



## Coronavirus (COVID-19) – Frequently Asked Questions

### 1. Q. What is my department doing to address continued City services?

- A. Department Directors will establish workforce shortage procedures that maintain essential services during public health emergency. Each department shall:
- Establish minimal staffing levels
  - Identify essential employees
  - Identify those employees who can telecommunicate
  - Implement flexible scheduling where feasible
  - Identify those personnel that are non-essential and can be cross trained and reassigned to ensure continuity of services.

### 2. Q: What city offices will remain open for business?

A: City facilities except for libraries, neighborhood cultural centers, recreation centers, and community centers will remain open for business. Business services such as water, permitting, and cashier are still available for residents to conduct business. In person meetings are discouraged and the transition to teleconference and conference calls are strongly recommended at this time.

### 3. 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](http://mycigna.com) and select the "Connect Now" button on the home page to talk with a doctor or nurse any time.

### 4. Q. Do I need to report exposure to COVID-19?

- A. Yes. Employees who are well but who have been directly exposed to COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
- B. 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 exposed to COVID-19 by a co-worker. The City will maintain confidentiality regarding individual employees as required by the ADA and other applicable law.
- C. Employees exposed to a co-worker (at work or outside work) with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

### 5. Q. Should I travel?

- A. All City travel currently scheduled has been suspended effective immediately until the end of March 2020. Due to 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.

### 6. Q: Are events and activities cancelled?

- A. All City sponsored departmental related programs, events, activities, trainings, and seminars scheduled in the community at city owned facilities, and/or which involve city staff, are cancelled until further notice. This includes the planning, organizing of resources where the City has been invited to participate.

### 7. 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:



- CVS Minute Clinics (Teledoc) o <https://www.cvs.com/minuteclinic/virtual-care/video-visit> o \$59 / eVisit
- Remedy Health (Texas & California) o <https://get.myremedy.com/?patient-selection> o \$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: o <https://www.dispatchhealth.com/> o \$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. o 98point6.com o <https://www.98point6.com/> App based program - \$20 / year subscription, \$1 per visit • K Health o <https://www.khealth.ai/> o App based program - \$19 / visit or \$39 unlimited visits per year

**8. 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>

**9. 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.
- B. Employees who are well but who have a sick family or household member with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

**10. Q. Should I wear a facemask at work?**

- The Center for Disease Control (CDC) does not recommend that people who are well wear a facemask to protect themselves from respiratory illnesses, including COVID-19. Therefore, the City of Dallas will not issue facemasks or additional PPE to employees, unless recommended by the CDC.
- You should only wear a mask if a healthcare professional recommends it. A facemask should only be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected.
- The use of facemasks also is crucial for [health workers](#) and other [people who are taking care of someone infected with COVID-19 in close settings](#) (at home or in a health care facility).

**11. Q. What if schools are ordered to close due to COVID-19 risk?**

- A. Employees will be allowed to use accrued leaves following City policies. If possible, and with approval from the Department’s Director, employees may work from home, if appropriate. We are monitoring this closely and will provide updates should changes occur.

**12. 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](http://www.mycigna.com) account. Click [here](#) to download the Cigna Employee Assistance Program (EAP) brochure.

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

- 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.



**14. Q. Can I work remotely?**

- A. In the event of a required quarantine (those who have been exposed to COVID-19), isolation (those who are infected with COVID-19), an outbreak, or as determined by the City, employees may be able to work remotely, if approved by their department director.

**15. Q. What are the requirements to work remotely if I am not mandated to stay home?**

- A. Department directors will determine the feasibility to work remotely for employees in their departments. Employees are not allowed to work remotely without authorization from their department. Employees authorized to work remotely must check in with their supervisor every day. Supervisors must address and establish expectations regarding work output, communication, and schedules.

**16. Q. Do I need to use my personal computer or telephone to work remotely?**

- A. Due to the limited number of City-owned electronic devices, employees who have been approved to work remotely may be required to use their personal devices.

**17. Q. If I use my personal device to work, is it subject to Open Records?**

- A. Any work performed as part of an employee's job duties on behalf of the City on a personal device may be subject to disclosure under the Texas Public Information Act ("the Act"). Employees who use personal devices while working remotely should store all City-related work separately from their personal information and forward or transfer the information to the City server to be preserved in accordance with the Act.

**18. Q. How do I report my hours when working from home?**

- A. All employees authorized to work remotely are required to enter their hours worked in the HRIS timekeeping system on the same day of hours worked, or as soon as feasible thereafter. Supervisors are responsible for ensuring that time entries are made for their employees working remotely.

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

- A. An employee who has been exposed to or infected with COVID-19 and is required to be in quarantine or isolation, may be granted up to 14 days of paid leave to cover the duration of the quarantine or isolation. A separate leave code will be created for COVID-19 leave. Additional instructions on how to enter the COVID-19 leave will be provided.

**20. Q. What happens after the 14 days of 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.

**21. 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 attached AD 3-72 regarding FMLA.

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

- A. 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](mailto:COVID19@dallascityhall.com).

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

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

**24. 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.

**25. Q. What happens if an employee misrepresents or falsifies the reason for a paid leave of absence?**

- A. Any employee who misrepresents or falsifies the reason for a paid leave of absence, including the COVID-19 related absence, may be subject to disciplinary action, up to and including termination of employment.

**26. Q. Where do I go for additional information?**

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

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

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