

# Duke



Guide for **Returning** to the  
**Workplace**

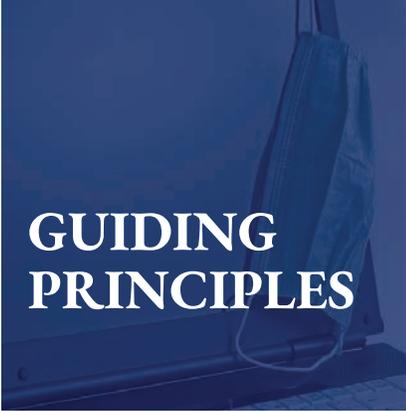


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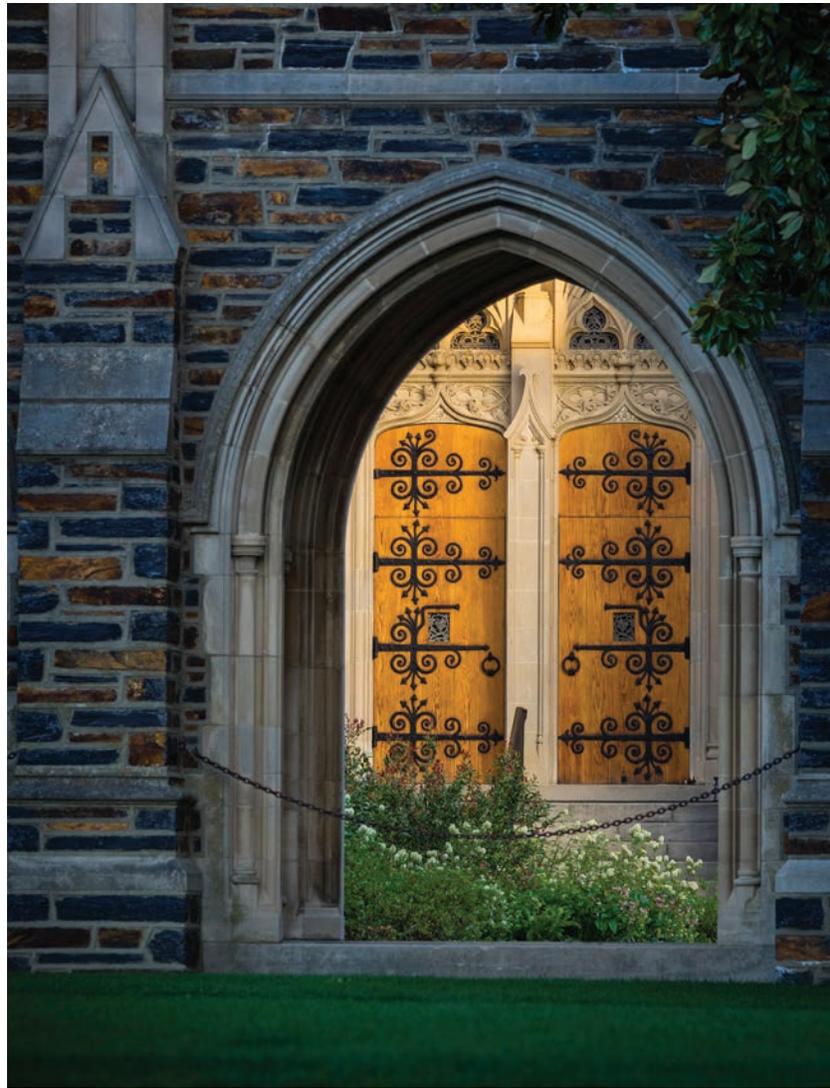
## GUIDING PRINCIPLES

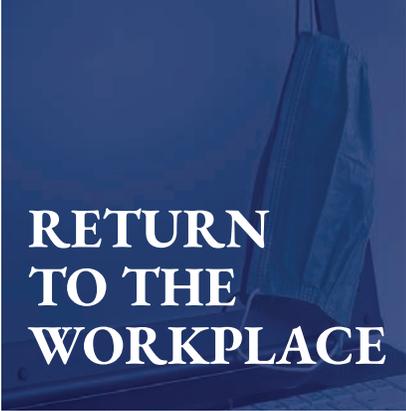
Duke University's policies and protocols for responding to the COVID-19 pandemic will be rooted in safety for our health care providers, safety for our staff, safety for our faculty and students and for the public we interact with.

The primary goals for Duke University's response to the COVID-19 pandemic are to protect public health, support patient care and clinical staff at Duke Health, and continue the institution's vital missions of education and research.

Duke's plans will also be aligned and consistent with local orders and ordinances of the City of Durham and Durham County, as well as the State of North Carolina's Phased Reopening Model. Duke's plans will also follow recommendations from the federal government (Opening Guidelines), Centers for Disease Control and Prevention, N.C. Department of Public Health, and the Duke Health Advising Team.

***Our knowledge and understanding of the COVID-19 virus continues to evolve, and our policies and plans will be updated as appropriate as more information becomes available.***





### Workplace Expectations & Guidelines:

All staff are expected to fully comply with the policies, protocols and guidelines outlined in this document as part of Duke’s Workplace Expectations and Guidelines. Failure to do so may result in corrective action.

### Symptom Monitoring Requirement:

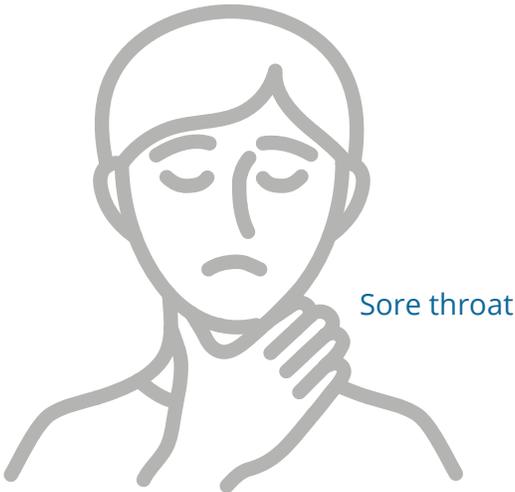
Staff who have been instructed to return to the workplace must conduct symptom monitoring every day before reporting to work. You must be free of ANY symptoms potentially related to COVID-19 or have had evaluation and clearance by Employee Occupational Health and Wellness (EOHW) to be eligible to report to work.

Duke will use the Duke Symptom Monitoring/REDCap system for daily symptom monitoring. Once registered in the system, faculty and staff will receive a notification each day to complete the symptom survey. The survey only needs to be completed on the days in which individuals will be on campus. If you have any symptoms, you should not report to work. Employee Health will follow up to assess your symptoms and provide guidance.

You must be free of ANY symptoms potentially related to COVID-19 or have had evaluation and clearance by Employee Health to be eligible to return to campus.

At this time, these symptoms include one or more of the following:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Runny nose or new sinus congestion
- Muscle pain
- Headache
- Sore throat
- Fatigue
- New gastrointestinal symptoms
- New loss of taste or smell



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If you have any symptoms, you must call the Duke COVID hotline\* 919-385-0429, option 1 between the hours of 8 a.m. and 8 p.m. for assessment of symptoms and COVID-19 testing. You should also wear a face mask to avoid possible virus transmission to others. By contacting the hotline, you will register with EOHW and must complete the Duke employee survey that will be sent to your email within one hour of receiving it. EOHW will contact you shortly after you complete the initial survey. You should self-isolate until cleared by EOHW to return to work.

According to the CDC, individuals with certain conditions may have a higher risk for COVID-19 infection. Those conditions may include:

- Older adults (aged 65 years and older)
- People with HIV
- Asthma (moderate-to-severe)
- Chronic lung disease
- Diabetes
- Serious heart conditions
- Chronic kidney disease being treated with dialysis
- Severe obesity
- Being immunocompromised

Staff members whose health condition falls within one of the CDC High Risk Categories or is pregnant may seek a Temporary COVID-19 Workplace Adjustment using the DMS Reasonable Accommodation process by visiting the **Disability Management System website** ([access.duke.edu/employees](https://access.duke.edu/employees)) or call 919-684-1424.

## Phased Staffing:

Duke will phase in a return of staff over time in a coordinated process to ensure appropriate social distancing, availability of PPE (personal protective equipment) and testing capabilities for COVID-19.

Duke will assess expanded staffing based on mission-critical operations, ability to control and manage specific work environments, and need to access on-site resources. These decisions, once approved, will be communicated through your respective dean, vice president or vice provost.

The need to reduce the number of people on campus (density) to meet social distancing requirements will continue for some time. Support units that can continue to effectively work remotely will likely continue to do so until restrictions are eased for larger gatherings.

Expanded staffing will be tightly controlled and coordinated to mitigate potential risks and ensure the safety of faculty and staff, as well as the communities we serve. No unit or department should increase staffing levels beyond current needs to support critical on-site operations without approval from your respective dean, vice president or vice provost. Once decisions to expand on-site staffing in certain areas have been made, staff should follow the policies and protocols detailed in this guide for returning to work on campus.

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As staffing on-site increases and operations expand, officials will closely monitor and assess the potential spread of the virus, as well as existing policies and procedures to mitigate it. Testing will be a critical part of assessing the impact of increased staffing. If localized outbreaks emerge, tighter restrictions and reduced staffing may need to be implemented again.

## Staffing Options:

Once staff members who have been instructed to return to work on-site, there are several options departments should consider to maintain required social distancing measures and reduce population density within buildings and work spaces.

**Remote Work:** Those who can work remotely to fulfill some or all of their work responsibilities may continue to do so to reduce the number of individuals on campus and the potential spread of the COVID-19 virus. These arrangements, which should be approved by the immediate supervisor, can be done in on a full or partial day/week schedule as appropriate.

**Alternating Days:** In order to limit the number of individuals and interactions among those on campus, departments should schedule partial staffing on alternating days. Such schedules will help enable social distancing, especially in areas with large common workspaces.

**Staggered Reporting/Departing:** The beginning and end of the workday typically bring many people together at common entry/exit points of buildings. Staggering reporting and departure times by at least 30 minutes will reduce traffic in common areas to meet social distancing requirements. (See Enter/Exit Controls for further details).



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## Personal Safety Practices

**Face masks/Cloth Face Coverings:** Face masks or face coverings must be worn by all staff working on campus when in the presence of others and in public settings where other social distancing measures are difficult to maintain (e.g., common work spaces, meeting rooms, classrooms, etc.). Appropriate use of face masks or coverings is critical in minimizing risks to others near you. You could spread COVID-19 to others even if you do not feel sick. The mask or cloth face covering is not a substitute for social distancing.

**Exceptions:** Disposable masks or reusable cloth face coverings are not required in the following limited circumstances:

- While alone in a confined room such as an office (Note: does not include meeting rooms, break rooms, or shared environments, including vehicles).
- While alone in a vehicle, if the vehicle is not regularly shared with others.
- Eating or drinking, while following safety guidance.
- In open outdoor areas where social distancing is easily maintained (Note: does not include parking lots, sidewalks, building entrances, running/walking trails, and other areas where individuals are likely to pass in close proximity).

You may also wear a reusable cloth face covering, which will help Duke reduce the need to purchase additional masks, which are in short supply. The fabric design or pattern for cloth face coverings should be appropriate for the workplace. Cloth face coverings must only be worn for one day at a time, and must be properly laundered before use again. Having a week supply of cloth face coverings can help reduce the need for daily laundering. Duke will provide three reusable cloth face coverings to each faculty and staff member, if needed. Distribution will be managed through schools and departments by Return to the Workplace Coordinators.

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See details regarding mask use and care below.

Type and Intended Use of Face Coverings/Masks				
Type	Cloth Face Covering 	Disposable Mask 	Medical-Grade Surgical Mask 	N95 Respirator 
Description	Home-made or commercially manufactured face coverings that are washable and help contain wearer's respiratory emissions	Commercially manufactured masks that help contain wearer's respiratory emissions	FDA-approved masks to protect the wearer from large droplets and splashes; helps contains wearer's respiratory emissions	Provide effective respiratory protection from airborne particles and aerosols; helps contain wearer's respiratory emissions
Intended use	Required for campus community use in non-healthcare settings (office spaces, general research/work settings, shops, community areas where 6' social distancing cannot be consistently maintained. Must be replaced daily. (While likely necessary for ingress and egress, not required when working alone in an office).		These masks are reserved for healthcare workers and other approved areas with task-specific hazards determined by OESO.	

## Use and care of face coverings

For details regarding cloth face coverings, including how to create, wear and care for home-made face coverings, visit the CDC website.

### Putting on the face covering/disposable mask:

- Wash hands or use hand sanitizer prior to handling the face covering/disposable mask.
- Ensure the face-covering/disposable mask fits over the nose and under the chin.
- Situate the face-covering/disposable mask properly with nose wire snug against the nose (where applicable).
- Tie straps behind the head and neck or loop around the ears.
- Throughout the process: Avoid touching the front of the face covering/disposable mask.



Use hand sanitizer

### Taking off the face covering/disposable mask:

- Do not touch your eyes, nose, or mouth when removing the face covering/disposable mask.
- When taking off the face covering/disposable mask, loop your finger into the strap and pull the strap away from the ear, or untie the straps.
- Wash hands immediately after removing.

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### Care, storage and laundering:

- Keep face coverings/disposable mask stored in a paper bag when not in use.
- Cloth face coverings may not be used more than one day at a time and must be washed after use. Cloth face coverings should be properly laundered with regular clothing detergent before first use, and after each shift. Cloth face coverings should be replaced immediately if soiled, damaged (e.g. ripped, punctured) or visibly contaminated.
- Disposable masks must not be used for more than one day and should be placed in the trash after your shift or if it is soiled, damaged (e.g., stretched ear loops, torn or punctured material) or visibly contaminated.

**Physical Distancing:** Keeping space between you and others is one of the best tools we have to avoid being exposed to the COVID-19 virus and slowing its spread. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Physical distancing is important for everyone, especially to help protect people who are at higher risk of getting very sick. Staff at work on-site must follow these physical distancing practices:

- Stay at least 6 feet (about 2 arms' length) from other people at all times
- Stay out of crowded places and avoid mass gatherings

**Handwashing:** Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or touching your face. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth, and wash your hands after touching your face.

**Gloves:** Healthcare workers and others in high-risk areas should use gloves as part of PPE (Personal Protective Equipment), but according to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Washing your hands often is considered the best practice for common everyday tasks.

**Goggles/Face Shields:** Staff do not need to wear goggles or face shields as part of general activity on campus. Good hand hygiene and avoiding touching your face are generally sufficient for non-healthcare environments.



Handwashing

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**Cleaning/Disinfection:** Housekeeping teams will clean office and work spaces based on CDC guidelines for disinfection and Occupational and Environmental Safety Office (OESO) protocols. Facilities Management will also maintain hand-sanitizer stations at major building entrances, elevator stops and high-traffic areas. Mechanical, electrical, plumbing and monitoring systems will be assessed and readied prior to reopening of buildings.

Building occupants should also wipe down commonly used surfaces before and after use with products that meet the EPA's criteria for use against COVID-19 and are appropriate for the surface. This includes any shared-space location or equipment (e.g. copiers, printers, computers, A/V and other electrical equipment, coffee makers, desks and tables, light switches, door knobs, etc.).

**Coughing/Sneezing Hygiene:** If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Then throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol as the preferred form of hand hygiene in healthcare settings.

Coughing



## Guidance for Specific Workplace Scenarios

**Public Transportation/Duke Transit:** If you must take public transportation or use Duke Transit, wear a mask before entering the bus and avoid touching surfaces with your hands. Upon disembarking, wash your hands or use alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol as the preferred form of hand hygiene in healthcare settings as soon as possible and before removing your mask.

**Working in Office Environments:** If you work in an open environment, be sure to maintain at least 6 feet distance from co-workers. If possible have at least one workspace separating you from another co-worker. You should wear a face mask or face covering at all times while in a shared work space/room.

Departments should assess open work environments and meeting rooms to institute measures to physically separate and increase distance between employees, other coworkers, and customers, such as:

- Place visual cues such as floor decals, colored tape, or signs to indicate to customers where they should stand while waiting in line.
- Place one-way directional signage for large open work spaces with multiple through-ways to increase distance between employees moving through the space.

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If you work in an office, no more than one person should be in the same room unless the required 6 feet of distancing can be consistently maintained. If more than one person is in a room, masks/face coverings should be worn at all times. A mask or face covering is not required if you are working alone in a confined office space (does not include partitioned work areas in a large open environment).

Masks/face coverings should be worn by any staff in a reception/receiving area. Masks/face coverings should be used when inside any Duke facility where others are present, including walking in narrow hallways where others travel and in break rooms, conference rooms and other meeting locations.

**Using Restrooms:** Maximum occupancy of restrooms should be limited based on the number of sinks to ensure appropriate social distancing. Wash your hands thoroughly afterward to reduce the potential transmission of the virus. Use of masks or face coverings is recommended in restrooms occupied by more than one person.

**Using Elevators:** Use of elevators should be limited where possible to avoid close proximity with others in a confined space. Those using elevators are required to wear a disposable face mask or face covering regardless of traveling alone or with others. You should also avoid touching the elevator buttons with your exposed hand/fingers, if possible. Wash your hands or use alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol as the preferred form of hand hygiene in healthcare settings upon departing the elevator.

**Meetings:** Convening in groups increases the risk of viral transmission. Where feasible, meetings should be held in whole or part using the extensive range of available collaboration tools (e.g. Zoom, WebEx, Microsoft Teams, telephone, etc.).

In person meetings are limited to the restrictions of local, state and federal orders and should not exceed 50 percent of a rooms capacity, assuming individuals can still maintain 6 feet of separation for social distancing requirements. Departments should remove or rearrange chairs and tables or add visual cue marks in meeting rooms to support social distancing practices between attendees. All attendees should wear a mask or face covering while sharing space in a common room.

During your time on-site, you are encouraged to communicate with your colleagues and supervisors as needed by email, instant message, telephone or other available technology rather than face-to-face. You can also use a range of available collaboration tools (e.g. Zoom, WebEx, Microsoft Teams, Jabber, etc.).



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**Meals:** Before and after eating, you should wash your hands thoroughly to reduce the potential transmission of the virus.

If dining on campus, you should wear your mask or face covering until you are ready to eat and then replace it afterward. Eating establishments must meet requirements to allow at least 6 feet of distance between each customer, including lines and seating arrangements. Individuals should not sit facing one another. Staff are encouraged to take food back to their office area or eat outside, if this is reasonable for your situation.

If you are eating in your work environment (break room, office, etc.), maintain 6 feet distance between you and others. Individuals should not sit facing one another. Only remove your mask or face covering in order to eat, then put it back on. Departments should remove or rearrange chairs and tables or add visual cue marks in employee break rooms to support social distancing practices between employees. Wipe all surfaces, including table, refrigerator handle, coffee machine, etc. after using in common areas.

**Laboratory Work:** Specific criteria have been developed for faculty and staff working in laboratory environments. See Reopening Research Laboratories ([medschool.duke.edu/research/reopening-research-laboratories](https://medschool.duke.edu/research/reopening-research-laboratories)) for details.

## Mental and Emotional Wellbeing

**Personal Assistance Service:** (PAS) is available to offer emotional support during this stressful period. Telephonic or video counseling is available, and you can access this service using most smartphones, tablets and computers with a camera. You may contact PAS by calling 919-416-1727 or visiting the **PAS website** ([pas.duke.edu](https://pas.duke.edu)).

**Healthy Duke:** Duke is committed to supporting your overall health and wellbeing. One of the five core areas of this initiative is Mental and Emotional Wellbeing. Visit the **Healthy Duke website** ([healthy.duke.edu/mental](https://healthy.duke.edu/mental)) for more information and resources to offer support, manage stress and enhance your resilience.



## ENTER/EXIT CONTROL

Entry to buildings will be regulated and monitored. Your Duke card/badge is required for entry to all buildings, and you may not hold or prop open exterior doors for any other person.

Departments and building coordinators should identify usable building access points and coordinate arrival and departure times of staff to reduce congestion during typical “rush hours” of the business day. Staff arrival and departures should be scheduled in 30-minute increments to reduce personal interactions at building access points, hallways, stairs/elevators, etc.

Once you have been instructed to return to the workplace, you should report to work or depart work through the designated building access and at the designated time to limit the number of people entering and exiting buildings at any one time.

Visitors, trainees, guests and pets are not allowed on worksites during this time.

Violation of these guidelines may result in the immediate revocation of building access privileges, as well as corrective action.

### Signage and Posters

Building occupants are expected to follow signage on traffic flow through building entrances, exits, elevator usage and similar common use areas.

Signs and fliers [can be downloaded](#) for posting in building and other facilities.

