

UCR COVID-19 Symptom Monitoring and Reporting Procedures for Covered Employees and Supervisors

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I. Executive Summary

Working during this unusual time in response to the COVID–19 requires flexibility and modifications to our normal operating procedures and practices. The COVID-19 Standard Operating Procedures for Working On-Campus addresses several temporary changes we are making to ensure the safety of the UCR community.

This information is intended to provide guidance and expectations to supervisors/managers and employees regarding roles and responsibilities, symptom monitoring, case investigations, maintaining confidentiality, potential exposure, and contacts.

II. Scope

Academic and Staff (non-represented and represented) employees, non-employees (e.g., volunteer services, temporary agency workers) volunteers, Contingent Workers and Person of Interest.

UCR students are not within the scope of this standard operating procedure. For information on COVID-19 operating procedures for students refer to: https://ehs.ucr.edu/coronavirus/faq_students.

III. Covered Employees

Any Covered Employee approved to come to campus for work, including non-UCR employees are required to self-monitor for Novel Coronavirus (COVID-19) through the Qualtrics System: UCR Symptom Monitoring Survey before beginning work each day on which they will be physically in the workplace.*

IV. Definitions

- A. Case Investigation** *(for the purpose of this standard operating procedure)* is a process used to help identify if other Covered Employees were possibly exposed to a Covered Employee who tested positive for COVID-19.
- B. Covered Employees** *(for the purpose of this standard operating procedure)* are all academic, staff (non-represented and represented) employees, field researchers, non-employees (e.g., volunteer services, temporary agency workers) volunteers, Contingent Workers and Person of Interest (refer to [UC Campus Policy 650-28](#) for the definition of a Contingent Worker, Person of Interest or volunteer).
- C. Remote Employee** *(for the purpose of this standard operating procedure)* are employees who are performing work that they would normally do on campus, but due to COVID-19 are performing work remotely from their residence or non-UCR owned or operated/leased space.
- D. On-Campus** *(for the purpose of this standard operating procedure)* is any space/facility that is owned or operated/leased by UCR (e.g., UCR Health practices, Palm Desert campus).

V. UCR Symptom Monitoring

Prior to reporting to campus for onsite work*, Covered Employees will be required to complete a daily online survey provided through [Qualtrics System: UCR Symptom Monitoring Survey](#). All Covered Employees who are working in campus facilities are **required** to complete the survey. Covered Employees working remotely part of the time are **required** to complete the survey only on all days when they will be working in campus facilities. Covered Employees fully working remotely and who have no physical contact with co-workers **may** choose to complete the survey, but are not required to do so.

VI. Confidentiality

UCR will keep information about individuals' symptoms and personal health information confidential, accessible only to those with a need to know in order to address the situation. The information will not be maintained in personnel files. A Covered Employee's personal health information must not be maintained in an employee personnel file, it should be kept in a separate medical file (refer to [UCR Local Procedure 80: Staff Personnel Records](#)).

Information gathered when reporting/telephoning into the COVID-19 Hotline does not constitute protected health information under the [Health Insurance Portability and Accountability Act \(HIPAA\)](#), however, any information retained is done so in compliance with applicable law(s). The use of information gathered by reporting/telephoning into the COVID-19 Hotline will not be made a part of the Covered Employee's personnel file and will be accessed and utilized on a limited, need-to-know basis.

VII. Completing the Symptom Monitoring Survey

The Qualtrics System: UCR Symptom Monitoring Survey may be used on a computer, tablet or smartphone.

- A.** The survey must be completed by Covered Employees on a daily basis.
- B.** Covered Employees may use a:
 - 1. personal computer (e.g., desk top, tablet, etc.).
 - 2. smartphone.
 - 3. designated worksite computer in their department or on-campus:
 - a. Computer access will be made available to Covered Employee in facilities, dining, housing, and other areas that may need to be established to ensure completion of the survey.
 - b. Covered Employees who are completing the survey on-campus will be asked to follow established protocols (e.g., face coverings, hand hygiene, social and physical distancing) when using on-campus computers, as well as all other activities. To prevent the spread of COVID-19, departments will be responsible for ensuring designated computers and other equipment used by Covered Employees to complete the daily survey are cleaned after each use.
 - 4. Covered Employees will receive a weekly reminder to complete the daily survey.

VIII. Certificate of Clearance

Upon completion of the Symptom Monitoring Survey, an automated response will be generated from the Qualtrics system based upon self-reported responses.

- A. A Certificate of Clearance will appear on the screen that the Covered Employee uses (e.g., UCR computer, smartphone, or other computer) to inform the Covered Employee that:
 - 1. they are clear to report to work; or
 - 2. they will receive a bright colored message informing the Covered Employee not to report to work.
- B. Covered Employees will also receive an email to their campus email address certifying clearance or non-clearance and next steps.
- C. An email will be sent to the Covered Employee's supervisor on file informing them that the Covered Employee is clear to work or is not clear to report to work that day.

Note: If a Covered Employee is not clear to report to work, it doesn't mean the Covered Employee tested positive for COVID-19, additional follow-up may be needed if they were not cleared.

The turnaround time to further assess Covered Employee's responses when an employee has been advised not to report to work is 24 hours. Covered Employees will be instructed to remain at home or return home until further guidance is provided by the COVID-19 Hotline.

Covered Employee Directed to Stay Home

A. Survey Taken At Home:

If the Qualtrics System directs the Covered Employee to stay home, the Covered Employee will be directed not to report to campus. Upon further assessment by the COVID-19 Hotline team, the Covered Employee may either be released to go to work or be given direction regarding the next steps in the process (e.g., voluntary self-quarantine for 14 days, etc.).

B. Survey Taken At Work:

If the Covered Employee completes the survey at work (e.g., campus computer), and it directs the Covered Employee to stay at home, the Covered Employee will be directed not to report to work – essentially instructing the Covered Employee to go home. Upon further assessment by the COVID-19 Hotline team, the Covered Employee may either be released to work or be given direction regarding the next steps in the process.

Note: The turnaround time to further assess Covered Employee's responses when an employee has been advised not to report to work is 24 hours. Covered Employees will be instructed to remain at home or return home until further guidance is provided by the COVID-19 Hotline.

IX. Procedures

A. UCR Employee COVID-19 Hotline

1. If a Covered Employee (working primarily remotely or on premises) reports they have been exposed to COVID-19, tested positive for COVID-19, and/or is experiencing symptoms of COVID-19 the UCR Employee COVID-19 Hotline will send an e-mail with instructions.

Note: Covered Employees without access to a computer will be able to use a designated campus computer to check university email accounts for any COVID-19 related communications.

2. Reviews the survey and ensures completion.
3. Follows-up with the Covered Employee if information is incomplete or unclear.
4. Based on Department of Public Health, UCOP, and CDC guidance, adds Covered Employee to a 14-day Voluntary Self-Quarantine Protocol.
5. Consults with the department HRBP/Leave Coordinator, as needed, including next steps for case investigation, which may include notification to supervisors and Covered Employees of potential exposure.

Note: To prevent delays in notification and in coordination with the COVID-19 Hotline, case investigators will contact other potentially exposed Covered Employees who do not regularly check their emails and inform them to:

- a. check their campus email (on a designated department computer) for a case investigation notification; and
 - b. complete the case investigation.
6. If necessary, notifies Covered Employees who respond to a case investigation on next steps (e.g., voluntarily self-quarantine, or no action needed).
 7. Consults with Environmental Health & Safety (EH&S), Facilities Services, etc., if disinfection protocols are necessary.
 8. Provides data (e.g., number of cases) without releasing PHI/HIPAA related information to the Office of Emergency Management (OEM).

B. UCR Covered Employee

Daily Actions

1. Completes the Qualtrics System: UCR Symptom Monitoring Survey on a daily basis via computer, smartphone or campus computer.
2. Must receive a Certificate of Clearance to report to and remain at work on-campus.
3. Following department protocols for calling off, notifies the appropriate individual(s) (e.g., supervisor) if they were advised not to report to work

either by the survey, hotline, medical physician or Department of Public Health.

4. Promptly responds to case investigation emails from the COVID-19 Hotline.

Experiencing COVID-19 Related Symptoms, Exposed and/or Tested Positive

1. If a Covered Employee is exposed, tested positive, or is experiencing COVID-19 related symptoms the Covered Employee must report via the Qualtrics Survey or UCR Employee COVID-19 Hotline.
2. If COVID-19 symptoms appear, while a Covered Employee is **at home**, the Covered Employee:
 - a. **must not** report to work or go to campus.
 - b. should contact their medical physician.
 - c. respond to calls or emails from the COVID-19 Hotline within two hours after completing the UCR Symptom Monitoring Survey.
 - d. the Covered Employee may need to contact the UCR Employee COVID-19 Hotline at (844) 827-6827 for additional information.
3. If COVID-19 symptoms appear while an employee is **at work**, the Covered Employee:
 - a. must immediately isolate from others and keep a face covering on.
 - b. must notify the UCR Employee COVID-19 Hotline.
 - c. notify their supervisor (while safely distancing) that they have been instructed by the COVID-19 Hotline to voluntarily self-quarantine.
Note: supervisors/managers will be notified by an automated Qualtrics Survey email that the Covered Employee has not been cleared to report to work.
 - d. leave work immediately (do not expose others).
4. If advised by the COVID-19 Hotline to voluntarily self-quarantine the Covered Employee should:
 - a. follow-up with a medical physician.
 - b. obtain a note from a medical physician or Department of Public Health to return to work.
 - c. provide a return to work note to their department HRBP/Leave Coordinator prior to returning to work.

C. UCR Covered Employee's Supervisor/Manager

1. Reviews automated Qualtrics Certificate of Clearance for each of their Covered Employees on a daily basis. Make necessary adjustments in schedules when an employee has not been cleared to report to work.

2. Directs COVID-19 related questions to the COVID-19 Hotline (e.g., an employee tested positive, an employee came into contact with someone who tested positive, should I send my employee home).
Note: Supervisors/managers should always direct Covered Employees to the COVID-19 Hotline.
3. Informs Covered Employees of call in procedures, if/when the Covered Employee is notified to self-quarantine or not to report to work.
Note: The turnaround time to further assess Covered Employee's responses when an employee has been advised not to report to campus is 24 hours. Covered Employees will be instructed to remain at home or return home until further guidance is provided by the COVID-19 Hotline.
4. As needed, will provide a list of Covered Employees who may have had contact with a Covered Employee who tested positive for COVID-19 to the COVID-19 Hotline or department HRBP/Leave Coordinator to help coordinate a case investigation.
5. **Do Not** ask a Covered Employee about [personal protected health or medical information](#).
6. **Do Not** share a Covered Employee's personal protected health or medical information with other Covered Employees in the department/organizational unit.
7. **Do Not** require Covered Employees to work from home if they have been instructed to self-quarantine, unless they meet the further requirement noted here. **Note:** If a Covered Employee has been exposed (close contact with someone who tested positive) and is asymptomatic, they may be allowed to work remotely if their job allows such. However, the supervisor/manager, Covered Employee and department HRBP/Leave Coordinator must discuss the options.
8. Consult with EH&S and Facilities Services to determine if space(s) occupied by a Covered Employee who tested positive should be disinfected.
9. If the Covered Employees does not have a smartphone, tablet or other computer, inform Covered Employees of designated on-campus computer locations to use.

D. UCR Department HRBP/Leave Coordinator

1. Upon notification of a confirmed/positive case or voluntary self-quarantine from the COVID-19 Hotline, the department HRBP/Leave Coordinator contacts the Covered Employee and provides the appropriate leave information (e.g., options, forms, next steps).
2. Follows-up with the Covered Employee/Supervisor within 24-48 hours regarding next steps.

3. Coordinates with the COVID-19 Hotline case investigator to provide supervisor contact information and notifies Workers' Compensation of a positive case, if necessary.
4. If additional exposure occurred, consults with COVID-19 Hotline regarding next steps, including whether or not additional individuals need to be self-quarantined and what additional stakeholders (e.g., Workers' Compensation, Disability Management, etc.) need to be notified.
5. Provides the Covered Employee/supervisor with return to work guidance including required documentation

E. Environmental Health & Safety (EH&S)

1. Informs Cal/OSHA within 8 hours of notification as required by law when an employee is hospitalized for a COVID-19 illness. Information in the notification must include: Covered Employee's name, department, and the hospital name.
2. Coordinates with Facilities Services for disinfection, if the result of a positive test was received within 7 days from the last day the Covered Employee was on campus.
3. Receives data necessary for disinfection protocol.
4. For confirmed positive cases, Covered Employees may file an Employee's First Report (EFR) with Workers' Compensation. Workers' Compensation will collect all reports and will follow the workers' compensation process in accordance with the California Labor Code.

F. Workers' Compensation (WC)

1. Receives information from department HRBP/Leave Coordinator on employees who work on-campus who tested positive for COVID-19 (only confirmed cases).
2. Evaluates Information:
 - a. Covered Employee tested positive within 14 days working at worksite.
 - b. Last day of working at worksite.
 - c. Did Covered Employee have contact(s) with others while at work?
3. Contacts Covered Employee
 - a. Confirms information received from the department HRBP/Leave Coordinator.

G. Office of Emergency Management (OEM)

Updates and tracks the number of COVID-19 confirmed cases.

H. Facilities Services

Determines protocols for disinfecting buildings/offices with confirmed cases, if the result of a positive test was received within 7 days from the last day the Covered Employee was on campus.

X. Notification of Confirmed or Potential Exposure

When a Covered Employee notifies the COVID-19 Hotline that they tested positive for COVID-19:

A. The COVID-19 Hotline will assess:

1. When the Covered Employee last worked on-campus.
2. If the Covered Employee was on-campus, who they may have been in contact with (other UCR Covered Employees) within the past two weeks.

B. Based on Department of Public Health, UCOP, and CDC guidance, if a case investigation is warranted then a member of the COVID-19 Hotline team will immediately notify:

1. The department HRBP/Leave Coordinator to help coordinate the case investigation (e.g., supervisor contact information) and notify Workers' Compensation.
2. Environmental Health & Safety (EH&S) will notify Cal/OSHA if the Covered Employee was hospitalized.
3. Facilities Services will determine protocols for disinfecting buildings/offices with confirmed cases, if the result of a positive test was received within seven (7) days. In those cases, EH&S and Facilities Services will follow a building occupant notification protocol to inform all building occupants of extra precautionary measures, which may include cleaning or restricting access.

C. Case Investigation

1. Only positive cases may prompt a case investigation.
2. Covered Employees exposed to another Covered Employee who tested positive will have an opportunity to respond to a case investigation.
3. Covered Employees must promptly respond to case investigations.
4. A trained COVID-19 case investigator will determine based on Department of Public Health, UCOP, and CDC guidance if an employee should voluntary self-quarantine for 14-days.

Note: Covered Employees who do not meet the Department of Public Health, UCOP, and CDC criteria will not be asked to voluntary self-quarantine and will be able to proceed with work.

XI. Contacts

Contact	Phone	Email/Website
UCR COVID-19 Hotline	1-844-827-6827	COVID19@medsch.ucr.edu
Workers' Compensation	951-827-4207	workerscomp@ucr.edu
Environmental Health & Safety (EH&S)	951-827-5528	ehs@ucr.edu

XII. Related Resources

- **Employee's First Response (EFR)** – <https://risk.ucr.edu/efr>
- **Environmental Health & Safety website** – <https://ehs.ucr.edu/coronavirus>
- **Governor's Executive Order N-62-20** – <https://www.gov.ca.gov/wp-content/uploads/2020/05/5.6.20-EO-N-62-20-text.pdf>
- **HR Local Procedure** – [Local Procedure-80: Staff Personnel Records](#)
- **Qualtrics Survey** – [Qualtrics System: UCR Symptom Monitoring Survey](#)
- **Riverside County Department of Public Health** – www.rivcoph.org/coronavirus
- **San Bernardino County** – <http://sbcovid19.com/>
- **UC COVID-19 Related Leave Forms and Guidance** – <https://www.ucop.edu/human-resources/files/covid-19-related-leaves-and-job-protection-guidance-for-chro.pdf>
- **UCR Return to Work Guide** – <https://campusreturn.ucr.edu/return-work-guide>
- **Workers' Compensation** – risk.ucr.edu/Workerscomp

XIII. Frequently Asked Questions

- Q1. Who should a Covered Employee notify if they are experiencing symptoms, tested positive, and/or have been exposed to someone who tested positive?**
- A1.** All Covered Employees are required to complete the Qualtrics System: UCR Symptom Monitoring Survey or contact the UCR Employee COVID-19 Hotline at 1-844-827-6827.
- Note:** Covered Employee's will need to notify their supervisor if the COVID-19 Hotline informed them to self-quarantine or if they did not received a Certificate of Clearance to report to work.
- Q2. What happens after a Covered Employee completes the UCR Symptom Monitoring Survey or contacts the COVID-19 Hotline?**
- A2.** Once a positive case or exposure is confirmed, the COVID-19 Hotline will inform the Covered Employee to self-quarantine and notify the department HRBP/Leave Coordinator. The Covered Employee's department HRBP/Leave Coordinator will notify the supervisor that the Covered Employee will be off work and will contact the Covered Employee regarding leave paperwork.
- Q3. How do we identify if other Covered Employees may have been exposed?**
- A3.** The COVID-19 Hotline will conduct a case investigation to identify if other Covered Employees were exposed. If it is confirmed that other Covered Employees have been exposed, then the department HRBP/Leave Coordinator will notify the Covered Employee's supervisor that a case investigation will be conducted. (Refer to section X.C.)

Note: Supervisors are not to conduct case investigations with Covered Employees.

Q4. How do we determine if a Covered Employee is cleared to return to work?

A4. In general, Covered Employees who test positive or may have been exposed are placed on self-quarantine for 14-days from the date of exposure. Each situation is unique, the department HRBP/Leave Coordinator will advise the supervisor on the steps for the Covered Employee to return to work. Covered Employees will need to provide a release to return to work note from a licensed medical physician or Department of Public Health before returning to work.

Q5. Is this exposure considered covered under Workers' Compensation or is this considered a personal illness?

A5. Department HRBP/Leave Coordinator will consult with the Covered Employee when completing the leave of absence paperwork and notify Workers' Compensation, as needed. If the supervisor is aware of a work-related illness (e.g., admitted into the hospital, etc.) they should complete an Employer's First Report (EFR).

Q6. Can the Covered Employee apply for administrative leave?

A6. The Covered Employee's department HRBP/Leave Coordinator will advise the Covered Employee of their leave options and notify the supervisor of the leave.

Q7. Is additional disinfection of a Covered Employee's work area needed?

A7. When the COVID-19 Hotline is informed of a confirmed case they notify Facilities Services. If disinfection is needed, Facilities Services will contact the department to schedule disinfection.

Note: Some cases may not require disinfection.

Q8. When should we close down an office, building or campus?

A8. If there is a suspected outbreak, the UCR Health Chief Medical Officer and/or School of Medicine Dean will communicate with Riverside County Public Health Department on next steps. Additionally, the COVID-19 Hotline (data collectors) will notify the Office of Emergency Management (OEM) and Environmental Health & Safety (EH&S) of a suspected outbreak.

Q9. Will Covered Employees be paid for time used to complete the Qualtrics Survey?

A9. Yes, while it is estimated that the survey will take less than 5 minutes to complete, Covered Employees will be paid during that time.

Q10. Why did a Covered Employee receive a notice not to report to work and upon further assessment by the COVID-19 Hotline was later approved to report to work?

A10. Covered Employees may not have understood the questions asked on the survey or may have accidentally selected the wrong option. In either case, the COVID-19 Hotline will contact the Covered Employee, further assess the

Covered Employee's responses and based on Department of Public Health, UCOP, and CDC guidance will advise if the Covered Employee may report to work.

Q11. Who should a Covered Employee contact if they fill out the survey incorrectly?

A11. The Covered Employee should email the COVID-19 Hotline at: COVID19@medsch.ucr.edu and inform them of the error. The Hotline will delete the survey and the Covered Employee will be directed to retake the survey.

Revisions:

08/17/2020 - Clarified section IX. Procedures, B. Covered Employees, Experiencing COVID-19 Related Symptoms, Exposed and/or Tested Positive, by moving information from number 3 and adding it to a new number 4.

08/05/2020 - Removed reference to case forms. Removed reference in the Response to suspected COVID-19 cases: Guide for Department Leads, Supervisors, Chairs and more document that stated HR would conduct case investigations.

Response to suspected COVID-19 cases: Guide for Department Leads, Supervisors, Chairs, and more

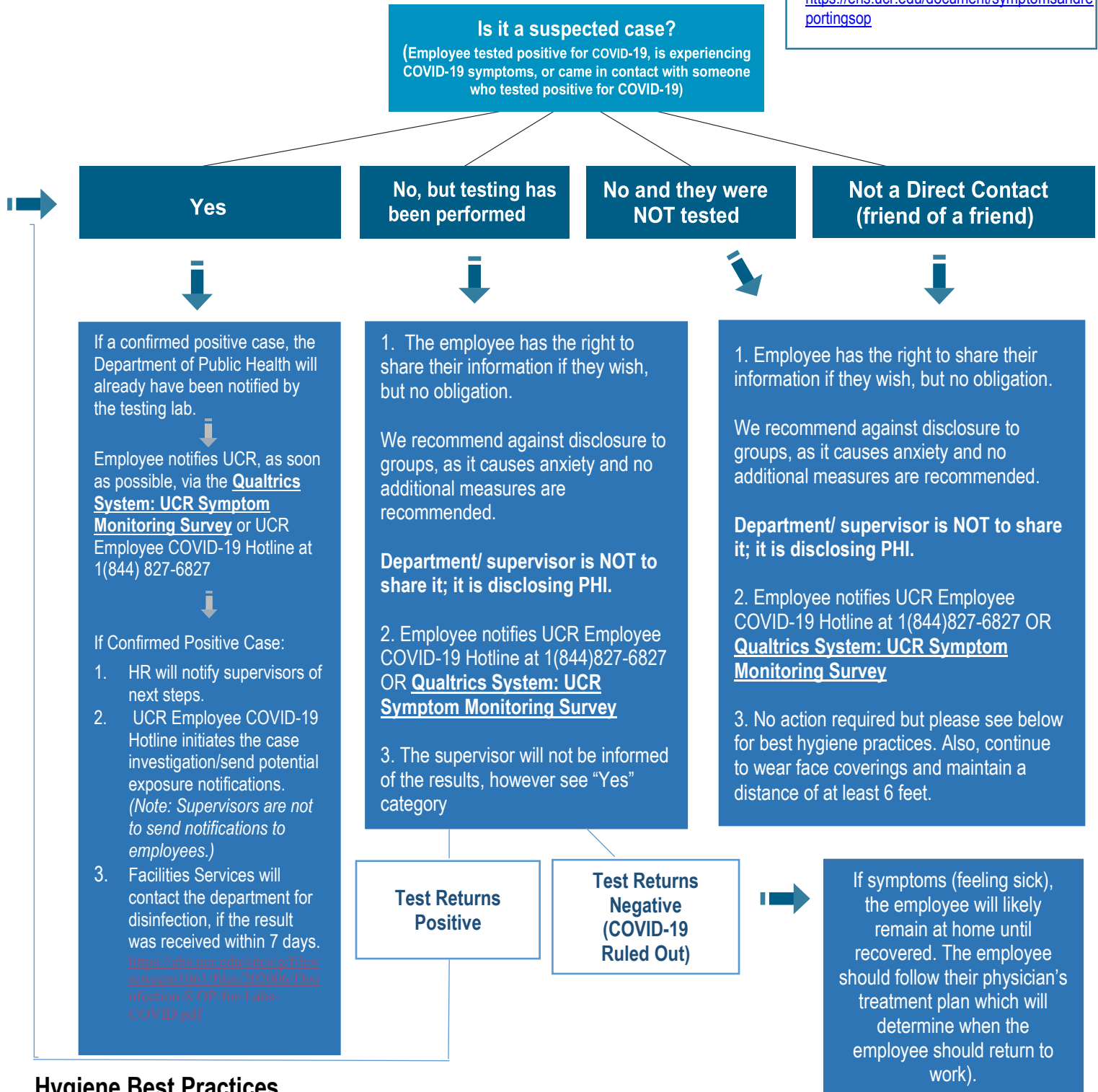
- Do NOT share PHI (private health information).
- Employee has no obligation to report except to healthcare provider.
- Medical information will not be provided to supervisors.

Stay informed with COVID-19:

<https://campusreturn.ucr.edu/>

<https://ehs.ucr.edu/coronavirus>

<https://ehs.ucr.edu/document/symptomsandreportingsop>



Hygiene Best Practices

All students and employees should:

- Monitor for symptoms and stay home if sick, hand wash, and practice social distancing
- Protect vulnerable populations (send home those caring for elderly, chronically ill) or those who consider themselves in the vulnerable population