



Suspected Case Response Procedure

COVID-19

Updated: July 13, 2020

COVID-19 RESPONSE PLAN FOR SUSPECTED CASE OF COVID-19 FOR EMPLOYEE AT HOME:

This document explains how WSSU will respond if an employee develops symptoms or tests positive for COVID-19 while at home, away from the workplace. The goal of this document and procedures contained within is to help protect the health and safety of the employee and everyone else in the workplace. Effective execution of the procedure requires collaboration, compassion, flexibility, and attention to detail by employees, supervisors/managers, Human Resources, Facilities, Emergency Management, and campus leadership.

PART ONE: Actions Taken for Employee with COVID-19 Symptoms or Diagnosis

1. Employee notifies their supervisor.

The employee notifies their supervisor that they have symptoms consistent with COVID-19, or if they have been diagnosed with COVID-19.

2. Supervisor gathers initial background information.

The employee's supervisor asks the following questions from the employee:

- If tested, on what date did you receive your test result (if applicable)?
- On what date did your symptoms start (if any)?
- Have you had contact recently with anyone who is a confirmed case of COVID-19?

The supervisor then forwards the information to Human Resources (Lauretta Baldwin). Human Resources can then ask the following questions directly to the employee:

- Have you consistently practiced social distancing and worn a face covering when social distancing was not possible within the workplace?
- With whom have you been in close contact (less than 6 feet) in the workplace for 10 minutes or more within 48 hours preceding the onset of symptoms?
- Where else have you been in the workplace and what common surfaces or items have you touched in the 48 hours preceding the onset of any symptoms?

3. Supervisor notification to Human Resources and further notifications.

The supervisor immediately notifies the designated Human Resources individual Lauretta Baldwin. This individual then notifies the following parties:

- the Office of Emergency Management (Jason Stogner & Sarah Isom)
- the Associate Vice Chancellor of Facilities (Jimmy Norwood)
- the Director of Human Resources (August Mebane)

4. Employee contacts their primary healthcare provider and/or local health department for COVID-19 testing.

The employee should contact their primary healthcare provider or local health department to determine next steps, including whether COVID-19 testing is advised. DHHS-approved testing sites may be found at



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www.ncdhhs.gov/TestingPlace. The employee should call ahead for guidance rather than going directly to a testing site.

5. Human Resources initiates basic contact tracing.

Human Resources consults with the Office of Emergency Management to discuss the individuals (employees, visitors, contractors, etc.) with whom the employee has been in recent close contact with on campus, if applicable, to determine the measures that need to be taken (evacuation, cleaning and disinfection, etc.) based on the extent of potential exposure across the employee population (see #13 below).

6. Facilities coordinates the facility cleaning.

Facilities coordinates the evacuation and/or cleaning and disinfection of any affected areas, as needed and determined appropriate.

7. Supervisor follow-up with employee.

Human Resources and the employee's supervisor will follow-up with the employee by phone to confirm that the employee may not work on site until cleared to return, and to explain the initial action items required by the employee.

- Human Resources sends a recap email to the employee (cc: supervisor, facilities representative) to summarize their conversation and the relevant recommendations.
- Attached to the email is the *COVID-19 Daily Symptom-Monitoring Checklist* and the document *Resources for Suspected/Confirmed Cases of COVID-19*.
- The supervisor should remain in regular contact with an employee who has a suspected case of COVID-19 to see how the employee is doing.

8. Initial action items for the employee.

The employee is expected to take the following actions to minimize further risk of exposure:

- Stay at home, separated from others in the household, except to seek medical care;
- Notify family members, friends, and others with whom the employee has been in close contact for a period of 10 minutes or more within the 48 hours preceding the COVID-19 diagnosis or onset of symptoms of COVID-19;
- Notify their supervisor immediately if the employee tests positive for COVID-19; and
- Review information about the worker's compensation program and available resources from the CDC, NC DHHS, and ComPsych (included in *the Resources for Suspected/Confirmed Cases of COVID-19* previously provided to the employee by email).

9. Work and leave options for the employee.

- If the employee does not feel well enough to work, the employee is not expected to telework.
- If the employee feels well enough to work but cannot telework part-time or full-time based on job responsibilities, technology issues, or other considerations, the supervisor should collaborate with the employee to develop a creative solution, which may include a flexible or reduced schedule, alternate assignments, and/or leave.
- Human Resources can be contacted to discuss available leave options.



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10. Notifications of a positive COVID-19 test.

If the employee already has a diagnosed case of COVID-19:

- Human Resources will notify the UNC System Office as appropriate.
- No notification to other employees will be sent if the employee has not had contact with the workplace or other employees. If the employee has been in the workplace, those potentially impacted will be contacted.

If an employee has a suspected case of COVID-19 and subsequently tests positive for COVID-19:

- The employee immediately notifies their supervisor;
- The supervisor notifies Human Resources;
- Human Resources notifies the UNC System Office;

11. Return-to-work requirements for a positive COVID-19 case.

An employee who tested positive for COVID-19 may return to work when the employee provides a doctor's note releasing the employee to return to work **OR** when all three of the following conditions have been met:

- The employee has had no fever for at least 72 hours without the use of fever-reducing medicine;
- Other symptoms have improved; and
- At least 10 days have passed since symptoms first appeared.

12. Return-to-work requirements for a negative or untested case.

An employee who tested negative, or who has not been tested for COVID-19 may return to work as noted in the previous step unless they are otherwise still under a 14-day quarantine based on exposure to an individual who had symptoms or a diagnosis of COVID-19.

PART TWO: Notification of Employees Potentially Exposed to COVID-19

13. Human Resources / Supervisors Contact Employees

Human Resources should partner with supervisors to inform directly the employees who were in close contact with the individual who has a suspected case of COVID-19, including when and where they may have been exposed. *To the greatest extent possible, they should avoid identifying the individual.* Then, ask the following:

- Whether they are experiencing any symptoms of COVID-19;
- Whether they have any risk factors for COVID-19, such as but not limited to: moderate to severe asthma; kidney, lung, or liver disease; diabetes; a serious heart condition; or severe obesity (*the employee does not need to disclose what, if any, specific health condition(s) they have*);
- How long they were in contact with the individual who has a suspected case of COVID-19 (*if the individual is not identified, the employee can be told the times and/or locations of possible exposure*);
- Whether they practiced social distancing and wore a face covering around the time of potential exposure;
- Whether they touched the same surfaces or items as the individual who has a suspected case of COVID-19;
- Whether other individuals were present around the time of the potential exposure; and
- Whether they have been in close contact with other individuals (employees and non-employees) since the potential exposure.

Human Resources and the supervisor then notify the employees they can consult with their primary healthcare provider for guidance on other actions that may need to be taken.

14. Human Resources consultation with Office of Emergency Management/Environmental Health & Safety

HR then consults with OEM/EHS to discuss the employee responses, determine the level of risk to potentially exposed employees and non-employees, and agree on the course of action, including notification of any additional individuals identified as potentially exposed.

15. Moderate to High Risk exposures.

An event is considered a moderate- to high-risk exposure if:

- The length of exposure was 10 minutes or more;
- Social distancing was not consistently maintained (less than 6 feet for more than 10 minutes);
- Individuals touched the same surfaces and items around the time of exposure; and/or
- Face coverings were not worn, or were not worn properly, by all individuals present around the time of exposure.

a. Notifying Employees at Work:

The supervisor should facilitate the employee's quarantine at work and safe departure from work.

- If the employee has an office, they should remain there with the door closed.

- If the employee works in a cubicle or shared space, they should be relocated away from others to a designated quarantine/isolation space with a door, which should be closed.
- The number of individuals entering the isolation area should be highly restricted.
- Human Resources, the Facilities AVC, and the employee should maintain social distancing and wear face coverings, or other personal protective equipment (PPE) if required, as the Facilities AVC coordinates the departure of the employee.
- The supervisor works the with the Facilities Manager to close off the employee's regular workspace and other affected areas.

b. Human Resources/Supervisor Guidance to Employee:

Whether the employee was sent home or was already home, Human Resources and the supervisor follow up with the employee by phone to confirm the employee may not work on-site until cleared to return. The also advise the employee to do the following:

- For medical advice, including whether COVID-19 testing is appropriate, the employee should contact their primary healthcare provider, local health department, or another DHHS-approved testing site (www.ncdhhs.gov/testingplace);
- Quarantine at home for 14 days since the exposure or as advised by a healthcare provider;
- Notify family, friends, and others with whom employees have been in close contact since the potential exposure;
- Avoid contact with people at higher risk of severe illness;
- Practice social distancing consistently, wear a face covering when interacting with people and pets, and follow safety procedures;
- Self-monitor for symptoms of COVID-19, such as cough, shortness of breath, fever, chills, muscle pain, headache, sore throat, and new loss of taste or smell.
- If the employee exhibits symptoms of COVID-19, the employee must notify their supervisor immediately and should be advised to contact their primary healthcare provider; and
- Access information about the workers compensation program and available resources from the CDC, NCDHHS, and ComPsych (included in the *Resources for Suspected/Confirmed Cases of COVID-19* provided to the employee by email).
- The supervisor remains in regular contact with a quarantined employee to see how the employee is doing.

c. Human Resources Follow-Up Email to Employee:

HR sends a follow up email to the employee (cc: supervisor) to summarize their conversation and relevant recommendations. Attached the email is *COVID-19 Daily Symptom-Monitoring Checklist* and the document *Resources for Suspected/Confirmed Cases of COVID-19*.

d. Work and Leave Options for the Employee:

If a quarantined employee cannot telework part-time or full-time based on job responsibilities, technology issues, or other considerations, the supervisor should collaborate with the employee to develop a creative solution, which may include a flexible or reduced schedule, alternate assignments, and/or leave.

e. Employee Becomes Symptomatic and/or Tests Positive for COVID-19:

If a quarantined employee develops symptoms or is diagnosed with COVID-19, the employee must contact the supervisor immediately. The supervisor then follows this same response plan in Part One above.

f. Return-to-work Requirements for an Asymptomatic, Negative, or Untested Case.

A quarantined employee who does not develop symptoms of COVID-19 may return to onsite work after 14 days or as advised by a healthcare provider. If a healthcare provider advises quarantine for less than 14 days, or more than 14 days, the employee is required to provide supporting documentation from the healthcare provider.

16. Low-Risk Exposures.

An event is considered a low-risk exposure if:

- The length of exposure was fewer than 10 minutes;
- Social distancing was consistently maintained;
- Individuals did not touch the same surfaces and items around the time of exposure; and
- Face coverings were worn by all individuals around the time of exposure.

a. Human Resources/Supervisor Notify Employees:

HR and supervisors follow up with employees in person or by phone to inform them that they can continue to report for onsite work. They also advise employees to do the following:

- Contact their primary healthcare provider or another DHHS-approved testing site for medical advice, including whether testing for COVID-19 is appropriate;
- Practice social distancing, wear a face covering, and follow safety procedures while working onsite;
- Consider notifying family members, friends, and others with whom they have been in close contact since the potential exposure;
- Avoid contact with people at higher risk for severe illness;
- Self-monitor for symptoms of COVID-19, such as cough, shortness of breath, fever, chills, muscle pain, headache, sore throat, and new loss of taste or smell;
- If they feel ill, exhibit symptoms of COVID-19, or do not clear the daily screening tools, then stay at home, contact their supervisor immediately, and then contact their primary healthcare provider; and
- Access information about the workers' compensation program and available resources from the CDC, NC DHHS, and ComPsych (included in the *Resources for Suspected/Confirmed Cases of COVID-19* provided to the employee by email).



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b. Employee Relations Follow-Up Email to Employee

HR sends a recap email to employees (cc: supervisors) to summarize their conversation and relevant recommendations. Attached to the email is the *COVID-19 Daily Symptom-Monitoring Checklist* and the document *Resources for Suspected/Confirmed Cases of COVID-19*.



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PART THREE: Final Steps

17. Human Resources informs Environmental Health & Safety

HR follows up with EHS to confirm the courses of action taken and address any other concerns or recommended actions provided by OEM/EHS.

18. HR sends Closing Email to Senior Leadership

HR sends a closing email to:

- the Office of Emergency Management
- the Associate Vice Chancellor of Facilities
- the Director of Human Resources

HR calls these parties as needed to discuss any additional concerns, recommendations, or action steps that may be required or prudent.