

**D.C. DEPARTMENT OF HUMAN RESOURCES**

**Frequently Asked Questions about COVID-19 for the District of Columbia Government Workforce**

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**District of Columbia Government Workforce**

DC Health is actively working with our community partners and the Centers for Disease Control and Prevention (CDC) to respond to the expanding global threat. Knowing how to reduce the risk of infection and implementing that knowledge is particularly crucial for all District employees. The following frequently asked questions (FAQs) are meant to inform and educate you about appropriate precautions and work practices that will minimize the risk of potential employee exposure, illness, and the spread of COVID-19 using general prevention strategies.

**COVID-19 General**

**1. How does COVID-19 spread?**

According to the [CDC](#), COVID-19 is thought to spread primarily from person to person, mainly through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. The spread of COVID-19 is more likely when people are in close contact with one another (within about six feet). COVID-19 may also spread via contaminated hands or inanimate objects that become contaminated with the virus.

**2. What are the symptoms?**

The [symptoms](#) of COVID-19 include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea.

Symptoms may appear 2-14 days after exposure to the virus.

**3. Who is at risk?**

While the CDC is still learning who is at higher risk for developing a severe illness due to COVID-19, the CDC does know that [older adults and persons with underlying illnesses and compromised immune systems](#) appear to be at higher risk for developing more serious complications from COVID-19 illness.

#### 4. What can I do to reduce risk?

We cannot emphasize enough that practicing good infection prevention behaviors now will create good habits that are critical to minimizing COVID-19 in our community. The mainstay of maintaining a healthy community requires every individual take action to reduce the risk of infection.

These behaviors will reduce your risk of becoming ill from influenza and other respiratory viruses that are circulating in our community. Please follow the guidelines below:

- **Stay home when sick:** Stay home if you are ill and keep away from others as much as possible. If you have a fever and dry cough, stay home until at least 24 hours after your fever is gone except to get medical care (your fever should be gone without the use of a fever-reducing medication).
- **Wash your hands:** COVID-19 may spread via contaminated hands or inanimate objects that become contaminated with the virus. Wash your hands frequently (multiple times a day) for 20 seconds with soap and water, especially after you cough or sneeze. Handwashing with soap and water is the most effective way to remove dirt and germs from hands. The act of running water down your hands while scrubbing them together is the most important aspect of handwashing because it eliminates germs. The temperature of the water should be warm enough to allow one to place one's hands fully and comfortably under the water stream and is not the primary factor that eliminates germs from your hands. Alcohol-based hand sanitizers with at least 60% alcohol can also be effective if soap and water are not available.
- **Cover your nose and mouth with a tissue when you cough or sneeze:** Throw the tissue in the trash after you use it. COVID-19 spreads mainly from person-to-person in respiratory droplets from coughs and sneezes. If a tissue is not immediately available, coughing or sneezing into one's arm or sleeve (not into one's hand) is recommended.
- **Keep from touching your mouth, nose, or eyes:** You can become infected from a virus that is on your hands when you touch your mouth, nose, or eyes. Keeping your hands away from those areas of your face and washing them frequently will protect you from infection if you touch a contaminated surface.
- **Social distancing:** Social distancing combined with other safe practices will help protect yourself and others from community transmission of the virus. Practice social distancing by keeping 6 feet of distance between you and others when possible. Except with members of your household, refrain from engaging in any gatherings of 10 or more people, where possible.
- **Enhanced environmental cleaning:** [Standard disinfectants](#) (such as antibacterial wipes) are effective in removing COVID-19 from surfaces. More frequent cleaning of high touch areas will reduce the risk of hands being contaminated and possibly transmitting infections to oneself or others.

- **Influenza vaccination:** A seasonal influenza vaccine will not protect you against COVID-19, but it will decrease the risk that you will get another respiratory disease that may be confused with COVID-19. The seasonal flu vaccine protects against the 3 or 4 flu viruses that research indicates will be most common. Vaccination is the best tool for the prevention of influenza illness.
- **Enable sick workers to stay home:** Supervisors should work with the DCHR policies to ensure that employees are accessing leave appropriately to enable them to stay home and away from the workplace when sick or telework where possible. Supervisors should plan for the possibility of unscheduled leave and encourage employees who are sick to stay at home to care for themselves and others who are ill with the flu or children dismissed from school.
- **Facilitate infection control practices:** Within your agency, you should see posters that are prominently displayed that address and remind employees that proper handwashing, respiratory hygiene, and cough etiquette are the mainstay of preventing transmission of this virus in the workplace. Handwashing posters in multiple languages are available at <https://coronavirus.dc.gov/page/coronavirus-resources>.
- **Provide hand sanitizers and tissues:** Agencies have the authority to purchase cleaning products and tissues in common work areas such as customer windows, lobbies, conference rooms, and other shared spaces. Remember, the most effective way to clean your hands is to wash them with soap and water for at least 20 seconds.
- **Use of masks:** The CDC recommends that all individuals wear a cloth face covering when around others out in public, especially when social distancing is difficult to maintain. The CDC recommends that individuals wear a face covering even if they are not sick to reduce the likelihood of asymptomatic spread of the virus. The mask should cover your mouth and nose, and you should not place any face coverings on young children under the age of 2, or on anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance. Individuals who cannot wear a mask due to an underlying medical condition should also not be required to wear a face covering. Unless you are a healthcare worker, the CDC recommends that you do not use an N95 respirator, or a surgical mask, as these are critical supplies that must continue to be reserved for healthcare workers and other medical first responders. All District government employees are required to wear a mask when in public or when entering a District government facility, and throughout the District government facility where social distancing is not possible.
- **Planning and Preparedness:** Individuals and families should plan ahead when purchasing supplies to minimize how often they must leave their home.

Keeping several days of non-perishable foods in the home will enable this strategy. Individuals and families should also consider their specific needs and make sure to keep several days worth of hygiene products, necessary medical supplies like a thermometer and over-the-counter medication, and prescription medication in their home.

## 5. I am starting to feel sick, what should I do?

Do not come to work and avoid contact with other people. Notify your supervisor and seek medical attention if you have reason to believe you have been exposed to COVID-19. Call your healthcare provider before visiting a healthcare facility. Sick employees should stay home from work until they are free of fever, signs of a fever, and any other symptoms for at least 24 hours and without the use of fever-reducing or other symptom-altering medications.

For sick leave absences in excess of three consecutive workdays, and until further notice, employees must supply a medical release from their health care provider clearing their return to work. All employees who return to work following a positive COVID-19 test or who were advised to quarantine because of symptoms consistent with COVID-19 must provide documentation from their health care provider demonstrating that they meet the [criteria for discontinuing home isolation](#) and are cleared to return to work. Agencies should be flexible with employees seeking medical notes due to increased demand on health care providers and exercise reasonable leave options with employees.

## 6. When do I call my doctor or go to the hospital?

If you are sick or feel sick and need medical care -- go to the doctor or hospital or use your healthcare provider's telemedicine option. The telemedicine options are:

- [UnitedHealthcare](#) will waive member cost sharing, including copays, coinsurance and deductibles, for COVID-19 diagnostic testing provided at approved locations in accordance with CDC guidelines for all commercial insured, Medicaid, and Medicare members. Where available, you can also schedule a [virtual](#) visit with a physician. Virtual Visits are ideal for asking general questions. UnitedHealthcare offers the ease of a Virtual Visit through mobile devices, tablets or computers. For mobile devices and tablets, the UnitedHealthcare app can be downloaded at no extra charge for Android and Apple devices. For desktop users, Virtual Visits can be accessed by visiting [www.uhc.com](http://www.uhc.com).
- With [CareFirst](#) Video Visit, you can get the care you need when and where you need it. From sudden colds to allergy woes, simply sign in to speak to a doctor.
- [Aetna](#) will waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the cost of physician-ordered testing for patients who meet CDC guidelines, which can be done in any approved laboratory location. For the next 90 days, Aetna will offer zero co-pay telemedicine visits – for any reason. Aetna members should use telemedicine as their first line of defense to limit potential exposure in physician offices.
- [KP Now - Kaiser Permanente](#) provides members with acute, low acuity symptoms the option to have a same day telephone appointment with a KP Now provider. KP Now is a patient-centered service designed to meet the member's need for a quick, convenient resolution to low acuity medical symptoms, and there is no charge for the telephone appointment. Appointments are scheduled for the same day after speaking to a KP Service Associate by calling 404-365-0966; Toll-free: 800-611-1811.

## **7. What if I am fearful of contracting COVID-19 if I come to work?**

Do not be afraid! Rather, minimize your risks as outlined in this memorandum and in CDC and DC Health guidance. Consult your healthcare provider if you are concerned. Also, you can feel free to contact the District's Employee Assistance Program (EAP) provider, INOVA, at 800-346-0110. There is no cost for this service. INOVA recently offered a free webinar about building psychological immunity during the COVID-19 outbreak. To watch a recording of the webinar, click this [link](#).

## **8. What should an agency do if an employee refuses to come to work because of concerns about contracting COVID-19?**

Unless the employee is on approved leave or approved situational telework, unauthorized absences will be considered AWOL.

## **9. How does the District assess my exposure to COVID-19 in the performance of my duties?**

The District's Office of Risk Management recommends that agencies analyze the risk to an employee's position, when performing a specific task or operation, and to determine if additional protective measures are warranted to prevent any occupational exposure.

## **10. Where can I locate additional resources about COVID-19?**

For additional information, please visit:

- <https://coronavirus.dc.gov> which provides comprehensive information about COVID-19 in the District.
- The [Centers for Disease Control and Prevention](#) has a comprehensive website that provides guidelines for helping prevent the spread of COVID-19 in various communities.

# **Travel and Quarantine**

## **11. What if I traveled outside of the United States?**

You must notify your immediate supervisor of any international travel in the past 14 days. You will be required to self-quarantine for 14 days from the time you return home from international travel. Self-quarantine can include telework (when possible). Therefore, to the greatest extent possible, agencies should permit employees to telework during a period of self-quarantine. Employees required to self-quarantine should contact their agency FMLA coordinator, as they may be eligible for COVID Sick Leave or other leave, if applicable. Employees who self-quarantine due to international travel will not receive administrative leave.

## **12. What if I traveled to an area within the United States designated as "high risk?"**

Pursuant to Mayor's Order 2020-081, employees traveling to or from a "high-risk" location for non-essential travel must self-quarantine for 14 days following their return or arrival back into the District of Columbia. An employee traveling from a high-risk location after essential travel or arriving in the District from essential travel must self-monitor for symptoms of COVID-19 for

14 days. If the employee develops COVID-19 symptoms, the employee must self-quarantine and seek medical advice or testing. The self-quarantine requirement does not apply to travel to and between Maryland and Virginia.

**13. How do I know if an area is high-risk?**

For the most recent list of “high-risk areas,” please refer to [coronavirus.dc.gov](https://www.coronavirus.dc.gov).

**14. I engaged in non-essential travel through a high-risk state by car. Am I still subject to the 14-day self-quarantine requirement?**

No, if you merely travel through a high-risk location, such as through an airport or by vehicle, you are not required to self-quarantine for 14 days.

**15. I engaged in non-essential travel to a high-risk state, my job is conducive to telework, what are my leave options?**

Self-quarantine may include situational telework. Therefore, to the extent that your position is conducive to telework, you would not be eligible for any leave except your own accrued leave, if granted, as you would be able to situationally telework.

**16. I engaged in non-essential travel to a high-risk location and my job is not conducive to telework, will I be provided administrative leave for the 14-day self-quarantine period?**

No. Agencies will not provide employees whose positions are not conducive to telework with administrative leave for the 14-day self-quarantine period. Instead, you must use your own accrued leave options, which may include annual leave or sick leave or paid leave entitlements such as COVID Sick Leave, or leave without pay. You should contact your agency FMLA Coordinator to determine if you are eligible for COVID Sick Leave or other applicable leave.

**17. I am an “Essential” or “Emergency” employee. May I engage in non-essential travel to a high-risk location?**

Only if your travel and subsequent self-quarantine do not interfere with your official duties upon your return. Since you are an “Essential” or “Emergency” employee, you are required to notify your supervisor of your intent to travel to a high-risk location before engaging in such travel. This is critical because one week of leave to a high-risk area could turn into three weeks of leave due to a need to self-quarantine for 14-days. Failure to notify your supervisor prior to engaging in such travel may result in administrative action.

**18. I was asked by a physician or health official to self-quarantine. What do I do?**

Notify your supervisor and provide documentation to the appropriate agency designee. Comply with the recommendation of the health professional to self-quarantine for 14 days. Your manager may require you to telework during a period of self-quarantine. As previously noted, employees required to self-quarantine should contact their agency FMLA

coordinator, as they may be eligible for COVID Sick Leave or COVID-19 Leave or other applicable leave.

**19. I had close contact with someone who tested positive for COVID-19 in the last 14 days. What should I do?**

Contact your physician, and then notify your supervisor. Agencies will require employees who have had known exposure to an identifiable person who tested positive for COVID-19 to telework for at least 14 days from the date of the exposure; provided that employees for whom telework is not reasonable, agencies will exercise appropriate leave options for the same period of time. Such leave options may include informing employees they may be eligible for COVID Sick Leave or COVID-19 leave or other applicable leave depending on the unique circumstances of each employee's situation.

**20. I have District government travel arrangements. Are they suspended?**

All travel to non-District government facilities and sites for the purpose of District government business is suspended unless the travel is (1) within the District, or within 50 miles of the District; (2) 100% funded by federal or private funds or (3) essential to accompany individuals under the care of the Child and Family Services Agency, Department on Disability Services, Department of Youth Rehabilitation Services, or Office of the State Superintendent of Education.

## Leave

**21. A health official recommends that I self-quarantine for 14 days. Will I be paid?**

Employees who are advised to self-quarantine may be able to telework and agencies should permit employees to do so to the greatest extent possible. Where an employee is physically unable to telework (for example, they are too physically sick due to COVID-19 to even work remotely), employees should apply for COVID Sick Leave and/or COVID-19 Leave or other applicable leave, and provide proper medical documentation. Please note that COVID Sick Leave and COVID-19 Leave must be approved prior to use.

**22. Both my spouse and I have to self-quarantine based on the recommendation of a health official. I understand that I may receive COVID Sick Leave once I provide medical documentation; however, my spouse works for a private company and will not be paid. What are my options?**

Employees who participate in the 457(b) Deferred Compensation Plan (Plan) may be eligible for withdrawal from the Plan due to unforeseen emergencies that result in severe financial hardship. You can work with our Plan Administrator, ICMA-RC, to determine if all the needed conditions for withdrawal are met. You can contact an ICMA-RC representative to specifically discuss withdrawals at 1-800-669-7400 and select option 1.

**23. If I feel sick, how do I request leave?**

You must first inform your immediate supervisor or another supervisor within your chain of command of your need to take leave. To the greatest extent possible, you must contact your supervisor no later than two hours prior to the start of your scheduled tour of duty.

However, if you cannot report for duty due to the COVID-19 illness and are too ill or unable to submit supporting documentation, you may be granted available leave options regardless of whether you sought pre-approval for such leave. Agencies will make the appropriate adjustments to your time and attendance following your return to work, and your submission of appropriate medical documentation.

## **24. What are the various leave categories available to me if I am sick?**

- [Sick Leave](#) - An employee is entitled to use an unlimited amount of their accrued sick leave when they are unable to perform their duties due to physical or mental illness or are symptomatic due to a communicable disease. Employees are entitled to use sick leave to care for family members who are symptomatic due to a quarantinable communicable disease. Please refer to the [District personnel regulations](#) for other permissible uses of sick leave. For absences in excess of three consecutive workdays, and until further notice, employees must supply a medical release from their health care provider clearing their return to work. No agency shall permit an employee to return to the workplace without such a release unless this requirement is waived by DCHR.
- COVID Sick Leave – This new, temporary COVID Sick Leave benefit provides employees who are unable to work or telework with between two and twelve workweeks of paid COVID Sick Leave for certain circumstances related to the current public health emergency. COVID Sick Leave is an employee benefit that is separate and in addition to an employee's accrued annual and sick leave.
- COVID-19 Leave (DCFMLA) – Eligible employees may qualify for up to 16 weeks of unpaid leave for the duration of the public health emergency. Upon the end of the public health emergency, the employee's COVID-19 Leave will terminate even if the employee has not exhausted their 16-week entitlement. COVID-19 Leave provided by DCFMLA should not be confused with the paid COVID Sick Leave benefit. An employee may be eligible for both COVID-19 Leave and COVID Sick Leave. COVID-19 Leave does not count against an employee's traditional 16 weeks of family leave and 16 weeks of medical leave under DCFMLA.
- [Leave Without Pay \(LWOP\)](#) is a temporary non-pay status and absence from duty granted at the employee's request or as otherwise authorized by District personnel regulations. The permissive nature of LWOP distinguishes it from absences without leave, which is unauthorized leave that may subject an employee to corrective or adverse action. Agencies may approve a maximum of 52 calendar weeks of LWOP. Unless stated otherwise, authorizing LWOP is at the discretion of the agency director.
- [Federal FMLA, DCFMLA, and Paid Family Leave](#) - Eligible employees are entitled to federal FMLA, DCFMLA, and Paid Family (PFL) leave consistent with applicable laws and regulations. For example, an eligible employee who contracts COVID-19 may be entitled to medical leave under federal FMLA, DCFMLA, or both. Similarly, an eligible employee with a family member requiring the employee's care due to a qualifying medical condition may be eligible for family leave under federal FMLA, DCFMLA, and/or PFL to provide care for their family member.

- Advanced Sick leave and Annual Leave - If an employee exhausts their accrued annual leave, sick leave, or both, agencies may advance leave to the employee. Agencies may advance annual leave to eligible employees up to the amount of annual leave expected to be earned during the balance of the current leave year or the remainder of the employee's time-limited appointment, whichever is sooner. In cases of serious disability or ailments, agencies may advance up to a maximum of 240 hours of sick leave to employees who have exhausted all their accumulated sick leave except when the agency has reason to believe that the employee may not be able to repay the advanced leave. For term and temporary employees, agencies may advance only up to the total sick leave the employee would earn during the remainder of the time-limited appointment.

**25. For employees who are out on FMLA and work at agencies that have temporarily halted operations (for example, OSSE-DOT, DCPS, etc.), will this count as time towards FMLA?**

Yes, this time is still being counted against their FMLA hours.

**26. What happens if my FMLA medical leave which I took before the COVID-19 public health emergency is scheduled to end within the COVID-19 public health emergency and I can't get to my doctor to receive medical clearance?**

Unless you were instructed to provide a medical clearance prior to taking FMLA leave, a medical clearance is not necessary for FMLA medical leave that was taken prior to the COVID-19 public health emergency for a non-COVID 19 related reason.

**27. If I was quarantined, do I need to bring a doctor's note?**

All employees who return to work following a positive COVID-19 test or who quarantined because they developed symptoms consistent with COVID-19 must provide documentation from their healthcare provider which demonstrates that the employee has met the [criteria for discontinuing home isolation](#) and is cleared to return to work.

## Telework

**28. Am I eligible to telework?**

You are eligible to telework during the COVID-19 emergency if your agency is considered a "Full-telework" agency. If your agency is considered a "Partial-telework" agency, please consult with your agency human resources department to check your eligibility. If your agency is considered a "No-change" agency, your agency's telework policy has not changed. For a complete and updated list of agencies telework designations, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).

**29. Can I telework if I'm a temporary employee, term employee, or intern?**

During the COVID-19 public health emergency, employees may telework if they are a temporary employee, term employee, or an intern as long as their position is eligible to telework and they do not work for a "no-change" agency as listed above.

### **30. Am I allowed to telework if I am a new hire?**

With the exception of “no-change” agencies, agencies may not restrict telework eligibility based on length-of-service requirements during the COVID-19 public health emergency. New hires can telework during the COVID-19 public health emergency as long as their position is eligible to telework, and they do not work for a “no-change” agency as listed above.

### **31. Can I telework if I have children at home?**

During the COVID-19 public health emergency, employees may telework with children at home as long as their position is eligible to telework and they do not work for a “no-change” agency as listed above.

### **32. Can I telework if I’ve had poor performance reviews or am following a Performance Improvement Plan (PIP)?**

During the COVID-19 public health emergency, employees who work for a “full” or “partial-telework” agency are able to telework regardless of past performance.

### **33. How soon do I have to respond to emails and messages when on situational telework?**

Generally speaking, employees must respond to emails and messages within 30 minutes and must be able to report to any duty station within the District of Columbia within 2 hours if directed to do so.

### **34. Do I still have to complete a telework agreement?**

Yes, you must still complete a telework agreement with your agency.

### **35. Can my agency rescind my telework agreement?**

Your agency may rescind your telework arrangement at any time and will notify you if this is done.

### **36. How do I telework securely?**

Employees should visit the Office of the Chief Technology (OCTO) website (<https://remote.dc.gov/>) for guidance and technological assistance for working remotely.

### **37. How will I communicate with my colleagues or attend meetings?**

Add your work cell phone number to: your email signature, Outlook profile, and the Peoplesoft Directory. If you list multiple numbers in these locations, make it clear which is your desk phone number and which is your work cell phone number. Save the work cell phone numbers of your most contacted work colleagues in your cell phone. If possible, also request and save the work cell phone numbers of at least one member of the teams with whom you frequently work.

Employees should refer to OCTO’s website (<https://remote.dc.gov/>) for more information on setting up virtual meetings and communicating with your colleagues.

### **38. I'm having issues with my VPN.**

Contact the OCTOHelps Desk at (202) 671-1566 for any IT challenges.

## **Scheduling and Deployment**

### **39. Can my agency change my duties, schedule, or duty location?**

During the COVID-19 emergency, agencies may change an employee's duties, to include adding additional duties, work schedules, and duty stations as appropriate to support the COVID-19 response. However, if an agency chooses to change an employee's work schedule, they must notify the employee at least 24 hours in advance of the schedule change, unless the need for the schedule change was unforeseeable.

### **40. School is closed, and I have children. Am I allowed to stay home?**

In many cases, yes. However, employees such as health care providers or emergency responders may not be able to telework and may be ineligible for COVID Sick Leave. Health care providers and emergency responders are both terms that are broadly defined under relevant Department of Labor regulations. Employees are encouraged to contact their human resources office to determine if they are considered a health care provider or emergency responder for purposes of COVID Sick Leave.

Essential and emergency employees who cannot telework or who are ordered to a duty station are eligible for COVID Sick Leave if they are not health care providers or emergency responders. Additionally, non-essential or non-emergency employees who are unable to telework and are required to physically report for duty are also eligible for COVID Sick Leave if they are not health care providers or emergency responders.

All employees who have worked for District government for at least 30 days may also be eligible for COVID-19 leave under DCFMLA to care for a child whose school or childcare facility is closed, or childcare provider is unavailable.

Once employees have exhausted their COVID Sick Leave and/or COVID-19 Leave, employees must find alternative arrangements for childcare if employees are unable to telework or are ordered to a duty station. Agencies at their discretion may approve other appropriate forms of leave for essential and emergency employees, or any other employee physically required to report to work, if operations permit and such employees have exhausted their COVID Sick Leave. Our Employee Assistance Program has several resources to assist with childcare. These resources are located [here](#).

### **41. Metro is running on a modified schedule, what if I am late?**

Notify your supervisor if you will be impacted by commuting delays and are unable to arrive at work as scheduled. Note that you will receive pay for hours that you have actually worked. If you are late because of a commuting delay, your supervisor may approve for you to work later than scheduled to make up for lost time.

**42. My manager is using the COVID-19 emergency to make unreasonable work requests, what do I do?**

Non-union employees should file a grievance with their agency's HR office. Union employees should proceed with grievance procedures described in their CBA or consult their union representative.

**43. I live with a relative who is in a high-risk category and I am concerned about asymptomatic exposure to the virus. Do I have to report to work?**

Employees must report to work if their agency has not approved their position for telework. Employees who reside with an individual who is at high risk for serious illness from COVID-19 may be eligible for COVID-19 Leave and/or COVID Sick Leave. Employees should contact their FMLA Coordinator to determine if they are eligible for such leave. Employees may also request to use their accrued leave if there is a valid health concern.

**44. My agency has transitioned into doing all work remotely, but my position does not allow me to work remotely; what I do I do?**

Your agency will provide you with online training and other tasks to perform during the emergency or assign you with other administrative work that can be completed remotely. As needed to support essential government operations, your agency may also temporarily assign you to assist another agency with work that is at your skill level.

## **Payroll**

**45. Is the Office of Payroll and Retirement Services (OPRS) physically open?**

OPRS is teleworking. You can reach their staff at 202-741-8600 from 8:00am to 4:30pm.

**46. I am teleworking. What time reporting code (TRC) should I use?**

If you are teleworking, use the Situational Telework (STTW) TRC.

**47. I'm working on tasks that are related to COVID-19. How do I report my time?**

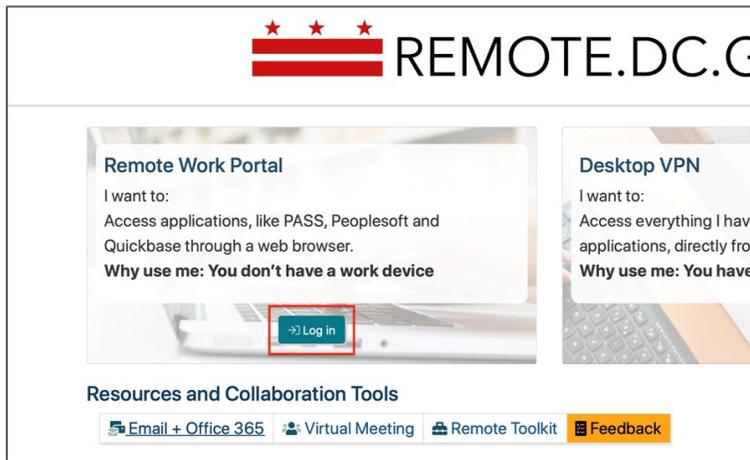
Employees who are working on any task that is related to the District's response to COVID-19 should add a "COVID" task to those hours in PeopleSoft. [Issuance No. 2020-7: COVID-19](#): Timekeeping provides instructions on how to report time related to COVID-19.

**48. Do I still need to enter my time?**

Yes, employees and/or when applicable agency timekeepers should still enter time in PeopleSoft.

**49. How can I change my direct deposit remotely?**

Employees can go to [remote.dc.gov](https://remote.dc.gov) to change their direct deposit remotely. A VPN Network connection isn't needed to use remote.dc.gov. The screenshots are below. Employees can also watch this [video](#) to learn more about [remote.dc.gov](https://remote.dc.gov).



### 50. Where can I find who is eligible for overtime?

Please refer to this [issuance](#) for overtime eligibility.

### 51. I received a debit card, but it has no funds on it. What should I do?

The debit cards will be loaded with the paycheck amount on the day you would normally receive your paycheck. If this does not occur, please connect the Payment Operations Center (POC) at 202-727-6060.

- **What if I didn't receive the card that was sent to my house?**

Please call the customer service phone number for US Bank, 877-474-0010.

### 52. I am a contractor for the District government. How do I know if I should telework or report to work? Will I receive overtime?

DCHR does not have oversight over District government contractors. Please refer your questions to your organization and/or the District agency that you work for.

## Hiring

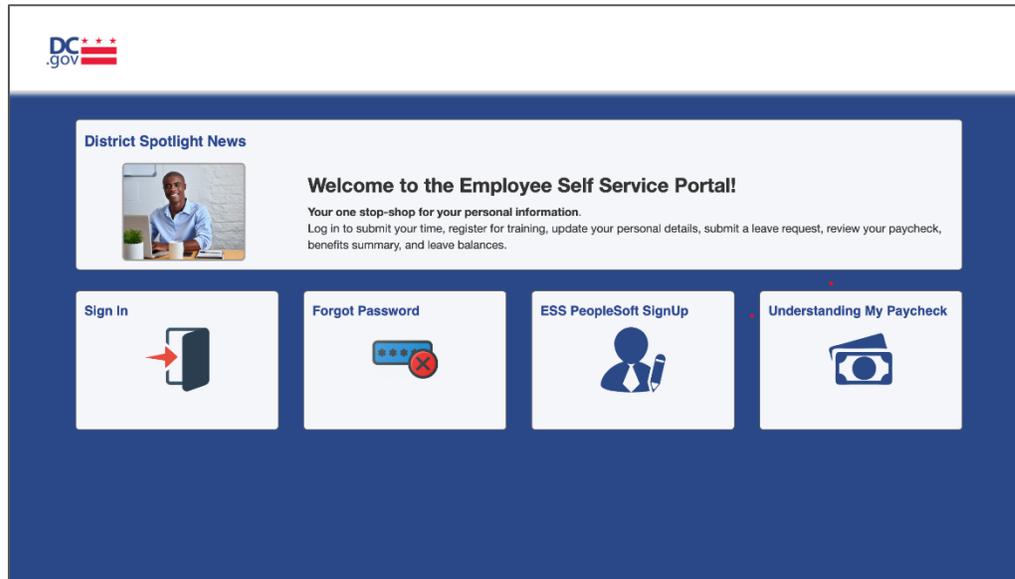
### 53. What does the hiring freeze mean? Can my agency still hire during this time?

On April 6, 2020, the Mayor issued an Order that places restrictions on hiring for Fiscal Year 2020. Except for the employees exempt from the hiring freeze in [Mayor's Order 2020-057](#), agencies must receive a waiver from the City Administrator's office to hire for a position.

### 54. Who will process new hires into PeopleSoft?

DCHR will process the hire actions in PeopleSoft for new hires remotely. Once you have a District issued email address, you can go to [ess.dc.gov](#) and click on the "ESS PeopleSoft Signup tile" to register your account. Besides the positions listed in [Mayor's Order 2020-057](#), agencies must provide a waiver from the City Administrator's office for hiring new employees

after April 6, 2020.



**55. When can employees change their direct deposit?**

Employees can change their direct deposit information in PeopleSoft once a day. As long as the information is correct, direct deposit should work the following pay period.

**56. My agency has several not-to-exceed appointments, can I extend those?**

Yes, during this time, agencies can extend not-to-exceed dates for 90 days without worrying about grant funding or limited time appointments.

**57. My agency needs to hire some employees very quickly for a position that I advertised several months ago. Can I use the selection certificate from 4 months ago?**

Yes, during the COVID-19 public health emergency, agencies can use selection certificates that may have surpassed the 90-day mark.

**58. Will all new hires attend a virtual orientation? Are DCHR based trainings being cancelled or changed to virtual?**

New hires will attend a virtual New Employee Orientation. Those who do not will need to engage with their agency-based HR team for on-boarding. DCHR-based training is cancelled through April 27th but will convert to virtual moving forward. Persons who are enrolled in training should look out for guidance to come from the Center for Learning and Development at DCHR.