RETURNING TO THE WORKPLACE

A RESOURCE GUIDE TO RETURNING TO CUIMC AFTER COVID-19

BY CUIMC Human Resources (Updated May 18th, 2020)
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If, after reading this guide, you have any further questions or requests, please email cumchr@cumc.columbia.edu or your Senior Human Resources Business Partner. If you have any COVID-19 specific questions, please email covid19questions@cumc.columbia.edu. As information evolves, the information below will be updated.
Purpose

The purpose of this guide is to provide staff at Columbia University Irving Medical Center with resources to help with the transition back to the workplace following the modification of on-site reporting procedures during the COVID-19 pandemic.

Introduction

Thank you for your commitment to Columbia University. Returning to onsite work is essential for CUIMC to continue our missions of providing the finest clinical care, cutting edge research, and educating the next generation of leaders in science and medicine.

The COVID-19 pandemic has created fundamental changes in the workplace. Although we would prefer to go back to business as usual, some of the changes brought on by the crisis may become permanent and require long-term adjustment. Once you have returned to the workplace, CUIMC HR will continue to support and assist you with this transition. Below are resources that will help you with the transition back to work such as workplace safety and benefits including child care.

CUIMC COVID-19 Resource pages

To keep abreast of COVID-19 University-related updates, please visit the following pages:

- covid19.columbia.edu
- humanresources.columbia.edu/covid19
- cuimc.columbia.edu/coronavirus-resource-center
- research.columbia.edu/covid/covidhub (uni required)
- fpo.cuimc.columbia.edu/covid-19-resources (uni required)

Workplace Safety

Continually check Environmental Health & Safety (first link below) and other applicable University resources as guidelines may change:

- Environmental Health & Safety Covid-19 Guidance
- Latest Updates
- Health Guidance
- Facilities Management

Workplace Safety Procedures

- Stay home if you feel ill and contact your healthcare provider for assessment.
- If you do test positive for COVID-19, you must immediately alert your department HR, Leave Management, and Workforce Health and Safety during regular business hours at (212-305-7590) and/or New York Presbyterian’s Workforce Health and Safety hotline at 646-NYP-WHS0 (646-697-9470) from 6:00 a.m. to 11:00 p.m.
- Consider virtual or remote interface with regular visitors where feasible.
• **Proper handwashing** is necessary and hand sanitizer should be utilized as a stopgap before the sink.

• Face covering must be worn over the mouth and nose in all public areas and shared workspaces. Face covering is not required in private offices when the door is shut and there is no other occupant.

• For assistance with how to don and doff your Personal Protective Equipment (PPE) please see this video: [https://player.vimeo.com/video/400247789](https://player.vimeo.com/video/400247789) and [this job aid](https://player.vimeo.com/video/400247789). When removing face coverings, do not touch eyes, nose or mouth or the front of the mask. Wash hands with soap and water or apply hand sanitizer.

• Consistently wipe down all surfaces with disinfectant spray or wipes (e.g. the mouse, keyboard, doorknobs, counters, conference room tables, copiers, etc.)

• Adhere to the **work social distancing guidelines**. The CDC suggests:
  - Stay at least 6 feet (about 2 arms’ length) from other people
  - Do not gather in groups (if you must have a meeting, keep it small)
  - Stay out of crowded places and avoid mass gatherings

**Guests and Deliveries**

• Access for non-employees to any CUIMC space will be strictly limited.
  - Establish a notifications protocol for greeting outside guests.
  - Avoid bringing guests into any shared or common spaces.

• All guests and delivery vendors should be approved and notified in advanced that they must wear appropriate PPE when entering any CUIMC building.
  - All guests and vendors should be registered by emailing [Ps-mc-guestaccessrequests@columbia.edu](mailto:Ps-mc-guestaccessrequests@columbia.edu) at least 24 hours in advance.
  - Include the date/time and building/floor the visitor/vendor will be visiting as well who should be notified when they arrive, including a phone number.
  - All guests/vendors must have a valid government ID and be wearing proper PPE in order to enter any CUIMC building

**Work is likely to change**

There is wide agreement among experts that jobs and the nature of work are likely to change. These changes have begun and are expected to accelerate as a result of CUIMC’s responses to COVID-19. They include an increase in remote work, even more use of technology, more effort devoted to process redesign, and skills like critical thinking, collaboration, and interpersonal communication.

Below are CUIMC resources to help you develop these skills as you re-enter your roles:

• [CUIMC Learning and Development Courses](#)

• [LinkedIn Learning](#)

• [Columbia University Professional Development Offerings](#)

Depending on your employment status, you may be eligible for tuition reimbursement and to take classes that are relevant to your work. To learn more visit the Tuition Program Benefits website [here](#). In addition, a large number of free on-demand programs on a wide range of skills are available through sites like [edx](#) and [Coursera](#).
**Columbia University Benefits**

**Backup Care**
As we begin to return to work onsite, you may experience issues with childcare or eldercare. The *Back-Up Care Advantage Program®,* provides care for adults/elders, children, or yourself when normal care arrangements are interrupted or when short-term care is required but you still need to perform your work responsibilities. For these situations, Columbia University has contracted with Bright Horizons Family Solutions to provide access to 150 hours of back-up care. If you want to learn more visit the [Adult and Elder Care website](#) from the Office of Work/Life or contact your [Sr. HR Business Partner](#).

**Leave of Absence and Accommodation Requests**
To learn more about COVID-19 Leaves of Absence and Accommodation requests visit [this website](#) it covers the following topics:
- Sick leave/Medical leave
- Absence to care for a sick family member
- Absence to care for a child
- Medical accommodation
- Quarantine order from the State

**Employee Assistance Program**
The [Employee Assistance Program (EAP)](#) is a network of free or discounted services to support your personal success and help with everyday challenges. Humana is the EAP provider and featured resources include:
- Legal, Mediation and Financial Consultation
- Counseling Services for you and your dependents
- Life Coaching

**What colleagues can do**
In addition to managers, colleagues can have a significant impact on the return to work of someone who has experienced a traumatic event. Below are some specific things colleagues can do to support each other:
- **Connect:** When a person returns to work, do not be afraid to ask how they are doing. Re-establish rapport by sharing information as appropriate.
- **Be available.** Balance listening with providing support. When providing support, be clear about your motivation, check to make sure the person wants input, and make sure that the advice you give is aimed at helping the other person.
- **Don’t take emotions personally.** Individuals have different ways of processing and expressing their personal experience with the crisis. They may behave differently toward you than before the crisis.
- **Be aware that recovery can take a long time.** Although most people are sympathetic toward an employee in the weeks or months following the traumatic event, they may continue to show signs of distress long after. This is something colleagues and managers should be mindful of.
- **Be reassuring.** Communicate that you value your work relationship.
**Grief and trauma**

COVID has had tragic impacts on many of us personally and many of those we work with. As described in the [CUIMC Coping with Grief – A Resource Guide](https://example.com), grief is a natural human adjustment process triggered by loss. The bereavement guide above offers resources for counseling, pastoral care, emotional support, etc. for all CUIMC employees. Additionally, at CUIMC we are proud of our cultural diversity and celebrating it through our [Employee Resource Groups](https://example.com). It is important to respect how each employee chooses to grieve.

**Recognition and remembrance**

There are ways within your department or unit that you can honor your colleagues’, family, and friends who passed away as a result of COVID-19.

- Moments of silence in the Department
- A memory wall to record funny and sentimental anecdotes that remind you of the deceased
- Staff check-ins with affected employees by peers and managers
- Meetings to memorialize the deceased by discussing how much they meant or how they changed you/made you laugh
- Writing letters to your loved ones recording things that you wish you could have said

**Other Resources**

- [Well-Being Programs and Services](https://example.com) and [Employee Assistance Program](https://example.com)
- [Emotional Wellbeing Resources](https://example.com)
- [CopeColumbia](https://example.com)
- [CUIMC Coping with Grief – A Resource Guide](https://example.com)
- [Discover Your Benefits](https://example.com) *(offers many coping resources offered by Columbia)*
- [Headspace](https://example.com) *(a science-backed meditation and mindfulness app free for New Yorkers)*
- Digital Health Apps for emotional wellbeing such as [Meditopia](https://example.com)
- [Mental Health Support New Yorkers](https://example.com) *(facilitated by the New York City Mayor’s office)*
- [Employee Resource Groups at CUIMC](https://example.com)
- [Mental Health/Emotional Support Resources for Co-workers – Articles and Tip Sheets](https://example.com)
- CUIMC webinars:
  - Communicating During a Crisis: [May 19](https://example.com) & [May 21](https://example.com)
  - Crisis Decision Making: [May 26](https://example.com) & [May 28](https://example.com)

**Summary**

Thank you, again, for your commitment to Columbia University. We hope this guide will provide you with the resources necessary to safely return to the workplace. As discussed in this guide, the way in which we perform our work may change to varying degrees, but we hope that this guide better equips you with the resources needed to adapt, lead, and thrive upon returning to the workplace.