Manager Returning to Campus

1. Introduction

1.1 Title page

Notes:
1.2 Welcome Back!

Welcome Back Aggie Managers!

As we return to the workplace with the COVID-19 pandemic and begin this "new normal" in our workplace, we understand that many employees are concerned about safety as well as the changes to NMSU procedures that we have implemented.

As a manager, you need to be informed about all the new procedures and protocols being implemented to assure your employees' that their concerns and their well-being are paramount.

Most importantly, you must lead by example. Be a role model for your employees!

Notes:

Welcome back - we've missed you! As we come back to the workplace during the next phase of the COVID-19 pandemic, we know you and your employees have questions and concerns. We want you to know that we take your concerns seriously and your health and safety are our top priorities.
1.3 Training Disclaimer

This module provides a quick reference and resource links for managing the return to the workplace.

For the most current NMSU protocols, information, and guidance, refer to the NMSU Ready website.

https://ready.nmsu.edu

Notes:

In this rapidly changing world we now find ourselves, it is difficult to create an all-encompassing training module. Many changes may take place as we learn more day-to-day. This module is intended to provide you with a quick reference and resource links for managing the return to the workplace process.

For the most current NMSU protocols and guidance, please refer to the NMSU Ready website - ready.nmsu.edu. Information on the Ready website takes precedent over the material in this training module. Additionally, changes to CDC guidance, state and local health orders will be upheld.
1.4 Training Tips

Training Tips

To get the most out of this module, click on each button to learn how to utilize these player elements:

Resources

Notes:

Be sure to check out the Resources for even more information.

Resources (Slide Layer)

Resources

Additional documents and helpful links can be found in the Resources, located in the top-right corner of the player.

A downloadable copy of the entire presentation is also available in the Resources.
## Transcript

To follow along with the narration, click on the Transcript tab.

### 1.5 Table of Contents

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**What’s Included...**

- Employee Training Requirements
- Communicating With Your Employees
- Preparing the Workspace
- Testing and Contact Tracing
- Responding to Employee Concerns

### Notes:

In this module, we will discuss

- Employee Training Requirements
• Communicating With Your Employees
• Making the Workspace Ready for Employees
• Screening, Testing, and Contact Tracing and
• How to Respond to Employee Concerns

2. Training Requirements

2.1 Training Requirements

Notes:
2.2 Types of Training

<table>
<thead>
<tr>
<th>Types of Training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Return to Campus</strong> (mandatory)</td>
</tr>
<tr>
<td>• Required for all employees</td>
</tr>
<tr>
<td>• Topics:</td>
</tr>
<tr>
<td>• COVID-19</td>
</tr>
<tr>
<td>• NMSU protocols</td>
</tr>
<tr>
<td>• Face covering requirements</td>
</tr>
<tr>
<td>• Frequently Asked Questions</td>
</tr>
<tr>
<td><strong>Managing the Return to the Workplace</strong> (this module; mandatory)</td>
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<tr>
<td><strong>Teleworking</strong> (optional)</td>
</tr>
<tr>
<td>• Alternative Work Arrangements and Best Practices</td>
</tr>
<tr>
<td>• For employees</td>
</tr>
<tr>
<td>• For supervisors</td>
</tr>
</tbody>
</table>

For more training resources, visit [https://training.nmsu.edu/covid-19-resources/](https://training.nmsu.edu/covid-19-resources/)

Notes:

Several training modules are available and required before returning to the workplace.

The Return to Campus training is required for all employees and covers basic information about COVID-19 and the NMSU protocols being implemented. It outlines the expectations of all employees.

This module is a supplement for managers to provide a quick reference and resources for returning to the workplace. This module is mandatory for all managers.

Additionally, there are two optional Teleworking modules; one for employees and one for managers. These modules cover NMSU's Alternative Work Arrangement policies and best practices for those working from home.
2.3 Who's Required to Take Training

<table>
<thead>
<tr>
<th>Who’s Required to Take Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training is required for current, active employees, as identified in Banner.</td>
</tr>
<tr>
<td>• Must be completed within 2 days of returning to the workplace</td>
</tr>
<tr>
<td>• Monitor progress through the Training Central Team Dashboard</td>
</tr>
</tbody>
</table>

NMSU cannot ask, require, or encourage employees who are not on payroll to complete any training.

Notes:

Return to Campus training is required for current, active employees, as identified in Banner. Training should be completed prior to returning to the workplace, when possible. Otherwise, training must be completed within 2 days of returning to the workplace. Managers are expected to ensure their employees complete the assigned training on time. Progress can be monitored through the team dashboard in Training Central.

Temporary faculty & employees, student employees, and graduate assistants who are not currently working are not able to complete the training. When they officially return to work, they will be required to complete the training at that time.

For legal reasons, NMSU cannot ask, require, or encourage employees who are not on payroll to complete any training.
Students who are returning to on-campus housing or face-to-face classes, will be provided with specific information in a variety of ways (email, video, move-in documentation, social media, etc.).

3. Communication

3.1 Communication

Notes:

Good communication is key in times of change and uncertainty.
3.2 Understanding Health Information Privacy

UNDERSTANDING HEALTH INFORMATION PRIVACY

The Health Insurance Portability and Accountability Act of 1996 (HIPAA), Privacy Rule provides federal protections for individually identifiable health information held by covered entities and their business associates and gives patients an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it permits the disclosure of health information needed for patient care and other important purposes.

Protected health information is any individually identified health information that is transmitted or maintained in any form.

Notes:

HIPAA rules require you to protect the privacy of individuals’ health information. Your employees may express concern for a sick co-worker but you must not disclose their medical condition or treatment.
3.3 Communicating With Your Employees

Communicating With Employees

- Be Empathic
- Be Informative
- Be Timely

Notes:

These are stressful and uncertain times for many of your employees. Many will look to you for support and guidance. Your ability to empathize with your employees while not feeding their fears will be crucial. You can support your employees by staying informed and up-to-date with the latest changes to protocols. This is a rapidly changing environment. Ensure your employees are informed about changes as soon as possible. Stick to facts and remind them of NMSU protocols and NM health orders.
4. Alternative Work Arrangements

4.1 Alternative Work Arrangements

Notes:

One of the biggest questions you will need to answer is, “When should we return to the work place?” Offices that work directly with students will need to be operational during regular business hours no later than August 3, 2020. Other functions that can operate effectively via telework are encouraged to do so.

Precipitated in part by the COVID-19 pandemic that altered the manner in which work was able to be performed throughout the NMSU system, alternative work arrangements (AWA) have been incorporated into NMSU policy. ARP 6.87 has been instituted to allow organizations to determine Alternative Work Arrangements.
4.2 Alternative Work Arrangement

**Alternative Work Arrangement (AWA)**

- Supports Goal 4 of the NMSU LEADS 2025 Strategic Plan
- Options include
  - Telework
  - Flextime
  - Staggered work schedule
  - Compressed work week
- Supervisors are responsible for monitoring and verifying employee performance, time, and attendance.
  - [Decision Tree](#)

**Notes:**

The Alternative Work Arrangement policy allows managers and employees to explore short or long-term AWA, including telework, flextime, staggered work schedule, or compressed work week.

Regardless of the work arrangement implemented, it is the supervisor's responsibility to ensure the employee's performance meets established standards.

As you consider when your employees should return to the work place and who should return, you should consider alternative work arrangements for those that can effectively work from home. The more we limit exposure, the safer everyone will be. A decision tree is available to help you sort through the many considerations for determining if your employees should return to the work place.
4.3 Alternative Work Arrangement Procedures

Alternative Work Arrangement Procedures

- Employee submits AWA Form to supervisor
- Supervisor reviews and approves request
- Copy sent to Human Resource Services
- Duration of AWA

Notes:

The procedure for implementing an AWA are outlined in ARP 6.87, Part 4.

The employee will submit the AWA Form. The form is available on Human Resource Services' website. You should review the request and consider feasibility as it relates to the work requirements or deadlines; University LEADS 2025 goals; and generally whether the work is capable of being accomplished pursuant to an AWA, without negatively impacting the performance of the employee's unit.

If approved, a copy of the AWA form should be sent to the Human Resource Services department.

It is recommended that an AWA include a trial period to allow the employee and supervisor to determine if the arrangement works effectively for both the employee and the department. Long-term AWAs may be terminated by the employee or the supervisor, unless implemented as a result of a declared
pandemic, such as COVID-19, or other official emergency. AWAs remain in effect until terminated or through the end of the fiscal year. They may be renewed by completing a new AWA form at the beginning of the fiscal year.

4.4 Alternative Work Arrangement Resources

Here are some helpful links related to Alternative Work Arrangements.

- ARP 6.87 – Establishing an Alternative Work Arrangement
- AWA Form
- AWA FAQs
- Decision Tree
- Training and Toolkits

Notes:

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5. Preparing the Workspace

5.1 Preparing the Workspace

Preparing & Maintaining a Safe Workspace

Notes:
5.2 The Basics

The Basics

- Facility Plan
- Cleaning
- Signage

Notes:

When preparing your space for the return of your employees, consider each of the following.

Let's look at these considerations in more detail.
5.3 Facility Plan

Facility Plan

• Traffic Flows
• Barriers
• Reorganization of Work Spaces & Classrooms

Notes:

By now, your organization has developed a plan for your facilities. This plan addresses things such as traffic flows, installation of barriers, and reorganization of work spaces for social distancing. As you begin preparing your employees to return to the work place, you should share this plan with them so they know what to expect when they return.
5.4 Cleaning Protocols

### Cleaning Protocols

- **Department Responsibilities – common areas**
- **Employee Responsibilities – personal work spaces**
- **Practice good hygiene and safety during cleaning**
  - Wear gloves
  - Wear eye protection when there is a potential for splashing
  - Store chemicals in labeled, closed containers
  - Wash hands after cleaning

[Enhanced Cleaning and Disinfection Protocols]

**Notes:**

In addition to regular cleaning by janitorial services, departments are responsible for increased level of sanitizing common areas such as meeting rooms, break rooms, copiers, and printers. Focus on high-touch surfaces, such as buttons, hand rails, faucets, tabletops, and doorknobs, to name a few. This should happen every day and after each use.

Each employee is responsible for sanitizing their work space including office doorknobs, desktops, computer keyboards, phones, etc.

Be sure all employees are aware of safety guidelines when cleaning.

- Wear disposable gloves when cleaning and disinfecting as needed and based on the product label directions. Gloves should be discarded after each use. Clean hands immediately after gloves are removed.
- Wear eye protection when there is a potential for splash or splatter to face.
- Store chemicals in labeled, closed containers. Keep them in a secure area away from children and food. Store them in a manner that prevents tipping or spilling.

Published by Articulate® Storyline www.articulate.com
Refer to the Enhanced Cleaning and Disinfection Protocols for more detailed information.

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5.5 Cleaning Supplies

### Cleaning Supplies

- Sanitization Stations
- Vending Machines
- Departmental Supply Orders

[COVID-19 Protective Supplies](#)

[COVID-19 Supplies Order Form](#)

**Notes:**

In preparation for our return to campus, the university is working to ensure departments are equipped with supplies necessary to promote a healthy environment.

Approximately 1,300 wall mounted hand sanitizer dispensers have been installed in classrooms and common areas on the Las Cruces campus.

Vending machines will dispense supplies such as hand sanitizer, gloves, disposable masks, and safety glasses. These machines will operate using a departmental code which will be provided to each department by Procurement Services.

Procurement Services has identified a number of vendors that can supply departmental cleaning supplies. A plan to provide college/division business managers with access to make direct purchases in AggieMart is underway. Until this transition is complete for your unit, you may submit a completed COVID-19 Supplies Order Form to asc@nmsu.edu. The Aggie Service Center will complete the order on your behalf.

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5.6 Signage

Signage

Signs you may see

• Wash your hands frequently
• Masks & Face coverings required
• Food and beverage restrictions
• Social distancing
• Use of Elevators
• Entry Only
• Exit Only
• Classroom and Instructional Spaces
• Class break reminders

[Image]

Notes:

You will see many new signs in university buildings alerting employees and students of the protocols required for the space.

If you need additional signs for your department, there are branded, downloadable signs available.
### 5.7 Department Postings

**Department Postings**

Each department must post the following in a prominent place:

- A daily health self-monitoring checklist
- Instructions should an employee develop symptoms of COVID-19 or have a positive test for COVID-19
- New Mexico State University COVID-19 Safety Commitment
- Office-specific procedures for shared equipment like copiers, phones, refrigerators and water coolers
- Any additional department-specific protocols for maintaining a healthy environment, including cleaning and waste removal

**Notes:**

Supervisors must ensure that their employees have access to the items listed.

- Some recommendations for department-specific protocols include:
  - Employee break areas may be used if 6 feet is maintained between occupants.
  - Face coverings may be removed for eating and drinking.
  - Employees should be particularly aware of social distancing in restrooms.
  - Meetings in online format should continue, even if all participants are on campus.
  - All meetings should begin with safety and health reminders.
6. Testing and Contact Tracing

6.1 Testing & Contact Tracing

Notes:
6.2 Three Phase Approach

Three Phase Approach

- Screening/monitoring
- Testing
- Tracing

https://ready.nmsu.edu/plan/coming-back-to-campus.html

Notes:

Monitoring COVID-19 is one way to help protect the health and safety of the NMSU community. Three important tools for this monitoring are (1) screening for COVID-19 symptoms, (2) testing for COVID-19 infection, and (3) tracing people who have been exposed to COVID-19. People infected with COVID-19 are contagious before they show symptoms, and some people who have been infected never have symptoms. Thus, because we cannot be certain who is infected with COVID-19, we all need to rely on behavioral interventions like social distancing, hand washing, and wearing a face covering.
6.3 Screening

<table>
<thead>
<tr>
<th>Screening</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Self-Monitoring</td>
</tr>
<tr>
<td>• Remain home if showing symptoms</td>
</tr>
<tr>
<td>• Notify Aggie Health &amp; Wellness Center (AHWC) - 575-646-1512</td>
</tr>
</tbody>
</table>

Notes:

Each member of the NMSU community needs to screen their health for COVID-19 symptoms. People with symptoms must remain at home or in their dorms and contact a health care provider and Aggie Health and Wellness at 575-646-1512. NMSU is partnering with Electronic Caregiver on a research project that will provide data on the effectiveness of daily screening. Tools are being developed (e.g., phone apps and web portal) to facilitate self-screening.

If you become aware of an employee who is showing symptoms, you must send them home and contact the Aggie Health and Wellness Center.
6.4 Testing

Testing

- Testing will be available on Las Cruces campus through the Aggie Health & Wellness Center
- Testing also available through personal medical providers, urgent cares, and hospitals

Visit [https://ready.nmsu.edu](https://ready.nmsu.edu) for updates

Notes:

Testing will be available through the Aggie Health & Wellness Center, your personal medical provider, urgent cares, and hospitals. Look for updates on the ready.nmsu.edu website.
6.5 Tracing

Tracing

Report all positive tests to...

- Las Cruces – Aggie Health & Wellness Center
  • campus_health@nmsu.edu, 575-646-1512
- Alamogordo Campus – Joan Hale
  • jfhale@nmsu.edu, 575-439-3848
- Carlsbad Campus – Cristal Melbourne
  • crismel@nmsu.edu, 575-234-9222
- Dona Ana Community College – Amy Collins
  • acollins@darcc.nmsu.edu, 575-528-7068
- Grants Campus – Anne Semrau
  • asemrau@nmsu.edu, 505-287-7981

Reporting of COVID-19 and Notifications

Notes:

Contact tracing is important to the management of a pandemic. It allows officials to alert people who were potentially exposed to the virus and to collect data used in monitoring the spread.

Through notification and collaboration between the Aggie Health and Wellness Center and NMDOH, NMSU's Las Cruces campus has been assigned a rapid response team that will coordinate rapid response testing for impacted employees and students, if needed.

Each of the NMSU system's community college campuses has identified its own contact tracing protocol, with support from Aggie Health and Wellness Center for training, database setup and dashboard metrics for the entire NMSU system. Each campus will identify a NMDOH contact in their county that will support rapid response testing, if needed. Community college employees and students should report a positive test to the main COVID-19 contact point for their campus.
### 7. Responding to Concerns

#### 7.1 Scenario 1

<table>
<thead>
<tr>
<th>Scenario 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refusing to Wear a Face Covering</strong></td>
</tr>
<tr>
<td>An employee in your department is refusing to wear a face covering. They do not have a medical reason for doing so. How do you respond?</td>
</tr>
<tr>
<td><strong>Appropriate Response</strong></td>
</tr>
<tr>
<td>Instruct the employee on how to wear the face covering properly and stress the importance of wearing a face covering. Discuss the risks associated with not wearing a face covering.</td>
</tr>
<tr>
<td>If the employee is refusing to wear a face covering, refer the employee back to the Return to Campus training and commitment statement they signed when they completed the module. Remind them that NMSU protocols are following the New Mexico public health order, which requires face coverings.</td>
</tr>
<tr>
<td>If they fail to comply, further disciplinary action may be necessary.</td>
</tr>
</tbody>
</table>

**Notes:**

Following are some scenarios and appropriate responses you may encounter as you manage the return to the workplace.
7.2 Scenario 2

**Scenario 2**

**Medical Accommodation**
An employee in your department cannot wear a face covering due to an underlying health condition (or religious reasons). How do you respond?

**Appropriate Response**
Refer to the Office of Institutional Equity (OIE) to review their situation.

Supervisors should not ask any questions about employee’s medical issues or request documentation of any medical conditions. That must go through OIE. OIE is available to talk to any employee or supervisor through a situation and recommend next steps as well.

Notes:

7.3 Scenario 3

**Scenario 3**

**Fear of Returning to the Workplace**
An employee has expressed apprehension and concern about returning to the workplace. How do you respond?

**Appropriate Response**
Refer to the Decision Tree for possible options for Alternative Work Arrangements.

If the employee still has apprehension, refer them to the Employee Assistance Program at the Aggie Health & Wellness Center or through their NM Insurance provider to help with decision making regarding workplace safety.

Notes:
7.4 Scenario 4

**Scenario 4**

**Cleaning Protocols**
Your employees are haphazard about cleaning their work spaces, even though they have been shown the proper techniques for cleaning and you have explained the importance of cleaning the work spaces and common areas daily. How do you respond?

**Appropriate Response**
Ensure that communications regarding the expectation to clean the workspace have been given in writing (email, memo) and add it to your departmental procedures. Ensure cleaning supplies are available for employees to complete the task.

Cleaning is now part of everyone's job responsibilities. Corrective action may be warranted.

Notes:
7.5 Scenario 5

**Scenario 5**

**Employees Coming to Work when Ill**
An employee notifies you that a co-worker is coughing and doesn't look well. How do you respond?

**Appropriate Response**
Immediately, send the potentially ill employee home. Inform the employee of the symptoms of COVID-19 and ask them to self-monitor. If their symptoms become more severe, they should contact a medical provider or contact the Agile Health & Wellness Center (575-646-7375) and follow their guidance.

Notes:

7.6 Scenario 6

**Scenario 6**

**No Face Covering**
An employee comes to work without a face covering. They tell you they forgot it at home. How do you respond?

**Appropriate Response**
If you do not have immediate access to extra face coverings, the employee should return home and/or obtain the proper protective face covering to resume work activity. NMSU protocols and NM public health orders require that all employees wear a face covering.

The Procurement Services Department has ordered face coverings for all faculty and staff. These items are reusable and meet CDC standards. Once these face coverings are received, distribution to each college and division will be coordinated.

Notes:
### 7.7 Scenario 7

#### Scenario 7

**Positive Test of an Employee**

An employee in your department has tested positive for COVID-19. They are at home under quarantine. Your other employees want to know who it is and how they are doing. How do you respond?

**Appropriate Response**

Under HIPAA, we must not disclose protected health information. Let your employees know that those who need to be informed, will be informed per our contact tracing process.

Reiterate the COVID-19 symptoms, how to self-monitor, frequent hand washing, the use of face coverings in public areas, and social distancing of 6 ft or more.

All buildings are cleaned and disinfected daily on a regular schedule. The identified designated section or entire building may be closed for enhanced cleaning and disinfecting, if necessary.

https://wellness.nmsu.edu/sick-or-concerned/covid-19-guidelines-for-nmsu/

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**Notes:**
7.8 Frequently Asked Questions

Notes:

Additional FAQs can be found at https://webcomm.nmsu.edu/coronavirus/faqs/.

If you still have questions, you can submit questions via email to covid19@nmsu.edu.
8. Conclusion

8.1 Personal Accountability Protocol

PERSONAL ACCOUNTABILITY PROTOCOL

NMSU prohibits retaliation against any individual who reports non-compliance of established NMSU safety protocols, procedures, and policies, including reports of individuals not wearing face coverings.

Notes:

All employees, students, and visitors are expected to follow NMSU safety guidelines. Personal responsibility is key to keeping us all safe.

NMSU prohibits retaliation against any individual who reports non-compliance of established NMSU safety protocols, procedures, and policies, including reports of individuals not wearing face coverings.
8.2 Non-Discrimination Statement

New Mexico State University (NMSU) is dedicated to providing equal opportunities in our employment and learning environments. NMSU does not discriminate on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex (including pregnancy), sexual orientation, spousal affiliation, or protected veteran status in its' programs and activities as required by equal opportunity/affirmative action regulations and laws and University policy and rules.

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8.3 Contacts

<table>
<thead>
<tr>
<th>Contacts</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental Health</td>
<td><a href="mailto:ehs@nmsu.edu">ehs@nmsu.edu</a>, 575-646-3327</td>
</tr>
<tr>
<td>Safety, and Risk</td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td></td>
</tr>
<tr>
<td>Aggie Health &amp; Wellness Center</td>
<td><a href="mailto:campus_health@nmsu.edu">campus_health@nmsu.edu</a>, 575-646-1512</td>
</tr>
<tr>
<td>Office of Institutional Equity</td>
<td><a href="mailto:equity@nmsu.edu">equity@nmsu.edu</a>, 575-646-3635</td>
</tr>
<tr>
<td>Employee and Labor Relations</td>
<td><a href="mailto:elf@nmsu.edu">elf@nmsu.edu</a>, 575-646-2449</td>
</tr>
<tr>
<td>Human Resource Services</td>
<td><a href="mailto:hrhelp@nmsu.edu">hrhelp@nmsu.edu</a>, 575-646-8000</td>
</tr>
<tr>
<td>Other Questions</td>
<td>related to COVID-19 Safe Practices</td>
</tr>
<tr>
<td>Related to COVID-19</td>
<td><a href="mailto:covid19@nmsu.edu">covid19@nmsu.edu</a></td>
</tr>
<tr>
<td>Safe Practices</td>
<td></td>
</tr>
</tbody>
</table>

Notes:

Here is a quick reference to the departments mentioned in this training.

8.4 Conclusion

Center for Learning & Professional Development

https://training.nmsu.edu

(575) 646-7444

training@nmsu.edu

Remember...Never Stop Learning!

You May Now Close Your Browser.

Notes:
This training was created by the Center for Learning & Professional Development in coordination with Environmental Health, Safety, & Risk Management and the Aggie Health & Wellness Center.

Thank you for your time and attention. Stay well and remember, never stop learning!

You may now close your browser.