



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

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.

- 1. 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](https://mycigna.com) and select the "Connect Now" button on the home page to talk with a doctor or nurse any time.
  
- 2. Q. Do I need to report exposure to COVID-19?**
  - A. Yes. Employees who are well but who have been exposed to COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
  
- 3. Q. Should I travel?**
  - A. All City travel currently scheduled has been suspended effective immediately, until further notice. 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.
  
- 4. 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.
  
- 5. 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)
      - <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/> 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



**6. 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>

**7. 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, beginning April 1, 2020, caring for an individual with COVID-19 is an appropriate use of emergency paid sick leave for eligible City employees, available through the Families First Coronavirus Response Act.

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

A: The Center 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](#).

**9. 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.

**10. 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.

**11. 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.

**12. 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.

**13. 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.

**14. 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.

**15. 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.

**16. 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 has been created for COVID-19 leave.

**17. Q. What happens after the 14 days 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. Beginning April 1, 2020, eligible employees must use emergency paid sick leave, before using any other type of accrued leave, except for employees already approved for and taking COVID-19 leave and emergency responders.

**18. 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.

**19. 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).

**20. 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.

**21. Q. What if I am exposed to 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 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. Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

**22. 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.



**23. Q. Can I travel?**

A. The City will follow the CDC and the DCHHS's guidelines on travel. Employees who travel to Level 3 countries or take cruises for personal reasons, will not be allowed to return to work until the end of the quarantine period. 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.

**24. 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.

**25. 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 notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

**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>

**27. Q. What is my department doing to address continued City services?**

A. Department Directors will establish workforce shortage procedures that maintain essential services during this 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.

**28. Q. What city offices will remain open for business?**

A: City offices will remain open for individual and business customers, such as Water Billing, Permitting, Cashier or individual needs to conduct city business.

**29. Q. How is the City handling employee leave related to COVID-19?**

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 (112 hours) to cover the duration of the quarantine or isolation. A separate leave code has been created for COVID-19 leave. Eligible employees may also qualify for emergency paid sick leave, on or after April 1, 2020.

**30. Q. What is the procedure for using COVID-19 leave?**

A. The department director or designee must notify the HR Department at [COVID19@dallascityhall.com](mailto:COVID19@dallascityhall.com) to request approval for the employee to use COVID-19 leave. If approved, the employee may use up to 14 days (112 hours) of COVID-19 leave.



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

If feasible, an employee who is required to be in quarantine, but who is not ill, may work from home if approved by department director or designee. If working remotely, the employee will report all hours worked through the appropriate HRIS system and will be paid for hours worked. COVID-19 leave is not necessary for employees who have been approved to work remotely during a quarantine. The employee can return to work with a doctor’s release, or after the 14-day quarantine period expires, if approved by the department director.

After exhausting the 112 hours of COVID-19 leave, the employee will be required to use sick leave, vacation leave, or any other accrued leave, as appropriate. Eligible employees may also qualify for emergency paid sick leave, on or after April 1, 2020.

**31. Q. What is the procedure for leave if an employee is not able to work from home and is:**

- 1) **sent home** for social isolation when **potentially exposed to COVID-19** but not ill nor required to self-quarantine by a health agency
- 2) **choosing to stay home due to the employee’s illness or due to social isolation**, with supervisor’s approval
- 3) staying home to **care for a sick family or household member**, or
- 4) **staying home to care for a well child out of school**, with supervisor’s approval?

- A. The employee should treat this situation as if it is any other illness-related or missed work occurrence and may use accrued leave (i.e. sick, vacation, attendance incentive leave, etc.). All leave will be approved for employees on probation (sick/vacation/comp).

Additionally, the Families First Coronavirus Response Act becomes effective on on April 1, 2020. There are two primary employment provisions included in this law that address an emergency family and medical leave act expansion and emergency paid sick leave. Both provisions will remain in effect until December 31, 2020. The procedures for eligibility and approval are outlined below.

**32. 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 departments directors to ensure an adequate supply of sanitizer and standard personal protective equipment 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.

**33. Q. What should I do if I have been approved to work from home?**

- A. Continue working from home following the guidance provided by your immediate supervisor. You will be paid your regular salary during the time you work remotely.

**34. Q. What if I am at home and have been approved to use the COVID-19 leave code to cover my absence?**

- A. Continue using the City of Dallas COVID-19 leave code, up to 112 hours. After the City’s COVID-19 leave has been exhausted, and beginning April 1, 2020, eligible employees may qualify for up to 80 hours of emergency paid sick leave, as provided by the Families First Coronavirus Response Act.



- 35. Q. What if I am able and willing to work, but my work is considered non-essential and I have been sent home?**
- A. You will be eligible to use the City of Dallas ADCC code (Administrative Leave Non-Essential Staff with Pay) through April 1, 2020. Beginning April 1, 2020, eligible employees may qualify for up to 80 hours of emergency paid sick leave, as provided by the Families First Coronavirus Response Act.
- 36. Q. My work is deemed essential, but I do not want to be at work at this time. How do I get paid?**
- A. You will be required to use your available accrued leave balances, starting with vacation leave. After you have exhausted your accrued leave balances, you will be placed in a leave without pay status. Sick leave must be used in accordance with the City's Personnel Rules. Depending on your job and staffing needs, your leave request may be denied.
- 37. What happens after the City's COVID-19 leave is exhausted?**
- A. Beginning April 1, 2020, eligible employees may qualify for up to 80 hours of leave, as provided by the Families First Coronavirus Response Act.
- 38. What happens after the 80 hours of Families First Coronavirus Response Act leave is exhausted?**
- A. Employees may be required to use their accrued leave balances, including sick and vacation leave. Sick leave must be used in accordance with the City's Personnel Rules. **See the City of Dallas Families First Coronavirus Response Act Frequently Asked Questions for more information.**
- 39. Q. What happens after all my accrued leave balances are exhausted?**
- A. You may be placed in a leave without pay status. The City will make every effort to redeploy employees that are considered non-essential but are able and willing to work to allow for income continuation.
- 40. Q. Which departments are considered Tier 1 Departments at the City of Dallas**
- A.
- 311
  - Information Technology Services
  - Courts and Detention Services
  - Dallas Fire-Rescue Department
  - Dallas Police Department
  - Dallas Water Utilities
  - Office of Emergency Management
  - Department of Public Works
  - Equipment and Fleet Services
  - Office of Procurement Services
  - Sanitation
  - Building Services
  - Code Compliance
  - Sustainable Development
  - Transportation
  - Dallas Animal Services