



University of Massachusetts

UMass President's Office On-Site Return Guide

December 11, 2020

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Guiding Principles

Guiding Principles

At the University of Massachusetts, the health and safety of our employees is our highest priority. The UMass President's Office (UMPO) planning approach for COVID-19 response and returning to on-site locations is deeply rooted in ensuring that all decisions are made with best interests of employees in mind.

The approach for returning to on-site locations outlined in this document has been informed by national and local guidance, as well as an On-Site Transition Team (OTT). The OTT includes employee representation from across the UMPO and has taken an active and inclusive approach to identifying and addressing the questions, needs and considerations identified by our staff. The content of this guide has been informed by more than 400 questions and considerations submitted by employees to the OTT.

Throughout this pandemic, the UMPO has been closely consulting with state and local public health authorities and has been proactively incorporating health and safety guidelines from those bodies, as well as those from the Centers for Disease Control and Prevention (CDC) and other experts, to ensure the safest possible approach for returning to on-site locations.

The UMPO understands that employees have many individual needs and challenges outside of the workplace, that each person's situation is unique, and we are dedicated to ensuring a thoughtful and flexible approach that considers the needs of the employees during this difficult time.

For any concerns that are not addressed within this guide, you are encouraged to reach out to your supervisor or the Human Resources team.

As knowledge and understanding of COVID-19 continues to evolve, UMPO plans and protocols will be updated as needed to reflect any changes.

Health and Safety

Guidance for Returning Employees

The health and safety of our employees is our top priority, and the UMPO will strictly adhere to the guidelines issued by the CDC, Massachusetts Department of Public Health and other relevant public health authorities.

The [CDC-issued guidance for preventing illness](#) includes:

- [Washing your hands frequently](#)
- Avoid close contact by [practicing social distancing of at least six feet, or roughly two arms lengths](#)
- [Cover your mouth and nose with a cloth face cover when around others](#)
- Cover coughs and sneezes
- [Clean and disinfect high-touch surfaces frequently](#)

Additional resources from the Massachusetts Department of Public Health:

- [Stop the Spread of Germs like Seasonal Flu and COVID-19](#)
- [Help Prevent COVID-19 with Social Distancing](#)
- [How to Safely Cover Your Face Outside of Home](#)

Employee Expectations for Return to On-Site Locations

Employees who are returning to on-site locations must adhere to the following protocols:

Health Monitoring

Daily monitoring of one's health and well-being prior to coming to work can aid in early detection of COVID-19 and is an effective measure to prevent community spread. The symptoms of COVID-19 include:

- Fever (temperature over 100.4F) without having taken any fever reducing medications
- Loss of Smell or Taste
- Cough
- Muscle Aches
- Sore Throat
- Shortness of Breath
- Chills
- Headache
- Gastrointestinal symptoms such as nausea/vomiting, diarrhea, loss of appetite

In our ongoing effort to protect on-site employees, we ask that employees conduct a daily self-check before going to work. You can find the checklist at umass.info/self-check.

Any employee who meets the criteria in the checklist and/or begins experiencing COVID-19 symptoms ***should not report to work***, should contact their healthcare provider, and should contact Katie Temple in Human Resources at 774-455-7571 or ktemple@umassp.edu.

COVID-19 Positive Employee

UMPO has adopted the CDC's release from isolation guidance as its return to work guidance. Therefore, employees who have been diagnosed with COVID-19 must adhere to the following return-to-work protocol:

- **Employees who have not had a test** to determine if they are still contagious may be cleared to return to work if they meet **all of the following criteria**:
 - No fever for at least 72 hours (that is three full days of no fever **without** the use of medicine that reduces fevers)
 - Other symptoms have improved (for example, symptoms of cough or shortness of breath have improved)
 - At least 10 days have passed since symptoms first appeared
- **Employees who have had a test** to determine if they are still contagious may be cleared to return to work if they meet **all of the following criteria**:
 - They no longer have a fever (**without** the use of medicine that reduces fevers)
 - Other symptoms have improved (for example, symptoms of cough or shortness of breath have improved)
 - Received two negative tests in a row, at least 24 hours apart. Their doctor will follow [CDC guidelines](#).

Social Distancing

Employees are required to practice social distancing of at least six feet, and UMPO will take steps to limit personal interactions to the greatest possible extent.



Face Coverings

In accordance with guidelines from the CDC and the Massachusetts Department of Health, employees must wear face coverings at all times, except when in their own workspace and alone. This face covering requirement includes employees who work in cubicles. Employees are expected to provide their own face coverings (as individuals are required by the Governor's Executive Order to wear face coverings in public locations), but UMPO will have disposable masks available should an employee forget their face covering at home or have a need to change their face covering during the course of the day.

All employees who work in a cubicle will be required to wear a face covering, regardless of how high the cubicle partition may be.

Proper Personal Hygiene

- Wash your hands often with soap and warm water or use an alcohol-based hand sanitizer.
- Cover your mouth when you cough or sneeze. Use a tissue or your inner elbow, not your hands. Dispose of all used tissues in a wastebasket.
- Avoid touching your eyes, nose and mouth.
- Clean things that are frequently touched.



Maintaining a Clean Workspace

Cleaning and disinfectant supplies are available throughout the office and in common areas. Employees should wipe down surfaces and office machines such as scanners/copiers after each use. Sanitizing and cleaning materials and instructions are provided at each copier location. Please reach out to Diane Tkachuk at dtkachuk@umassp.edu or Cheryl Millett at cmillett@umassp.edu to request additional supplies.

Meetings and External Guest Restrictions

Conference rooms where six feet of social distancing cannot be observed are restricted and in-person meetings are strongly discouraged. Employees are encouraged to continue hosting meetings using alternatives like conference calls, Zoom, and WebEx.

If an in-person meeting is essential, employees should maintain a minimum of six feet of distance at all times and wear face coverings. All conference rooms are equipped with relevant cleaning supplies, and should be cleaned after each meeting by the present employees before departing. No eating or drinking is allowed during meetings.

All necessary technical support for conference rooms will remain remote. For assistance, employees can contact the Help Desk at umsohelpdesk@umassp.edu.

The adjusted maximum occupancy of conference rooms that will be open in Phase Two are listed below:

Available Conference Rooms

| Name | Location | Capacity | Video conferencing |
|------------------|--------------------------------|----------|--------------------|
| Essex Room | South Street Conference Center | 8 | X |
| Middlesex Room | South Street Conference Center | 7 | |
| Norfolk Room | South Street Conference Center | 6 | X |
| Hampshire Room | South Street Conference Center | 4 | |
| Corsairs Room | South Street UITS | 2 | X |
| River Hawks Room | South Street UITS | 2 | X |
| Minutemen Room | South Street UITS | 4 | X |
| RRC | South Street UITS | 4 | |
| University Room | South Street UITS | 3 | X |
| Beacons Room | South Street UITS | 4 | X |

All non-UMass visitors are restricted and only approved UMass visitors (campus employees, etc.) will be allowed on-site for business critical meetings. All visitors must be pre-registered in order to monitor occupancy. Visitors who are not pre-registered may not be allowed into the building.

Onsite Service Vendors

Essential onsite service vendors for business continuity will be allowed with the same restrictions as approved UMass visitors. Onsite service vendors need to be approved and scheduled in advance in accordance with the policies for external visitors.

Onsite vendors are required to fill out self-health check form and agree to follow President's Office guidelines including wearing face coverings and practicing social distancing.

To pre-register guest or vendors, please reach out to the contacts below:

One Beacon Street: Barbarann Freddura and Patti Vantine

South Street: Cheryl Millett and Amy Thompson

A record of all onsite vendors will be kept at both locations.

Guidance for Employees with Elevated Risk, or Who are Living in Elevated Risk Households

According to the CDC, “COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.”

The CDC categorizes high-risk individuals as:

- People 65 or older
- People who live in a nursing home or long-term care facility
- People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - Chronic lung disease or moderate to severe asthma
 - Serious heart conditions
 - Immunocompromised individuals
 - Severe obesity (BMI of 40 or higher)
 - Diabetes
 - Chronic kidney disease undergoing dialysis
 - Liver disease

If you, or a member of your household, falls into one of these categories, please reach out to Katie Temple in Human Resources at 774-455-7571 or ktemple@umassp.edu to discuss your options. You may be required to provide documentation to support placement into a high-risk category.

Travel Restrictions

International, out-of-state, and non-essential in-state university-related travel for President’s Office employees is restricted at this time.

We strongly encourage you to avoid personal travel and review applicable travel warnings.

Employees who choose to engage in personal travel should review the “Traveler’s Health Notices” that can be found at wwwnc.cdc.gov/travel.

In accordance with Governor Baker’s COVID-19 Travel Order effective August 1st, any employee who is currently working on-site who travels outside of Massachusetts, except from lower-risk state designated by the Department of Public Health, must notify HR of their travel. Please visit www.mass.gov/info-details/covid-19-travel-order for the current list of COVID-19 lower-risk states.

Exposure Protocols

If you are experiencing symptoms of COVID-19, have been exposed to an individual with COVID-19 or have been diagnosed with the virus, contact your primary care physician immediately.

Employees who appear to have symptoms upon arrival at work or who become sick during the day will be immediately separated from other employees and sent home. Employees will be asked to contact their healthcare provider and will be eligible to use paid time off as appropriate.

An authorization from a health care provider to return to work may be required.

The UMPO will take appropriate action if and when notified of an employee who has tested positive for COVID-19. Infected employees will be consulted and asked to identify all individuals who worked in proximity (within six feet) for a prolonged period of time (approximately 15 minutes) with them during the 48-hours before the onset of symptoms.

In the event of a positive COVID-19 case, the UMPO will work with the local Board of Health (LBOH) to trace and send home all employees who came into contact with the infected employee for 14 days to isolate and self-quarantine in accordance with CDC guidance. While in quarantine, individuals are advised to self-monitor for symptoms, avoid contact with high-risk individuals, and seek medical attention if symptoms develop. UMPO will follow state and CDC guidelines for cleaning and disinfecting the workplace, including all areas used by the diagnosed employee.

The following rooms have been identified as **isolation rooms** if there is an employee who needs to be immediately separated from others:

- Boston: Quiet Room in the corner of the Collaboration Space
- Shrewsbury: Oxford Room across from the Conference Center.

Reporting a Potential COVID-19 Case

If you believe that another employee has been exposed to or has contracted COVID-19, promptly contact Jacquie Kittler at 774-455-7559 or jkittler@umassp.edu. **Do not share the employee's information with any other colleagues.** Doing so would be a violation of their privacy, which is protected by HIPAA and other laws.

Facilities Considerations

Facilities Considerations

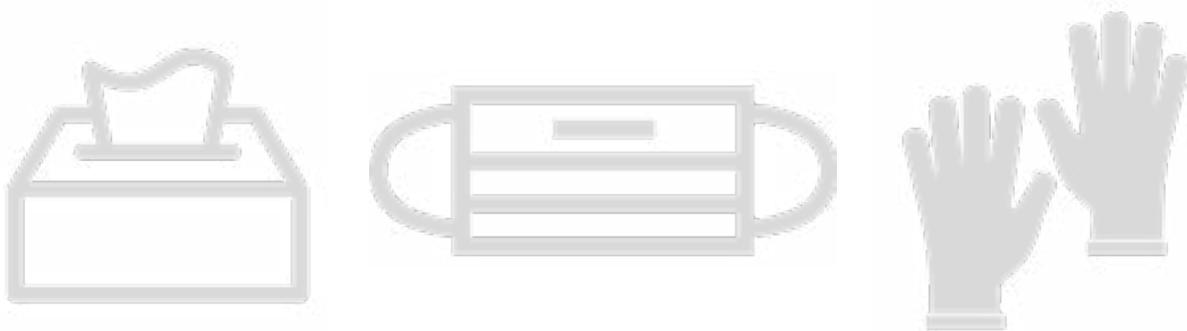
Because each office building has a mixed population of tenants, UMPO facilities staff will coordinate with the respective building management entities on implementing local, state and federal public health guidance.

Enhanced Cleaning

Property managers will continue to undertake their daily cleaning schedules, which include frequent disinfecting of high-touch points, and will adhere to state guidance and best practices issued by the CDC. See facility-specific guidance below for specific information for each location.

Supplies

UMPO has also taken additional measures to ensure that each work location has sufficient supplies to accommodate on-site employees. Such supplies may include disinfecting wipes or sprays, hand sanitizer or wipes, disposable surgical masks, gloves and tissues. Supplies will be distributed with limited contact with employees.



A Welcome Back Kit will be provided to all staff upon their return. These kits include face coverings from MEMA, hand sanitizer, tissues, and safe hygiene and daily self-check documentation.

Workspace Preparation

To prepare worksite locations for return of staff, UMPO has formed a team that will go on-site to prepare the offices before employees return. This process will also include an IT services and equipment checks to ensure adequate functionality of equipment for all employees.

Additional Support Considerations

Portable Devices

For those who do not already have access to them, portable computer devices are available for staff upon request. All requests should be routed through your supervisor.

Noncontact or Low-Contact Support

The University Information Technology Services Team is currently offering limited and non-contact support. For assistance, contact helpdesk@umassp.edu.

Common Areas

Breakrooms and kitchens are available for employees to use in a limited fashion. Equipment has been relocated to promote social distancing, and employees should refrain from eating in that location so that others may use it without violating social distancing guidelines.

Employees are required to wash hands or use hand sanitizer and wipe down all equipment with disinfectants when using breakrooms.

Mail Distribution

Mail and package delivery will remain for business continuity only. Contactless mail distribution has been set up. Currently, all departments will schedule mail and package pick up.

In **Shrewsbury**, the Dukes Conference Room has been converted to a temporary mail room where all mail and packages will be delivered. Departments will schedule mail and package pick up using the Dukes room calendar in Outlook or by emailing umsoreception&admin@umassp.edu. The conference center will be locked and employees will need their badge to enter the conference center.

Outgoing mail will still be posted with the machine located at reception. Departments are responsible for delivering their outgoing mail to the USPS mail bin in front of the building.

In **Boston**, the Knapp Conference Room has been converted into a temporary mail room where all mail and packages will be delivered. Departments will schedule mail and package pick up using the Knapp room calendar in Outlook.

Facility-Specific Guidance

Boston - One Beacon Street

Cleaning

At One Beacon Street, high traffic common areas will be cleaned continually throughout the day. Building management (CBRE) has hired a Day Porter whose sole duty is to clean high traffic areas, from the lobby to the top of building including elevators, door handles, buttons, and other frequently touched surfaces throughout the day. Cleaning personal workstations or personal affects will be the sole responsibility of the employee.

Access to shared equipment will be largely restricted, except business-critical equipment.



Entering and Exiting

Employees can still enter or exit from both sides of the building. All UMass employees are required to wear a face covering when entering the building.

Things to note on your return:

- There are two lanes of turnstiles at each entry to the elevator bays on the lobby level. Each lane will be designated as either an entry lane or an exit lane only.
- OBS is following social distancing guidelines at the Security Desk, elevator bays and the lobby itself. Appropriate signage will be placed within the facility.
- Elevator Access – Security will attempt to limit the capacity on the elevators to four (4) per elevator.
- Further, queuing lines for the elevators will be set up prior to entry through the turnstiles in order to allow for social distancing. Floor signage will be easily visible.

Hours

The One Beacon Street offices will be open Monday through Friday from 7 a.m. - 6 p.m..

Building Amenities

Rebecca's Café remains closed and its reopening date is still to be determined.

The **One Beacon Fitness Center** remains closed.

The convenience store will re-open with an enforced limit of one customer in the store at a time.

Parking is open to the public with extremely limited capacity. While non-monthly parkers will be allowed access to the garage, limited capacity means that spots may fill up. If driving in, you should have a backup plan for parking in mind.

Shrewsbury - 333 South Street

Cleaning

An enhanced cleaning schedule will remain in effect with additional cleaning and disinfecting of high touch areas and common areas. Employees are responsible for cleaning and disinfecting individual workspaces and departmental common areas. Access to shared equipment will be largely restricted, except business-critical equipment.

- Employees will be responsible to place trash cans and recyclable containers in the hallway for pick up and content removal
- Departments are responsible for cleaning all break room microwaves, refrigerators, coffee makers, and other equipment

South Street is implementing a cleaning log that will include a cleaning date and time in each restroom.

Entering and Exiting

All UMass employees are required to wear a face covering when entering the building. Employees will enter through main entrance. If you don't have a mask, you can pick one up at the front desk security. The north lobby and employee entrance located next to the loading docks on the 2nd floor are locked. Employees are still be able to leave through these doors but will not be able to enter the building through them.

Building Amenities

The cafeteria and fitness center are closed until further notice. The vending machines are operating and serviced regularly.

Data Center

Biometrics are still required for entry and exit to the Data Center. Individuals with access to the Data Center are responsible for wiping down the area when done.

Employee Resources

Employee Resources

It is entirely appropriate to experience feelings of stress, anxiety and fear during this crisis. If you are, know that you are not alone, and there are a number of resources available to you.

The Employee Assistance Program (ComPsych) has created an online toolkit that includes a wide variety of information and can assist employees with personal, work and life issues. This toolkit is available at: pages.e2ma.net/pages/1807892/20932.

Group Insurance Commission (GIC) Resources

The GIC also provides resources to help its members cope with the COVID-19 Pandemic.

Those resources are available at: www.mass.gov/info-details/gic-health-benefits-and-the-covid-19-outbreak.

Employee Benefits

Under the Families First Coronavirus Response Act (FFCRA), which includes the new federal Emergency Paid Sick Leave Act (EPSLA) and the new federal Emergency Family and Medical Leave Expansion Act (EFMLEA), employees are entitled to paid sick leave and expanded family and medical leave for reasons directly related to the COVID-19 pandemic.

The Department of Labor's (Department) Wage and Hour Division (WHD) administers and enforces the new paid leave provisions, and the agency website remains the best source of information related to the FFCRA. For more information, please go to the agency's website at www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave.

For more details on this, please reach out to Katie Temple at ktemple@umassp.edu.

Looking Forward

Looking Forward

As we've seen, this situation will require all of us to adapt our behavior out of consideration for those around us. The UMPO greatly appreciates your consideration of all of our relevant safety precautions and we thank you for your flexibility in the weeks and months to come.

As this situation continues to evolve, the university will continue to provide periodic updates, seek input and implement any measures that are necessary to improve the health and safety of our employees.

Thank you for all that you do for the university.

All UMass President's Office updates are available at: www.umassp.edu/hr/covid-19.