In this session, we will cover

- What you need to know

- What you need to do

- Where to go for support

- Your questions

What is Smart Restart?

- Smart Restart is UW–Madison's plan to resume campus activities in Fall 2020.

- To safeguard the health of the community during the COVID-19 pandemic, the university will modify many of its operations based on public health guidance.

- Smart Restart outlines the university's approach to dealing with major issues such as instruction, health and safety, housing and dining, and more.

The University and SMPH have:

- Closely monitored the pandemic to make informed decisions

- Communicated and implemented safety protocols

- Created a mandatory training for anyone returning to onsite work

- Provided free onsite testing

- Launched a Smart Restart website for employees

https://intranet.med.wisc.edu/smph-smart-restart-plan/ (SMPH)

https://hr.wisc.edu/smart-restart/ (UW)

- Launched a Smart Restart website for supervisors/managers
https://hr.wisc.edu/managers-and-supervisors/smart-restart/

The University and SMPH will continue to:

- Monitor public health guidelines and recommendations

- Make adjustments to UW guidelines as necessary

- Update Smart Restart websites and communicate to employees

- Centrally report all positive COVID cases to University Health Services (UHS)

- Determine best safety protocols specifically for the SMPH environment

Public health campaign:

- A university communications campaign focusing on altruism and normalizing public health recommendations as "just things Badgers do"
  - Encourages routine behaviors (face masks, hand washing/sanitizer, symptom monitoring)
  - After start of semester, message will shift to "Be Like Bucky" influencer campaign featuring students, faculty and staff

What you need to know as an SMPH Supervisor

What is SMPH Smart Restart?

- address measures to ensure the **health and safety** of SMPH learners, staff and faculty during the COVID-19 global pandemic

- outline **SMPH workforce planning**, employee support, workforce communications, and on-site versus remote work determinations for administrative functions

- articulate **changes in key services and support** provided by SMPH

- describe **modifications to SMPH physical spaces** (buildings and facilities) that are aimed at mitigating risk of COVID-19

Health and Safety Expectations at SMPH

- Required online training for all onsite employees

- Wear facemask

- Physical Distancing

- Self-screen for COVID-19 symptoms

- Practice consistent hand hygiene

- Care for your safety and that of your coworkers
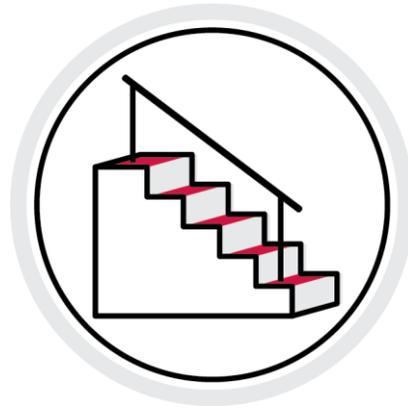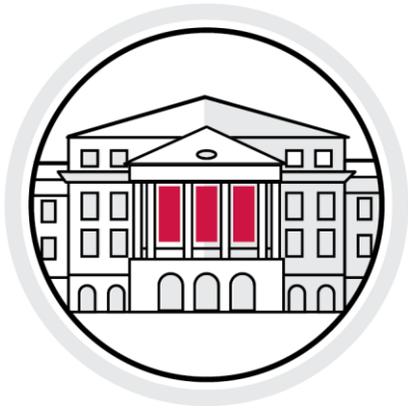
- Order PPE when needed

physical distancing
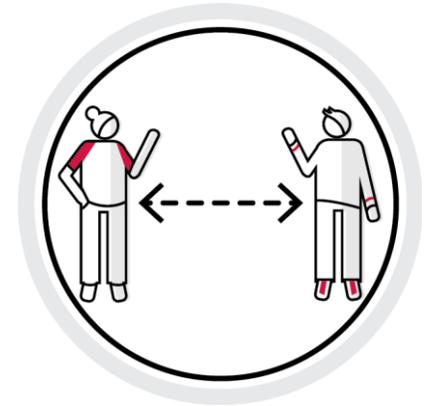
Changes to Key Services

- Security in SMPH buildings.

- Limited space for events and meetings

Physical Space Modifications

- Room layouts and barriers have been installed

- Floor marker and building signage regarding physical distancing, hygiene and symptom monitoring will be posted.

- Classroom and instructional space modified to promote physical distancing,

- Reduced occupancy in common spaces

- Air Filtration will be increased where possible
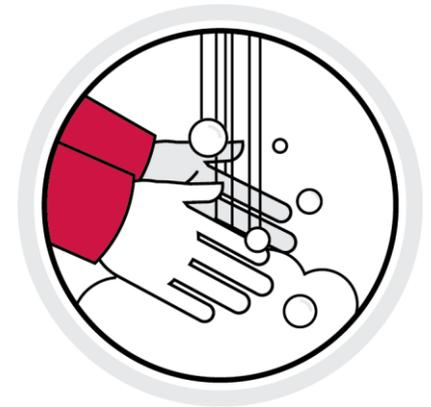
Workplace Plans

- Campus recently created the *COVID-19 Workplace Safety policy*

- If a decision is made to return an employee to onsite work, the decision maker must demonstrate a substantive need for the return to on-site work.

- Required to maintain specific plans consistent with the campus COVID-19 Workplace Safety policy.

- General rule: Maintain reduced density of faculty and staff in the on-site workplace.

Is your team

Already working on site?
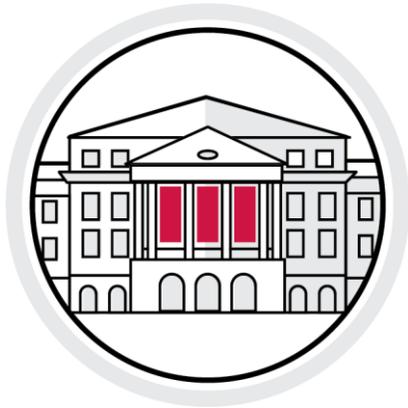
Returning to work on-site?

Continuing to work remotely?

Remote Work

- To the extent possible, taking into account the operational needs of the university, the unit, and as determined by their supervisor, employees who can successfully work remotely – in full or in part – should continue to do so.

- Maintaining reduced density of faculty and staff in the on-site workplace reduces risk of transmission of COVID-19 and protects vulnerable members of the campus community.

- If your employees are continuing to work remotely, remember to continue to communicate with them and provide timely updates

- Supervising Remotely: https://hr.wisc.edu/managers-and-supervisors/supervising-remotely/

What do you do if you need staff to return?

Return to onsite work: 5 step process

- **Step 1**: Evaluate the work unit and the need for onsite work.

- **Step 2**: Determine whether returning employees to onsite work is appropriate.

- **Step 3:** Discuss returning to onsite work with the employee.

- **Step 4**: Prepare and submit justification for the return to onsite work to the SMPH Dean's Office.

- **Step 5**: Inform employee of official return to onsite work decision and expectations.

Step 1: Evaluate the work unit and the need for onsite work.

- Consider your work unit's function, how work is currently being performed and potential need for onsite work to be performed by your employees

- Thoroughly review the campus *COVID-19 Workplace Safety policy*

Step 2: Determine whether returning employees to onsite work is appropriate.

- **Talk with your department administrator or unit leader prior to beginning the return to onsite work process as some departments have internal approvals.**

- General rule: Maintain a decreased density of employees working onsite.

- Employees currently working remotely, whose responsibilities do not meaningfully change as we transition into fall, are expected to continue working remotely.

- There are a set of questions for departments to use in helping to determine whether return to onsite work is appropriate for an employee/group of employees.

Step 3: Discuss returning to onsite work with the employee.

- Hold individual conversations with employees about the proposed return to on-site work.

- Discuss the proposed plan regarding when, where, and how often the employee will be required to work onsite.

- Ask the employee if they have any concerns.

- Remember: Your employees have unique situations that may call for accommodations and other workplace flexibility.

- Employee should understand that the arrangements are subject to change based on operational needs, evolving public health information, etc.

- Listen for hesitancy for the employee to return to the workplace and consult with DDR and/or other HR representatives as necessary to work through the process.

When communicating with employees about concerns

Ask: practicing empathy and in a non-accusatory manner, ask the employee to explain their concerns

Listen: Listen carefully to the employee's answer

Respond: Depending on the answer the employee provides, reply as provided on website

What if…

An employee is hesitant to return to the workplace?

https://hr.wisc.edu/docs/covid19/employee-hesitancy-to-return-to-the-workplace.pdf

What if…

An employee is hesitant to wear a face covering?

https://hr.wisc.edu/docs/covid19/employee-hesitancy-to-use-a-face-covering.pdf

Step 4: Prepare and submit [justification](#) for the return to onsite work to the SMPH Dean's Office.

- Departments within SMPH are delegated the authority to return employees to onsite work during this time.

- If the decision is made to return an employee to onsite work, the department must submit a completed Return to Onsite Work: [Department Justification Form](#)

- Department justifications will be tracked by the Dean's Office.

- Submitted justifications will be tracked and audited by SMPH HR.

- HR should be informed of any changes in the onsite arrangement for approved employees.

- The department chair/director will receive a report of all department submissions for employee return to onsite work on approximately a monthly basis

Step 5: Inform employee of official return to onsite work decision and expectations.

- Communicate the return to work onsite decision to the employee and ensure that they understand their return to on-site work date and the relevant workplace expectations.

- Send template letter
  - The HR Business Partner is a cc on the template letter and should receive a copy of the return to onsite work letter which should then be placed in the employee's personnel file.

- Prior to the employee's return, ensure that you discuss the following:
  - Clear expectations regarding workplace entry/exit, break/lunch, scheduling, face coverings, physical distancing, etc.
  - Details regarding mandatory training that must be completed prior to return
  - Resources and expectations for all UW-Madison employees who work onsite during this time
  - Information about how the employee may safely return any equipment to the worksite that was taken from the office and used while working remotely.

Ongoing responsibilities

Ongoing responsibilities for Supervisor

- **The supervisor** is expected to:
  - Continue to check in with the employee to make sure that the return to work is meeting the policy and they are not having concerns.
  - Direct the employee to leave the workplace immediately if they are exhibiting observable symptoms and/or behaviors in alignment with a severe cold, flu or COVID-19.
  - Explain to employees that the guidelines for using sick leave and reporting time off still apply.
  - Provide any information in connection with an employee request for leave based upon a medical condition to the DDR.
  - Encourage a healthy workplace by promoting compliance with campus face covering policy and requiring that employees comply with all current workplace safety guidance.
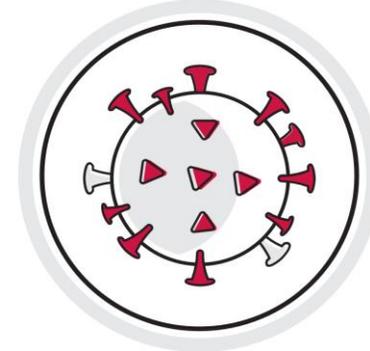
Ongoing responsibilities for Employee

- **The employee** is expected to:
  - Stay home or leave the workplace immediately if they have one or more symptoms commonly associated with COVID-19, follow unit procedures for notifying the employee's supervisor of the absence.
  - Report to the workplace only if directed to do so by their supervisor.
  - Adhere to the most current workplace safety guidance.
  - Complete the mandatory safety training before returning to the workplace.
  - Stay up to date regarding changes in workplace safety expectations, guidance or procedures.

COVID-19 Positive Results...

What should an employee who tests positive for COVID-19 do?

- Report case to UHS if not already done

- Contact HR Manager to discuss next steps.
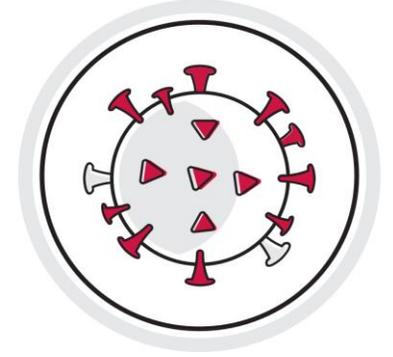
- Maintain confidentiality

- SMPH:
https://intranet.med.wisc.edu/2020/07/17/covid-19-case-reporting-roles-for-employees-and-supervisors/

COVID-19 Positive Results...

If you have an employee who reports directly to you and tests positive:

- You will be notified within 24 hours and will work with the HR Manager or DDR for next steps
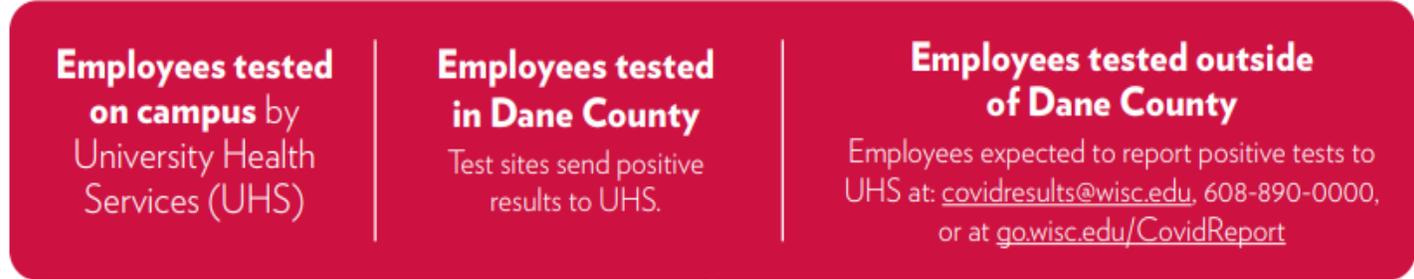
- Maintain confidentiality

FOR EMPLOYEES

1 TEST

2 RECORD RESULTS

3 NOTIFY

Employees tested on campus by University Health Services (UHS)

Employees tested in Dane County
Test sites send positive results to UHS.

Employees tested outside of Dane County
Employees expected to report positive tests to UHS at: covidresults@wisc.edu, 608-890-0000, or at go.wisc.edu/CovidReport

University Health Services
records all positive tests

UHS notifies
Environment, Health and Safety (EHS)

UHS notifies
Divisional Disability Representatives (DDR)

UHS begins contact tracing
UHS and local public health departments will notify individuals who have had close-contact exposure to quarantine or isolate.

EHS will guide cleaning of facilities if necessary.

DDRs will notify supervisors and deans/directors, sharing only information necessary to support contact tracing efforts and workplace safety.

DDRs will contact employees who test positive to provide guidance and resources, including leave options.

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ALL EMPLOYEES WHO TEST POSITIVE:

Isolate yourself from others:
go.wisc.edu/isolate

• • •

Notify supervisors of absence.

Leave Options: Families First Coronavirus Response Act(FFCRA)

- COVID-19 positive

- Symptoms

- School closures

Leave request form:

https://intranet.med.wisc.edu/human-resources/medical-leaves/

As a manager/supervisor, be familiar with:

- Health and safety protocols

- Ways to respond to employee needs

- Testing and reporting guidelines

- Your responsibilities as a manager/supervisor

Visit Smart Restart Information for Supervisors webpage

https://hr.wisc.edu/managers-and-supervisors/smart-restart/

Where to go for support

Things change (sometimes rapidly)

- Check back at the SMPH Smart Restart webpage and the UW Smart Restart webpage for updates to public health protocol that affects our campus policies

- Refer to the website instead of printing to make sure you are using the most up-to-date resources

https://intranet.med.wisc.edu/smph-smart-restart-plan/
https://smartrestart.wisc.edu/

Review these resources

- SMPH Smart Restart website https://intranet.med.wisc.edu/smph-smart-restart-plan/

- Smart Restart website https://smartrestart.wisc.edu/

- Smart Restart employee website https://hr.wisc.edu/smart-restart/

- Smart Restart manager/supervisor website https://hr.wisc.edu/managers-and-supervisors/smart-restart/
  - Guidelines follow consistent "Ask, Listen, Respond" format
  - Templates to communicate on-site work with your staff
  - Frequently Asked Questions

More questions?

- SMPH HR Manager https://intranet.med.wisc.edu/human-resources/contact-information/

- Divisional Disability Representative (DDR)

 smph-accommodation@med.wisc.edu

What additional questions do you have?