

STATE OF GEORGIA



OFFICE OF HUMAN RESOURCES PANDEMIC INFLUENZA WORKFORCE READINESS MANUAL

October 16, 2009

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OVERVIEW

The mission of the Department of Community Health (DCH) is to provide access to affordable, quality healthcare in our communities; encourage responsible health planning and use of health care resources; and promote healthy behaviors and improved health outcomes. DCH works to ensure a safe and healthy environment for all Georgians, including support of pandemic influenza planning throughout the state.

Seasonal flu, H1N1 flu and pandemic influenza are not the same. Pandemic influenza could strike at any time. If the pandemic influenza spreads to the State of Georgia, a cumulative absentee rate of up to 40 percent of State of Georgia employees is expected for up to three months, on a rolling basis. This number includes sick employees, employees who are caring for sick family members and employees who do not come to work out of fear of becoming ill. The Department of Community Health may need to implement social distancing strategies to limit the number of employees concentrated in the workplace.

In the event of pandemic influenza, many of the human resource processes, including the contingent hiring process and overtime approval process, may be simplified, in order to meet the staffing demands. In addition, provisions concerning assignment of work, scheduling, telework, etc. will be adjusted.

The provisions of this manual confer no new privilege, right of appeal, right of position, transfer, demotion, promotion nor reinstatement to any Department of Community Health employee, contract worker or volunteer. This manual does not constitute an express or implied contract. It provides general guidance for employees and managers to follow.

SECTION 1 ESSENTIAL FUNCTIONS

Purpose: To emphasize the importance of informing staff of expectations regarding their designation in the event of a pandemic influenza emergency.

Essential functions are those that impact the Department's mission critical services that must be performed even when there is an unforeseen event or occurrence. Each Division shall declare essential functions and provide staff with details regarding requirements.

- A. Employees of the Division of Emergency Preparedness and Response essential staff and those persons who staff the Emergency Operations Center (EOC) must report to work regardless of the type of emergency. Employees should have a family care plan in place.
- B. Employees performing essential functions should make every effort to report to work or telework, based on the work unit's Continuity of Operations Plan (COOP).
 1. All employees performing essential functions should have a family care plan in place.
 2. If dependent child and elder care coverage becomes impossible, arrangements should be made in advance with the supervisor to telework, if appropriate and feasible. Limited dependent care while teleworking may be allowed during a pandemic provided the care does not impact the ability of the employee to accomplish assigned tasks. Otherwise, employees performing essential functions may use accrued annual leave, accrued personal leave, accrued compensatory time, or may request approval for leave without pay to care for family members requiring supervision. **Sick leave may not be used by healthy parents who are staying home to take care of healthy children or other healthy dependents due to lack of day care arrangements.**
- C. Employees performing non-essential functions should make every effort to report to work or to telework, if feasible.
 1. All employees performing non-essential functions should have a family care plan in place.
 2. If child and dependent care coverage becomes impossible, employees performing non-essential functions may use accrued annual leave, accrued personal leave, accrued compensatory time, or may request approval for leave without pay. **Sick leave may not be used by healthy parents who are staying home to take care of healthy children or other healthy dependents due to lack of daycare arrangements.**

Employees need to contact their supervisor for instructions as the pandemic influenza emergency level increases in severity level.

SECTION 2 COMPENSATION

Purpose: To provide for additional compensation when the employee absentee rate due to pandemic influenza negatively impacts the ability of the work unit to carry out the critical and/or essential functions.

COMPENSATORY TIME

A. Non-Exempt Employees

1. In accordance with the Fair Labor Standards Act, non-exempt employees shall be compensated at one and one-half times their regular rate of pay for all hours worked in excess of 40 hours during the workweek. Division Chiefs may authorize employees to work over 40 hours in a work week and to accumulate FLSA compensatory time in accordance with the Rules, Regulations and Procedures Governing Working Hours, the Payment of Overtime and the Granting of Compensatory Time issued by the Office of Planning and Budget (OPB) and the State Personnel Administration (SPA) and with DCH Policy No. 320, Fair Labor Standards Act (FLSA).
2. The manager may request approval from the division chief via e-mail, memorandum or fax to authorize overtime and the accumulation of compensatory time. The request should include the reason for the overtime and the employees impacted. The division chief must authorize the overtime (via e-mail, memorandum or fax) and specify the conditions in which it can be earned. The FLSA Compensatory Time must be documented by the employee using the approved time record (time sheet or Kronos), approved by the manager and submitted to the Office of Human Resources using the Compensatory Time Reporting Record or Kronos.

B. Exempt Employees

1. Exempt employees who work hours in excess of standard hours in a pay period **may** be authorized to accumulate State Compensatory Time in accordance with the Rules, Regulations and Procedures Governing Working Hours, the Payment of Overtime and the Granting of Compensatory Time issued by the Office of Planning and Budget (OPB) and the State Personnel Administration (SPA). Division Chiefs may authorize employees to work over standard hours in a pay period and to accumulate State Compensatory Time on an hour for hour basis.
2. The manager may request approval from the division chief via e-mail, memorandum or fax. The request should include the reason for the compensatory time. The division chief must authorize the compensatory time (via e-mail, memorandum or fax) and specify the conditions in which it can be earned. The State Compensatory Time must be documented by the employee (time sheet or Kronos), approved by the manager and submitted to the Office of Human Resources using the Compensatory Time Reporting Record or Kronos.

- C. The Division Chief must notify the Office of Human Resources of approval of compensatory time requests.

TEMPORARY SALARY SUPPLEMENTS - EMERGENCY PROCEDURE

- A. Salary supplements may be given in accordance with the provisions of State Personnel Administration Addenda to the Compensation Plan unless such provisions are suspended by executive order during a pandemic.

Salary supplements include:

- Conditional Pay
- Shift Differential
- On-Call Pay

- B. Emergency procedures for approving salary supplements will become effective when the Division Chief determines that the employee absentee rate due to pandemic influenza negatively impacts the ability of the work unit to carry out the critical and/or essential functions. The emergency procedures provide for the following:
1. The employee's supervisor may submit a request for a salary supplement to the division chief via e-mail, memorandum or fax only for the duration of the proclaimed emergency.
 2. Upon approval by the division chief, the request must be routed to the HR Director. The HR Director will send the request to the Budget Office to determine if funds are available to pay the additional compensation. The Chief of Staff must approve the request prior to the effective date.
- C. Managers in the Division of Emergency Preparedness and Response and the Division of Public Health may develop a plan and obtain advance approval to use shift differential and on-call pay in the event that the employee absentee rate negatively impacts their ability to carry out the critical and/or essential functions of the work unit. Once approved, the HR Director and the Chief of Staff must be notified when the plan(s) are activated.

PAYMENT OF OVERTIME

- A. In order to obtain approval for the payment of overtime to non-exempt and exempt employees, a request must be submitted in advance and approved by the Office of Planning and Budget (OPB).
- B. Managers may develop a plan and obtain advance approval to pay overtime in the event of the employee absentee rate negatively impact their ability to carry out the critical and/or essential functions of the work unit. The following steps must be followed to obtain approval:
1. The manager must complete the Overtime Payment Approval Request form and submit it to the division chief for approval.
 2. If the division chief approves the request, it must be sent to the Office of Human Resources (OHR) for review and costing.
 3. The OHR submits the request to the Budget Office to authorize the expenditure of funds.
 4. The Budget Office routes the request to the Chief of Staff for approval.
 5. The request is forwarded by OHR to OPB for approval.
 6. Once approval is received from OPB, the manager is notified by e-mail or fax.
- C. The Division Chief must authorize activation of the overtime payment plan. The HR Director and the Chief of Staff must be notified when the plan is activated.
- D. The overtime must be documented by the employee using the approved time record (time sheet or Kronos), approved by the manager and submitted to the Payroll Unit using the Overtime Reporting Record.

SECTION 3 TELEWORKING

Purpose: To modify the procedure for approval of telework and telework training in the event that social distancing is implemented and requires an expansion of telework.

Telework is defined as a work arrangement whereby approved employees are allowed to perform the normal duties and responsibilities of their position at home or at an authorized location not normally considered to be the employee's traditional place of work.

- A. Managers should determine the essential functions that may be accomplished remotely and whether the employee performing these functions needs access to all systems and applications or only e-mail and/or voice communications.
- B. Managers should identify which employees must handle Protected Health Information or other sensitive and confidential information in order to perform essential functions. By permitting these employees to telework, managers should understand that they, as supervisors, are responsible for taking reasonable steps to ensure the ongoing privacy and security of this information. Such steps may include requiring such employees to review privacy and security training materials.
- C. If the employee performing essential functions is not currently approved for telework, the manager may consider having the employee complete the telework approval process, and any necessary training regarding maintaining appropriate information privacy and security, in advance. The manager may activate the telework agreement when the emergency warrants the expansion of telework.
- C. Managers may consider having laptop computers pre-loaded with the VPN software to check out on an emergency basis. Equipment is limited and employees should not expect to be provided a laptop.
- D. Flexible work schedules should be considered for those authorized to telework. These schedules may reduce peak demands on information technology systems.
- E. In the event that absentee rates increase significantly or social distancing is implemented in DCH due to a pandemic influenza, *emergency procedures* will be implemented to allow for increase use of telework.
 - ▶ *Instructions for using VPN, Citrix or Accessing DCH E-Mail via the Internet are available on the DCH Dispatch (for employees on the DCH network) and on the Public Health Information Library (PHIL) <http://www.health.state.ga.us/phil/index.asp>.*
 - ▶ *Instructions for accessing HIPAA Privacy and Security Training materials are available on the DCH Dispatch (for employees on the DCH network) and on the Public Health Information Library (PHIL) <http://www.health.state.ga.us/phil/index.asp>.*
- F. **Eligibility**
 - 1. The division chief may waive the eligibility requirements and may authorize broader use of teleworking than would be considered under normal operations to accomplish social distancing.
 - 2. The manager may review a job that ordinarily would not be suitable for teleworking and determine if it is eligible during the period specified as an emergency.

3. Employees authorized for teleworking may be allowed to engage in limited dependent child care or elder care during a pandemic influenza emergency if providing care does not impact the ability of the employee to accomplish assigned tasks.

G. Approval

1. Non-teleworkers may initiate a telework arrangement by submitting the **Teleworking Agreement** and the **Teleworker Work Space Self-Certification Checklist** to the immediate supervisor.
2. During the emergency, telework arrangements may be requested, communicated, assigned and approved via e-mail or fax.

H. Training

1. All teleworkers and telemanagers are required to complete telework training prior to the employee teleworking.
2. Under the emergency procedures, the teleworker will be required to:
 - Read the Teleworker Training Presentation
 - Send an e-mail to your supervisor indicating you have read the manual
3. The telemanager will be required to:
 - Read the Telemanager Training Presentation
 - Assign or agree to the work to be performed
 - Authorize employee to begin teleworking
 - Send forms and e-mail from employee regarding completion of training to Office of Human Resources

▶ *The Teleworking Agreement is attached as Appendix A and the Teleworker Work Space Self-Certification Checklist is attached as Appendix B.*

▶ *The Teleworker Training Presentation and the Telemanager Training Presentation is on the DCH Dispatch (for employees on the DCH network) and on the Public Health Information Library (PHIL) <http://www.health.state.ga.us/phil/index.asp>.*

I. Equipment

1. It is the responsibility of the employee to determine if they have the necessary tools to work from home. For employees handling Protected Health Information or other sensitive and confidential information, such tools will include those required to conduct all work on the DCH network.
 2. Managers may provide a laptop, blackberry or other equipment needed particularly to employees performing essential functions.
- E. The teleworker must complete the Teleworking Time Log and submit it to the manager based on the schedule as defined by the manager.

J. Termination of Emergency Teleworking Approval

An approved teleworking agreement shall remain in effect for the specified period of time or until the Department, the employee, or the immediate supervisor request a termination of the agreement.

SECTION 4 CONTINGENT WORKFORCE

Purpose: To modify the approval process for hiring on a contingent basis in the event that the employee absentee rate negatively impacts the ability of the work unit to carry out the critical and/or essential functions.

- A. The Department of Community has three general categories of contingent workers as follows:
1. Contract Workers – an individual who is the employee of a vendor authorized to provide these resources. Contract workers receive compensation and benefits as provided by the vendor. Monitoring contract workers is a joint responsibility of the agency and the vendor.
 2. Hourly Employees – temporary employment of an individual. An employee hired to work in the emergency situation that affects the public health, safety or welfare of others is six months. Hourly employees do not receive State of Georgia benefits.
 3. Volunteers - any person who provides services to any state department or agency for no monetary or material compensation.
 - a. Volunteers shall not be subject to any provisions of law relating to state employment or to any laws relating to hours of work, rates of compensation, leave time, and employee benefits. However, all volunteers shall comply with applicable agency policies and procedures.
 - b. A state employee whose primary employment consists of duties and responsibilities similar to those associated with the volunteer activities may not be considered for volunteer work if such work would require payment for overtime in accordance with the Fair Labor Standards Act. Individuals may not volunteer to perform services in which they are normally compensated for as an employee of the state.
 - d. The volunteer shall be covered by state liability protection in accordance with the State Tort Claims Act (O.C.G.A. 50-21-22).
 - e. The volunteer will not be covered by workers' compensation.
- B. In the event of that the employee absentee rate due to a pandemic influenza emergency negatively impacts the ability of the work unit to carry out the critical and/or essential functions, the Commissioner may authorize hiring on a contingent basis.
- C. The process for approval for a contract worker and hourly employee in an emergency is as follows:
1. Managers may request approval through their division chief via e-mail, memorandum or fax.
 2. If the division chief approves the request, it must be sent to the Office of Human Resources (OHR) for review and costing.
 3. The OHR submits to the Budget Office to authorize the expenditure of funds.
 4. The Budget Office routes the request to the Chief of Staff for approval.
 5. If approved by the Chief of Staff, the OHR will notify the division chief and manager and will process the request through the appropriate staffing agency or by through the hourly appointment process.
- D. Volunteers are required to complete the **Confidentiality Agreement for Non-Employees** and the **Ethics Statement**. It is the responsibility of the manager to maintain the completed forms on file.

SECTION 5 ATTENDANCE AND LEAVE

5.1 FLEXIBLE WORK SCHEDULES

Purpose: To change the procedure for modifying work schedules in a pandemic influenza emergency.

The administration of normal and flexible work schedules may be modified during a pandemic influenza emergency to enhance social distancing, business continuity or other pandemic response goals as follows:

- A. Agencies shall review their normal business hours and work schedules to determine if they can be modified in a manner that best promotes social distancing, business continuity or other pandemic response goals during an emergency.
- B. Agencies will identify essential functions and non-essential functions that may be staffed with personnel on flexible work schedules.
- C. If feasible, supervisors should first ask for employees to volunteer to work hours other than their normal schedule. If certain work schedules cannot be staffed in this manner, agency management may direct staff to work the schedules necessary.
- D. Supervisors may change regular work schedules subject to a 24-hour cancellation notice, when possible, upon the proclamation of a pandemic influenza emergency. If less than a 24-hour notice is possible, agency management may make such changes.
- E. Flexible work schedules may be changed by a supervisor subject to a 24-hour cancellation notice upon the declaration of a pandemic influenza emergency, when possible. If less than a 24-hour notice is possible, agency management may make such changes.
- F. Agencies are encouraged to work with staff to minimize the impact of decisions affecting schedule changes. Overtime is probable and should be expected.
- G. Flexible work schedules may be requested, communicated, assigned and/or processed via e-mail, fax or telephone. Approved schedules shall also be formally documented within one week of the start of a flexible work schedule, or as soon as possible thereafter. A supervisor may document the change via e-mail, memorandum, fax or Request for Flexible Work Hours form.
 - ▶ *A sample e-mail, memorandum or fax to assign flexible work schedules is attached as Appendix C.*
- H. If an employee makes a request for a flexible work schedule and the request is denied, no written explanation of why the request has been denied is required during the proclaimed emergency.
- I. When appropriate, management may assign an employee back to the employee's regular work schedule. If an employee is assigned back to his or her regular schedule during a pandemic influenza emergency, the assignment is subject to a 24-hour cancellation notice when possible; if less than a 24-hour notice is possible, agency management may make such changes as necessary.

**SECTION 5
ATTENDANCE AND LEAVE**

**5.2
TYPES OF LEAVE**

- A. Sick Leave - An employee may use any or all accrued sick leave when he or she is unable to perform his or her duties due to personal illness, personal medical examination or treatment, or when attendance at work would endanger the health of others because of exposure to a contagious disease. (Refer to DCH Policy No. 211)
- B. Sick Leave for Family Care and Death in the Immediate Family - An employee may use any or all accrued sick leave to provide care for an immediate family member who is ill or receiving medical examination or treatment. An employee may also use up to five workdays for death in the employee's immediate family. (Refer to DCH Policy No. 211)
- C. Leave Under the Family Medical Leave Act (FMLA) - An employee may use up to 12 workweeks of unpaid leave each year for a serious health condition that prevents an employee from performing his or her duties or to care for a spouse, son or daughter, or parent with a serious health condition. An employee may substitute accrued sick leave, annual leave, personal leave, and/or compensatory time for unpaid leave.

DCH may also put "eligible" employees on notice that the leave used will be designated as Family Medical Leave in accordance with the Family Medical Leave Act, 29 Code of Federal Regulations (CFR) and DCH Policy No. 220.

- D. Annual Leave - An employee may use any or all accrued annual leave for personal needs, such as rest and relaxation, vacations, medical needs, personal business, emergencies, or to provide care for a healthy or sick family member, including providing child care when a child care center is closed due to a pandemic. Use of annual leave is subject to the approval of the supervisor unless the absence is approved under DCH Policy No. 220, Family Leave.
- E. Leave Without Pay (LWOP) - If an employee has exhausted his or her available annual, sick or personal leave or compensatory time, he or she may request leave without pay (LWOP).
- F. Compensatory Time - An employee may use earned compensatory time.
 - 1. FLSA Compensatory Time is earned time off with pay in lieu of overtime pay for work over 40 hours.
 - 2. State Compensatory Time is earned time off with pay approved under special circumstances for time worked over standard hours in a pay period.
- G. Donated Leave - If an employee has a personal illness or an illness in the immediate family and exhausts all accrued and forfeited leave and all available compensatory time, he or she may qualify for donated leave. (Refer to DCH Policy No. 221)
- H. Employees are required to contact their supervisor or other designated official within the timeframe established by the supervisor to request leave. Employees should notify the supervisor of the expected length of the absence. Employees may be required to call in daily or to provide regular updates to the supervisor.

**SECTION 5
ATTENDANCE AND LEAVE**

**5.3
RESCINDING APPROVED ANNUAL LEAVE AND COMPENSATORY TIME**

Purpose: To reinforce that managers have the right to rescind leave approval.

Employees who have accrued annual or compensatory time have a right to use it within a reasonable time of their request; however this may not be the case in the event of an proclaimed emergency, if an employee's absence would disrupt the State's business operations. If the pandemic influenza emergency causes significant staffing shortages, previously approved annual leave and compensatory time off may be rescinded to provide staffing coverage for state services. The authority to rescind previously approved annual leave and compensatory leave currently exists as a management right in the event of business need.

Supervisors, managers and directors should note the following:

- A. Managers and supervisors should keep an updated calendar or list of all approved leave requests and provide access to that calendar or list to those in their line of succession.
- B. Annual leave and/or compensatory leave requests should only be rescinded if the supervisor is unable to adequately staff a work unit or project.
- C. Annual and/or compensatory time off should be rescinded as soon as the supervisor believes that a potential staffing shortage will require the employee to report to work.
- D. Prior to rescinding previously approved annual leave or compensatory time off, the supervisor should attempt to staff the unit or project through other available means (i.e., seek available staff to volunteer for the work or staff with other available employees or contract workers).
- E. Rescinding an employee's leave which is already in progress shall be reasonably based upon the employee's ability to report to work. For example, it would be reasonable to require that an employee who is on annual leave at home report to work with as much notice as possible, but it may be unreasonable to require that an employee who is on annual leave out of the country, state or city to report to work.
- F. When rescinding annual leave and/or compensatory time off, the supervisor shall have actual contact with the employee to ensure that the employee receives the directive to report to duty. Rescinding leave should be followed up in writing, if possible. For example, an e-mail exchange between the employee and the supervisor or a letter from the supervisor to the employee in which the employee acknowledges receipt is acceptable contact; a message left on an employee's home telephone message recorder is not an acceptable contact, unless the message was left and employee returned the call acknowledging the directive.
 - ▶ *A sample e-mail, memorandum or fax to rescind annual leave or compensatory time is attached as Appendix D.*
- G. If rescinding compensatory time off due to a proclaimed pandemic influenza emergency results in the employee going beyond the maximum accrual amount of 240 hours, the Office of Human Resources may submit a request to the Office of Planning and Budget and the State Personnel Administration to allow the employee to carry over excess accrued compensatory time.

SECTION 5 ATTENDANCE AND LEAVE

5.4 SENDING SICK EMPLOYEES HOME

Purpose: To reinforce that managers have the right to send sick employees home to ensure safety in the workplace.

- A. As a safety consideration, management should look to the physical well-being of employees and whether the health of fellow employees is endangered by an employee exhibiting symptoms of the pandemic influenza. Therefore, if an employee appears to have the pandemic influenza at the workplace, supervisors have the authority and obligation to require the employee to leave the workplace.
- B. Managers must ensure that decisions are made in a non-discriminatory manner and that notification at the earliest feasible time is given to employees. Where practicable, supervisors should first seek the approval of their manager, Division Director and HR Director before sending a sick employee home.
- C. Supervisors are not to make a medical diagnosis, but may rely on objective observations of an employee's symptoms in making a reasonable determination to send home an employee whose symptoms appear to pose a significant threat to the health and safety of other employees. CDC states that in 2009 people have been identified with H1N1 flu and have become ill with influenza-like symptoms, including:
- Fever
 - Sore throat
 - Body aches
 - Chills
 - Diarrhea
 - Cough
 - Runny or stuffy nose
 - Headache
 - Fatigue
 - Vomiting
- D. CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. Your fever should be gone without the use of a fever-reducing medicine.
- *Web-site should be consulted for updates on pandemic influenza symptoms at <http://www.flu.gov/> or <http://www.cdc.gov/h1n1flu/qa.htm>*
- E. An employee may use sick leave for the employee's personal illness, injury, or exposure to a contagious disease that would endanger others. In addition, the employee may use other personal leave, as needed.
- F. In the event that employees are sent home because of pandemic influenza, employees may use accrued sick leave, accrued annual leave, personal leave, compensatory time, or may request approval for a leave of absence without pay. Employees who have exhausted all leave accruals may be eligible to request donated leave in accordance with DCH Policy No. 221.
- G. Paid administrative leave is not available to an employee who is being sent home because of exhibiting symptoms of pandemic influenza. The manager may advise the employee verbally but should follow-up with a written notice. The notice must include the conditions under which the employee may return to work including whether the employee is required to provide a medical release.

▶ *A sample e-mail, memorandum or fax to employee when sending a sick employee home is attached as Appendix E.*

H. When the employee's condition improves so that he/she no longer poses a health hazard to fellow employees, the employee shall return to work.

**SECTION 5
ATTENDANCE AND LEAVE**

**5.5
RETURN TO WORK AUTHORIZATION**

Purpose: To provide that medical release for return to work will not be required except under special circumstances.

When the employee absentee rate increases during a pandemic influenza emergency, the following procedures will be in effect for the duration of the emergency:

- A. If an employee is ready to return to work from leave (paid or unpaid) based on illness due to influenza, the employee shall contact his/her supervisor (or a person acting in that capacity) for instructions on when and where to return for assignment. Contact shall be made in the manner deemed appropriate by the work unit.
- B. The supervisor shall inform the employee whether the employee's return to work is authorized. If it is authorized, the employee should be informed to return to his/her work location, be assigned to work from a remote location, or to telework. The employee should also be informed of a work schedule or shift change and specific work assignments, if different from the employee's regular assignment.
- C. The employee will not be required to provide a release from a medical provider to return to work unless special circumstances warrant such a release. Managers should consult with the Office of Human Resources to discuss the circumstances.
- D. Authorization to return to work will be based on CDC recommendations, i.e., that the employee stays home for at least 24 hours after his/her fever is gone without the use of a fever-reducing medicine such as Tylenol, Ibuprofen, or Aspirin.
- E. After the emergency, the requirements for the employee to provide a medical release to return to work from a health care professional will be restored, unless otherwise notified by the employee's supervisor.

SECTION 6 CLOSURE OF SCHOOLS AND DAYCARE FACILITIES

Purpose: To inform employees they cannot bring children to work in lieu of daycare.

- A. To minimize the effect of any disease outbreak, the Chief Public Health Officer is authorized to order disease control measures that include a broad array of actions. Isolation, quarantine orders and social distancing measures are likely to be used in a pandemic influenza emergency. In addition to closing large social gatherings, such as sporting events, theater shows, concerts and others, the decision to close schools will be made by the local school board with input from state and local public health officials as a social distancing strategy or based on operational interruption due to a significant percentage of student and staff absences.
- B. School and daycare closures are expected to have a significant effect on staff absenteeism in both the private and public sectors. The State of Georgia must be prepared for a reduction in its staff resulting from healthy parents staying home to take care of healthy children or other healthy dependents. In addition, colleges and universities closure may result in healthy parents needing time off to move college age children home.
- C. **If schools and daycare centers are closed, employees will not be allowed to bring their children to work.**
- D. Employees may request approval from the supervisor to telework. (Refer to Section 3 of this Manual)

SECTION 7 OFFICE CLOSURE

Purpose: To provide for provisions in the event that one or more offices are closed due to a pandemic influenza emergency.

- A. The Department of Community Health (DCH) will remain open during emergency situations that do not pose an immediate life, health, or safety risk unless directed otherwise by order of the Governor. Because of potential staffing shortages, employees may be deployed to provide support for varied operations in alternative worksites.
- B. Whenever it is determined that the health or safety of citizens, clients, or employees would be placed at risk or that conditions prevent performance of DCH regular operations, services or responsibilities, the Commissioner may close specific DCH offices. The Governor shall make decisions regarding conditions affecting the closure of all agencies statewide or within a geographic region.
- C. In the event of closure of one or more state offices or employees are ordered to leave the premises because of safety concerns, the following provisions apply:
 1. Affected employees will be excused from duty for as long as necessary without loss of pay or use of leave.
 2. Employees who, prior to an office closure, had requested and been approved for time off (e.g., annual leave, sick leave, personal leave, compensatory time, or leave of absence) will have hours deducted from their accruals in accordance with established policies.
 3. Employees who are not directly affected by the emergency or who are not scheduled to work during those times will not be compensated.
 4. Employees who are absent from work but are not directly affected by the office closure have the following options:
 - a. Non-exempt employees may make up the time lost from work within the same workweek.
 - b. Exempt employees may make up the time lost from work within the same pay period.
 - c. Employees may charge the absence to accrued annual leave, personal leave, accrued compensatory time, or leave without pay.
 5. If an office is closed, an alternative site may be designated for affected employees to report to work.
 6. If the office closes after the start of an employee's scheduled reporting time, employees who are scheduled to report to work but do not and do not contact the appointing authority or designee before the office closure are considered to have been absent without leave. These employees may be subject to leave without pay for the full day unless the manager authorizes the use of annual leave or compensatory time for the absence as individual circumstances warrant.
 7. Hourly employees will be paid only for hours actually worked during an office closure.
- D. Managers should make every reasonable effort to allow employees who have reported to work to check on the status of their families, provided that this does not compromise emergency response functions.

SECTION 8 EMPLOYEE ASSISTANCE PROGRAM (EAP)

Pandemic briefings may need to occur so that managers are prepared to address problems that may arise during a crisis and are informed when a referral to the EAP should occur.

During a pandemic influenza emergency, referral to the EAP may be recommended to address personal problems that interfere with work performance. In particular, a crisis such as a pandemic influenza may cause stressful behaviors that compromise the effective functioning of a work unit. Further, there may be a need for "Critical Stress Debriefing Sessions" to assist a work unit with particular problems or traumatic events.

The EAP is a service provided through Cameron and Associates, Inc., a contracted vendor for DCH. All DCH full-time employees and their family members are eligible for services at no cost to the employee. The program's primary purpose is to assist employees with personal problems that are interfering with work performance.

It is recommended that referral appointments to the EAP be allowed during regular working hours during an emergency, as long as this does not interfere with the operations or functions of the workplace.

Contact information for EAP services:

Cameron and Associates, Inc.
6100 Lake Forrest Drive
Suite 550
Atlanta, GA 30328
Toll Free: 800-334-6014
Local: 404-843-3399
Fax: 404-843-3572

<http://www.caiquality.com/>

APPENDIX A
Department of Community Health
TELEWORKING AGREEMENT

Employee Name: _____

Effective Date: _____

This telework agreement is between the above named employee and the Department of Community Health.

As a participant in the Teleworking Program, I agree to the teleworking arrangement described in this document, subject to the provisions of the Department's teleworking policy, the terms and conditions specified by this agreement.

Terms and Conditions:

1. The sole purpose of this agreement is to regulate teleworking and that it is not an employment contract. This agreement does not alter existing employment relationships or the "at will" employment status of unclassified employees.
2. Teleworking is typically a voluntary work option and may be terminated at any time, by either the employee or the Department, with or without cause. Some positions may require a mandatory teleworking arrangement, which may be terminated by the Department with or without cause.
3. Teleworking is available only to eligible employees, at the Department's sole discretion. Teleworking is not an employee benefit intended to be available to the entire workforce. As such, no employee is entitled to, nor guaranteed the opportunity to telework.
4. The employee agrees to spend the time approved for teleworking performing the assigned duties and responsibilities. The employee will remain under the Department's Performance Management System and is required to participate fully in the process.
5. The employee's work hours will conform to a schedule agreed upon by his/her immediate supervisor. Any significant permanent adjustments must be reviewed and approved, in advance, by the immediate supervisor. The employee must check with his/her supervisor or other authorized official to request prior approval for leave, when needed.
6. The employee must safeguard confidential and medical information while teleworking. This includes ensuring that the information is secure during transport to and from home or other alternate work site and when not performing duties and responsibilities. The employee is responsible for notifying his/her telemanager immediately if an unauthorized disclosure of confidential or medical information occurs.
7. The employee must maintain a safe work environment that is conducive to productivity. The employee agrees to advise his/her supervisor any time there is a safety or security issue that arises during work at home or other alternate work site.
8. The Department remains responsible for job-related accidents/injuries incurred in the employee's remote work location during work activities. The employee must report any work-related injuries to his/her supervisor as soon as possible after the incident occurs.
9. The Department of Community Health is not liable for any damages to the employee's personal or real property while performing official duties at home.
10. Teleworking is not a substitute for dependent care. The employee will manage dependent care and personal responsibilities in a manner that allows the successful completion of job responsibilities.
11. The decision to install a dedicated telephone line and/or equipment (e.g., computer, printer, facsimile machine) at the Department's expense shall be made by the applicable Division Chief in consultation with the Chief Information Officer, based on the request of the employee and his/her supervisor. When the Department does not provide a dedicated telephone line, all long distance business calls will be made in the Department work site or be charged to a Department-provided calling card.
12. All Department-provided equipment and/or services are for business use only.

13. The employee must scan all media (i.e., DVDs, CDs, diskettes) prior to use on State owned equipment. Teleworking employees need to be aware that the DCH Security Officer will monitor all Internet use via the State network.
14. The employee will permit and participate in the inspection of his/her home work space to ensure safety compliance and adherence with telework program requirements regarding work space, furnishings, and equipment.
15. The employee will be present at the designated Department office or work site for meetings, training, or as required by his/her supervisor. The employee will not hold any work-related meetings at his/her home.

Alternate Work Location:

Address _____ Apartment # _____

City, State, Zip Code

(Area Code) Phone #

Work Schedule: (If teleworking is on a regular schedule)

DAY OF WEEK	WORK HOURS (Begin and End)	LOCATION
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Work Assignments/Tasks to be accomplished while Teleworking:

Special Conditions or Comments - Additional conditions agreed upon are as follows:

Print Employee's Name

Print Supervisor's Name

Employee's Signature

Date

Supervisor's Signature

Date

A copy of this form should be given to the teleworker and the original must be kept on file by the supervisor.

APPENDIX B
Department of Community Health
TELEWORKER WORK SPACE SELF-CERTIFICATION CHECKLIST

Employee Name: _____ Date: _____

Division: _____ Unit: _____

Alternate Work Address: _____

City: _____ State: _____ County: _____ Zip: _____

The following checklist is designed to assess the overall safety of your alternative worksite. The checklist is necessary to make you aware of the need for a safe workplace that is conducive for productive work. Please read and complete the self-certification safety checklist. Upon completion, please sign and date the checklist and return it to your supervisor.

The alternative worksite is: (check one) _____ Employee's home _____ Satellite office

Describe the designated work area at the alternative worksite:

WORKPLACE ENVIRONMENT		YES	NO
1.	Are temperature, noise, ventilation, and lighting levels adequate for maintaining your normal level of job performance?		
2.	Is all electrical equipment free of recognized hazards that would cause physical harm (frayed wires, bare conductors, loose wires, flexible wires running through walls, exposed wires to the ceiling)?		
3.	Will the building's electrical system permit the grounding of electrical equipment?		
4.	Are aisles, doorways, and corners free of obstructions to permit visibility and movement?		
5.	Are file cabinets and storage closets arranged so drawers and doors do not open into walkways?		
6.	Are chairs sturdy and free from hazards?		
7.	Are the phone lines, electrical cords, and extension wires secured under a desk or alongside a baseboard?		
8.	Is the office space neat, clean, and free of excessive amounts of combustibles?		

COMPUTER WORKSTATION (if applicable)		YES	NO
1.	Is your chair adjustable?		
2.	Does your chair adequately support your back?		
3.	Are your feet on the floor or fully supported by a footrest?		
4.	Do you have enough legroom at your desk?		
5.	Are you satisfied with the placement of your keyboard?		
6.	Are you satisfied with the placement of your monitor?		
7.	Is it easy to read the text on your screen?		
8.	Is the screen free from noticeable glare?		
9.	Is the top of the monitor eye level?		
10.	Is there space to rest your arms while not keying?		
11.	When keying, are your forearms close to parallel with the floor?		
12.	Are your wrists fairly straight when keying?		

GENERAL		YES	NO
1.	I understand that I am responsible for determining any federal, state, or local statutes or ordinances and neighborhood association guidelines (i.e., community/sub-division covenants) applicable regarding working at home and for satisfying any personal obligations.		
2.	Identify any current or potential safety hazards in your alternative worksite:		

I certify that all information contained in this checklist is true and complete to the best of my knowledge.

Employee's Signature

Date

**A copy of this form should be given to your supervisor along with the
the *Teleworking Agreement***

**APPENDIX C
SAMPLE ASSIGNMENT TO FLEXIBLE SCHEDULE
VIA E-MAIL, MEMO OR FAX**

To: [Employee's Name]

From: [Manager's Name]

Date: Date

Subject: Flexible Work Schedule During Pandemic Influenza Emergency

Please be advised that effective (date) and continuing until approximately (date) I am assigning you to a flexible work schedule on the following days and times:

	Work Schedule (Two Week Period)							
Week One								
Start Time								
Stop Time								
Length of Lunch Break								

	Work Schedule (Two Week Period)							
Week Two								
Start Time								
Stop Time								
Length of Lunch Break								

Total Hours Worked								
--------------------	--	--	--	--	--	--	--	--

Your meal break is from _am/pm to _____am/pm

NOTE: For overtime eligible employees: you may also be required to work overtime (and will earn compensatory time or will be paid overtime)

Thank you for your assistance during this difficult time.

cc: Division Chief
Office of Human Resources

**APPENDIX D
SAMPLE RESCINDING OF ANNUAL LEAVE AND COMPENSATORY TIME
VIA E-MAIL, MEMO OR FAX**

To: [Employee's Name]

From: [Manager's Name]

Date: Date

Subject: Cancelling Previously Approved (Annual Leave/Compensatory Time)

The current pandemic influenza emergency has caused employee shortages statewide. Our own work unit, _____, is also suffering a shortage of workers. Unfortunately, this means that I must cancel my approval of your leave request for (date of annual leave and compensatory time) to provide coverage during this crisis.

[The following is only for employees whose approved compensatory leave is being rescinded and are at the maximum accrual of 240 hours:]

- I understand that you normally have the right to use your compensatory leave when you request time off; however, this is not the case in an emergency situation. During this emergency, you are needed at work so that we can continue to provide services. Because I have had to cancel your leave request, our HR Director will send a request to the Office of Planning and Budget or State Personnel Administration. This recommendation will state that you should be allowed to carry over your accrued compensatory leave beyond the maximum allowed in Rules, Regulations and Procedures Governing Working Hours, the Payment of Overtime and the Granting of Compensatory Time issued by the Office of Planning and Budget (OPB) and the State Personnel Administration (SPA).

Thank you for your understanding and your assistance during this difficult time.

cc: Division Chief
Office of Human Resources

**APPENDIX E
SAMPLE SENDING SICK EMPLOYEE HOME
VIA E-MAIL, MEMO OR FAX**

To: [Employee's Name]

From: [Manager's Name]

Date: Date

Subject: Removal from Workplace – Exhibiting Pandemic Influenza Symptoms

During the last [time period i.e. few days, several hours] I have observed that you appear sick because you are [list symptoms observed]. I am concerned about your physical well-being. I am also concerned that you may be contagious. In light of these concerns, I am sending you home.

You will need to use your sick leave, annual leave, personal leave, compensatory time, or you may request approval for leave without pay.

When your condition improves, please contact me at [supervisor's phone number and e-mail address], and we will discuss your return to work.

Thank you for your understanding and I hope that you feel better soon.

cc: Division Chief
Office of Human Resources