



COVID-19 Frequently Asked Questions for Employees

Information included here may change as further information is released by the U.S. Department of Labor or as circumstances change due to the pandemic.

Mandatory Training - FAQs	1
Coronavirus (COVID-19) Workplace Practices – FAQs	1
Return to Work - FAQs	4
Family and Medical Leave Act – FAQs	7
Families First Coronavirus Response Act - FAQs	8
FFCRA - Emergency Paid Sick Leave - FAQs.....	10
FFCRA Expanded FMLA - FAQs	11
Health and Wellness – FAQs	13
Travel - FAQs	13

Mandatory Training - FAQs

1. Q. Why am I being required to complete a mandatory training when I've been working?

- A. The City of Dallas has implemented various changes in the way our workplace looks, as well as new practices and protocols for the protection of our visitors and employees. Some of these changes are explained in the **COVID-19 Employee Health and Safety Orientation** session in LearningZen. The Session also includes guidance employees should take to protect themselves before reporting to work.

2. Q. What if I have concerns about COVID19 and returning to my work location?

- A. The training provides clear guidance for employees who are in a high-risk category and believe extra precautions must be taken to minimize their exposure to COVID-19.

3. Q. When does the COVID-19 Employee Health and Safety training need to be completed?

- A. The training is mandatory and must be completed within 5-7 days of returning to the workplace. Your Director will receive a regular report of who has completed the COVID19 Orientation session and may provide a specific date for training completion.

Coronavirus (COVID-19) Workplace Practices – FAQs

4. Q. What's the difference between exposure and close contact with regard to COVID-19?

- A. Close Contact - Being less than 6 feet (2 meters) of a person with COVID-19 for 15 minutes or more over a 24-hr period; or having significant exposure to shared spaces with them (like conference rooms, break rooms, kitchens, bathrooms, or being coughed or sneezed on. **Examples:** living in the same household, sharing a meal or



public transportation and not able to be at least 6 feet apart, riding in a car or on a flight. Can include being in extended contact in a closed room such as a conference room.

Exposure – Contact with a person with COVID-19 for less than 15 minutes over a 24-hr period (usually minimal/incidental). **Examples:** riding in the elevator, passing by in the breakroom or common area, waiting room of a doctor’s office, shopping in the grocery store, or a brief conversation at a distance.

5. Q. Do I need to report a close contact to COVID-19?

- A. Yes. Employees who are well but who have had a close contact with a person who is infected with COVID-19 should 1. Contact CareATC at 800-993-8244 or dallascityhall@careatc.com for health assessment; 2. Notify their Supervisor for operational and timekeeping purposes and 3. Email HR at COVID19@dallascityhall.com.

Note: CareATC has been contracted to assist with medical evaluation and monitoring of employees who may have had a close contact, have COVID-19 symptoms or are ill. This does not preclude an employee’s right to contact their own Primary Care Provider for evaluation. In addition, CareATC, in partnership with US Wellness, is providing COVID-19 support and care management through a program called Apricity@Work. Apricity@Work is an online digital program that monitors an employee’s activity and symptom risk through a series of questions the employee answers on a secure website. The program will be available for all employees for a daily check in to assess risk of COVID-19 and confirm status to report to work. Your department will advise if required. More information about Apricity@Work can be found in the Return to Work section below.

6. Q. Am I required to report a COVID-19 diagnosis?

- A. Yes, if an employee is confirmed to have COVID-19, the employee and the employee’s supervisor are required to notify Human Resources at COVID19@dallascityhall.com.

7. Q. Will information about a positive COVID-19 test be kept confidential?

- A. Yes. Supervisors and the City must maintain confidentiality as required by the Americans with Disabilities Act (“ADA”) and other applicable law.

8. Q. What if I had close contact with a co-worker that tested positive for COVID-19?

- A. If the City is notified that an employee has tested positive for COVID-19, the City will follow CDC and/or DCHHS guidelines in notifying employees who have been in close contact with a person with COVID-19. The City will maintain confidentiality regarding individual employees as required by the ADA and other applicable law. Employees who’ve had close contact with a co-worker with confirmed COVID-19 should: 1. Contact CareATC at 800-993-8244 or dallascityhall@careatc.com for virtual assessment, 2. Notify their Supervisor for operational and timekeeping purposes and 3. Email HR at COVID19@dallascityhall.com.

9. Q. Should I stay home if I am sick?

- A. In accordance with CDC guidelines, employees who have symptoms of acute respiratory illness will be required to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants). Employees should notify their supervisor and stay home if they are sick.

Note: If you are utilizing the Apricity@Work program, you will complete the daily check and be provided with instructions based on your level of risk for how to proceed to work.



10. Q. Am I required to report sick family or household members?

- A. Employees who are well but who have a sick family or household member with COVID-19 should 1. Contact CareATC at 800-993-8244 or dallascityhall@careatc.com for health assessment, 2. Notify their Supervisor for operational and timekeeping purposes and 3. Email HR at COVID19@dallascityhall.com.

11. Q. Will I be required to stay home? If so, how will I be paid?

- A. An employee who has had close contact or is infected with COVID-19 and is required to be in quarantine or isolation, may be eligible for leave under the Families First Coronavirus Response Act (“FFCRA”), during the quarantine or isolation. A separate leave code has been created for COVID-19 leave. See the FFCRA section in this document for more details.

12. Q. Should I wear a face covering at work?

- A. Yes, a face covering is required for all departments, except when eating or drinking. Employees will be provided city-issued face coverings to wear while conducting city business. While at work, face coverings and other protective gear must not contain any language or symbols, pictures, or images, other than the designer name or clothing manufacturer. Wording and images that identify a city department or work group are not prohibited. The Centers for Disease Control (CDC) recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission. More information is available at the CDC website.

13. Q. What do I do if I need access to protective equipment and cleaning supplies like sanitizer?

- A. The Office of Emergency Management is working with department directors to ensure an adequate supply of sanitizer and standard personal protective equipment is available for City of Dallas employees. If you need sanitizer or other protective equipment, please contact your department director for assistance. The City of Dallas encourages all departments to support the implementation of good hygiene practices, including regularly cleaning work areas and ensuring sanitizer is available to employees.

14. Q. How do I best protect people in my bubble (family/household) from COVID-19?

- A. It’s important to protect the people in the bubble (family/household) from COVID-19. The articles below include helpful tips and information:
- o <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/checklist-household-ready.html>
 - o <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/going-out.html> Know your Risk of Common Activities <https://www.dallascounty.org/Assets/uploads/docs/covid-19/community/070220-COVID-19-RiskAssessmentChart.pdf>

15. Q. How should an employee handle a COVID-19 related concern in the workplace, such as employees or visitors not following established protocols?

- A. Employees with any concern related to COVID-19 protocols or adherence to the established protocols, or even with an idea regarding enhancing protocols in the workplace, should talk with their Supervisor or Manager. Employees who want to escalate beyond that should contact their HR Partner or Elaine Chandler in Employee Relations.

16. Q. Is the City of Dallas following any guidelines to address COVID-19?

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- A. The City of Dallas is following the guidelines established by the Centers for Disease Control and Prevention (“CDC”) and Dallas County Health and Human Services (“DCHHS”) in addressing COVID-19. CDC is working with local health and human services departments including the DCHHS in its response to COVID-19.

17. Q. Where can I find more information relevant to City of Dallas employees?

- A. The following webpage provides City employees with information about the COVID-19 outbreak including, FAQs, guidance, and point-of-contacts, and to link you to resources developed for the public.
<https://dallascityhall.com/departments/humanresources/Pages/COVIDEMP.aspx>

For general information regarding COVID-19, see links to CDC and DCHHS see links below:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.dallascounty.org/departments/dchhs/2019-novel-coronavirus.php>

Return to Work - FAQs

18. Q. Who is US Wellness and what is Apricity@Work?

- A. CareATC, in partnership with US Wellness, is providing COVID-19 support and care management. US Wellness offers Apricity@Work, an online digital program that monitors an employee’s activity and symptom risk through a series of questions the employee answers on a secure website. As a result of this check in, employees are provided a risk probability for COVID-19 and directed to next steps, which may include contacting CareATC for support. CareATC will use Apricity@Work to initiate follow-ups with employees in isolation, quarantine or at an elevated risk status when the employee has been referred to remain home. The City of Dallas will NOT receive medical or activity information employees enter in Apricity@Work or medical information provided to CareATC.

19. Q. Am I required to use the Apricity@Work Program?

- A. The City of Dallas will use Apricity@Work with employees/departments that may interact with other employees or the community during their daily work. Checking in on Apricity@Work daily is an added tool used to educate regarding assessing the risk of COVID-19 and includes information that can be used to minimize risk for employees, their families and the community at large. The City has added this tool for your benefit and expects that the daily check-in will provide value for you, along with recommendations regarding the availability to work onsite or in the community.

20. Q. How do I log in to my Apricity@Work Program?

- A. You can access your Apricity@Work employee portal here: <https://dallas.apricity-health.com/login>. Please see instructions below:
 1. If this is your first time accessing the site, you will need to create an account by selecting the “Register” option.
 2. Complete the account registration form by entering your email (personal or work), password of your choice, and mobile number (used for password resets if needed). The “Next” option will then be available for you to proceed.
 3. To continue with registration, you will need to enter your first name, last name and DOB exactly as listed in your employee record.
 4. Once registered, you will be prompted to read and accept Apricity Health’s terms and conditions, privacy policy and consent. After reviewing the information, click the check box next to each option and proceed by selecting “Accept” in the bottom right corner.
 5. You will be asked a series of questions to complete the one-time registration and complete your daily survey



Check-in.

6. After completing your daily check-in, you will be assigned a COVID-19 risk status probability status with instructions.

21. Q. Who do I contact if I have issues with my login, or need additional support?

- A. You may contact support@uswellness.com or dial 888-926-6099, ext. 900

22. Q. I tested positive for COVID-19, what are next steps?

- A. An employee who tests positive for COVID-19 should already be isolating awaiting the test results.
 1. Continue self-isolation and continue to monitor for symptoms.
 2. Contact CareATC at 800-993-8244 or dallascityhall@careatc.com if not already in contact.
 3. Notify Supervisor you will not be at work for operational and timekeeping purposes.
 4. Here's a link to CDC information that may be helpful during isolation: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/checklist-household-ready.html> and <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
 5. Email HR at COVID19@dallascityhall.com to determine leave eligibility and application process.

The employee will remain out until 10 days since the onset of symptoms (if symptoms present or date known) or the date of the COVID-19 test; and at least 24 hours with no fever and no fever reducing medications; and symptoms have improved. Employees using the Apricity@Work program, you will have an opportunity to report this information in the daily check. CareATC will monitor employees medically during isolation period. Employees who meet the criteria to return to work, should contact their supervisor regarding return to work planning.

Note: The City has contracted with CareATC to assist with medical evaluation and monitoring of employees who may have had a close contact, have COVID-19 symptoms or are ill. This does not preclude an employee's right to contact their own Primary Care Provider for evaluation.

ALERT: If at any time the employee is having trouble breathing, has blue lips, or feels very sick, call 911.

23. Q. I have been advised by my Supervisor/Manager or a Public Health Official that I have been in close contact with a person that has tested positive and need to quarantine. What are next steps?

- A. An employee who has been notified that they have been in close contact with a person that has tested positive will be asked to:
 1. Quarantine for up to 10 days and self-monitor for symptoms for 14 days. Employees may be able to complete a PCR test about Day 5 and if negative and no symptoms, may return after Day 7.
 2. Contact CareATC at 800-993-8244 or dallascityhall@careatc.com if not already in contact.
 3. Notify Supervisor you will not be at work for operational and timekeeping purposes.
 4. Here's a link to CDC information that may be helpful during quarantine: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/checklist-household-ready.html>. If employee would like to get tested, contact CareATC also for options.
 5. Email HR at COVID19@dallascityhall.com to determine leave eligibility and application process.

Reminder that close contact occurs when an employee is within 6 feet of an infected person for more than 15 minutes and remember that infected people can spread the virus 48 hours before the onset of symptoms.

The employee will remain out until the quarantine period referenced above is completed. If employee develops symptoms, see question on this topic. If you are using the Apricity@Work program, you will have an



opportunity to report this information in the daily check. CareATC will monitor employees medically during quarantine period. Employees who meet the criteria to return to work, should contact their supervisor regarding return to work planning.

Note: The City has contracted with CareATC to assist with medical evaluation and monitoring of employees who may have had a close contact, have COVID-19 symptoms or are ill. This does not preclude an employee's right to contact their own Primary Care Provider for evaluation.

24. Q. I have developed symptoms of COVID-19, what are next steps?

- A.** An employee who has developed COVID-19 symptoms should:
1. Self-isolate and continue to monitor symptoms.
 2. Contact CareATC at 800-993-8244 or dallascityhall@careatc.com if not already in contact.
 3. Notify Supervisor you will not be at work for operational and timekeeping purposes.
 4. Here's a link to CDC information that may be helpful during isolation: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/checklist-household-ready.html> and <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
 5. Email HR at COVID19@dallascityhall.com to determine leave eligibility and application process.

The employee will remain out until 10 days since the onset of symptoms (if symptoms present or date known) or the date of the COVID-19 test; and at least 24 hours with no fever and no fever reducing medications; and symptoms have improved. If you are using the Apricity@Work program, you will have an opportunity to report this information in the daily check. CareATC will monitor employees medically during isolation period. Employees who meet the criteria to return to work, should contact their supervisor regarding return to work planning.

Note: The City has contracted with CareATC to assist with medical evaluation and monitoring of employees who may have had a close contact, have COVID-19 symptoms or are ill. This does not preclude an employee's right to contact their own Primary Care Provider for evaluation.

ALERT: If at any time the employee is having trouble breathing, has blue lips, or feels very sick, call 911.

25. Q. I have been isolating due to COVID-19 symptoms and/or a positive test. When can I return to work from Isolation?

- A.** An employee who has been isolating at home due to COVID-19 symptoms or a positive test, may be cleared to return to work when they meet the criteria below:
- a. At least ten (10) days have passed since symptoms began or date of positive test if symptom date not known, and
 - b. At least 24 hours with no fever and no fever reducing medications; and
 - c. Symptoms have improved

26. Q. I have been in quarantine due to close contact with a person that tested positive for COVID-19. When can I return to work from quarantine?

- A.** An employee who has been in quarantine due to close contact with a person that tested positive for COVID-19, may be cleared to return to work when they meet the criteria below:
- a. After Day 7 with a negative PCR test, or after Day 10 if not tested; and
 - b. No fever or symptoms developed (otherwise would convert to isolation criteria); and
 - c. Continue to monitor for symptoms for fully 14 days.

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27. Q. How long is COVID-19 contagious?

A. The CDC symptom-based strategy the City of Dallas is using will help ensure that anyone who has COVID and is contagious will remain at home until they are safe to return to work. Even though someone can test positive for weeks, even months after getting COVID, they are not infectious or contagious if they meet the following CDC criteria: 1. It's been at least 14 days since they were exposed. 2. It's been at least 10 days since symptoms were first noticed or the collection date of 1st positive test AND 3. It's been 24 hours without a fever AND symptoms are better. If these 3 things are met, the CDC indicates the person is safe to be at work. Everyone should continue to wear face coverings and keep at least 6 feet apart at all times.

28. Q. Is there an accommodation process for employees not able to return to the workplace due to high risk category?

A. Employees who need an accommodation because the employee is in a high risk category and must take extra precautions to avoid exposure to COVID-19, can contact HR at CODemployeesupport@dallascityhall.com to obtain a request form to submit to their department director, or call Laura Campos-Martinez at 214-671-6947, Option 7. Other than employees aged 65 or older, documentation from a physician will be required for all requests, which will be evaluated on a case-by-case basis. Once an employee requests an accommodation, the City will engage with the employee in an effort to determine what, if any, reasonable accommodation can be provided. This link includes a list of conditions that the Centers for Disease Control considers high risk: www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html
Employees seeking a reasonable accommodation to continue working remotely for an extended period should contact HR at CODemployeesupport@dallascityhall.com to obtain a reasonable accommodation form to submit.

29. Q. What types of leave related to COVID-19 are available to city employees?

A. Leave related to COVID-19 includes:

- Up to 112 hours of COVID-19 leave prior to April 1, 2020 for all employees;
- Up to 112 hours of COVID-19 leave for emergency responders after April 1, 2020;
- Emergency Paid Sick Leave-2 for childcare (EPL-2) for eligible employees;
- Emergency Paid Sick Leave-5 for selfcare or to care for others (EPL-5) for eligible employees; and
- Expanded family and medical leave under the Families First Coronavirus Response Act for eligible employees.

30. Q: Are COVID-19 leave and Emergency Paid Sick Leave hours included in hours worked for purposes of calculating overtime?

A. No. COVID-19 leave and Emergency Paid Sick Leave are forms of sick leave. Because sick leave hours are not included in hours worked for purposes of calculating overtime, COVID-19 leave and Emergency Paid Sick Leave hours are also not included in hours worked for purposes of calculating overtime.

31. Q: Am I eligible for Attendance Incentive Leave (AIL) for a fiscal year quarter if I use either COVID-19 leave or Emergency Paid Sick Leave during that quarter?

A: No. Because COVID-19 leave and Emergency Paid Sick Leave are forms of sick leave, use of these types of leave during any fiscal year quarter will render you ineligible for AIL for that quarter.

Family and Medical Leave Act – FAQs



32. Q. Will I be eligible for FMLA?

- A. An employee who has been infected with COVID-19 or an employee who must care for an infected family member may be eligible for leave under the Family and Medical Leave Act (“FMLA”). Please see AD 3-72 regarding FMLA.

Families First Coronavirus Response Act - FAQs

33. Q. What is the Families First Coronavirus Response Act?

- A. On March 18, 2020, the Families First Coronavirus Response Act (“FFCRA” or “the Act”) was signed into law, with an effective date of April 1, 2020. The Act requires certain employers, including the City of Dallas, to provide eligible employees with:
- Emergency Paid Sick Leave (EPSL), and
 - Family Medical Leave Act (FMLA) Public Health Emergency Leave.

Please see the [attached table](#), with a summary of the most relevant portions of the Act and the City’s general procedures for implementing the Act, including eligibility, leave amounts, and purpose.

34. Q. Does the FFCRA apply to the City of Dallas?

- A. Yes. The FFCRA applies to certain private sector employers with fewer than 500 employees and certain public employers, including the City of Dallas. However, certain City employees are exempted from eligibility under the Act.

35. Q. For employees who are working from home, does this notice change anything for them?

- A. No. Employees able to work from home will not be eligible for additional leave. This provision is to assist employees who cannot work or telework, so that they can have a source of income. If an employee working from home becomes eligible for leave to take care of themselves or an individual, they will need to submit the appropriate documentation to qualify for the leave.

36. Q. If an employee is home with a child because his or her school or place of care is closed, or child care provider is unavailable, does the employee qualify for EPSL, expanded Family and Medical Leave, or both—how do they interact?

- A. Eligible employees may be authorized for both types of leave, but only for a total of twelve weeks of partially paid leave. The first ten days of expanded Family and Medical Leave are unpaid, but an eligible employee may elect to cover the first ten days with the EPSL hours, unless the employee qualifies and elects to use existing vacation or other applicable accrued leave balances. After the first ten workdays have elapsed, the employee will receive 2/3 of the [regular rate of pay](#), subject to a daily cap of \$200, for the hours the employee would have been scheduled to work in the subsequent ten weeks under the FFCRA.

Please note that eligible employees may only qualify for expanded Family and Medical Leave under the FFCRA for leave to care for a child whose school or place of care is closed, or child care provider is unavailable, due to COVID- 19 related reasons and the employee is not able to work or work from home.

37. Q. When is an employee able to telework under the FFCRA?

- A. An employee may telework when the employee’s supervisor authorizes the employee to perform work at home or at a location other than the employee’s normal workplace. Telework is work for which normal wages

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must be paid and is not compensated under the paid leave provisions of the FFCRA.

38. Q. If an employee is or becomes unable to telework, is the employee entitled to EPSL or expanded Family and Medical Leave?

- A. Yes, for eligible employees other than health care providers and emergency responders. If an employee's supervisor has authorized an employee to telework — for example, the employee has been authorized to perform certain tasks or work a certain number of hours from home or at a location other than the normal workplace—and the employee becomes unable to perform those tasks or work the required hours because of one of the qualifying reasons for EPSL, then the employee may be authorized to take EPSL.

Similarly, if an eligible employee is unable to perform those teleworking tasks or work the required teleworking hours because of the need to care for a child under the age of 18 whose school or place of care is closed, or child care provider is unavailable, because of COVID-19 related reasons, then the employee may qualify to take expanded Family and Medical Leave. Of course, to the extent an employee is able to work or telework while caring for the child, EPSL and expanded Family and Medical Leave is not available.

39. Q. May an employee take EPSL or expanded Family and Medical Leave intermittently while working?

- A. It depends. If an eligible employee is able to work or telework on a reduced schedule, the employee may work out a schedule with his or her supervisor to take EPSL intermittently while working or teleworking. Similarly, an employee who needs to work or telework on a reduced schedule because their child's school or place of care is closed, or childcare provider is unavailable, because of COVID-19 reasons, if the supervisor and the employee agree, the employee may take expanded Family and Medical Leave intermittently.

With supervisor approval, an employee may take intermittent leave while teleworking in any increment. For example, an employee could telework from 1:00 p.m. to 2:30 p.m., take leave from 2:30 p.m. to 4:00 p.m., and then return to teleworking, if the supervisor authorizes this schedule. The City encourages managers and employees to collaborate to achieve flexibility and meet mutual needs and is supportive of such voluntary arrangements that combine telework and intermittent leave.

If the employee is reporting to a job location, and not teleworking, the employee may take intermittent expanded Family and Medical Leave with supervisor approval. Employees who report to a job location and are not teleworking may only take EPSL intermittently, with supervisor approval, because their child's school or place of care is closed, or childcare provider is unavailable, because of COVID-19 reasons.

40. Q. Will an employee be reimbursed for unused leave under the FFCRA upon termination, resignation, retirement, or other separation from the City?

- A. No.

41. Q. Where do I go for additional information?

- A. For more information regarding the Families First Coronavirus Response Act, see links to the U.S. Department of Labor below:

<https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave> <https://www.dol.gov/agencies/whd/pandemic>



FFCRA - Emergency Paid Sick Leave - FAQs

42. Q. How does an employee qualify for emergency paid sick leave under the FFCRA?

- A. The FFCRA provides that the City will provide emergency paid sick leave (“EPSL”) to each employee (except health care providers and emergency responders) who is unable to work (or telework) under any of the following circumstances:
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 seeking a medical diagnosis.
 4. The employee is caring for an individual who is subject to a local quarantine or isolation order, or the employee is caring for an individual who has been advised by a health care provider to self-quarantine.
 5. The employee is caring for a son or daughter of the employee if the school or place of care of the son or daughter has been closed, or the child care provider of such son or daughter is unavailable, due to COVID-19 precautions; or
 6. The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human Services in consultation with the Secretary of the Treasury and the Secretary of Labor.

43. Q. What if an immediate family member is ill due to COVID-19? Can I use sick leave?

- A. Yes, caring for an ill family member is an appropriate use of paid sick leave. Employees must notify the department of the absence and follow current call-in procedures. In addition, under FFCRA, caring for an individual with COVID-19 is an appropriate use of emergency paid sick leave for eligible City employees.

44. Q. What happens after the 80 hours of COVID-19 paid leave are exhausted?

- a. Employees who have not been released to return to work after the 14-day quarantine or isolation period, may use their accrued sick leave in accordance with Section 34-22(g) of the Personnel Rules. If necessary, employees may use other accrued leave (vacation, AIL, compensatory, etc.) once they exhaust sick leave.

45. Q. How many hours of EPSL does each employee receive under the FFCRA?

- A. Any City employee, who is not a health care provider or emergency responder, who has been employed by the City for any length of time, and who is approved for EPSL as described above, is entitled to the following:
- For full-time employees, up to 80 hours.
 - For part-time employees, a number of hours equal to the number of hours that the employee works, on average, over a 2-week period.

46. Q. Does an employee have to exhaust their other paid leave balances before using EPSL?

- A. No. Employees are not required to use any other accrued leave prior to using EPSL. Use of EPSL does not count against an employee’s paid leave accrual balances, such as accrued sick leave, vacation leave, AIL, etc.

47. Q. Does EPSL provide pay for an employee’s full regular rate of pay?

- A. It depends. Pay for EPSL is provided as follows:

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- Employees who take EPSL for themselves (categories 1-3 in FAQ #10 above), will be paid at their regular rate of pay, subject to a cap of \$511 per day and \$5,110 in the aggregate.
- Employees who take EPSL to care for individuals (categories 4-6 in FAQ #10 above), must be paid at 2/3 of their regular rate of pay, or the federal minimum wage, whichever is greater, subject to a cap of \$200 per day and
- \$2,000 in the aggregate.

48. Q. How does an employee request approval for EPSL?

- A. An employee seeking approval to take EPSL must submit an [Application for Emergency Paid Sick Leave \(EPSL\)](#), found at <https://dallascityhall.com/departments/humanresources/Pages/COVIDEMP.aspx> to the employee's Supervisor and the COVID19@dallascityhall.com email. Employees who are approved for COVID-19 EPSL must follow the same daily notification procedures that are required for absences in the employee's department.

49. Q. Does an employee who does not use all of the employee's EPSL get to carry the EPSL leave balance to the next calendar year?

- A. For employees eligible for EPSL, any unused EPSL does not carry over to calendar year 2021.

50. Q. Does the FFCRA effectively add up to 80 hours of sick leave to the sick leave balance of qualifying employees? Or are we limited by our normal accrual of sick time?

- A. For employees that qualify, up to 80 hours of EPSL are provided in addition to their accrued sick leave, but the 80 hours are not added to employee's normal sick leave accrual, and do not provide for full pay for some employees and circumstances.

51. Q. May an employee take 80 hours of EPSL or self-quarantine and then another amount of EPSL for another reason provided under the FFCRA?

- A. No. Eligible employees may take up to two weeks—or ten days—(80 hours for a full-time employee, or for a part-time employee, the number of hours equal to the average number of hours that the employee works over a typical two-week period) of EPSL for any combination of qualifying reasons.

FFCRA Expanded FMLA - FAQs

52. Q. How is Family and Medical Leave expanded under the FFCRA?

- A. Eligibility for expanded Family and Medical Leave is available to any City of Dallas employee, other than healthcare providers or emergency responders, who has been employed by the City for more than 30 days, if the employee is unable to work (or telework) due to a need for leave to care for a son or daughter under 18 years of age of the employee if the school or place of care has been closed, or the child care provider of the employee's son or daughter is unavailable, due to the COVID-19 pandemic.

53. Q. Is the expanded Family and Medical Leave paid leave or unpaid leave?

- A. The expanded Family and Medical Leave is partially paid leave. The first ten days of leave under this provision of the Act is unpaid leave. However, an employee may use any accrued leave, such as vacation, sick, attendance incentive leave, etc., or may use up to 80 hours of emergency paid sick leave to cover the first ten days of leave.



54. Q. What happens after the first ten days of Family and Medical Leave?

- A. After the first ten days of leave, the expanded Family and Medical Leave is partially paid by the City. After the tenth day of leave, the employee receives:
- An amount that is not less than two-thirds of an employee's regular rate of pay for the number of hours the employee would otherwise be normally scheduled to work.
 - Paid leave under this provision of the Act shall not exceed \$200 per day and \$10,000 in the aggregate.

55. Q. How does an employee apply for this type of Family and Medical Leave?

- A. Employees who wish to apply for leave under this provision of the Act should submit an application in writing to FamilyLeave@dallascityhall.com. Application forms are available [here](#) or can be requested via email.

56. Q. Will the partially paid Family and Medical Leave provisions under this expanded law apply to other types of Family and Medical Leave?

- A. No. Employees taking Family and Medical Leave for reasons other than as provided in the FFCRA follow the traditional procedures as explained in the City's Administrative Directive 3-72, which provides for unpaid Family and Medical Leave. In addition, the expanded Family and Medical Leave Act provisions do not increase the total amount of Family and Medical Leave an employee may take within a 12-month period.

57. Q. Are health care providers and emergency responders allowed to take the expanded Family and Medical Leave provided for in the FFCRA?

- A. No.

58. Q. Who are emergency responders under this exemption?

- A. Emergency responders are all employees assigned to the following departments:
- Dallas Police Department (sworn and civilian)
 - Dallas Fire-Rescue Department (sworn and civilian)
 - Marshal's Office (sworn and civilian)
 - Office of Emergency Management

The City may designate additional personnel as emergency responders consistent with guidance provided by the Department of Labor or as circumstances dictate during this pandemic.

59. Q. For qualifying reason #5, does the FFCRA effectively add 12 weeks of paid sick leave (albeit at reduced pay for many employees) to an employee's balance? Or are employees limited by their accrued sick leave?

- A. No. The expanded Family and Medical Leave is not paid sick leave under the FFCRA, although an employee may use their hours of EPSL to cover the first ten days of the expanded Family and Medical Leave, which is unpaid. The remaining ten weeks of expanded Family and Medical Leave is partially paid leave, providing for 2/3 the employee's regular rate of pay, subject to a cap of \$200.00 per day and \$10,000 in the aggregate.

60. Q. For qualifying reason #5, is the cut-off for children 18 years of age? Or is it any dependent that is enrolled in K-12?

- A. The cut-off is for children is 18 years of age but can include children 18 years of age or older and incapable of
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self-care because of a mental or physical disability.

Health and Wellness – FAQs

61. Q. Are there telehealth resources for City of Dallas employees that have the City’s Cigna health insurance?

- A. Yes. To access Telehealth on MyCigna, visit mycigna.com and select the “Connect Now” button on the home page to talk with a doctor or nurse any time.

62. Q. Are there any resources for City of Dallas employees that do not have the City’s health insurance?

- A. Here are some options for City of Dallas employees without health insurance:

- CareATC
 - 800-993-8244 or dallascityhall@careatc.com
- CVS Minute Clinics (Teledoc)
 - <https://www.cvs.com/minuteclinic/virtual-care/video-visit>
 - \$59 / eVisit
- Remedy Health (Texas & California)
 - <https://get.myremedy.com/?patient-selection>
 - \$49 for a video visit appointment; patient can use the code: new10 to get \$10 off of the first visit
- Dispatch Health: Licensed providers in over 25 states:
 - <https://www.dispatchhealth.com/>
 - \$275 Direct to consumer cost (Includes onsite care at home, if warranted, and in a service location)
- Text-based On Demand Primary Care – Connects with Physician once symptoms are assessed online/through application.
 - [98point6.com](https://www.98point6.com)
 - <https://www.98point6.com/> App based program - \$20 / year subscription, \$1 per visit
- K Health
 - <https://www.khealth.ai/>
 - App based program - \$19 / visit or \$39 unlimited visits per year

63. Q. What if an employee is having trouble coping with this current event?

- A. For support, employees may call the Cigna Employee Assistance & Work/Life Support Program. These services are all confidential and available at no cost to you and your household members. For more information, contact Cigna EAP 24/7 at 877-622-4327 or log in your www.mycigna.com account. Click [here](#) to download the Cigna Employee Assistance Program (EAP) brochure.

Travel - FAQs

64. Q. Should I travel?

- A. All City travel currently scheduled has been suspended effective immediately, until further notice. Due to

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concerns over the spread of the Coronavirus (COVID-19), this decision will ensure that we are taking all possible measures to keep our City employees safe. This ban will be lifted once additional information becomes available as we continue to actively work internally and externally with our county and state health officials. Please do not book any further city-related travel.

65. Q. Can I travel?

- a. The City will follow the CDC and the DCHHS's guidelines on travel. The City will also follow any mandatory orders issued by federal, state, or local authorities with respect to travel, and any employees who travel to any area subject to a mandatory quarantine will not be allowed to return to work until the end of the quarantine period. The [CDC lists](#) the countries they recommend limiting to non-essential travel. As you select the destination country, you will see more on guidelines and precautions to take, including guidelines for "[after you travel](#)". The CDC has eased up on automatic quarantine after international travel in some cases, so be sure to check the applicable recommendations. The CDC still recommends the person remain home as much as possible for 14 days to maximize protection to their family, and the community and also recommends testing in some circumstances. [More travel and safety tips](#). The key to traveling without contracting COVID-19 is following the same safety protocols around face coverings, social distance, good hygiene in washing hands and wiping down surfaces, and remaining home when you are sick. Employees who have traveled outside of the local area and may have had a close contact (within 6 ft for more than 15 mins of a person with COVID-19) , should contact CareATC at 800-993-8244 or dallascityhall@careatc.com upon return for a health assessment before returning to the workplace. Here's a link to CDC guidelines for tips and more information: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

To check current risk status in Dallas County, see <https://www.dallascounty.org/covid-19/>
See also a list of risk level for common activities: <https://www.dallascounty.org/Assets/uploads/docs/covid-19/community/070220-COVID-19-RiskAssessmentChart.pdf>

66. Q. Is testing before travel or for the holidays covered by insurance?

- a. There are a few instances where testing may be required before travel to certain locations and some have asked about testing before getting together for the holidays. Testing when there's been a confirmed close contact with someone that's positive for COVID-19 is generally covered at no cost to the employee. Contact CareATC at 800-993-8244 or dallascityhall@careatc.com if a close contact is involved. Testing for other reasons, may not be covered or only partially covered. The testing facility or the number on your insurance card should be able to assist in advance regarding charges. One resource may be: <https://www.dallascounty.org/covid-19/testing-locations.php>

67. Q. Is it possible to get together with family and friends safely during the holidays?

- a. Unfortunately, this is a difficult question to answer but the CDC has put together materials recommending: Small Gatherings, Outdoor if possible, Vigilant Adherence to Mask, Distance and Hygiene and other tips to reduce the risk of spread at the holidays. Please see the links below for more information:
 - i. <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html>Its' especially important to protect those at [risk for severe cases of COVID-19](#).