

COVID-19 Frequently Asked Questions (FAQs)

The City of Plano's COVID related policies will expire on May 31, 2021

Expiration of COVID Policies

Why has the City decided to expire its COVID related policies?

From an organizational readiness perspective, we have a strong foundation for successfully bringing employees back to the workplace to pre-COVID standards. In addition, the COVID Vaccine is increasingly available to those who desire to receive it. Therefore we are transitioning our approach from that of a pandemic to that of a disease that is endemic in our community. An endemic disease is one that is regularly or normally found in a certain area or community.

What does the COVID policy expiration mean?

Effective June 1, 2021 we will return to our workplace standards that existed prior to COVID. Efficiencies gained as a result of COVID and our increased use of technology should be maintained including the use of video conferencing where appropriate.

The following policies/protocols will end on May 31, 2021:

- The City's Temporary Telecommuting Policy will expire
- Employees will no longer be required to wear masks in the workplace. However, masks will continue to be provided by the City
- The City will no longer use the COVID Exposure Guidelines. Therefore, Risk Management will discontinue the COVID contact tracing process
- Temperatures will no longer be taken/required for employees
- The City will no longer offer Workers Compensation and/or paid administrative leave related to COVID exposures
- COVID Leave Policies will expire (including sick leave advancement program)
- Employees' ability to wear a casual dress code Monday-Friday will expire
- Travel to conferences and training will be evaluated for approval by Department Directors

Return to Work (RTW)

What is the organization doing to ensure my safety while in the workplace?

While our COVID policies are expiring, we remain committed to creating a safe environment for our employees and for the public. Therefore, the COVID safe workplace enhancements remain in place. These include hand sanitizing stations, access to masks/face coverings and access to cleaning supplies such as disinfectant wipes, aerosol and surface cleaners for your personal work spaces. This also included the installation of plexiglass in certain workspaces.

What if I desire to only telecommute to avoid contact with others at work?

Effective June 1, 2021, Department Directors will have the option to allow appropriate positions to telecommute up to a max of 2 days per week, which will allow the organization to maintain our workplace culture.

Employees who are not ill are expected to be present when requested by their supervisor. Failure to return to the workplace when requested (without prior notification/authorization) may constitute job abandonment.

NOTE: exceptions may be made for those with medical conditions. Employees with medical

conditions and/or those at higher risk for complications are encouraged to contact HR Compliance Administrator [Mark Stephens](#) to confidentially discuss options based on a qualifying medical condition.

What if I choose not to come to the workplace when asked?

Employees who are not ill are expected to be present when requested by their supervisor. Failure to return to the workplace when requested (without prior notification/authorization) may constitute job abandonment. Employees who have been requested to return to the workplace and choose not to do so are ineligible to use personal leave.

NOTE: Exceptions may be made for those with medical conditions. Employees with medical conditions and those at higher risk for complications are encouraged to contact HR Compliance Administrator [Mark Stephens](#) to confidentially discuss their options.

What if I engage with a customer or team member who elects not to wear a mask?

While external customers and team members are not required to wear masks within City facilities, we will place signs that strongly encourage face masks and maintaining social distancing protocols.

Employees who are concerned about engaging with customers or team members who elect not to wear a mask may request a KN95 mask from their supervisor. KN95 masks are used in hospitals. Per the City's Medical Director, properly wearing a KN95 greatly diminishes the risk of being exposed to COVID.

What if I am asked to wear a mask by a customer or team member?

One of our organizational values, is Respect. It is our hope that all team members will respect the requests of their customers and peers. Therefore, if a customer or team member asks you to wear a mask, please do so *(unless you have a medical condition that prevents you from doing so)*.

COVID-19 Vaccine

Is the organization requiring employees to receive the vaccine?

No, the City is not requiring employees to receive the COVID vaccine.

Technology

Will I have to return the computer equipment I was given while I telecommuted?

The return of computer equipment is being deferred to a later date. Technology Services will partner with impacted Directors to coordinate this process. Additional information is forthcoming.

Should we continue to use teleconferencing software like Skype or Zoom?

Increased efficiencies were gained as a result of COVID, including the usage of teleconferencing. Therefore we encourage the continued use of this technology. Teleconferencing is a beneficial offering for meetings with members who are officed in different facilities throughout the City. The continued use of hybrid meetings (i.e. in-person and use of teleconferencing software) is also encouraged when needed.

School/Daycare Matters

My child attends school virtually or is under quarantine. Now what?

The City of Plano's COVID related policies expire on May 31, 2021. Therefore, effective June 1, 2021, those who have an ill family member may utilize their sick leave. See [Policy 210](#) for additional information. Employees who are not ill nor taking care of an ill family member are expected to be present when requested by their supervisor. Failure to return to the workplace when requested (without prior notification/authorization) may constitute job abandonment.

Telecommuting

What are my responsibilities if I am allowed to telecommute?

Teleworking employees must comply with the performance and conduct standards for their position. Teleworking employees must comply with the equipment, software and remote access standards that have been established by the Technology Services department.

The number of hours worked by the employee will not change due of telework. All employees authorized to telework are required to enter their hours worked into their PeopleSoft timesheet. Teleworking employees must check in with their supervisors every day and be prepared to meet the expectations, work output, communication and schedules as identified by their supervisor and Director.

COVID-19 Illness & Absences

What should I do if I am experiencing COVID-19 symptoms?

The City of Plano's COVID related policies expire on May 31, 2021. Therefore, effective June 1, 2021, those who experience COVID symptoms, will follow the same process they would if they had any other communicable disease (i.e. cold, flu, etc.). Employees who are ill should not come to the workplace and should utilize their sick leave.

What if I need to care for a family member who has symptoms of COVID-19 or who was diagnosed with COVID-19?

The City of Plano's COVID related policies expire on May 31, 2021. Therefore, effective June 1, 2021, those who have an ill family member may utilize their sick leave. See [Policy 210](#) for additional information.

What if I come in contact with someone at work who has COVID-19?

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My doctor has told me I have a high risk of complications from COVID-19 due to an underlying medical condition. Do I have to come to work?

Employees at higher risk for complications associated with COVID are encouraged to contact [Mark Stephens](#), HR Compliance Administrator, to confidentially discuss their options based on a qualifying medical condition.