



Frequently Asked Questions Regarding the 2019 Novel Coronavirus

Latest Update: April 3, 2020, 4:30 p.m.

*This document will be updated as additional guidance becomes available. Please revisit it regularly and be sure to **refresh your browser** to view the latest updates.*

UCF HR is committed to keeping you informed about new guidance and directives from the state and federal government and to address other changes in circumstances. This is a very dynamic time, and the FAQs will continue to reflect that. If you are in doubt about how a particular FAQ applies to your particular question, or see anything that you think needs updated, please email us at hrconnection@ucf.edu.

Note:

Beginning April 3, eligible UCF employees who cannot work because of the Safer At Home Order may utilize Emergency Paid Sick Leave.

Questions about the Latest UCF Updates

I understand that all UCF classes have moved online for the remainder of the spring semester and that Governor DeSantis has issued a Safer-at-Home Order until April 30. Should I report to work under the Safer At Home Order?

On Sunday, March 15, UCF announced that essential campus operations are continuing, and most employees, with the exception of employees whose jobs cannot be performed remotely, were asked to begin working remotely. Operations will continue as the campus is further depopulated under the Safer At Home Order. At this time, we do not know how long the period of remote working will continue.

You should talk to your supervisor about whether some or all of your job responsibilities can be performed remotely, and if so, submit a COVID-19 [Emergency Remote Work Agreement](#). You may begin remote work as soon as your department has approved your remote work plan and submitted this form to HR. If you are a faculty member and have already been teaching online, you do not need to fill out the Emergency Remote Work Agreement.

Who will be allowed to work on campus during the Florida Safer At Home Order?

Starting Friday, March 27, for everyone's health and safety, buildings will be locked to all employees, with the exception of those who have been approved by their dean or vice president as being critical to the university's continued operation. These employees include: first responders, healthcare professionals, supply chain personnel, critical infrastructure support personnel, approved researchers and instructors, and certain contractors. Employees who have this designation know it and have already had appropriate discussions with their supervisors. Employees who don't fall into these categories should continue working remotely.

If an employee is unable to work on campus and their job cannot be performed remotely, how will they be paid?

Starting Friday, March 27, through April 9, UCF will provide paid administrative leave to employees who are unable to work on campus and unable to work remotely. *This leave applies to faculty, administrative and USPS employees.* In addition, the Families First Coronavirus Response Act provides Emergency Paid Sick Leave and Emergency Family and Medical Leave to eligible employees who are scheduled to work but are unable to do so because of qualifying COVID-19 related reasons. More information on these benefits is available at: <https://hr.ucf.edu/families-first-coronavirus-response-act/>. Eligible Faculty and staff — along with eligible OPS employees — may qualify for emergency leave. Employees not available for work due to non-coronavirus illness or other personal reasons may be able to take sick or annual leave per UCF policy. In these situations, one of the following options may also be available to some employees, although not all options will be available in all situations:

- Use accrued leave, for example, sick leave or annual leave.
- Make up the work on an hour-for-hour basis during the same workweek for non-exempt (hourly paid) employees with supervisory approval. UCF's workweek begins at 12:00 a.m. on Friday and ends at 11:59 p.m. on the following Thursday.
- Exempt employees may make-up the work on an hour-for-hour basis during the same pay period with supervisory approval, or if absent for a full workday, may use accrued leave.
- Request a Leave Without Pay for up to ten days with supervisory approval. If an employee is out more than 10 days, the employee will need to request a Medical Leave of Absence. The Medical Request Leave Form is located at <https://hr.ucf.edu/files/MedicalLeaveRequestForm.pdf>
- Use a combination of the options above.

For employees who are who are unable to work on campus and also unable to work remotely, who will be eligible to receive Paid Administrative Leave during the Florida Safer At Home Order?

Affected Faculty, A&P, and USPS employees may be eligible for paid Administrative Leave if there is no work available for them either remotely or on campus. OPS employees are not eligible for Administrative Leave, **however, if OPS employees would have been able to work but for the Stay At Home Order, they are eligible to receive emergency paid sick leave under the Families First Coronavirus Response Act.**

Do I need permission from my supervisor to work remotely?

Yes. Even though UCF announced that most employees are asked to work remotely, some jobs must be performed on site. Not every position is suitable for working remotely due to specific job duties that cannot be performed at home or operating requirements of the unit.

You should talk to your supervisor about whether some or all of your job responsibilities can be performed remotely, and if so, submit a [COVID-19 Emergency Remote Work Agreement](#). You may begin remote work as soon as your department has approved your remote work plan and submitted this form to HR. If you are faculty member and have already been teaching online, you do not need to file the Emergency Remote Work Agreement.

I have heard that many research activities on campus are pausing during the Florida Safer At Home Order. Am I allowed to carry out research remotely?

Yes! If research is able to be conducted remotely, all research faculty, staff, and students are encouraged to continue their work off campus.

How can supervisors best direct employees whose typical work must be done on campus?

We encourage all supervisors and employees to think outside the box about how to continue working during this unique time. Finding meaningful work that can be completed remotely during this stretch of time can seem difficult, but supervisors are encouraged to find ways to fill employees' time and keep them productive.

Supervisors should consider tasks that keep employees fully occupied while also complying with the directive to depopulate campus and exercising social distancing. For example, meaningful work could be finding new and creative ways to collaborate or work on old or new projects. There also may be appropriate web-based training and professional development. UCF HR has begun curating "playlists" of free, online professional development courses available through LinkedIn Learning. Suggested playlists may be found at: <https://hr.ucf.edu/covid19-hr-info/>

UCF leadership is working on solutions to address the issues that have been brought to HR's attention. We will continue to share updates as they become available.

I am considered at high risk for complications of COVID-19, but my job cannot be performed remotely. Are high-risk employees required to report to work?

No. High-risk employees are defined as persons greater than or equal to 65 years old; those with chronic serious illnesses such as hypertension, coronary artery disease and diabetes; pregnancy; and/or immunodeficiency from medications or medical conditions. **High-risk employees should work with their supervisor on alternate work plans or take emergency or accrued sick leave, annual leave, or request a Leave Without Pay.**

I have been advised that my job is critical to university operation, and I will be required to work on campus during the Florida Safer At Home Order. However, I don't want to come to work for fear of becoming ill. Is my supervisor required to approve my request for time off?

You may request to take annual leave; however, it is subject to approval by your supervisor at his or her discretion, especially if your job is critical to university operation or your department is short-staffed. It is important to educate yourself about the virus and its transmission. Visit the UCF web sites listed in the *Information about COVID-19* section of this FAQ document.

I have been advised that my job is critical to university operation, and I will be required to work on campus during the Florida Safer At Home Order. However, I do not want to work at all. What options are available for me during the period of Learning and Working Remotely?

If you do not wish to report to work on campus, you may request to use accrued annual leave; however, it is subject to approval by your supervisor at his or her discretion, especially if your job is critical to university operation or your department is short-staffed. If your leave hours are exhausted, any approved absence will be without pay.

I know that official university travel has been suspended. Are there any restrictions on my personal travel?

Personal domestic and international travel is strongly discouraged during this unique time in an effort to best protect you and those around you. Please be advised that employees who travel internationally, on a cruise, or to New York City will be required to self-quarantine for 14 days upon return.

Frequently Asked Questions about the Families First Coronavirus Response Act at UCF

As a hiring department, due to UCF depopulating the university, I don't have any work for my employees to complete onsite and their duties cannot be performed remotely. Are they eligible for the emergency paid sick leave?

No, employees are only eligible for the emergency paid sick leave if there is work available, but they are unable to perform the work due to a COVID-19 qualifying reason.

What are the COVID-19 qualifying reasons for Emergency Paid Sick Leave?

- (1) The employee is subject to a federal, state or local quarantine or isolation order related to COVID-19*;
- (2) The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
- (3) The employee is experiencing symptoms of COVID-19 and is seeking a medical diagnosis;
- (4) The employee is caring for an individual who is subject to a quarantine or isolation order or has been advised by a health care provider to self-quarantine;
- (5) The employee is caring for a son or daughter because the child's school or place of care has been closed or the child's childcare is unavailable due to COVID-19 precautions;
- (6) The employee is experiencing any other substantially similar condition specified by the Secretary of the HHS in consultation with the Secretary of the Treasury and the Secretary of Labor.

** Beginning Friday, April 3, eligible employees who are unable to work remotely or on campus due to Governor DeSantis' Safer At Home Order will qualify for EPSL under Reason #1*

Governor DeSantis' Safer At Home Order considered a COVID-19 qualifying reason?

Yes, UCF recently received guidance clarifying that if employees are unable to work because of the Safer At Home Order, it is considered as a quarantine or isolation order.

If my employees cannot work due to the Safer at Home Order, are they eligible for the emergency paid sick leave?

They would only be eligible if there is work available, but they are unable to perform the work due to the Order or one of the other qualifying reasons.

I'm an OPS employee, and my department doesn't have any work for me. Am I eligible for the emergency paid sick leave?

No, as there is not work available for you to perform, you are not eligible for emergency paid sick leave. You could be eligible for unemployment benefits, <https://www.stateofflorida.com/articles/florida-unemployment/>.

My hours have been reduced, am I eligible for the emergency paid sick leave?

No. If your department reduces your work hours because they do not have work for you to perform, you may not use paid sick leave or emergency family and medical leave for the hours that you are no longer scheduled to work.

Are student employees eligible for the emergency paid sick leave?

Yes (except for federal work study students), if there is available work for them to complete, but they are unable to perform the work due to a COVID-19 qualifying reason.

I'm able to work remotely, can I receive the emergency paid sick leave or emergency family and medical leave?

No, since you are able to work remotely, you would not be eligible for the emergency paid sick leave and/or emergency family and medical leave.

Are employees paid from contracts and grants eligible for emergency paid sick leave and/or emergency family medical leave?

Yes, they are eligible, and this is an unfunded mandate. We are required to comply with this federal law.

How long do I have to be on payroll to be eligible for the Emergency Paid Sick Leave?

You are immediately eligible as long as there has been available work for you to perform, but you are unable to do so due a COVID-19 qualifying reason.

How long do I have to be on payroll to be eligible for the Emergency Family Paid Leave?

You must be on payroll for 30 calendar days and have work available to perform in order to be eligible. If these conditions are met, you qualify for EFMLA if you are unable to work or work remotely due to caring for a son or daughter, if the school or place of childcare has been closed or childcare provider is unavailable as a result of COVID-19.

How does short term/long term disability come into play?

Employees covered by a UCF Short Term Disability (STD) or Long Term Disability (LTD) plan may be eligible for benefits if they are diagnosed with the illness and are sick and unable to perform the major duties of their job due to the sickness.

Contact information for the disability carriers are listed below:

Colonial Life: 888-756-6701 or www.visityouville.com/stateoffl

The Gabor Agency: 800-330-6115 or <http://www.gaboragency.com/your-benefits/university-central-florida/group-disability/disability-insurance>

Can employees use either sick or annual leave to supplement their EFMLA leave, or do they need to exhaust sick leave first?

An employee may elect to supplement the two-thirds pay rate by using accrued and available paid leave time concurrently with emergency FMLA leave. However, they are not required to do so.

What is considered reasonable documentation to support the ESPL request for leave?

In the case of a leave request based on a quarantine order or self-quarantine advice (including the Florida Safer At Home Order), the statement from the employee should include the name of the governmental entity ordering quarantine or the name of the health care professional advising self-quarantine, and, if the person subject to quarantine or advised to self-quarantine is not the employee, that person's name and relation to the employee.

In the case of a leave request based on a school closing or child care provider unavailability, the statement from the employee should include the name and age of the child (or children) to be cared for, the name of the school that has closed or place of care that is unavailable, and a representation that no other person will be providing care for the child during the period for which the employee is receiving family medical leave and, with respect to the employee's inability to work or telework because of a need to provide care for a child older than fourteen during daylight hours, a statement that special circumstances exist requiring the employee to provide care.

Responding to Illness due to COVID-19:

What should I do if I develop Coronavirus symptoms?

If you become ill with Coronavirus-like symptoms, including fever, cough, or shortness of breath, contact your primary care physician, who will determine whether testing or treatment is needed.

If you are ill:

- Notify your supervisor that you are ill and will not be able to work.
- Stay home as directed by your physician, who should follow [CDC instructions](#).
- Avoid contact with other people and avoid social gatherings as much as possible to keep from spreading your illness to others.
- When coughing or sneezing, cover your nose and mouth with a tissue and then throw the tissue away. If you do not have a tissue, cough or sneeze into your sleeve or elbow, not your hands.

When can I return to work?

[According to the CDC](#), People with COVID-19 symptoms who have stayed home (home isolated) can stop home isolation under the following conditions:

- *If you will not have a test* to determine if you are still contagious, you can leave home after these three things have happened:
 - You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers) AND
 - other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
 - at least 7 days have passed since your symptoms first appeared.
- *If you will be tested* to determine if you are still contagious, you can leave home after these three things have happened:
 - You no longer have a fever (without the use of medicine that reduces fevers) AND
 - other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
 - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.

In all cases, follow the guidance of your healthcare provider and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. If you have been tested and determined *not* to have contracted COVID-19, you should stay home until at least 24 hours after you are free of fever, or signs of a fever without the use of fever-reducing medications.

What should I do if someone in my household, or someone with whom I've had close contact, tests positive for COVID-19?

Stay home. Contact your supervisor and do not come to work. Contact your medical provider, who will help you follow CDC guidelines on what to do next. You should also contact Student Health Services at 407-823-2509.

How do I know if I should “self-quarantine”?

UCF Faculty, staff, and students should self-quarantine and not return to campus for 14 days if any of the following are true:

- You recently returned from any international travel or a cruise.
- You have had close contact with someone who has recently returned from international travel or a cruise and shows symptoms of COVID-19.
- You have been diagnosed with COVID-19.
- Someone in your household, or with whom you have had close contact, is diagnosed with COVID-19.

Anyone who meets these criteria should contact Student Health Services at 407-823-2509.

Does FMLA apply if I contract the Coronavirus? Does FMLA apply if my spouse or child contracts the virus and I must stay home to care for them?

In most cases yes, provided the employee and family member meets the eligibility requirements. A qualifying condition is one that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider. The continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a healthcare provider or one visit and a regime of continuing treatment. If you are out for more than 10 days, you must submit a Medical Leave Request Form and a UCF Certification of Healthcare Provider Form.

FMLA requires the university to provide up to 12 weeks or 480 hours of unpaid job protected leave to an eligible employee to care for the employee's spouse, son or daughter, or parent who has a serious health condition; or for a serious health condition that makes the employee unable to perform the employee's job. An employee is entitled to FMLA if they have worked for the University for at least one year and have worked 1250 hours in the previous 12 months.

FMLA information and resources are available at:

<https://hr.ucf.edu/liasons-and-managers/manager-resources/personnel-issues/medical-leave/>

OPS employees are entitled to FMLA if they meet the eligibility requirements.

In addition, the Families First Coronavirus Response Act provides Emergency Paid Sick Leave and Emergency Family and Medical Leave to eligible employees who are scheduled to work but are unable to do so because of qualifying COVID-19 related reasons. More information on these benefits is available at: <https://hr.ucf.edu/families-first-coronavirus-response-act/>

Responding to Any Illness:

The guidance below is good practice any time and is especially recommended during our response to COVID-19, out of an abundance of caution, and to be sensitive to the uncertainty and fluid nature of the current situation.

Can I work remotely if I or someone in my family is ill?

Communication with your supervisor is more important than ever when you are working remotely. You should keep your supervisor informed about your health status and decide together whether you are well enough to work remotely or need to use accrued leave to cover any hours not worked.

I have been directed to work on campus during the Florida Safer At Home Order, but I have become ill and must stay home. I don't have enough leave to cover my absence from work due to my illness. How can I afford to stay home until I am completely well before returning to work?

To minimize the potential exposure to others, it is very important that you stay home while you have any contagious illness. If your illness qualifies under the federal Families First Act, you may be eligible for emergency leave pay. Alternatively, the following options may be available to you, although not all options will be available in all situations depending upon the nature of the job responsibilities and the extent of the illness.

- Make up the work on an hour-for-hour basis during the same workweek for non-exempt (hourly paid) employees with supervisory approval. UCF's workweek begins at 12:00 a.m. on Friday and ends at 11:59 p.m. on the following Thursday.
- Exempt employees may make-up the work on an hour-for-hour basis during the same pay period with supervisory approval.
- Request a Leave Without Pay for up to ten days with supervisory approval. If an employee is out more than 10 days, the employee will need to request a Medical Leave of Absence. The Medical Request Leave Form is located at <https://hr.ucf.edu/files/MedicalLeaveRequestForm.pdf>
- Use a combination of the options above.

I have an employee who is ill and has come into work at my direction because their job is deemed critical to university operation and must be performed on campus. I'm concerned about the potential for exposure to other people. Can I send this employee home?

Yes. Of greatest concern is an employee with a fever greater than 100 degrees Fahrenheit and a cough; this employee should definitely be sent home. Other symptoms (difficulty breathing) may also be of concern; the decision to send an employee home who is exhibiting these symptoms, or any others, is to be made on a case-by-case basis.

In addition, advise employees of the basic preventative measures (practice good hygiene, including frequent hand washing, covering your nose and mouth with your sleeve if you cough or sneeze, and avoiding touching your eyes, nose or mouth with your hands) and post prevention and treatment information from the Center for Disease Control (CDC) throughout your work areas. Information is available at <https://www.cdc.gov/coronavirus/COVID-19/about/prevention-treatment.html>.

I have been directed to work on campus during the Florida Safer At Home Order, but my supervisor is sending me home due to my symptoms, even though I think I am well enough to work. Do I have to use my own accrued leave to cover the hours I am not working?

Yes, you must use your own accrued leave or request an absence without pay unless your illness qualifies under the federal Families First Act, in which case you may be eligible for emergency leave pay. Alternatively, depending upon the nature of your illness and your job responsibilities, you may be able to make up the work in the same workweek.

I have been directed to work on campus during the Florida Safer At Home Order. May I choose to go home if I don't want to be exposed to a sick coworker?

With supervisory approval you may leave work; however, you must use your own accrued sick or annual leave or request an absence without pay, unless your illness qualifies under the federal Families First Act, in which case you may be eligible for emergency leave pay. Alternatively, with your supervisor's approval, making up the work in the same workweek or working a different schedule may be options available to you.

I meet with students, staff, and customers as part of my job responsibilities. What should I do if I encounter someone who is obviously sick?

As with the flu or contagious illnesses such as colds, maintaining a reasonable distance from the person is a starting point. Do not shake hands or make other physical contact. Use a sanitary wipe after the person has left to wipe those areas of your workstation that the person has touched. There may be situations in which the meeting can be re-scheduled to a time when the person is feeling better or the business can be conducted by phone or e-mail. Do not hesitate to offer this suggestion if it is appropriate.

Attendance, Hours, and Leave

Can my supervisor schedule me to work hours or shifts that I normally do not work?

Yes, you may be asked to work more hours or different hours than normal, especially if your position is critical to university operation or the university is short staffed as a result of the COVID-19 outbreak. We will attempt to provide advance notice if possible.

If a large number of employees are unable to come to work because of an outbreak, are there a maximum number of overtime hours my supervisor can require me to work?

In the event of a serious outbreak, we may all be needed to work differently to ensure the university continues to function. You may be asked to work more hours or different hours than normal, especially if your position is critical to university operation or the university is short staffed as a result of the outbreak. Supervisors will make efforts to permit employees to take rest periods and may use their discretion in scheduling additional breaks for employees working additional hours.

Can my supervisor cancel my annual leave request that has already been approved?

Yes, your supervisor has the authority to cancel any pre-approved leave request, especially in circumstances where there are serious staffing shortages as a result of illness. Your leave can also be cancelled if you have been designated as critical or essential personnel due to the nature of your job responsibilities. The terms "critical" and "essential" are the same as "emergency" referenced in the UCF policies.

My child's school or day care is closed due to COVID-19 and my child is not sick. I have no other childcare arrangements. Can I work remotely with my child at home?

Bringing a child to work is not recommended or advisable whether you are working remotely or on site. However, we recognize the unprecedented nature of the COVID-19 emergency and understand that working remotely with your child may be possible, and in some cases, necessary. Decisions can be made on a case-by-case basis by your department head

or designee. If you are not able to work remotely with your child, the following options are available, although not all options will be available in all situations depending upon the nature of your job responsibilities:

- Use accrued sick or annual leave, due to the threat of exposure to illness.
- Make up the work on an hour-for-hour basis during the same workweek for non-exempt (hourly paid) employees with supervisory approval. UCF's workweek begins at 12:00 a.m. on Friday and ends at 11:59 p.m. on the following Thursday.
- Exempt employees may make-up the work on an hour-for-hour basis during the same pay period with supervisory approval, or if absent for a full workday, may use accrued leave.
- Request a Leave of Absence (annual leave usage for pay) or Leave of Absence (without pay) if you will be out more than 10 days.
- Use a combination of the options above.
- In addition, the Families First Coronavirus Response Act provides Emergency Paid Sick Leave and Emergency Family and Medical Leave to eligible employees who are scheduled to work but are unable to do so because of qualifying COVID-19 related reasons. More information on these benefits is available at: <https://hr.ucf.edu/families-first-coronavirus-response-act/>

My child's school or day care is closed due to COVID-19 and my child is not sick. I have no other childcare arrangements, and I have been advised that I have must work on campus. Can I bring my child to work?

No. Bringing a child to work *is not permitted* under a Florida Safer At Home Order. The only persons allowed on campus are employees who have been approved by their dean or vice president as being critical to the university's continued operation. These employees include: first responders, healthcare professionals, supply chain personnel, critical infrastructure support personnel, approved researchers and instructors, and certain contractors. If you are not able to work remotely, the following options are available, although not all options will be available in all situations depending upon the nature of your job responsibilities:

- Under the Families First Coronavirus Response Act, you may be eligible for Emergency Paid Sick Leave and Emergency Family and Medical Leave if you are scheduled to work but are unable to do so because of qualifying COVID-19 related reasons, such as school or childcare closure. More information on these benefits is available at: <https://hr.ucf.edu/families-first-coronavirus-response-act/>
- Use accrued sick or annual leave, due to the threat of exposure to illness.
- Make up the work on an hour-for-hour basis during the same workweek for non-exempt (hourly paid) employees with supervisory approval. UCF's workweek begins at 12:00 a.m. on Friday and ends at 11:59 p.m. on the following Thursday.
- Exempt employees may make-up the work on an hour-for-hour basis during the same pay period with supervisory approval, or if absent for a full workday, may use accrued leave.
- Request a Leave of Absence (annual leave usage for pay) or Leave of Absence (without pay) if you will be out more than 10 days.
- Use a combination of the options above.

If I am placed on part-time work, and my regular work hours are decreased, can I file for reemployment assistance benefits?

Per the Department of Economic Opportunity, if your employer reduces your hours, you may be eligible for partial benefits. If you are earning less than \$275 in gross earnings per week, you can file a claim to determine if you would be eligible to receive partial payments. More information is available at: <https://connect.myflorida.com/Claimant/Core/Login.ASPX>

I am an OPS employee and do not accrue paid leave time. What should I know about staying home from work?

- In general, OPS positions are paid for the hours they actually work. Work hours are reflected on timesheets and approved by supervisors.
 - Some OPS positions perform work that can be done remotely, as approved by the supervisor and depending on the needs of the department. OPS positions that can work remotely should be permitted to do so if necessary. Note that due to equipment and/or staffing constraints, some departments may not be able to accommodate OPS positions in remote work and/or may not be able to provide those OPS positions with as many hours as they might typically work on campus.
 - OPS positions for which remote work is not available may have hours extended upon returning to UCF to mitigate the impact of lost work time. This option is available only if the supervisor approves it AND if the work warrants it.
 - In addition, the Families First Coronavirus Response Act provides Emergency Paid Sick Leave and Emergency Family and Medical Leave to eligible employees who are scheduled to work but are unable to do so because of qualifying COVID-19 related reasons. More information on these benefits is available at: <https://hr.ucf.edu/families-first-coronavirus-response-act/>
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Student Employees

I am a supervisor of a student employee, should I allow them to work during this period of Learning and Working Remotely?

- Each supervisor needs to make an individual assessment of each student he/she supervises, including Federal Work Study students.
- While all student employees are generally allowed to continue working, in order to meet the university's objective of depopulation, and because students have been instructed not to return to campus, supervisors are directed to assign students to work remotely if possible.
- Some student employees may be able to perform their job duties remotely. Supervisors should work with these students to determine the appropriate schedule, ensure proper resources and precautions, and provide appropriate supervision. [COVID-19 Emergency Remote Work Agreements](#) must be filed for students who work remotely.
- According to updated guidance from the U.S. Department of Education on Federal Work-Study (FWS), FWS students may be paid even if they are unable to work this term due to COVID-19. This is great news for our students who rely on this federal aid.

I am a student employee. Can I work during this period of Learning and Working Remotely?

You may be allowed to work during the period of Learning and Working Remotely IF your supervisor permits you to work AND you do not meet one of the [CDC criteria](#) for self-quarantine due to travel restrictions.

Can supervisors require students to work during this period of Learning and Working Remotely?

In general, most supervisors will not require students to work during this period of Learning and Working Remotely. However, some student employees have contracts that require them to work while the university remains open. These students may be required to work and should check with their supervisors.

Do I understand correctly that Federal Work Study (FWS) students may be paid this term even if they are unable to work due to COVID-19?

Yes, according to updated guidance from the U.S. Department of Education on Federal Work-Study (FWS), FWS students may be paid even if they are unable to work this term due to COVID-19. Some FWS students may have worked or would like to continue working. Supervisors have the flexibility to allow this, and students will be paid regardless. As always, the hours that students work should be documented on a timesheet and submitted to payroll for normal processing. UCF Human Resources will be communicating directly with departmental payroll processors and authorizers about how to pay students who are unable to work.

Information on COVID-19

Where can I find the latest information about the Novel Coronavirus (COVID-19) and the situation at the University of Central Florida?

- UCF Safety: Coronavirus <https://www.ucf.edu/safety/coronavirus/>
- UCF Student Health Services <https://studenthealth.ucf.edu/>
- UCF Emergency Management <http://emergency.ucf.edu>
- UCF Coronavirus: Working Remotely <https://www.ucf.edu/safety/coronavirus/working-remotely/>

What are the symptoms of the Coronavirus?

For confirmed COVID-19 infections, reported illnesses have ranged from infected people with little to no symptoms to people being severely ill and dying. Symptoms can include:

- Fever
- Cough
- Shortness of breath

CDC believes at this time that symptoms of COVID-19 may appear in as few as 2 days or as long as 14 after exposure. This is based on what has been seen previously as the incubation period of [MERS](#) viruses.

Are screenings available on campus for Faculty and Staff?

If you are experiencing symptoms you are advised to contact your primary care physician for evaluation or go to the nearest urgent care center or hospital emergency department. UCF Health has not been identified as a screening location.

I have a staff member who has asked to wear a facemask when meeting with students, staff, and customers. How do I respond?

As a general precaution, at this time, wearing a facemask is not medically necessary. The Centers for Disease Control and Prevention (CDC) advises that when close contact (within 6 feet) with others cannot be avoided and in areas where transmission of the virus has been confirmed, facemasks may reduce the risk of getting the illness. They should be used along with other preventative measures.

What preventative measures should I encourage employees to take?

- Work remotely if possible.
- If working remotely is not possible, practice social distancing
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.

- Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Avoid close contact with people who are sick.
 - Stay home when you are sick.
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
 - Clean and disinfect frequently touched objects and surfaces.
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Employee Services

What assistance is available to me to help me cope with the emotional impact of an outbreak?

UCF HR is pleased to announce that we are now offering our Employee Assistance Program (EAP) to all non-student employees. This program provides resources to help employees and their dependents cope with these types of life events. The EAP, administered by Health Advocate, provides confidential, short-term counseling at no cost to the employee.

- **Health Advocate Toll-Free Number:** 877-240-6863
- **Health Advocate Website:** [HealthAdvocate.com/members](https://www.healthadvocate.com/members)

Will my state-sponsored healthcare plan cover medical expenses associated with treatment for the Coronavirus?

Yes, you will have the same coverage that is currently available for any emergency or non-emergency illness. Please be advised that state-sponsored PPO and HMO healthcare plans do not cover telemedicine at this time.

For additional coverage details visit:

<https://hr.ucf.edu/current-employees/insurance/>

To contact your insurance carrier, please visit the Benefits Vendor Contact Sheet at

https://www.mybenefits.myflorida.com/health/health_insurance_plans

[Can I utilize my Short Term Disability benefits during the COVID-19 emergency period?](#)

Employees covered by a UCF Short Term Disability (STD) plan may be eligible for benefits if they are diagnosed with the illness and are sick and unable to perform the major duties of their job due to the sickness. Contact information for the STD carriers are listed below:

- *Colonial Life:* 888-756-6701 or www.visityouville.com/stateoffl
 - The Gabor Agency: 800-330-6115 or <http://www.gaboragency.com/your-benefits/university-central-florida/group-disability/disability-insurance>
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Frequently Asked Questions Regarding Recruitment and Onboarding During the 2019 Novel Coronavirus

General Questions - Recruiting

Is UCF still hiring?

Yes. The university remains open and is actively recruiting for positions.

How has the recruitment process changed?

Although the recruitment process has not changed, it is important to take the time to review options prior to commencing with interviews, keeping in mind current stay-at-home orders and social distancing recommendations. Consider the following:

- Can interviews be conducted over the phone or via video by leveraging Skype or Zoom?
- Are all applicants being provided with the same experience? All candidates should be interviewed in the same format.
- Avoid close contact with candidates whenever possible. Acknowledge the unusual circumstances and do all you can to put them at ease.
- Should you reschedule? Offer flexibility if candidates need to reschedule. With school and childcare closures and individual family care needs, there is a high likelihood that there will be candidates who will be completely unable to participate in an interview. Candidates should not be eliminated from consideration due to circumstance which may be beyond their control. Stay informed about the status of university operations. It may be necessary to adjust or delay start dates.

What is best practice for interviewing candidates during this period?

In order to support campus depopulation and comply with stay-at-home orders, hiring managers should replace in-person interviews with phone or video interviews utilizing Skype or Zoom. Keep in mind that interviews must be conducted in the same format for all candidates within each round of the position search.

What should my department do if we are about to invite to campus or have scheduled candidates who are finalists in a department search for in-person interviews as required by the [University's Search and Screening Guidelines](#)?

Conduct the remaining finalist interviews remotely by creating a process as close as possible to the other candidates' on-campus interview experience. Should you have any questions or special circumstances, please contact Talent Acquisition (talent@ucf.edu) or the Office of Institutional Equity (oiie@ucf.edu) prior to proceeding. This is a fluid situation and both offices are continuing to monitor university advisories and will make necessary adjustments.

Will there be any delays to hiring approvals?

At this time, the university is open and hire requests will continue to be reviewed and approved using the current 7- 10 day guidelines.

Please be mindful that there may be delays in background check results at the county level, which may in turn impact the speed of our results from the background screening vendor. In addition, it may be more challenging to get references completed and obtain unofficial/official transcripts as universities/companies are addressing staffing during COVID-19 in various ways. It is important that any conversations with preferred candidates include the caveat that all discussed hire dates are contingent on the completion of the pre-employment review process which includes references, background investigation, credit check (if applicable), and transcripts. A hire date will not be confirmed until the candidate receives a university hire letter/welcome letter from Human Resources.

Is there remote access to the university's applicant tracking system, PageUp?

Yes, PageUp can be accessed via mobile, tablet, laptop or desktop utilizing single sign-on credentials.

We have a new hire that is scheduled to begin employment in the next few days; how should we proceed?

Depending on the needs of the department, the hiring manager will decide if the employee can begin training remotely. During this time, positions with job duties that can be accomplished offsite have been directed to work remotely. Develop a plan to leverage technology, such as Skype or Zoom, to train new hires remotely. If remote training cannot be formalized for your new hire, consider postponing the start date to allow for the department to develop an appropriate training plan.

I need to change the start date for a selected candidate, how do I proceed?

If an offer was launched in PageUp and was accepted by the candidate for a date that is unsuitable, reach out to your Talent Acquisition point of contact to request a revised offer letter with a new start date. If the offer has not been launched in PageUp, place the offer on hold until additional information becomes available or an appropriate training plan is put into place by the department.

Do you have an HR communication we can send to our active applicant pool(s) about hiring delays?

Special Communication template are available on the UCF HR COVID-19 Information page under *Hiring & Onboarding*: <https://hr.ucf.edu/covid19-hr-info/>.

What should I do if I have not made an offer but have a selected candidate for consideration?

Start by completing the pre-employment process (references, background check, transcripts, etc.). While the pre-employment process is in progress, discuss a training plan with the supervisor. If a remote training plan is not a possibility, place the hire on hold until the university provides additional operational information to determine an appropriate hire date.

General Questions – Onboarding

Do I have to meet in person with new hires for the completion of the onboarding paperwork?

Most of the onboarding paperwork does not need to be completed in person EXCEPT the I-9 (Employment Eligibility Verification form) and the Loyalty Oath-Rights to Inventions form.

- For employees recruited through PageUp, most tasks can be completed via the Knights Welcome Center.
- For employees not recruited through PageUp, the hiring department can email the forms that need to be completed and the employee can scan the completed forms back to the department.

Why do I have to meet the new hire in person to complete the I-9 Form?

Per federal regulations, the employer must physically examine original documents presented by the employee in order to complete the I-9 form. However, the U.S. Customs and Immigration Enforcement (ICE), has issued a press release providing some flexibility to the requirements (<https://www.ice.gov/news/releases/dhs-announces-flexibility-requirements-related-form-i-9-compliance>).

Effective March 27, 2020, as Orange County has issued an emergency Florida Safer At Home Order, UCF hiring departments may follow the procedure outlined in the above press release.

What do I do if the new hire has traveled to a destination covered by the CDC Level 3 Travel Health Notice?

CDC guidance requires these individuals to self-quarantine for a period of at least 14 days. Accordingly, their hire date should be delayed by 14 days.

Why do I have to meet with the new hire to complete the Loyalty Oath-Rights to Inventions Form?

The Loyalty Oath-Rights to Inventions Form must be notarized. As a notary for your department, you must witness the individual's signature of the form in your presence in order for you to notarize the document. As an alternative, you can instruct the new hire to have the Loyalty Oath-Rights to Inventions form notarized by a notary outside of UCF. However, the external notary is still required to have the individual to sign the form in front of them.

Due to the emergency Florida Safer At Home Order for Orange County, the loyalty oath forms will not be able to be notarized. During this time, we will accept a signed form by the employee without notarization. However, once regular operations resume, the form will need to be signed again in front of a notary and then notarized. HR-Records will be contacting departments for the updated notarized form after normal operations resume.

I have been approved to work remotely and I am the HR Liaison in my department who is responsible for submitting ePAFs and verifying the onboarding paperwork is complete and accurate. Can I do everything remotely?

If you have access to internet and email, you should be able to complete most of the tasks remotely with the exception of completing the I-9 form and notarizing the Loyalty Oath-Rights to Inventions form, which are required to be completed in person.

How do I complete Section 2 of the I-9 form if I'm working remotely?

During the emergency Florida Safer At Home Order for Orange County, follow the procedures listed in the press release, <https://www.ice.gov/news/releases/dhs-announces-flexibility-requirements-related-form-i-9-compliance>.

- a. Instruct the employee to submit copies of documents with encrypted password protection such as Adobe Acrobat or to submit via fax to a secured line if they are able. If video conferencing is used for verification purposes, please inform the employee to take proper security precautions to protect their information if conferencing in a public location.
- b. Use your best judgment in adhering to UCF's policy regarding transmitting sensitive documents as the documents are classified as Highly Restricted Data, <https://policies.ucf.edu/documents/4-008.pdf>.
- c. In the I-9 Express System, add a comment "COVID-19."
- d. Section 1 must still be completed by the employee's first day or hire date, and Section 2 no later than their 3rd day of work.
- e. Once regular operations resume, you must meet with the employee within 3 business days and view their original documents. Maintain a list of the employees for your records.

After the emergency Florida Safer At Home Order for Orange County is over, you have the following options.

1. Schedule an appointment with the new hire and come into UCF for a brief time to complete the I-9 form.
2. Coordinate with another colleague who is not working remotely who has access to the electronic I-9 system to meet with the new hire for completion of the I-9 form. Confer with your department to ensure that you have appropriate back-up support in your department.
3. UCF Human Resources has contracted with our I-9 Vendor, Equifax Workforce Solutions, for a remote I-9 option. There is a cost of \$45/per I-9 form charged to the department. If your department selects this option, complete

the form, (<https://hr.ucf.edu/files/COVID-19-Remote-I-9-Fee-Transfer-Form.pdf>) and submit to Garnette.Garricks@ucf.edu.

I'm working remotely, and I do not have access to a scanner. I'm an ePAF Originator, how do I attach the documents to the ePAF?

The required completed forms, such as the resignation letter, onboarding forms, etc. can be emailed to you which will allow you to then attach to the ePAF.

I'm working remotely, can I submit or approve ePAFs via a mobile device?

No, you will need to log into a desktop, laptop, or tablet in order to submit or approve ePAFs.