



City of Newport News HUMAN RESOURCES COVID-19 FAQs-#3



Thank you for reviewing these Frequently Asked Questions. Please note the guidance provided in these or a previous edition of FAQs is subject to change based on the most up-to-date information provided by the Centers for Disease Control and/or Virginia Department of Health.

COVID-19 EMPLOYEE DAILY SCREENING AND FACE MASK PROTOCOL

Q: What is HIPAA and what should be briefed to staff performing screenings:

A: *The Health Insurance Portability and Accountability Act – This Act offers protections to all individuals and maintains privacy and confidentiality of any personal health information of each individual. In response to the COVID-19 pandemic, anyone who has access to PHI such as screening and temperature results, quarantine order or test results must take precautions to keep that information confidential and share ONLY with the medical services division.*

Q: How do the thermometers work and how can we ensure the screeners stay safe and minimize exposure risk?

A: *The temporal thermometers are typically TOUCHLESS with few exceptions. The thermometers come with instructions and with the screener wearing appropriate PPE including face mask and gloves, this should minimize exposure for all individuals. If your department or facility does not have one yet, please follow symptom checklist and ensure employees are wearing face masks. Temp checks will begin as soon as thermometers arrive and are distributed.*

Q: What do I do if I have a chronic condition that causes higher than normal temperature?

A: *Employees who have conditions that frequently cause their temperature to run higher than normal should self-monitor prior to going to work. Should a fever be present, the recommendation is to telecommute for the day if applicable. Should this not be an option, the employee should self-monitor until their temperature drops to below 100 degrees and then can report to work and get screened.*

Q: What do I do if someone is symptomatic or temp 100 degrees or higher?

A: *Any information on an employee who is experiencing COVID-19 symptoms or 100 degree temp or higher should be sent to medical services. After the information is sent to medical services, it should be shredded or deleted. Please do not keep a log or checklist.*

Q: As a screener, do I send a checklist or spreadsheet to medical services every day for every person?

A: *No, the screener need only report those who are symptomatic or running a fever 100 degrees or higher. Employee name, department, symptom or fever info should be sent daily at the end of the day or shift. Please*

COVID-19 FAQs

do not record a checklist for every employee every day or maintain a spreadsheet. Only record information and send to medical services if the employee is symptomatic or running a fever.

Q: Who notifies management if an employee is symptomatic or is running a fever?

A: *The employee should follow up with their supervisor that they are unable to report to work that day due to the presence of screening symptoms/temperature. The employee is not required to inform the supervisor of the specific results, only that due to screening, they cannot work that day. The employee should enter PML request and self-monitor before returning to work.*

Q: As a screener, how do I ensure I am screened daily prior to screening others?

A: *The recommended practice for all screeners is to self-monitor daily, and arrange pre-shift screening with another party prior to the start of their shift. Either a secondary member of management or another person that can be designated to screen the screener. Screeners can report to a central location or another supervisor as appropriate. Each department and facility will have protocol in place to ensure the safety of all involved.*

Q: As an employee, can I decline the daily screening?

A: *During the COVID-19 pandemic and until further notice, daily employee screening/temperature check and face mask protocol is City Newport News policy. Non-essential personnel may exercise their right to take liberal leave or telecommute (if available) if they do not want to submit to daily screening. Essential personnel that do not qualify for telecommute work must submit to daily screening and face mask protocol as part of the City's commitment to reducing the spread of COVID-19 and adherence to the CDC's recommendation to wear face masks while in public areas.*

Q: If I am exposed to a COVID-19 positive individual while wearing PPE, is that an exposure situation that should be recorded on the symptomatic spreadsheet?

A: *No, if an employee is wearing PPE, and is exposed to a known COVID-19 positive person, as long as the employee has donned and doffed the PPE in the recommended manner, this would not "count" as exposure to prevent an employee from working the next day.*

Q: If I am exposed to a COVID-19 positive individual while social distancing, (such as being present in a building with a known COVID-19 positive individual, but not being anywhere near them or their workspace) is that an exposure situation that should be recorded on the symptomatic spreadsheet?

A: *No, if an employee is exposed to a known COVID-19 positive person, but maintained the appropriate social distancing guidelines per CDC recommendation, this would not "count" as exposure to prevent an employee from working the next day. The chances are, the employee would have a greater risk of exposure in their outside day-to-day activities.*

EMPLOYEE DEVELOPMENT AND RECOGNITION COVID-19 QUESTIONS

Q: If I'm teleworking or on a modified schedule, should I still have a FUEL Check-In:

A: *Yes! Regardless of whether work is being performed at your normal worksite, or in a remote capacity, it is just as important as ever for supervisors and employees to check in with each other. Connecting and discussing the status of ongoing assignments, getting regular updates on the COVID-19 emergency situation, ensuring you have all of the resources you need, and simply touching base on how everyone in your workgroup is doing is important and necessary to your professional and personal well-being. Supervisors should make every effort to continue setting an intentional quarterly meeting with each employee.*

Q: How will I have a FUEL meeting with my supervisor if I've been directed to telework, and we have also been directed to practice social distancing?

A: *You and your supervisor can be creative! In some cases, employees may still be able to have face-to-face meetings with their supervisors, while following the City's guidelines for social distancing and wearing cloth facemasks, if applicable. In addition, there are many options available for conducting virtual meetings between supervisors and employees. Some options have been made available through the IT Department such as contacting each other through Microsoft Teams, or downloading free online meeting software such as ZOOM at <https://ZOOM.us>. But there are also tried and true telephonic meeting options such as FaceTime for those with iPhones, "WhatsApp" for people who use Android phones, and always possible is a simple phone call between supervisors and employees.*

Q: What is iPROPEL and why is that important to me right now?

A: *iPROPEL is the City's online employee recognition platform that is available to all full-time and part-time employees. It is a great way to connect with other City employees and to recognize each other for all of the things that we have been doing to keep the City running smoothly, protecting our citizens, putting ourselves on the front line during this crisis, and continuing to prove that the City of Newport News has the best employees anywhere! You can log onto the system at <https://www.mtmcarousel.com/cityofnewportnews> and send your co-workers recognition through badges, messages and "likes," birthday greetings, or cards to acknowledge their employment anniversaries. iPROPEL is an acronym that identifies the values exemplified by our employees: **I**ntegrity, **P**artnerships, **R**espect, **O**pportunities, **P**erformance, **E**thics, and **L**eadership and the platform lets us all join together to celebrate and acknowledge our achievements!*

Q: What are the prizes I see on the iPROPEL website?

A: *When supervisors or Department Directors award recognition badges in the iPROPEL system, employees will be eligible to receive system points that can be used to select the items available in the online catalog. Different badges have different points associated with them, based on the level of achievement. Director badges immediately award points to the employee upon receipt of the recognition. Badges given by supervisors will enter those employees into a quarterly drawing. Each quarter, all employees who received a recognition badge from a supervisor will be entered into the drawing and up to 300 employees will be selected to receive points that can be used to select items from the catalog.*