Overall/Ongoing Employee FAQ
Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

3/09/2020

Our Commitment

The City of Portland is committed to maintaining a respectful, productive, inclusive and equitable workplace. We are committed to working collaboratively and being transparent with the workforce. Governor Kate Brown declared a state of emergency in Oregon to address the spread of the novel coronavirus. We are working closely with all community partners, and communication will be updated frequently to address any changes and/or new information.

1) What is Coronavirus?

Detailed information regarding the Coronavirus can be found on the Center for Disease Control (CDC) website.

2) What are the symptoms of Coronavirus?

Symptoms can include fever, coughing and shortness of breath.

3) When do symptoms appear?

The CDC believes symptoms will appear between two and 14 days after exposure to the virus.

4) What people are high risk? (See update #38)

- People 60 and older
- People with underlying health conditions including heart disease, lung disease, or diabetes
- People who have weakened immune systems
- People who are pregnant

Individuals at higher risk of severe illness should stay home and away from large groups of people as much as possible, including public places with lots of people and large gatherings where there will be close contact with others. Employees who meet these criteria should work with their supervisors to address concerns. Do not require employees to provide medical documentation related to their underlying medical condition and whether they should telework. The City encourages these employees to telecommute when possible. For those who cannot telecommute and elect to stay home, they may use accrued and donated leaves in the following order:

1. Sick leave
2. Vacation leave or comp time

5) What can be done to prevent the spread of the virus?

1. Avoid close contact with people who are sick.
2. Avoid touching your eyes, nose and mouth.
3. Stay home when sick.

Overall/Ongoing Employee FAQ

Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

4. Cover cough or sneeze with a tissue, then throw the tissue in trash.
5. Clean and disinfect frequently touched objects and surfaces with regular household cleaning spray.
6. Frequently wash hands with soap and water for at least 20 seconds.
7. Be symptom free for 72 hours before returning to work.

For additional information, visit https://multco.us/novel-coronavirus-covid-19

6) What do we say to our staff?

If an employee is confirmed to have COVID-19, the manager should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment to potential exposure.

- Direct staff to this CDC page: https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html
- Direct employees to follow CDC risk assessment guidance.
- NOTE: according to CDC guidance if an employee was at work and became symptomatic and tested positive for COVID-19, then the employee's workplace would be at the Medium Risk level. **Close contacts in this category:**
    o Recommendation to remain at home or in a comparable setting
    o Practice social distancing
    o Active monitoring as determined by local priorities
    o Recommendation to postpone long-distance travel on commercial transportation
- Depending on the size of the office this may require office closure due to employee reduction.
- Directors should notify the COVID-19 Coordination Team immediately if this scenario exists. The Coordination Team will facilitate a request for further guidance from the Multnomah County Public Health Office via Emergency Operations (EOC). Call the PBEM Director, Mike Myers for facilitation at 503-865-6047.

7) Can we tell them who was diagnosed?

No. If an employee is confirmed to have COVID-19, managers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

8) Who in the City should we notify of this situation?

First contact your direct supervisor. Supervisor will notify the Director who will notify a member of the COVID-19 Coordination Team.

9) Do we close the office? (See update #29)

The COVID-19 Coordination Team will determine if closure is necessary and initiate any operation to achieve the desired outcome.

10) Who do we contact to get a service to disinfect our office?

Overall/Ongoing Employee FAQ
Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

The Director or their designee will contact the COVID-19 Coordination Team, who will work with the appropriate bureau to arrange for cleaning of a facility.

11) When can staff return to the office (those who cannot telework)?

The COVID-19 Coordination Team will work with the Director to establish a return to work plan specific to the situation.

12) Is there anything else we should do?

Follow all prevention guidance and continue to read updates to the Multnomah County Public Health COVID-19 webpage. The City will also communicate frequently to address any changes and/or new information that pertains to our workforce.

13) Should masks be worn?

As a general rule, employees will not be required to wear face masks. Public Health has recommended that healthy employees do not need to wear face masks. If an employee wants to wear their own face mask, they should be allowed to do so. Please direct questions to the World Health Organization on when/how to use a mask

14) What are current high-risk areas?

The CDC maintains a list of high risk areas at the CDC website.

15) When an employee returns from a high-risk area, what is protocol?

If an employee returns from a Level 3 area (as designated by the CDC), the employee should inform their bureau's HR Business Partner. The employee should stay home for 14 days from the time the employee left an area with widespread, ongoing community spread (Level 3 Travel Health Notice countries) and practice social distancing. The employee may telecommute if feasible, or use accrued paid leave during their absence.

16) What happens if an employee comes to the workplace with virus symptoms?

An employee who displays virus symptoms should be encouraged to go home sick. If, in the judgment of the employee's supervisor, the employee is too sick to remain in the workplace, the supervisor should send the employee home. The employee must not return to the workplace until at least 72 hours after symptoms have cleared. The employee may telecommute if feasible, or use accrued paid leave during their absence. Supervisors should inform their HR Business Partners whenever an employee is sent home.

17) What happens when an employee is caring for a qualifying family member?

They can telework or use accrued leave.

18) What is "close contact" with a person diagnosed with COVID-19?

Overall/Ongoing Employee FAQ
Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

A person generally needs to be in close contact with someone with COVID-19 to get infected. Close contact includes scenarios like living with or caring for someone with confirmed COVID-19, being within six feet of a person with confirmed COVID-19 for about 10 minutes, or if someone with COVID-19 coughs on, kisses, shares utensils or has direct contact with an individual's body secretions.

19) What should an employee do if they have close contact with a person with a confirmed diagnosis of COVID-19 and do not have symptoms?

The employee should not be in the workplace for 14 days after the employee's last contact with the diagnosed person. The employee should telecommute if possible. If not, the employee may use accrued paid leave during their absence.

20) What should an employee do if had close contact with a person with a confirmed diagnosis of COVID-19 and that employee now has symptoms?

The employee should not be in the workplace for at least 7 days from the onset of symptoms or 72 hours after symptoms have cleared, whichever is longer. The employee may telecommute, if the employee feels well enough to work. If not, the employee may use accrued paid leave during their absence.

21) What should an employee do who's had no contact with someone diagnosed with COVID-19, but that employee now has symptoms?

The employee should not be in the workplace until the employee has been symptom-free for at least 72 hours.

22) Should a returning employee have to get medical approval to return?

To not overburden the health care system, employees will generally not be required to obtain medical certification before returning to work. Employees should not return to work until they have been symptom-free for 72 hours.

23) Can an employee with symptoms use paid leave?

Yes, employees can use accrued leave for virus symptom-related illness.

24) What should an employee do if the employee doesn't have enough accrued leaves to cover an absence caused by COVID-19? (See update #36)

The City is currently working on how to address this situation, more information will be forthcoming. However, all protocols related to the illness should still be followed.

25) What happens when an employee's child's school or caregiver location is closed?

An employee may use sick leave if "an employee's child's school is closed by order of a public official for health-related reasons or place of care is closed by order of a public official for a health-related reason." This also applies to the closing of private schools. The employee may telecommute if feasible, or use

Overall/Ongoing Employee FAQ

Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

accrued paid leave during their absence. The City will also be looking at expanding the current restriction of allowing 104 hours of dependent sick time.

26) What can an employee do when feeling anxious about the Coronavirus?

Get accurate information from the CDC website, and/or visit https://multco.us/novel-coronavirus-covid-19. EAP also has additional resources available to employees and they should be encouraged to visit https://cascadecenters.com/ or www.portlandoregon.gov/bhr for additional information.

27) Is the City canceling meetings or events?

The City is beginning to look at large gatherings and is encouraging limiting these gatherings. More information and direction will be forthcoming as the impact of the virus changes. All high-risk individuals should be encouraged not to attend large gatherings, meetings or events in person.

28) Will we require employees to be tested if they show symptoms in the workplace?

We cannot require employees to be tested and strongly recommend against making assumptions about health conditions as the symptoms can mirror a variety of other conditions (basic flu, cold, allergies, etc.).

For even more information, and a detailed view of COVID-19, please visit the CDC Frequently Asked Questions and Answers page.

UPDATED 3.19.20

29) Should I be teleworking if I have been told to stay home, and have no access to my workplace?

Yes. Employees who can telework from home are directed to do so.

30) What if I think I need to be at work?

Your bureau will identify employees whose onsite presence is absolutely necessary to ensure the continuity of essential services. This may be in a full or partial (onsite) capacity.

31) If my workplace is closed, and I've been directed to stay home but my role doesn't allow me to telework, will I still be paid during the closure? (updated 4.1.20)

Yes. The mayor's office has authorized pay for casual, seasonal, and temporary employees who worked, or were scheduled to work, during the pay period ending 4.1.20. However, there may be exceptions.

32) What is off-cycle payroll?

Overall/Ongoing Employee FAQ
Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

This is when individual payroll checks are issued outside our regular payroll process for things such as time missed on the timesheet or for employee separations, etc. The regular payroll process is the one which results in a biweekly paycheck for all employees every other Thursday.

33) If I self-isolated due to potential exposure before my workplace closed, will that time be considered paid time, or do I need to use sick leave? (See update #57)

You must use sick leave accrual prior to directed workplace closure. If you can telework now, please do so. If you are sick while at home and can't telework, use sick leave accrual.

34) Should I be using my personal computer to telework?

If you are comfortable and have necessary equipment to do your job--yes. If not comfortable using personal equipment, you will still get paid.

35) What if I have to take care of a child (under the age of 10, sick, or can't care for self), but still want to work? (See update #55)

Do what you can. Flexibility within your day is acceptable (e.g., work 6 hours, use 2 hours sick leave to care for child).

36) What if I am out of accruals? Can I go into unpaid status?

Yes, but if you are a non-represented casual/seasonal employee, your bureau will be in contact related to your status.

37) Can I go from paid status to unpaid status and back, to save accruals, then get catastrophic leave pay when I've used up my accruals?

No. You must exhaust accruals before going to unpaid status. View COVID-19 Response Leave Sharing Program details here.

38) Who is at higher risk for serious illness for COVID-19?

According to the Centers for Disease Control (CDC):

- People 65 years and older
- People who live in a nursing home or long-term care facility
- People of any age with the following underlying medical conditions, particularly those that are not well controlled
    - Chronic lung disease or asthma
    - Congestive heart failure or coronary artery disease
    - Diabetes
    - Neurologic conditions that weaken ability to cough
    - Weakened immune system
    - Chemotherapy or radiation for cancer (currently or in recent past)
    - Sickle cell anemia

Overall/Ongoing Employee FAQ

Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

- o Chronic kidney disease requiring dialysis
- o Cirrhosis of the liver
- o Lack of spleen or a spleen that doesn't function correctly
- o Extreme obesity (body mass index [BMI] $\geq$40)
- People who are pregnant

39) Should I be teleworking if I am in a high-risk category?

City employees have been directed to telework. If you have the ability to telework, and your health allows, then you should be teleworking. If you are not able to telework, please use your sick leave first, then use other earned accruals and/or credits.

40) What if I am sick but don't have COVID-19?

Use your accrued sick leave.

41) Can I donate sick leave?

Yes. Maximum donation can be 104 hours.

42) How much catastrophic (CAT) leave can I donate?

Maximum is annual limit of vacation and sick leave accrual. Prorated for part-time employees.

43) Do casual and seasonal staff get CAT Leave?

No, unless they are represented.

44) How can employees donate to casual/seasonal staff that are unable to work?

They cannot through catastrophic leave. However, the mayor's office has authorized pay for scheduled work during the pay period ending today (3/18) for casual, seasonal and temporary employees, and will also pay employees who were scheduled to work during the pay period that starts 3/19. There may be exceptions based on employees in casual/temp status.

45) What if I work overtime?

Effective 3/19/2020; Per authorization from the Mayor, FLSA exempt employees as addressed in HRAR 8.03, are eligible for overtime with pre-approval from their supervisor or manager. Any overtime approved by a supervisor or manager must be directly related to COVID-19. Employees should consult the FAQ provided by payroll to understand how to properly code their timesheet.

UPDATED 4.1.20

46) How, and where do I pick up my check?

Overall/Ongoing Employee FAQ
Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

While the Portland Building is closed temporarily, off-cycle payroll (see question #32) checks will be mailed via US Mail to the employee's home address listed in SAP. All employees should actively validate addresses in SAP are up to date. If you have questions related to this topic, please email: Inboxcentralpayroll@portlandoregon.gov.

In response to the COVID-19 Emergency Declaration, all employees are strongly encouraged to opt out of paper checks and pay statements. The benefits of going paperless, and How-To instructions are available here.

47) How do I update my contact information in SAP?

For employees with an RSA token:
1. Sign In to Employee Self-Service
2. Click SAP CityLink Portal and My Communication Information
3. Click the Edit button
4. Add or change the phone number in the "Work Phone" field (this can be a work mobile phone number) or change the phone number in the "Work Mobile" field for a mobile phone (if there is one to be listed in addition to the main "business phone")
5. Click Review and Save

For employees who do not have RSA tokens:
You cannot access SAP remotely without an RSA token. Therefore, you will need to ask your Operating Bureau Personnel Administrator (OBPA) to update your contact information. OBPA List

48) How do I code my time during this temporary workplace closure?

For questions regarding time coding or anything else related to pay, please check the regularly updated FAQ provided by payroll.

49) Can you tell me more about the Leave Sharing Program?

COVID-19 Response Leave Sharing Program during a National, State, and City declared state of emergency provides City employees a means to assist colleagues whose leave of absence during a declared state of emergency would otherwise result in a loss of pay, and allows for different rules in accessing leave for those impacted by COVID-19. More information.

50) Where can I find some wellness resources?

Maintaining Mental Wellness During COVID-19
At-Home Mindfulness & Fitness Tips
Health and Well-being Resources

51) Since I'm getting paid while staying home, and basically unable to do any City work, can I work another job?

No. You cannot work a second job during your City employment time.

Overall/Ongoing Employee FAQ
Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

52) What's going on with Recruiting. Where are the jobs?

As the City works to ensure our existing workforce is equipped to address the impacts of COVID-19, we made the decision to suspend all external recruitments, effective March 17, 2020. We will be posting Talent Pool announcements to collect interest for future positions, and will notify Talent Pool individuals once recruitment resumes.

Hiring Managers: Please see updated hiring guidance and I-9 documentation information.

53) What are Talent Pools?

The purpose of a Talent Pool is to gather interest from external applicants for future job recruitments.

54) Where can I get more information on available positions at the Disaster Resource Center (DRC) and who can work there?

Here is the job announcement, for internal **Limited Duration, Casual, and Seasonal employees** whose work assignments have been reduced, or are no longer available. And, here is an FAQ to help guide you through the process. Thank you for your interest.

55) How can I still get paid if I have to take time off to care for my child during the pandemic?

On March 18, 2020, Oregon Labor Commissioner, Val Hoyle, issued a temporary order so parents forced to take time off due to the coronavirus pandemic are protected by the Oregon Family Leave Act (OFLA). The protections will last through September 13, 2020. The temporary order expands OFLA Sick Child Leave to include:

"absence to care for an employee's child whose school or place of care has been closed in conjunction with a statewide public health emergency declared by a public health official"

OFLA time is protected leave but unpaid. You can use your leave accruals to be paid while on protected OFLA leave.

You can be eligible for OFLA leave protections if you have worked for the City for at least 180 consecutive calendar days before taking leave. For most purposes, including Sick Child Leave, you must also have worked an average of at least 25 hours per week in the 180 days before taking leave. More information

56) Where can I find answers on how to pay employees, or be paid during the pandemic?

As we work through these unprecedented challenges, this regularly updated document, is to assist managers in determining, and staff in knowing, the most appropriate way employees are to be paid based on different scenarios.

57) In what order should I be using accrued leave in relation to COVID-19?

1. Sick leave

Overall/Ongoing Employee FAQ

Please note – this document will be updated periodically as new information and guidance emerges.
Scroll down for the latest. *Updated April 1, 2020*

2. Management leave if applicable
3. Personal time
4. Deferred holidays if applicable
5. Compensatory time if applicable
6. Vacation leave over maximum
7. Vacation leave
8. Shared leave codes (if employee approved)
9. Unpaid leave

58) Where can I get more information on teleworking How-Tos, tools, and platforms?

The City's Training team has put together a great resource page so employees are able to easily get started and keep work moving smoothly throughout the day.

59) What's going on with performance management during the coronavirus pandemic?

Due to the significant reduction and reallocation of City resources as a result of the current coronavirus emergency, the timeline for our SuccessFactors online performance management project will be impacted. More information is available here.