

As of APRIL 27, 2020

JHU HR Information Regarding Novel Coronavirus

Officials and experts at Johns Hopkins are actively monitoring the outbreak of 2019 Novel Coronavirus (COVID-19). The university is maintaining up-to-date information on [The Hub](#). We recommend that this website serve as your source for resources and communications to help raise awareness of prevention and preparedness efforts at Johns Hopkins.

Below, you will find information to guide university employees and leaders regarding JHU Human Resources (HR) policies and procedures as the situation evolves. Updates will be posted on this page, as needed.

Timestamp: April 27, 2020

[Where to Report to Work](#)

[Support While Working From Home](#)

[Benefits Questions](#)

[Childcare and Family Issues](#)

[COVID-19 Questions](#)

[Coping with COVID-19](#)

[Leave Policies](#)

[What About Travel?](#)

[Information for Managers](#)

[More Questions? Contact Your HR Business Partner](#)

If you have additional questions, reach out to the [HR Business Partner](#) in your department/division. For all benefits questions, contact the Benefits Service Center at 410-516-2000 or benefits@jhu.edu. For all employee and labor relations questions, contact EmployeeRelations@jhu.edu.

The university recognizes that the situation with COVID-19 may be stressful for members of the Johns Hopkins community, especially those with family and friends who are affected. Faculty and staff can use the [mySupport](#) program (443-997-7000). For online access, the username is JHU and the password is JHU.

As of APRIL 27, 2020

Where to Report to Work

1. Should I work from home?

Employees who are not required to work on-site should telework to prevent or reduce the spread of infection. Managers should look to HR for guidance, as needed.

Managers should establish flexible work schedules for Required Attendance staff where possible to reduce the number of people working near one another on a given day. Implement social distancing practices meant to reduce close contact in the workplace (e.g., maintain a distance of 6 feet from others). Consider transitioning all meetings to phone or virtual formats.
2. How do I know if my job is classified as “Required Attendance” (essential staff)?

An employee who is considered Required Attendance staff (essential staff) will be designated in advance by their supervisor. This designation should be in writing, indicating that the employee provides critical services and should report to work, report to a designated alternate worksite or remain at work, even in the situation of a university closure. Refer to [JHU Guidelines on Required Attendance](#) for more details.

For Bargaining Unit employees represented by Local LIUNA #572, the university will follow the terms of the Collective Bargaining Agreement with respect to required attendance.
3. What do I do if I can’t work on-site, but my job can’t be done at home?

Any employee whose regular work can only be done on-site but is not critical in the present situation, should stay home in a paid, “on-call” posture, with the understanding that we may need to bring them back in or ask them to take on new or different duties as our response to the COVID-19 pandemic evolves.
4. It is not required that I do my job on-site at JHU, but I don’t want to work from home and/or I have employees on my team that I feel are more productive at the office. Can we work at JHU if we choose to?

No. If your job is not “Required Attendance” (essential staff), JHU is asking you to work from home to prevent or reduce the spread of infection. Managers should look to HR for guidance, as needed.
5. Should temporary employees (e.g., those working through Randstad) also work remotely?

Yes. Temporary employees should work remotely if their position can be successfully completed at home (Randstad will confirm with individual employees). If employees are able to work from home, they should email their supervisor at the beginning of their shift, at the end of their shift, and for any breaks longer than 30 minutes.
6. How will I get to work if public transportation is shut down and I have no other means of transportation?

Employees need to identify alternate measures and have a backup plan in place in the event of public transportation shutdown. Refer to [Ready.gov](#) for tips and information on how to prepare for a variety of situations.

As of APRIL 27, 2020

7. How will my pay be affected if I am required to stay on the premises past my shift due to a shortage of employees?

Current pay practices and working guidelines are in effect for all JHU employees.

Support While Working From Home

8. If I have been approved to work from home, how do I access JHU systems?

Please refer to the [Remote Access Guidelines](#), provided by IT. Or, access the [Support for Working From Home](#) worksheet for other tips, links to training, and more.

9. What are the best practices for leading remote teams?

The [Toolkit for Managing Remote Teams](#) is a PPT deck that helps managers to develop a framework for a remote team. There are also newsletters for managers that offer tips and links to training. The first newsletter – [Leaders at JHU: Managing Here, There, Anywhere](#) – is available now. Additional newsletters will be added as they are created. And you can always email the [Learning](#) team or the [Organization Development and Effectiveness](#) team for additional support.

10. If I am working from home, will I be reimbursed for expenses related to work?

It depends on the expense. Refer to the [Home Office Reimbursement Guidelines](#) for more information.

11. If my password expires, it's very hard to reset it if I'm not at JHU.

Reset your password when you first receive the notification that it is about to expire. It is much easier to reset before the final expiration date.

12. How should I track my time in E210 while working remotely?

There are some new E210 codes to be used during this time. Review the [Guidelines for Coding Time in E210](#) for details.

13. How will I get mail and/or packages if I am working from home?

The university is working on plans for mail and package services. More information will be posted to this site as plans are finalized.

14. I usually pick up my check. How will I get it if people aren't working on-site at the university?

Payroll Shared Services is encouraging all employees to receive their pay via direct deposit or, if a check is necessary, by mail to their home address. Go to the [HUB at Work article](#) for more details and specific instructions.

15. I don't have internet access at home.

Comcast is offering 2 free months of high-speed Internet Essentials service for households that qualify (low-income and/or new customers). If you do not qualify, the service is \$9.95/month (not reimbursed by JHU). Go to the [Comcast Internet Essentials site](#) for more information and to sign up.

As of APRIL 27, 2020

16. I need a software license in order to do my work from home. What do I do?

The process for requesting software has not changed. Funding for additional software will come from your department, so you should discuss your request with your supervisor. He or she will need to provide a Cost Center to complete the software order.

To place the order, go to the myJH.edu portal and click on the Service Now icon. That will take you to the [IT Services Portal](#), where you will find the university software catalog.

Benefits Questions

17. What is happening with the JHU contribution to retirement plans?

Because of the COVID-19 pandemic, the university faces the prospect of large operating losses this fiscal year and next. Among the first set of steps the university has taken to address those potential projected shortfalls is a one-year suspension of university contributions to most retirement plans from July 1, 2020 through June 30, 2021. [Learn more about the details here.](#)

18. What does my JHU health insurance cover?

The JHU health plan has waived copays and deductibles associated with testing for COVID-19. If you have additional benefits questions, contact the Benefits Service Center at 410-516-2000 or benefits@jhu.edu.

19. How are telehealth visits being covered?

All JHU medical plans will cover any telehealth visit at 100% with no cost to the patient. Your healthcare provider may submit claims under the telehealth code, and they will be covered for dates of service starting on February 4, 2020 and continuing for the duration of the public health crisis. You also have access to a telehealth app through the insurance provider. This allows you to receive care when you need it or if your routine provider is not available.

20. How do I access the telehealth apps?

Each health plan has access to a telehealth app that allows you to get the care you need, when and where you need it. You can talk with a doctor by video on your smartphone, tablet, or computer. You can see a provider online if you need treatment for a common condition such as a sinus infection or a sore throat. For mental health, diet/nutrition, or breastfeeding support, you can schedule a virtual visit and meet with a licensed professional from the comfort of your home.

- CareFirst Members: Download the [CareFirst Video Visit](#) app and enter your insurance information from your CareFirst card.
- EHP Members: EHP member may also use the [CareFirst Video Visit](#) by entering the coupon code: JHU-COVID19. The code is valid for all video visit services until June 30, 2020. When you reach the insurance information section during registration, select “other/my insurance is not listed.” Following that step, you will have the opportunity to enter the coupon code.
- Kaiser Members: You must register with KP.org to get started using telehealth services.

As of APRIL 27, 2020

21. What options do I have to refill my prescriptions? We highly encourage switching to mail order for all maintenance medications. This program allows a full 90 days to be mailed directly to your home address with no need to leave the house. [Click here for instructions](#) on how to set up your mail order.
- If you are covered by JHU health insurance, Express Scripts offers 1 additional emergency refill. This allows you to refill your prescription immediately after picking up a prior refill, and no special approval is necessary. You should advise your pharmacy that you are requesting an “Emergency Refill.”
- Due to concerns around retail supply, this should only be used for emergencies and some pharmacies may be limiting quantities. [Click here to visit Express Scripts’ COVID resource page.](#)
22. I am currently enrolled in the Dependent Care Flexible Spending Account, but my childcare (or my child’s camp) has closed or has changed. Can I stop my deductions? Yes, if you no longer are paying for care you may stop your current DCFSA deductions. Deductions may only be stopped prospectively, and you cannot revoke your full election.
- To make a change to your election, log into the Benefits Enrollment Portal by clicking on myChoices Health and Life Enrollment from the main page of the [Benefits site](#). From there, click on [Start a Qualified Life Event – Family Changes](#). When your childcare needs return, you can restart the deductions through the portal.
- For additional assistance or questions please reach out to the [Benefits Service Center](#) or call 410-516-2000 for assistance.
23. How do I cancel my pre-tax commuter benefits? Commuter benefits can be canceled and restarted at any time throughout the year. To make changes to your commuter elections, log into the Benefits Enrollment Portal by clicking on myChoices Health and Life Enrollment from the main page of the [Benefits site](#). From there, click on [Start a Qualified Life Event – Commuter Changes](#).
24. Are EyeMed benefits available to members online? Yes. EyeMed members have multiple options to order prescription eyewear and contact lenses online using their benefits. This may be an ideal solution to practice social distancing and mitigate outdoor risk. Online sites will require a valid prescription. Online, in-network options include: [Glasses.com](#), [ContactsDirect](#), [Ray-Ban.com](#), [LensCrafters.com](#), and [TargetOptical.com](#). Under the current circumstances, many of these online providers are offering free, expedited shipping and no-cost returns for extra convenience. Members should check with the online providers to verify offers.
- An [EyeMed Member FAQ](#) is also available. Questions can be directed to EyeMed’s Customer Care Center for JHU at 866-800-5457 or their general Customer Care Center at 1-866-933-3633.

As of APRIL 27, 2020

Childcare and Family Issues

25. Are the JHU partner childcare centers staying open? Governor Hogan issued an executive order requiring that all child care centers in Maryland be closed unless they are providing care for essential workers. The Johns Hopkins Child Care and Early Learning Center at East Baltimore, Weinberg Early Childhood Center, and Homewood Early Learning Center are open for essential workers only. Even if you are already enrolled, you must [fill out an application](#) to enroll during this emergency period.
26. My child's school has closed but JHU is open, and I need childcare. What do I do? You are expected to work your normal schedule and follow JHU's normal leave policies. Work with your manager to determine whether your position is eligible and appropriate for [Workplace Flexibility](#). Please refer to the [Sick and Safe Leave](#) policy and JHU's general [Sick Leave](#) policy. Also, [FMLA](#) entitles eligible employees to take up to 12 weeks of unpaid, job-protected leave in a 12-month period for specified family and medical reasons. For specific questions regarding leave, contact HR Business Services at 443-997-2157 or HRBusinessServices@jhu.edu.
- There is [state-supported school age and early childhood care](#) available for hospital health care workers. Contact the Maryland Family Network, and a LOCATE specialist can refer you to child care providers who are accepting essential employees' children. Request service in the [LOCATE: Child Care Registration Form](#), or call 1-800-999-0120, option 2. The [State of Maryland website](#) has additional information.
- Plus, JHU provides all employees with 20 days (through June 30, 2020) of backup care through Care.com. You also receive a free premium Care.com membership, which allows you to perform self-directed searches for a variety of caregiving needs. You must register through [JHU's portal](#) at or call 855-781-1303.
- JHU provides support programs for all employees and their families through [mySupport](#). You can reach mySupport 24/7, 365 at 443-997-7000 or online. For online access, the username is JHU and the password is JHU.
27. Are nannies, elder care workers, and backup childcare providers considered essential workers? Child care and other types of "residential services" are considered essential. This means that a nanny, babysitter, or other type of caretaker can travel from one house to another and from one jurisdiction to another. Maryland's Office of Legal Counsel issued specific guidance stating that people taking care of children, seniors, or those with special needs can continue their work.
- In this situation you are the employer for your caregiver. We suggest that you provide your caregiver with a letter to carry on public transportation or in the car. The suggested content for the letter is:

As of APRIL 27, 2020

- 1) The name and address of the employee.
- 2) The name and address of the employer (your name and home address).
- 3) The nature of the employee's work.
- 4) A brief statement of your work (attach your essential employee letter from Hopkins if you have one).
- 5) A signature and contact information for yourself.

Please remember that you are the employer for in-home caregivers, even if they have been hired through an agency such as care.com. The [State of Maryland website](#) provides exact guidance.

COVID-19 Questions

28. I think that I have been exposed to someone with COVID-19. What do I do?
- Call the Employee COVID-19 Call Center (ECCC) at 443-287-8500, seven days a week, between 7 a.m. and 11 p.m. They will conduct a screening by phone and provide guidance on whether self-isolation or self-quarantine (or a visit to a medical provider) is needed and help determine if others may have been exposed in the workplace.
29. I am sick and I'm worried that I may have COVID-19. What do I do about work?
- Do not come to work (if you are at work, leave immediately). If you are concerned that you may have contracted COVID-19, call the Employee COVID-19 Call Center (ECCC) at 443-287-8500, seven days a week, between 7 a.m. and 11 p.m. They will conduct a screening by phone and provide guidance on whether self-isolation or self-quarantine (or a visit to a medical provider) is needed and help determine if others may have been exposed in the workplace. Please notify your supervisor by phone or email, and follow the [university's sick leave policy](#).
30. I've been diagnosed with COVID-19. Who do I notify?
- You should seek treatment and not report to work until you are cleared to do so by Occupational Health. Call the Employee COVID-19 Call Center (ECCC) at 443-287-8500 – open seven days a week, between 7 a.m. and 11 p.m. They will request documentation of your diagnosis so that you can access an additional 10 days of COVID-19 leave.
- After you have recovered, contact the Employee COVID-19 Call Center (ECCC) at 443-287-8500 and inform your manager prior to reporting to work. You will be asked to provide a letter from your doctor or a public health authority clearing you to return to work, or Occupational Health can clear you to return.
31. I am caring for someone who has COVID-19. What do I do?
- Call the Employee COVID-19 Call Center (ECCC) at 443-287-8500, seven days a week, between 7 a.m. and 11 p.m. They will conduct a screening by phone and provide guidance. They will likely request documentation of the diagnosis so that you can access an additional 10 days of COVID-19 leave

As of APRIL 27, 2020

(available to you if a public health authority, your health care provider, or Occupational Health has recommended that you be quarantined). Per university policy, notify your manager by phone or email if you will be absent from work.

If you need to stay home to care for someone in your household unrelated to COVID-19, you should use your available leave. Please refer to the [Sick and Safe Leave](#) policy and JHU's general [Sick Leave](#) policy. For specific questions regarding leave, contact HR Business Services at 443-997-2157 or HRBusinessServices@jhu.edu.

32. What happens if someone in my department is diagnosed with COVID-19? Will I be told?

Except in narrow circumstances in the health care setting, the identity of an employee who is diagnosed with COVID-19 will not be disclosed when informing staff or others who may have been exposed to the employee. JHU will continue our standard practice, which is to notify those who may have been exposed in a more generic fashion without disclosing the name of the employee.

33. Is there any additional guidance for JHU employees who are age 60 and over?

Older workers are at higher risk and should take precautions, including handwashing, avoiding high-touch surfaces in public places, avoiding touching your face, nose, and eyes, avoiding crowds, and avoiding all non-essential travel.

34. If I need to be tested for COVID-19, who pays for the testing?

Check with your current health insurance provider for coverage details. For questions related to your JHU health insurance, contact the Benefits Service Center at 410-516-2000 or benefits@jhu.edu.

Coping with COVID-19

35. Who can help?

The university recognizes that the situation with COVID-19 may be stressful for members of the Johns Hopkins Community, especially those with family and friends who are affected. MySupport counselors are available to faculty, staff, and their household family members at 443-997-7000, option #2, 24/7/365 to assist with emotional support and daily life assistance.

36. What resources are available to me, my family, my co-workers, and my team?

[Coronavirus \(COVID-19\) Preparedness Guide](#). Click [here](#) to receive additional information on national health resources, emotional support resources, grocery & meal delivery apps, prescription delivery resources, financial assistance resources, temporary housing needs resources, and resources & articles for remote fitness & health.

[Coping with COVID-19 Webinar Series](#). Click [here](#) to discover upcoming webinars to help you navigate during these challenges times. Topics include Staying CALM to cope during COVID-19, Challenges for parents during COVID-19, Ways to stay connected during COVID-19, and Ways to relieve stress during COVID-19.

As of APRIL 27, 2020

Financial Webinar Series. Click [here](#) to sign up for two weekly webinar series. Topics include: Budgeting When Income Is Uncertain & Investment Strategies in Volatile Markets.

Coping with Coronavirus Fears. It's normal to feel worried about safety when facing an unknown threat like the COVID-19 virus. Click [here](#) for articles on overcoming those fears, ways to stay connected while home, and more.

Ways to Stay CALM. Click [here](#) for an infographic that give tips on how to stay calm. You can print for yourself or share with your family, friends, and co-workers.

37. What about the Calm App?

JHU students, faculty, and staff have free access to the Calm app through August 2020. Members of the JHU community started getting free premium access to [the Calm app](#) last year, and 4,000 users have taken advantage of its meditation instruction, sleep assistance, videos on mindful movement and stretching, and relaxing music. Current users can continue their free access uninterrupted. New users will need to create an account at calm.com/jhu and follow these steps:

- Use an @jhu.edu or @jhmi.edu email to create the account
- Click on the confirmation email that is sent to your inbox
- Download the Calm app from Apple App store or Google Play, or go to www.calm.com
- Log in with the email you used to create the account and Calm Premium will be available for free

38. How can I get emotional support for myself or a family member immediately?

To receive emotional support in the moment, call 443-997-7000, press option #2. You will be connected to a clinician in the moment, who will provide free, confidential, emotional support, and can help you to identify resources and next steps.

39. If I do not need immediate assistance, what other options do I have for receiving emotional support?

Referrals to a licensed clinician in your community for you and your household family members. By calling 443-997-7000, option #2, you can request referrals to licensed clinicians in your area whom you or your family member may see for up to five visits per concern. During COVID-19, sessions are being conducted by televideo or telephonically.

Sessions with the mySupport on-site clinical team (previously known as the Faculty and Staff Assistance Program (FASAP)). You can fill out our request form to [request an appointment](#) or by calling 443-997-7000, option #2, you can request to be transferred to the on-site clinical team. This team is made up of licensed clinicians that are also employees of the Hopkins community. Sessions with the on-site team can usually be scheduled within a week, most of the times, sooner. During COVID-19, sessions are being conducted by televideo or telephonically.

As of APRIL 27, 2020

40. What if I am a manager and I am concerned about an employee's emotional well-being during COVID-19?

Consult with mySupport Clinician. The mySupport On-site Clinical Team is the best place to talk about your concerns so that you can receive professional guidance on how to proceed. To consult a mySupport on-site clinician, call 443-997-7000, option #2, 8:30a.m. to 5 p.m., Monday through Friday. When you call, please clarify that you are a *supervisor calling to consult about an employee concern*. A member of the mySupport OnSite Clinical Team will hear your concerns and provide recommendations. Refer Employee Directly to MySupport. Managers can direct employees to reach mySupport at 443-997-7000, option #2 or employees can fill out a form to [request an appointment](#).

41. What if I am a manager and I am concerned about the emotional well-being of my team during COVID-19?

mySupport On-Site Clinical team offers crisis response services. Crisis Response Services available through mySupport, via televideo or telephonically, can help you and your department provide an appropriate response during the COVID-19 crisis and other difficult workplace events that may occur. mySupport provides the following services:

- Consultations with managers and supervisors to plan a response to staff who are coping with this crisis
- Staff briefings and tips for coping with the event
- Small group interventions
- Virtual outreach to provide initial support and psychological first aid
- Same-day appointments for crisis victims
- Individual assessment and referral for emotional problems related to this crisis
- Virtual departmental briefings for supervisors and tips for supporting employees
- Resource materials for individuals impacted by this crisis

Leave Policies

42. Is there any additional leave available if I have been diagnosed with or quarantined because of COVID-19?

Yes. The university is providing 10 days of additional COVID-19 leave to employees if:

- a. You have been diagnosed with COVID-19.
- b. A public health authority or your health care provider has recommended that you be quarantined because of COVID-19.
- c. Occupational Health at JHU determines that you should be quarantined.

To access this additional leave, call the Employee COVID-19 Call Center (ECCC) at 443-287-8500 – open seven days a week, between 7 a.m. and 11 p.m. Be prepared to provide documentation from your doctor or a public health authority, as appropriate.

As of APRIL 27, 2020

43. I am in the Bargaining Unit. Have any of the existing leave policies changed because of COVID-19?
- Management is required to follow the Collective Bargaining Agreement (CBA) for leave requirements for bargaining unit employees.
- However, the additional 10 days of COVID-19 leave are available to BU employees. Follow the process outlined above if you are eligible for the additional leave.
44. Can we “donate” or “borrow” leave from fellow JHU co-workers?
- No.
45. Will JHU discontinue the vacation accrual limit in this situation, to accommodate employees who have had to cancel scheduled vacations?
- The current caps on leave remain in place at this time. Management may request an override with proper justification and consultation with your Department or Central HR Business Partner.
46. What if I run out of sick leave? Is additional leave available if I am affected by COVID-19?
- Yes. The university is providing 10 days of additional COVID-19 leave to employees if:
- You have been diagnosed with COVID-19.
 - A public health authority or your health care provider has recommended that you be quarantined because of COVID-19.
 - Occupational Health at JHU determines that you should be quarantined.
- To access this additional leave, call the Employee COVID-19 Call Center (ECCC) at 443-287-8500 – open seven days a week, between 7 a.m. and 11 p.m. Be prepared to provide documentation from your doctor or a public health authority, as appropriate.
- If you are not directly impacted by COVID-19 and/or if the additional 10 days of leave is exhausted, you should use your sick leave as usual, and you may charge additional absences to accrued vacation. If you have elected Short-Term Disability and you meet the eligibility criteria, you may use it after two weeks of absence. Also, [FMLA](#) entitles eligible employees to take up to 12 weeks of unpaid, job-protected leave in a 12-month period for specified family and medical reasons (additional state-mandated leave may also be available to you). If you run out of all available leave, you will be placed on a leave of absence without pay (with manager approval).
47. Does the Family and Medical Leave Act (FMLA) apply for employees or immediate family members?
- Existing JHU leave policies, including FMLA, will be used as guidelines to employees and their family members during an illness. JHU also follow state leave laws including Maryland Flexible and Maryland Safe and Sick Leave.

As of APRIL 27, 2020

What About Travel?

48. I have upcoming university travel, but I don't want to go because of COVID-19. What do I do?

Non-essential university-sponsored international and domestic travel is suspended.

- All nonessential university-sponsored travel (both international and domestic) is suspended.
- Essential travel may include time-critical research, clinical care delivery, and/or clinical trials, as determined by the dean or his/her designee.
- University-sponsored travel includes all travel funded by the university or its sponsors, including discretionary funds, and all travel sponsored or organized by student organizations, regardless of the funding source.
- All personal travel is strongly discouraged—international and domestic—and may be prohibited for certain employees (e.g., the health care workforce).

49. I am travelling on essential university business, and I am sick and/or I think that I may have been exposed to COVID-19. What do I do?

If you are traveling on university business and you become ill and/or believe that you have been exposed to COVID-19, contact the Healix (HX) Global Assistance Helpline. Go to www.traveloracle.healix.com/johnshopkins (register the first time with the Johns Hopkins policy number: JH18492), call 1-443-455-0711 in the Americas or 44 20 8763 4952 in Europe, the Middle East, or Africa, or email johnshopkins@healix.com.

50. I am on business or personal travel and I am quarantined or have become sick at my destination. What do I do?

If you are on business travel, contact the Healix (HX) Global Assistance Helpline immediately. Go to www.traveloracle.healix.com/johnshopkins (register the first time with the Johns Hopkins policy number: JH18492), call 1-443-455-0711 in the Americas or 44 20 8763 4952 in Europe, the Middle East, or Africa, or email johnshopkins@healix.com.

If you are on personal travel, contact your benefits provider for local healthcare options. Also call the Employee COVID-19 Call Center (ECCC) at 443-287-8500 – open seven days a week, between 7 a.m. and 11 p.m. You may be eligible for an additional 10 days of COVID-19 leave (if you have been diagnosed with COVID-19 or if a public health authority, your health care provider, or JHU Occupational Health has recommended that you be quarantined because of COVID-19). Be prepared to provide documentation from your doctor or a public health authority, as appropriate.

Information for Managers

51. An employee has contacted me and says that s/he has been exposed to COVID-19 (or has COVID-19). What should I do?
- The employee should call the Employee COVID-19 Call Center (ECCC) at 443-287-8500, seven days a week, between 7 a.m. and 11 p.m. They will conduct a screening by phone and provide guidance on whether self-isolation or self-quarantine (or a visit to a medical provider) is needed and help determine if others may have been exposed in the workplace.
- The ECC may also approve 10 days of additional COVID-19 leave if:
- The employee has been diagnosed with COVID-19.
 - A public health authority or health care provider has recommended that the employee be quarantined because of COVID-19.
 - Occupational Health at JHU determines that the employee should be quarantined.
52. I have an employee who is required to self-quarantine for 14 days. How will this be handled?
- Existing HR policies regarding leave and workplace flexibility apply in this situation. If the employee's position is eligible and appropriate for [Workplace Flexibility](#), allow the employee to work from home during the quarantine period.
- The employee should call the Employee COVID-19 Call Center (ECCC) at 443-287-8500, seven days a week, between 7 a.m. and 11 p.m. Occupational Health will conduct a screening by phone and provide guidance on whether self-isolation or self-quarantine (or a visit to a medical provider) is needed and help determine if others may have been exposed in the workplace.
- The ECC may also approve 10 days of additional COVID-19 leave if:
- The employee has been diagnosed with COVID-19.
 - A public health authority or health care provider has recommended that the employee be quarantined because of COVID-19.
 - Occupational Health at JHU determines that the employee should be quarantined.
53. If someone on my team is diagnosed with COVID-19, how do I keep the rest of my employees calm and engaged?
- Contact your department/divisional HR Business Partner or Central Employee and Labor Relations (410-614-3799) for guidance. Encourage employees to seek help from [mySupport](#) (443-997-7000). For online access, the username is JHU and the password is JHU.
54. Is documentation required for an employee who has been sick to return to work?
- If the employee's absence is related to COVID-19, he or she should contact the Employee COVID-19 Call Center (ECCC) for guidance at 443-287-8500 – open seven days a week, between 7 a.m. and 11 p.m. If the employee's illness is not related to COVID-19, refer to the sick leave policy or department work rules.

As of APRIL 27, 2020

55. Have E210 codes changed to report the different types of work and leave?

56. I have a new hire who is scheduled to start work soon. What do I do?

57. What guidelines should I follow for business continuity planning?

For Bargaining Union employees, please refer to the Collective Bargaining Agreement (CBA), which provides clear guidance about returning to work.

Yes, there are some new E210 codes to be used during this time. Review the [Guidelines for Coding Time in E210](#) for details.

If you have an employee who is scheduled to start with JHU and you need to change the start date, please contact the recruiter and they will assist you. If you want the employee to start on time and they can work from home, please contact your recruiter to explore this option further.

Follow these guidelines now to prepare for any disruption that may occur:

- Establish a chain of command and coverage for your department in the event of multiple employees becoming ill or incapacitated.
- Make sure that the contact information for your department is up-to-date and accessible.
- List the essential tasks and identify those that could experience delays in the event of short staff or university closure. Develop contingency plans for coverage.
- Become familiar with [policies on required attendance in the event of a university-wide closure](#).

More Questions?

Contact your HR Business Partner.

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As of APRIL 27, 2020

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