

FAQS FOR EMPLOYEES

****Please watch for updates to these FAQs****

****Please check tvcc.cc for updates****

Q: What is a critical function?

- A. Per today's message, only critical functions are permitted to be performed ON CAMPUS. Most of you will transition to working at home. Critical Functions include housing, food service and "general administrative services." TVCC has determined that critical functions are those that must be performed to keep the College operational AND cannot be performed at home.

Critical departments include the Business Office, HR, IT, Facilities and Financial Aid. They will be on campus with a reduced staff and staggered schedules. Again, if a position or portions of a position can be performed at home, they will be.

Q. Can part of my job be "critical" and other parts be "non-critical."

- A. Yes. We recognize that some employees need to access the College's technology, such as printers, from time-to-time. The best practice is to identify what hours you need to be on campus to perform the critical portion of your job and a create a real or virtual calendar for your physical area to ensure strict compliance with social distancing. You can create a virtual calendar through google here:

<https://calendar.google.com/calendar/r/settings/createcalendar?pli=1>

If you have your own office or your work area is at least six feet from another employee, you will be compliant of the Oregon Health Authority recommendations.

Q. How do I know if I am working On Campus or at home?

- A. Your supervisor will meet with you to determine if you will be assigned to work at home or if you are performing a critical function that needs to be completed on campus or if you will be doing both. Some employees will work from campus with a virtual delivery of services (i.e., tutors). Part time employees are eligible to work at home as well. However, full time employees will receive preference if there is a lack of work.

Q. How do I work from home?

- A. Right now the College is loaning all available laptops to faculty to ensure classes can be delivered virtually to the students. That remains a priority. However, there MAY be some available laptops or desktop computers for other staff to use at home. Make the

request to your supervisor if you need a computer to use at home. If you have your own desktop or laptop, you can use that equipment.

You can access a virtual desktop by following the instructions here:

https://webtools.tvcc.cc/file_manager/download.cfm?file=4061

You can access Jenzabar through your virtual desktop and instructions can be found here:

https://webtools.tvcc.cc/file_manager/download.cfm?file=4062

IF YOU INTEND TO USE THE VIRTUAL DESKTOP, SEND AN EMAIL TO IT STATING SUCH. They need to be sure they have enough availability.

There are many help documents available at MyTVCC. (See Attachment 1)

In addition, you may need to host or participate in a Zoom meeting. If you are asked to participate in a Zoom meeting, you will receive an email with a link. You can participate via phone or computer. If you host a meeting, you can set it up by clicking the zoom link in the quick links at MyTVCC. (See Attachment 2)

If you need to access documents on your hard drive, move them to your U drive. You will be able to access the U drive from the virtual desktop. Another option is to use your Onedrive. Instructions can be found here:

https://webtools.tvcc.cc/file_manager/download.cfm?file=1446

If you need specialized equipment, your supervisor will identify what it is and IT is already working to obtain the necessary hardware.

Q. How do I Keep in Touch with my employees or supervisor?

A. Everyone working from home was given a Work from Home Agreement. That document requires telephone numbers be provided for the employee and the supervisor. You can call or use email.

Q. How long will this continue?

A. Right now, we know it will last until **April 28, 2020**. We will keep you updated.

Q. Can I take Vacation Leave?

A. YES! If you do not have work that you can do from home or you simply wish to take vacation leave, please submit the form to your supervisor. Supervisors have been advised to be as lenient as possible in the granting of leave.

Q. What happens in the event there is not enough work for me?

- A. We are working very hard to ensure our employees remain working and paid. In case of a worst case scenario, however, the Oregon Unemployment Department has stated that there may be assistance in the event of temporary layoff and/or other displacement due to COVID-19. More information can be found here:

<https://www.oregon.gov/employ/Pages/COVID-19.aspx>

Q. I am feeling anxious and scared about all the changes. What can I do?

- A. According to Moda's webpage, you can get Telephone counseling through your Moda EAP program. Counselors are available by appointment or can talk with you right away. Call Moda at 800-826-9231 to arrange a time that works best for you, or to speak with a counselor any time of the day, including evenings, weekends and holidays, seven days a week, 365 days a year.