



FALL 2020: GENERAL FAQs FOR HU EMPLOYEES

1. With HU offering classes online for Fall 2020, does that mean everyone continues to work from home?

All HU employees will continue to work from home with the exception of those Staff directly involved in the life-support of our students such as student services, student housing, security, maintenance, information technology, and student mental healthcare personnel. Only staff from these functional areas, in addition to facility cleaning and maintenance (e.g., maintenance of aquaponics facilities), may continue entering University facilities on a regular basis. Additionally, HU personnel who are directly involved in the provision of food and supplies to our students may continue entering University facilities.

Those providing life-support services to HU students will receive supplemental information.

2. Does the work from home protocol apply to both HU's Harrisburg and Philadelphia locations?

Yes.

3. How will offices that have student facing support functions operate from home?

As we have operated since March, HU will not staff student facing functions including but not limited to the Registrar's Office, the Library, the Office of Admissions, the Business Office, the Office of International Students, and the Financial Aid Office from University facilities. Rather, these functions should remain staffed during normal business hours by employees working from home. Employees should continue to timely respond to student inquiries and needs by email and telephone.

All other functions should also continue to be staffed from home offices.

4. Will Faculty continue to work from home?

Yes, the working from home protocol includes all course delivery. Faculty are asked to remain in regular contact with their program lead, and to continue to offer regular office hours electronically. Faculty needing help or ideas for online course delivery are

encouraged to continue working remotely with the Center for Innovative Teaching and Learning.

5. Will the work from home be for the entire Fall 2020 semester?

The “work from home protocol” will continue until Monday, October 5, 2020 until 8:00 a.m. unless you are otherwise notified. The pandemic is a fluid situation that the University continues to monitor. If a return to work or a partial return to work can be achieved without jeopardizing the health, safety, and welfare of the HU Community, it will be considered and possibly implemented.

6. Will Fall 2020 online course delivery continue for the entire semester even if staff return to campus?

Yes. The decision to provide online course delivery will continue until the end of the semester regardless if employees physically return to campus.

7. Will Spring 2021 also be online?

It is premature to entertain any decisions regarding the Spring 2021 semester, but HU will continue monitoring COVID-19 developments throughout the Fall.

8. Will any students be physically on campus for Fall 2020?

Limited housing will be available for HU Students who require it due to personal extenuating circumstances that would interfere with their ability to continue their HU education. The housing process will be through an application and screening process. Residence Life and Student Services will staff life-supporting functions onsite. If selected for student housing, there will be mandatory COVID-19 protocols in place for all residents and the failure to follow these protocols may result in student discipline and/or the loss of housing privileges. Students selected for housing will NOT have access to any other HU facilities.

Additionally, in order for senior students to meet graduation requirements, plans are being developed to allow limited access for a concentrated period of time to HU laboratories consistent with CDC and Commonwealth of Pennsylvania COVID-19 guidelines. Additional information will be posted in the near future.

9. How will I know if HU operations will return to on-site status?

An email will be sent to all HU employees should there be a change of operations prior to October 1, 2020 or should the work from home status be extended. All members of the HU

Community should monitor the HU COVID-19 webpage for announcements and resources: <https://covid.harrisburgu.edu/>.

10. I had planned/or need to take PTO time. May I do so?

Standard protocols for PTO apply for employees who accrue PTO if you are unable to work due to illness or if you need to take personal time. If possible, you should consult with your Supervisor in advance regarding PTO.

11. Because of the travel limitations due to COVID-19, will additional PTO be allowed to be carried over into 2021 than what is contained in the Employee Handbook?

No. For eligible employees who receive PTO, PTO should be used for the 2020 calendar year consistent with the Employee Handbook. However, up to 40 hours (5 days) of PTO may be rolled from one calendar year to the next calendar year. Any unused, accrued PTO over 40 hours (5 days) will be forfeited at the conclusion of the calendar year.

PTO should be utilized only after it is accrued, however, employees may advance up to 16 hours (2 days) of PTO.

Leave balances and other personal employee information are accessible through your ADP account at: <https://workforcenow.adp.com/workforcenow/login.html>.

12. Due to the status of my personal finances, I need to change my tax withholdings. How can I do that?

Changes to your tax withholdings, as well as other personal information, can also be accomplished through your ADP account at:
<https://workforcenow.adp.com/workforcenow/login.html>.

13. What if I want to change my benefits, or the amount of my benefit deductions?

If you wish to explore changes to your benefits, please send an email to hr@harrisburgu.edu and someone will contact you in a timely manner.

14. I did not anticipate that work from home would continue this long. What if I need to access something from my office or need office supplies?

Employees requiring access to their HU office must contact Duane Maun at dmaun@harrisburgu.edu or (717) 901-5120 to schedule a specific time for office access. Access is limited to ten minutes. Masks must be worn, and social distancing must be observed. A list of office supplies should be provided in advance of your appointment so they can be gathered and provided at your arrival.

Anyone with an appointment to access their HU office should arrive by the revolving doors at the 4th Street entrance. *However, please note that badges for building access and parking will continue to be suspended until an official return to campus occurs.*

Anyone exhibiting any COVID-19 symptoms, has a temperature above 99.9°, or who traveled to a COVID-19 hot spot within 14 days of their appointment are asked to self-quarantine for 14 days prior to coming to campus. Up to date information on “hot spots” as defined by the Commonwealth of Pennsylvania Department of Health are located at: <https://www.health.pa.gov/topics/disease/coronavirus/Pages/Travelers.aspx> .

15. I am continuing to have technology related issues. Who should I email?

You should follow the standard protocol and complete a help desk ticket at: <https://ithelp.harrisburgu.edu>. IT continues to monitor this account and provide support technical services remotely.

16. Will salaries be restored to pre-COVID amounts as originally planned?

Yes. Those whose salaries were temporarily reduced will be restored to full salary effective September 1, 2020. The restored salary payments will be available in the September 15, 2020 paycheck.

17. Who should I contact if I am experiencing issues with benefits, require FMLA leave, or need to apply for long term or short-term disability?

You should contact HU Human Resources at hr@harrisburgu.edu. The account is being monitored by HR personnel including HU’s new Human Resources Director, Ellyn Garcia.

However, if you would like to reach out to benefit providers directly, you may do so as follows:

Plan	Carrier	Group No.	Customer Service Info.
Medical, vision, and dental	Capital Blue Cross	00526786	www.capbluecross.com 866-686-2242
Voluntary life, accident, critical illness	Guardian	00519134	www.guardiananytime.com Life: 800-5254542 Accident: 800-541-7846 Crit. Ill. 800-268-2525

Life and AD&D Disability	Mutual of Omaha	G000XYZ	www.mutualofomaha.com Life/AD&D: 800-769-7159 Disability: 800-877-5176
HSA	Optum	-----	accountholderservices@optum.com 800-243-5543
FSA	Optum	-----	accountholderservices@optum.com 800-243-5543

18. Because of low interest rates, I am considering refinancing or otherwise need proof of employment. Who should I direct these inquiries to?

Proof of employment questions should be sent to Human Resources at HR@harrisburgu.edu.

19. Are HU employment forms and handbooks online for easy access?

Yes. You can access various HR forms, handbooks, and HU resources at the SharePoint sites of the Office of Human Resources (<https://myharrisburgu.sharepoint.com/sites/hr>) and the Office of General Counsel, (<https://myharrisburgu.sharepoint.com/sites/generalcounsel>).

20. I have recently developed a medical issue that requires I seek a workplace accommodation under the Americans with Disabilities Act (ADA). Who should I contact?

For the immediate future, please contact Ellyn Garcia, Director of Human Resources at egarcia@harrisburgu.edu.

21. In the course of my employment I believe I may have experienced or witness behavior that may not comply with HU policy. With whom should I discuss my concerns?

For the immediate future, please contact Ellyn Garcia, Director of Human Resources at egarcia@harrisburgu.edu.

22. I am a supervisor who will have a new employee starting in the near future. How will that be processed?

Human Resources developed an online onboarding program that has successfully worked since moving to a remote status. Please follow up with Human Resources at hr@harrisburgu.edu if you have any questions or concerns about a new employee.

23. If I am experiencing personal difficulties during this time, whether or not related to COVID-19, are there support services for employees?

Absolutely. Confidential, external consultants are available to assist with a variety of everyday issues, as well as unexpected personal, financial, and legal matters:

- Unlimited free telephonic consultations with an EAP counselor available 24/7 at 800-316-2796
- Referrals to local counselors for long-term counseling
- Access to an online library of educational articles, handouts, and resources

The Employee Assistance Program can offer help with:

- Emotional well-being
- Family and relationships
- Legal and financial advice
- Healthy lifestyles
- Work and life transitions

EAP services are accessible at: 800-316-2796 or www.mutualofomaha/eap.

24. What if I am concerned about a student's wellbeing based on my interactions?

Given our current reality, we may have students who need additional support, whether it is academic, mental health or assistance in meeting basic needs. Instead of emailing, calling or texting individual staff members, please refer students to Student Services for help through the HU CAREs portal on the following SharePoint site: <https://myharrisburgu.sharepoint.com/sites/StudentServices/SitePages/Referring-Students.aspx>. Referring students through this portal is the best means for the Student Services team to coordinate support and maintain required student confidentiality. Referring students in need through Hu CAREs provides one point of referral and support can be triaged and prioritized from referrals made to the site.

That said, any HU student who is experiencing concerns such as anxiety, depression, or academic stress as a result of the current situation can contact the BHS Student Assistance Program. Students can login via the app/web, <https://portal.bhsonline.com>, or call 800-327-2251. The username is HarrisburgU. Outreach to BHS is confidential, and each student is assigned a master's level clinician as a care coordinator. BHS will provide HU students with quality, in-the-moment support.

25. Working from home is more self-isolating than I expected. How is HU planning on maintaining community during the coming months?

In the near future, another Town Hall will occur that will bring our HU Community together. Information will be shared, and questions can be asked.

It is also encouraged that supervisors and program leads schedule not only Team meetings for business topics, but possibly additional gatherings that are purely social or theme oriented so that we can maintain the tightness of our community. Members of the HU community may connect through the University's social media accounts such as Facebook or LinkedIn where information and postings are routinely shared.