



CHAPMAN
UNIVERSITY

Emergency Preparedness Plan:
COVID-19 (coronavirus)

Staff and Administrator Protocols

We are in emergent conditions.

As such, these protocols are subject to change without notice.

Revised August 5, 2020

Purpose

As the COVID-19 (coronavirus) situation evolves, your safety and wellbeing are our main priority. As a result, we continue to take precautionary measures to ensure that we are prepared for any potential disruptions to teaching and learning and campus operations at Chapman University.

This document is meant to provide a framework for evaluating the risk and safety around the COVID-19 outbreak as it specifically relates to (A) Chapman University administrative employees (including student employees) and (B) Chapman University operations.

Sources to Monitor: Quick Reference Links

- [CDC](#)
- [CDC Guidance to Administrators of US Institutions of Higher Education](#)
- [WHO](#)
- [ASAE](#)
- [OSHA](#)
- [Associations NOW COVID-19 Tracker](#) (ASAE)
- [US Travel Association](#)
- [Global Cases by Johns Hopkins](#)
- [California Department of Health](#)
- [Orange County Department of Public Health](#)
- Applicable media that is A) reputable and B) citing/referencing experts. It will be important to distinguish between fact and sensationalized messages as well as consider multiple sources.

Enhanced Sanitization Efforts Underway

Chapman University has taken – and continues to take – significant and decisive steps to enhance regular cleaning and sanitization efforts at all campus locations. This includes, but is not limited to, increased frequency of cleaning services and over forty new, additional hand sanitization stations (with more on the way).

Doing your part is also important. We encourage all Chapman community members to:

- wash your hands regularly, particularly after using the restroom, before eating, and after blowing your nose, coughing, or sneezing;
- avoid touching your eyes, nose, and mouth;
- avoid unnecessary contact with others, including hugging and shaking hands;
- use tissue paper for sneezing, or sneeze into your elbow (preferred over sneezing into your hands);
- use hand sanitizers and disinfectants to regularly clean your workstations, electronic equipment, and surroundings; and
- Stay home if you are feeling sick.

For additional information about appropriate handwashing procedures, please see [CDC's Handwashing](#) website.

For information specific to healthcare, please see [CDC's Hand Hygiene in Healthcare Settings](#).

These are everyday habits that can help prevent the spread of several viruses. CDC does have [specific guidance for travelers](#).

Disruption of Normal Operations and Essential Services

Should normal operations be disrupted, Chapman University will deploy broad remote work and telecommuting options wherever feasible. However, a very limited array of essential services must continue onsite and will require continued presence.

Definition of Essential Services: For purposes of campus planning, "essential services" are those campus functions that the interruption of which would endanger life, health, financial security, or personal safety.

Effective April 7, 2020, at 2:00 pm PST, the following operations are deemed Essential Services and require onsite and continued presence:

- Custodial Services (reduced personnel as identified by the Vice President)
- Facilities Management (reduced personnel as identified by the Vice President)
- Financial Services (reduced personnel as identified by the Vice President and Controller; only allowed onsite when processing necessary receivables/payables)
- Food Services (limited to students in residential halls and only for as long as students remain in dorms)
- Groundskeeping Services (reduced personnel as identified by the Vice President)
- Mail Services (reduced personnel as identified by the Vice President)
- Payroll Services (reduced personnel; only allowed onsite when running payroll/printing paychecks)
- Public Safety
- Research Activities (limited to research that cannot go unattended or neglected as this would lead to an unrecoverable loss of data or irreparable harm to equipment; endangerment of animals, or other specimens; and COVID-19 research that requires on campus resources)
- Residence Life and First Year Experience (only for as long as students remain in dorms)
- Student Health Services (both Counseling Center and Health Center services and only for as long as students remain in dorms)
- Vivarium and Aviary Operations (only for as long as necessary to provide critical animal care)

All other services should be working remotely during this time.

Disruption of Normal Operations: Non-Essential Services and Remote Work

Should normal operations be disrupted, for non-essential services Chapman University will avail itself of remote work, or telecommuting, as much as feasible. Non-essential services are those functions and services that, while important to the university's mission, do not require a physical presence to secure the wellbeing and safety of the campus footprint and its constituents.

Working Remotely

Chapman University has undertaken a massive and comprehensive assessment of its administrative operations (both essential and non-essential services) and personnel and has identified those non-essential employees who can work remotely, even if only partially, and those non-essential employees who, because of the nature of their work, cannot work remotely, even partially. For the latter, we expect these numbers to be limited.

Each member of Senior Staff, working closely with their respective direct reports, is responsible for assessing their departmental administrative operations to identify remote work opportunities. To assist each department with this operational review, the Office of Human Resources has developed the Chapman remote Work Preparedness Worksheet assessment tool and has distributed that to key administrative and operational managers across campus. This tool must be consulted in your planning efforts.

Technical Support for Working Remotely

The Office of Information Systems & Technology (IS&T) has published a comprehensive webpage to guide you through remote work setup, connectivity, data storage, and data security. Please see the webpage [Working Remotely](#) for all details.

Please note that the [Working Remotely](#) website will update regularly. You are encouraged to bookmark this page and refer to it as needed to enhance your remote work capabilities.

Technical support will be prioritized. Fulfilling our academic mission is our top priority, and transitioning faculty and students to an exclusive online platform so that instruction can continue will take time and resources. Consistently, online learning and online instruction will receive first prioritization by IS&T. This is both understandable and applauded. Staff and Administrators are encouraged to use the self-help tools available online to reduce the strain on IS&T resources until IS&T can expand its resources for administrative support.

Planning A Successful Remote Work Strategy

To ensure success, stage your remote working environment.

Communications and collaboration planning: Begin with a communications and collaboration plan. Decide what methods you will use to remain engaged as a team: telephone, email, and text messaging are the most immediate options that are already available for you in your daily work environment. Other tools are available: for example, on the [Working Remotely](#) website you will find tutorials for Microsoft Teams (video/online collaboration), which can be deployed if needed and as you gain greater understanding of its functionality.

You are encouraged to visit the IS&T Working Remotely website for recommendations on the appropriate technology to facilitate your collaboration and file sharing needs.

Above all, it is important to set clear expectations about working hours, meeting formats, attendance, and email responses.

Telephony planning: communicating with internal and external customers: IS&T is deploying automatic phone forwarding from your office phone line to your personal mobile device. We will update campus as soon as this is available. In addition, because our campus is already equipped with VOIP (voice over IP) telephone services, employees have the ability to download a “soft phone” onto your computer and a “soft phone app” onto your mobile device. You can easily and seamlessly route your office phone line to your computer and/or your mobile app with no disruption to your peers and customers. Additional guidance is available on the working remotely website.

In the immediacy, probably the best way to communicate with remote workers inside and outside of your departments will be by email. That is the most widely and readily available communications tool we have on campus.

Computer usage: our campus has employees with laptop devices and employees with desktop devices. If Chapman has issued you a laptop device, please take that with you and use that for your remote work efforts. If Chapman has issued you only a desktop device, Chapman will allow you to use your personal home device (personal laptop or personal desktop). Many of our non-essential personnel have such personal devices readily available. As such, the lack of a Chapman-issued laptop does not create a significant disruption to administrative operations. For those of you who may have to rely upon your personal device, we encourage you to begin setting up your device using the guidelines on the [Working Remotely](#) website, introduced above.

If you have *neither* a Chapman-issued laptop *nor* a personal device at home, Chapman will be issuing mobile devices based upon priority (academic mission first) and availability. You should notify your supervisor immediately and determine what alternative resources, if any, might be immediately available.

Disruption of Normal Operations and Compensation

Essential employees who are working onsite and non-essential employees who are working remotely will be paid without interruption. All employees are required to follow timekeeping and reporting requirements consistent with federal and state wage-and-hour laws. Employees who fail to report their time within their MyChapman portal will experience pay interruption.

In addition, supervisors of hourly employees must devise an hourly workday schedule that includes requisite breaks and meal periods. Consistent with existing practice, any overtime hours must be pre-approved by the supervisor.

Compensation for Employees Unable to Work Remotely

If remote work or telecommuting is not available, Chapman University has devised a limited plan for you to have continuing income in the event of a campus closure.

Temporary Reassignment Available

If your work is non-essential and cannot be performed remotely, either because of the nature of the work you perform or because of the unavailability of at-home personal computing devices, your supervisor and you will coordinate internally to explore potential reassignment of duties during a campus shutdown.

Because they are temporary in nature and expressly designed to maintain continued employment and income, reassignments will not result in a change of compensation. Consistently, reassignments will not require a revised job description. Notwithstanding, temporary reassignments and performance expectations must be clearly articulated to align employee work product with operational expectations.

Temporary Reassignment Not Available

As of August 1, 2020, employees who are unable to work remotely will be candidates for potential layoff. The Office of Human Resources will work closely with affected departments and employees, and all appropriate notices will be extended to support our employees during this difficult time.

Disruption of Normal Operations and Departmental Promotions and Reorganizations

Should normal operations be disrupted, employees may be temporarily reassigned duties or functions as discussed above. Given their temporary nature of reassignments, the Office of Human Resources will not require revised job descriptions. In doing so, our goal is to reduce unnecessary administrative paperwork when normal operations are disrupted.

Should normal operations be disrupted, all pending or future promotions, all pending or future reclassifications, and all pending or proposed reorganizations will be suspended. The Office of Human Resources will resume reviews once normal operations are restored.

Disruption of Normal Operations and Employee Travel

We are actively and continuously evaluating university-related travel and potential disruptions. You are encouraged to check the [Travel Restrictions](#) website for the latest, up-to-date information.

Campus Closure and University Travel

Chapman University employees and students must comply with all travel restrictions listed on the above website. Notwithstanding, we recognize that some campus constituents (those 60 and older and those with immune impairments [particularly those with lung disease]) may prefer to delay or cancel university travel at this time. If university travel poses such a risk, we encourage personal discretion and caution: please follow CDC guidelines for [persons at risk](#). Travelers should review the local state/county health agency websites of their travel destination for any warnings/restrictions related to domestic travel in that state/county. Based on these recommendations, should cancellation of a business-related trip become individually preferred, medically necessary, or institutionally required, the university will reimburse the employee for any lost deposits or cancellation fees related to university travel. Should this occur, please work with Financial Services.

Disruption of Normal Operations and Personal Travel

Chapman University has consistently stated that it cannot restrict or regulate your personal travel that is not related to work. However, for any purely personal travel (vacations, weddings, honeymoons, funerals, or other), we strongly encourage you to adopt these travel precautions listed on the [Travel Restrictions](#) website. In addition, all self-isolation and social-distancing protocols required of University travel will be applied to personal travel.

Should normal operations be disrupted, Chapman University reserves the right to request that essential employees delay or cancel a previously scheduled vacation or personal travel. We commit to doing so sparingly and only as needed. If we direct essential employees to cancel their personal travel or personal vacation plans, Chapman University will reimburse the employee for all costs that are not refundable and/or not recoverable.

Example #1: you are required to cancel a personal trip. You paid a \$500 non-refundable deposit for hotel accommodations. Because Chapman University required this cancellation, Chapman University will reimburse you for the \$500 non-refundable, non-recoverable deposit.

Example #2: you are required to cancel a personal trip. You can cancel your hotel accommodations without penalty. You cancel your airline ticket and incur a \$200 change fee for future travel. Because

Chapman University required this cancellation, Chapman University will reimburse you for the \$200 change fee that is non-refundable and non-recoverable.

Disruption of Normal Operations and Vacation Accrual Limits

Should normal operations be disrupted, Chapman University reserves the right to request that essential employees delay or cancel a previously scheduled vacation. Again, we commit to doing so sparingly and only as needed.

If Chapman University requires you to cancel a vacation, and if in doing so you exceed your maximum vacation accrual limit, Chapman University will allow you to continue accruing vacation time in excess of the limit. You will be allowed to take that vacation time within one year without accrual penalty. Please coordinate with your supervisor, the Office of Human Resources, and the Payroll.