on items specific to their campus operation that are not covered in this document or on the Bringing Back the Pack website.

Our knowledge and understanding of the COVID-19 virus continue to evolve as do state and federal laws and guidance. Accordingly, and our policies and plans will be updated as appropriate as more information becomes available.

Health Sciences Center Departments

This guide is for Main and Branch Campuses only.

For HSC employee information and resources related to COVID-19 please visit our website at hsc.unm.edu/covid-19/.

HSC Departments should refer to the Return to Full Operations document at us19.campaign-archive.com/?e=25b56630e4&u=59ce53c1a4dedb490bac78648&id=fed043ae3a

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This checklist is a high-level overview of the detailed content within this document. Please review the document details for a full understanding of the duties and responsibilities you and your department have.

☐ Complete the 'Facilities Reopen Request' form to return your employees to campus.

☐ Review the Staff Guide yourself and ensure your staff have read it before returning.

☐ Know your mental and emotional well-being resources.

☐ Take the 'Bringing Back the Pack' training and any other department required training and make sure your staff take them before returning.

☐ Prepare your workspace by setting out hand sanitizer, stocking cleaning supplies and masks, installing barriers and signage, and arranging workspaces to maintain 6 feet of distance between employees.

☐ Communicate your "phase back" plan to your employees.

☐ Distribute reusable and/or disposable masks to employees.

☐ Communicate your housekeeping plan with employees for routine cleaning.

☐ Create and retain a detailed backup plan for transitioning to remote operations again if needed.

☐ Know how to respond if an employee reports they have COVID-19 or symptoms. (pg. 13)

☐ Know how to address employee non-compliance with COVID-Safe Practices. (pg. 15)

This information is for department administrators, managers and supervisors. These are the steps you must take to prepare for the safe return of your employees to campus.

Request Approval to Return to Campus

Develop Your Plan to Return Employees to Campus

All non-HSC areas considering to return to work on campus must prepare a plan demonstrating what protocols will be in place and what preparations will be done that enforce COVID-Safe Practices. A template is found on the Facilities Management website (fm.unm.edu/reopen-request/reopen.html).

See '**Step 1: Write the Return to Operations Plan**'.

Submit the 'Facilities Reopen Request' Form

Once you have drafted your plan, you must complete the 'Facilities Reopen Request' form. As part of this process, you will upload your detailed plan to return.

See '**Step 2: Submit Your Request**' on the Facilities Management website (fm.unm.edu/reopen-request/reopen.html).

This form will route electronically for approval to the Dean or Director you identify, then through the appropriate President, Executive Vice President/Provost or Senior Vice President for Finance and Administration and finally to Facilities Management (FM) and Safety and Risk Services (SRS).

FM will assess your area for reopening with regard to utilities and custodial services and SRS will review your plans to determine if an inspection is needed. For details on this preparation work, see the 'Preparing to Return' section of the Staff Guide (hr.unm.edu/docs/hr/return-to-campus-staff-guide.pdf).

Once all areas have approved of your request, you will be notified via email of when your building/office is ready for your employees to return.

Review and Distribute the 'Staff Guide'

Review the 'Staff Guide' as it Applies to You

A 'Return to Campus – Staff Guide' has been created to help prepare all employees on what to expect when returning to full operations on campus.

Distribute the 'Staff Guide' to your Employees

Although all employees will be made aware of this guide through university communications, it is important that department managers share this guide timely as their department begins to notify staff of their return to campus date. Talk to your employees about the Mental and Emotional Well-being resources available to them – CARS and Benefits & Employee Wellness.

Complete Required Training (ONE-TIME Requirement)

Complete the Training Yourself

When your department has been approved to return, you must take the '**Bringing Back the Pack: Phasing Our Return to Full Operations Training**', available in Learning Central.

Employees should take this training about a week prior to their scheduled return date and no later than a week after their return date. Employees who are already working in a Tier 1 status should take the training as soon as possible.

If you work in a lab on campus, you may also be required to take the 'Pandemics: Slowing the Spread' course in Learning Central, or another department specific training. Please consult with your supervisor to discuss departmental training requirements.

Make Sure your Employees Take the Training

This training is required of all employees. For the safety of your team, please make sure they have taken this required training before coming to work on campus. You should be able to confirm that they have taken it by logging into the Learning Central system and viewing their Learning History.

Prepare the Workspace and Determine Schedules

It is advised that managerial employees come into the office first to properly arrange the workspace, obtain cleaning supplies, and determine schedules that may accommodate rotating schedules of remote and on-campus work. Every area is different but, for instance, if your department has a lot of employees in cubicle spaces, it is best to consider schedules that allow employees more physical space in the office.

Managers should:

- Arrange workplaces to provide for a minimum of six feet of distance between individuals.
- Post signage as necessary.
- Close or modify common areas where personnel are likely to congregate to minimize contact.
- Provide for meetings to take place remotely whenever possible, even for participants who may be in the same building.
- Design office schedules to accommodate remote work and to support social distancing in the office space.
- Develop a gradual approach to bringing employees back to campus while remaining flexible to all the various situations they are currently encountering (i.e., health issues, childcare, etc.).

Prepare Your Department's Housekeeping Plan

Create and implement an internal Housekeeping Plan as described at bringbackthepack.unm.edu/business-processes/housekeeping.html.

Common/Shared Areas – To be disinfected at least 3 times per day (opening, midday, closing and as needed):

- Entrance doors – interior and exterior doorknobs
- Light switch plates

- Office doors – exterior doorknobs
- Countertops
- Paper towel dispenser
- Sink – exterior edging and faucet handles
- Coffee pot and other small appliances
- Microwave keypad and door (to be cleaned after each use)
- Refrigerator door handle
- Copier keypad
- Tabletops
- Hand sanitizer dispenser

Personal Space Areas – To be disinfected at least 2 times per day or as needed:

- Office door – interior doorknobs
- Desktop and tabletops
- Monitor
- Telephone
- Keyboard and mouse
- Chair handles
- Filing cabinet handles
- Upper cabinet/flipper handles
- Clean microwave keypad and door after you use it

To reduce viral spread, encourage the use of technological tools, including software tools for telecommuting and virtual meetings, new office housekeeping processes, and new ways of conducting business that minimize contact. Communicate plans and protocols regularly and clearly.

Communicate Return Date and Expectations with Employees

When your department has determined its return date for reopening through Facilities Management, it is important that managers/supervisors notify their employees in writing of their expected return date to their normal campus worksite location. Keep in mind that some employees may need more time to arrange for childcare or eldercare so the sooner you can announce your department's return to campus, the better. You may have to work with employees on a case by case basis depending on their personal situation.

If you will implement staggered work schedules that change the start and end times of an employee's shift, employees should be provided with at least two weeks' written notice. This is a must for employees represented by a Collective Bargaining Union.

In your written communication to your employees be clear in what the expectations are of their return. Be clear on what the phase-in process will look like for your department/division. Include things like – return date, start of shift, days employee will work on campus, days employee will work from home (if you will rotate staff), etc. This notice may be as simple as an email but the message format should be consistent for all employees.

Work with employees who may be considered "high risk" for severe illness.

Managers and supervisors play a crucial role in UNM's continued commitment to find creative solutions, remain flexible, and fulfill the University's mission while working to ensure the health and well-being of employees. Therefore, when planning for the return of employees, managers and

supervisors are encouraged to consider available options to maximize productivity while minimizing health risks.

Employees may express fear and/or raise concerns about returning to the workplace because they may be at higher risk of severe infection from COVID-19 or have household members at higher risk.

Managing Employees Who May be Considered High Risk for Severe Illness

Managers and supervisors should be mindful of the need to protect vulnerable and high-risk populations from on campus exposure while balancing operational needs.

According to the Centers for Disease Control & Prevention (CDC) (cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html), everyone is at risk for getting COVID-19 if they are exposed to the virus, but some are more likely than others to become severely ill.

Those considered to be at higher risk for severe illness include older adults and people with underlying medical conditions.

- For information on older adults see the CDC's guidance at cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html.
- For information on underlying conditions see cdc.gov/coronavirus/2019-ncov/need-extra-precautions/groups-at-higher-risk.html.

As we learn more about COVID-19 everyday, the CDC website should be consulted for the most up-to-date information. The information shared in this section is in accordance with the CDC's update made June 25, 2020.

Employee's Right to Reasonable Accommodation or Leave

If you have instructed an employee to return to campus and they have expressed concerns due to a characteristic or health condition that may put them at greater risk for illness, inform them of their right to contact the Office of Equal Opportunity at 505.277.5251 or oeounm@unm.edu to discuss options for a possible accommodation.

Inform employees who are pregnant or nursing that they may qualify for a temporary workplace modification under Title IX. Contact OEO Title IX Coordinator Angela Catena at 505.277.5251 or acatena@unm.edu for assistance.

For employees who must care for themselves or others who are ill or quarantining, or who cannot work due to child care needs created by closures of elementary and middle schools, daycare facilities and summer camps, inform them they may be able to utilize these leave options.

1. Families First Coronavirus Response Act (hr.unm.edu/cv19/ffcra). This act includes two leave types – Emergency Paid Sick Leave (E-PSL) and Emergency Family and Medical Leave Expansion Act (E-FML). Review the website for eligibility.

2. Accrued and unused leave balances (Annual and Sick) in accordance with applicable University Administrative Policies and Procedures:
    a. UAP 3400: Annual Leave (policy.unm.edu/university-policies/3000/3400.html)
    b. UAP 3410: Sick Leave (policy.unm.edu/university-policies/3000/3410.html)

Manager Strategies to Minimize Health Risks

Managers and supervisors will work closely with their employees to determine how to maximize productivity while minimizing health risks when leave options may not be available. This can be accomplished in the following ways:

- Rearranging workspaces and floor plans, including increasing separation between desks, workstations, and furniture or fixtures in common spaces such as lunchrooms, meeting rooms, waiting rooms, and washrooms.
- Design schedules to accommodate remote work if possible.
- Support social distancing in the work space. Alternating days or staggering reporting and departure times.
- Close common areas where personnel are likely to congregate or modify them to minimize contact.
- Bus operators:
  - Institute measures to physically separate or force distance greater than 6 feet between bus transit operators and passengers. These may include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs to indicate to passengers where they should not sit or stand near the bus operator).
  - Provide disposable disinfectant wipes so that surfaces commonly touched by the bus operator can be wiped down.
  - Avoid touching surfaces often touched by bus passengers.
  - Use gloves if required to touch surfaces contaminated by body fluids.
  - Practice routine cleaning and disinfection of frequently touched surfaces, including surfaces in the driver cockpit commonly touched by the operator.
- Coordinate routine and regular disinfection of common contact sites:
  - For office areas: keyboards, monitors and touch screens, door handles, multi-user equipment, etc.
  - For shop and field work: shared tools, machines, vehicles, handrails, ladders, doorknobs, and other equipment and portable toilets.
    - Clean and disinfect frequently touched surfaces periodically throughout the shift but also:
      - At the beginning and end of every shift
      - After anyone uses your vehicle, tools, or workstation
      - Limit tool sharing if possible.
- Share training to encourage the use of tools that will reduce viral spread, including software tools for telecommuting and virtual meetings, new office housekeeping processes, and new ways of conducting business that minimize contact.
- Provide for meetings to take place remotely whenever possible, even for participants who may be in the same building.
- As employees return to on-site work, decisions regarding who continues to telecommute should be based on operational needs, what is the need for the employee to return to work on-site, was this person successfully working from home, etc.
- Telecommuting agreements previously approved can continue to be in effect. Supervisors are responsible for updating agreements to account for any changes to business operations and conditions.
  - Establish expectations around work hours and how often you are expecting to communicate with the employee. Supervisors should tell employees how often they should send updates on work plan progress and what those updates should include. Supervisors should communicate how quickly they expect the employee to respond while teleworking and the best ways for the employee to contact the supervisor while working remotely.

- o Accommodate support resources regarding technology. If the employee is using their home computer or laptop, they are responsible for following all university practices and policies to maintain security on their device.
- o Use collaboration tools for communication with your team.
- o Remind non-exempt employees who work remotely that any overtime must be approved in advance.

Supervisors should talk to their staff about what is required of them in the workplace, such as:

- Compliance with basic hygiene standards
  - o Clean hands with an alcohol-based hand rub or soap and water.
  - o Avoid touching your eyes, nose and mouth.
  - o Cover your mouth and nose with your bent elbow or a tissue when coughing or sneezing.
- Compliance with COVID-19 related standards
  - o Wear a face covering/mask when working or when directed by management.
  - o Complete the Daily Employee Symptom Screening questionnaire email.
  - o Discuss any cleaning schedules and who will perform these tasks
- Compliance with social distancing standards
  - o Striving to maintain 6 feet of physical distance between yourself and others
  - o Cover any requirements related to break areas, common spaces, washrooms areas, etc.
  - o Cover any strategies for meetings
    - Will all meetings be online or by phone?
    - If a meeting room is required, ensure in-person meetings are conducted in enough space to allow attendees to remain 6 feet apart.
    - What is the limit of people in a conference room
    - Strive for paperless meetings
    - Ensure proper cleaning is done after in-person meetings are held in a common area

Plan for Possible Future Limited Operations

There are a lot of unknowns about when the pandemic will "end" or when the University will be able to resume to what may feel like normal operations again. With that in mind, all departments should discuss and have some idea of a plan for moving employees off campus for a short-term period should an outbreak occur in their area or for a longer period should UNM announce the need to limit operations further.

SIGNAGE

Branded signage has been created to maintain continuity among protocols across campuses.

UNM Branded Signage

University Communications & Marketing (UCAM) has developed a *COVID-19 Safety Protocols Style Guide* to ensure departments use the branded documents in a similar fashion across all areas of campus. The guide discusses:
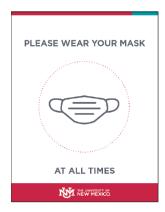- Brand Positioning/Language
- Best Practices
- Templates & Resources

For templates, log into brandassets.unm.edu to request:
- Wayfinding Stickers
- Room Capacity Signs
- COVID-19 Screening Signs
- Mask Reminder
- Illustrator and PowerPoint Templates to customize your own signage

You may also contact **The Sign Shop** (fm.unm.edu/services/sign-shop.html) to have any of the templates printed on specific signage material, such as wall posters or wall/floor decals.

Examples of signage and decals:

SAFETY SUPPLIES

Make sure you stock and maintain safety supplies for your department.

Safety Supplies to Stock

Departments are responsible for ordering and stocking the supplies necessary to maintain a clean work/learning environment. The following items should be purchased and kept on hand at all times.

1. Reusable Cloth Face Coverings/Masks
   a. Departments are encouraged to supply each employee with at least one reusable mask.
2. Disposable Masks
   a. Have 25 in stock at all times to supply for visitors as needed.
   b. If an employee does not have their own cloth face covering/mask - you should provide one disposable mask per employee for each day the employee is in the office.
3. Cleaning and Disinfecting Supplies which may include:
   a. Spray cleaning solution
   b. Aerosol disinfectant
   c. Paper towels and/or microfiber cleaning towels
   d. Disinfecting wipes
4. Hand sanitizer bottles or refills for stations mounted by departments (Centrally installed sanitizer station refills will continue to be maintained by Facilities Management.)
5. Disposable Gloves –In a regular office or learning environment gloves may be used for cleaning. However, health care workers and others in high-risk positions should use gloves as part of their Personal Protective Equipment (PPE) but in accordance with CDC guidelines, they do not replace proper handwashing protocols.

Where to Purchase Safety Supplies

Safety and Risk Services

Safety and Risk Services (SRS) has pre-stocked disposable masks, reusable masks, and wall-mounted hand sanitizer stations. These items are available for purchase at a reduced cost and as long as supplies last. Review the ordering process at srs.unm.edu/safety-supplies.html.

LoboMart

Safety supplies may also be ordered from the following vendors in LoboMart:
- Sandia Office Supply
- Staples
- Grainger
- Fastenal

The Environmental Protection Agency provides details on disinfectants for use against COVID-19 (or SARS-CoV-2) at epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19.

What to do if an employee develops COVID-19 symptoms at work

The CDC states that employees who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.

Sick employees should follow CDC-recommended steps (cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html) and complete the COVID-19 Self-Reporting process (hr.unm.edu/docs/hr/eeoc-ada-covid-policy-statement.pdf). Employees should not return to work until they have met the criteria to discontinue home isolation (cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html) and have consulted with a healthcare provider and state or local health department.

Employers should not require sick employees to provide a COVID-19 test result or healthcare provider's note to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.

Further, the employee's supervisor must:

1. Instruct the employee to complete UNM's online Self-Reporting form as described in the Policy Statement for Self-Reporting (hr.unm.edu/docs/hr/eeoc-ada-covid-policy-statement.pdf) and to follow any directives that are an outcome of reporting in the system, including complying with instructions from Employee Occupational Health Services (EOHS). As part of this process, EOHS will notify the NM Department of Health of your employee's potential case.

2. Instruct the employee to begin the self-isolation period of 14 days. Contact Client Services at clientsv@unm.edu to discuss questions or concerns related to leave.

3. Advise the employee to go to a testing site for a test and further instructions.

4. Advise the employee to contact their medical provider should they need medical aid for symptoms.

What to do if an employee is confirmed to have COVID-19

When a supervisor becomes aware that an employee who has occupied a UNM space has tested positive for COVID-19, they must take the following steps immediately:

1. Send employee home or instruct individual to refrain from coming to campus. Employee must begin the self-isolation period of at least 14 days. Contact Client Services at clientsv@unm.edu to discuss questions or concerns related to leave.

2. Instruct employee to complete the online Self-Reporting form as described in the Policy Statement for Self-Reporting (hr.unm.edu/docs/hr/eeoc-ada-covid-policy-statement.pdf) and to follow any directives that are an outcome of reporting in the system, including complying with instructions from Employee Occupational Health Services (EOHS). As part of this process, EOHS will communicate with the NM Department of Health regarding your employee's case.

3. Request permission* from the employee to disclose to other employees/colleagues that they have tested positive for COVID-19. Do not share specific details on symptoms. Supervisors must recognize the employee's right to privacy regarding health care matters but must also recognize their obligation to protect the health of other office occupants.

   a. Inform employees located in the same office about the positive test.

b. Send employees home to self-quarantine for 14 days to monitor if symptoms arise.

c. Inform department employees to complete the online Self-Reporting form as described in the Policy Statement for Self-Reporting (hr.unm.edu/docs/hr/eeoc-ada-covid-policy-statement.pdf) and to follow any directives that are an outcome of reporting in the system, including complying with instructions from EOHS.

   *If an individual does not give permission to inform others of their status, inform the individual that the information about their status may be discovered through the contact tracing process that will be conducted to protect the health of others they have come in contact with.

4. Notify Facilities Management (FM) by submitting a Service Request online at fm.unm.edu/services/index.html to report a need for COVID-Safe Cleaning procedures.

   a. The Department should lock up the space and FM will dispatch staff to secure and block off the area with caution tape.

   b. FM will internally notify its service units of the area closed for sanitization so maintenance crews can avoid the area.

   c. FM will wait at least 72 hours for their employees' safety before dispatching a cleaning crew.

      ▪ If the area is a critical service area that needs to be reopened sooner than later, the supervisor must state this in the Workorder. If this is the case, FM will wait at least 24 hours before dispatching a cleaning crew. Justification for the critical nature of the operations will be required. The area may be reopened after the space has been sanitized.

   d. Once all disinfecting protocols have taken place, FM will notify the department contact when the area is clear to be reopened and an "all clear" notice will be sent to the FM internal service areas.

Your department leaders' roles in protecting the pack.

It is important that supervisors enforce COVID-Safe Practices in their departments. We must all do our part to protect the pack by creating a culture of mutual protection – protection of our students, of our staff, of our faculty, and of our New Mexico community.

As stated in the Bringing Back the Pack: Expectations for the Pack (bringbackthepack.unm.edu/expectations-for-the-pack/index.html), the goal of our actions – individual and collective – is to reduce and minimize transmission so that isolated cases do not become wide-spread infections.

Guide for Managing Staff Failure to Comply with COVID-Safe Practices

Managers and supervisors play a crucial role in fulfilling UNM's mission while working to ensure the health, safety, and well-being of its employees. Therefore, if employees fail to meet the expectations set forth in UNM's Bringing Back the Pack campaign or other standards and policies, managers and supervisors must address these matters quickly and appropriately. A guide for managing employee non-compliance with COVID-Safe Practices is available at hr.unm.edu/docs/hr/covid-non-compliance-management-guide.pdf.

Other Resources for Managers and Supervisors

Managers and Supervisors should continue to consult Human Resources' 'Guidance for Employees' webpage at hr.unm.edu/cv19 for other information on topics such as 'Annual Leave Temporary Policy Allowance', 'Employee Time Reporting and Leave Usage', 'Paid Leave Under FFCRA', Staff Interview Guidelines, and 'Travel Guidelines'.

Thank you for protecting the pack!