



Sick Leave Call-in Protocol for Departments

GOAL: When an employee calls in sick, department supervisors/managers are to follow the protocol below to ensure the County is informed of the current status of the County workforce during the COVID-19 emergency.

Note to Department Heads:

1. Ensure this protocol is distributed to all supervisors and managers in your department.

Step 1 (Dept. Supervisor):

A.) When an employee calls in sick, ask them the following questions:

(If the employee left you a **voicemail** or sent a **text**, you **MUST** call them back and ask these questions)

1. *Are you calling in sick for COVID-19 related symptoms - fever and respiratory symptoms (cough, sore throat, shortness of breath) or influenza type symptoms?*
If NO, go to #2 **IMPORTANT If YES,** tell the employee it is recommended to seek care from their healthcare provider and to follow the CDC guidelines for self-illness:
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
2. *Are you calling in sick for self-isolation reasons associated with State guidance for older adults and those who have elevated risk?*
If NO, go to #3
3. *Is the sick leave to care for a sick family member with COVID-19 symptoms?*
If NO, go to #4 **IMPORTANT If YES,** tell the employee it is recommended to follow the CDC guidelines of caring for someone at home: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/care-for-someone.html>
4. *Are you calling in sick due to child care issues?*
If NO, go to #5
5. *Is the sick leave for your own illness or to care for a sick family member **NOT** related to COVID-19 symptoms or diagnosis?*

B.) Employee gets sick at work: The same questions are used if an employee is at work and goes home sick.

C.) Attached are scripted questions in how to talk to employees about their illness beyond these five basic questions.

THE FOLLOWING IS AN IMPORTANT CHANGE TO REPORTING A SICK EMPLOYEE – NO SPREADSHEETS ARE REQUIRED – IT’S ALL DONE IN WEBAPPS TIMESHEET APPLICATION – AND NOTHING TO FORWARD TO HR.

Step 2 (Dept. Supervisor or Payroll Clerk):

The supervisor/manager **accesses the employee's time off calendar in the WebApps Timesheet application** and annotates it with the information received from the employee who called in sick, or was at work and goes home sick. The supervisor should reference the COVID-19 Sick Leave Reporting Guide instructions for WebApps.

Step 3 (Dept. Supervisor or Payroll Clerk):

The supervisor/manager should then access the employee's time sheet and select the COVID-19 Questions link and complete the COVID-19 Sick Leave Data questionnaire. The supervisor should reference the COVID-19 Sick Leave Reporting Guide instructions for WebApps.

- A.) **Department supervisors/managers** need to update the employee's time off calendar daily for each day an employee is out sick if the employee is out sick multiple consecutive days.

Step 4 (Human Resources):

Human Resources will run a report on the COVID-19 Employee Sick Leave data and provide a report daily to the Emergency Operations Center Personnel Branch Manager.

Human Resources Process

1. Run a daily report in MUNIS to collect county-wide COVID-19 Employee Sick Leave data.
2. Create a daily report from sick leave data to reflect:
 - a. Number/percentage of employees sick per department
 - b. Number/percentage of employees sick per category per department
 - c. Number/percentage of employees sick County-wide
 - d. Number/percentage of employees sick per category County-wide
 - e. Trend of daily totals per department and County-wide
3. Send report to the distribution list (to be determined)

Talking to Employees About their Illness:

If you suspect an employee is ill at work, have a conversation with the employee in a private space. It is important for the employee to know that you genuinely care and are concerned for their well-being. Here are some guidelines and examples for talking to employees:

- Do not ask for medical specifics, and keep the conversation very generic. Medical information is protected and confidential.
 - *You don't need to share any medical information with me, I just need to know if you are ok, if you need to leave to go home, or if there is anything I can do to help you.*
- You can state general observations and ask if the employee is feeling ok. If you believe the employee is exhibiting COVID-19 symptoms (fever and respiratory illness such as cough, sore throat, shortness of breath), you need to ask about those symptoms
 - *I'm concerned about you because I've observed that you are flushed and have been coughing/appear tired/not like your normal self/seem like you may have a cold or flu. Have you had any of the COVID-19 symptoms like fever and respiratory illness such as cough, sore throat, shortness of breath?*
- Explain your concern
 - *Given the flu response going on right now, it is critical that we keep our workforce healthy. If you are experiencing flu symptoms or are feeling feverish, I strongly urge you to consider going home so that you can recover and we can keep everyone here as healthy as possible. We need you at your best – and your co-workers, too.*
- You can also ask about recent travel and exposure.
 - *When you were on vacation a couple of weeks ago, did you do any traveling? Have you received any notification that you may have been exposed to the Coronavirus?*
 - *Do you know if you been exposed to anyone who has either contracted the coronavirus or been exposed to it?*
- If the employee says they feel fine, or they just have a cold or allergies, and they want to continue to work, they can continue to work.
 - *I'm glad to hear you are ok. Please continue to take normal precautions (if they have a cold), like cough into their sleeve, sanitize/wash their hands.*
- Give them a path to re-visit the issue.
 - *Please continue to self-monitor your symptoms and if you begin to feel any other symptoms or feel feverish, re-consider going home. Or if you wake up tomorrow with additional symptoms, I would like you to consider staying home.*
 - *At this time of high alert, the County is asking all employees to prioritize self-care and consideration of the health of co-workers.*