

Human Resources / Payroll Business Continuity Plan UH Emergency Closing

In order to continue to provide service to UH faculty, staff, and students, Human Resources has developed this Business Continuity Plan to address all areas within its scope, including Benefits, Payroll, Records, Employment, and Training.

HR Service Center

The HR Service Center will operate as the central information flow for all HR related matters. Employees having general HR questions should contact the Service Center at 713-743-3988 for assistance.

In the event that the university is closed due to emergency weather situations the HR Service Center will be staffed by essential personnel to respond to any HR/Payroll urgent matters.

Benefits

Employees having specific questions regarding their health coverage may contact Blue Cross and Blue Shield Customer Service directly at **1 (800) 252-8039** or through their website at www.bcbstx.com/hs. In order to ensure that employees are provided the correct coverage information by BCBS, they should provide the following details:

- **Plan Name: State of Texas Health Select**
- **Group Number: 38000**
- **Individual ID Number** (found on the insurance card, or he/she may provide his/her Social Security Number)

Prescription benefits are administered through **Caremark, Rx Group Number 1292**. The Caremark Customer Service telephone number is **1 (888) 886-8490**.

Dental benefits for **HumanaDental DHMO Plan** (formerly Aetna DMO) and **State of Texas Dental Choice Plan** are both administered through **HumanaDental**. Employees having specific questions regarding their dental coverage may contact HumanaDental directly at **1 (877) 377-0987** Monday – Friday, 7 a.m. – 7 p.m. (Central Time). The web address for HumanaDental is www.humanadental.com.

Employee Assistance Program benefits are administered through The University of Texas Health Science Center at Houston (**UTEAP**). Employees needing assistance may contact them directly at **1 (800) 346-3549 or 1 (713) 500-3327** (24/7) or their website at www.uteap.org. They can assist the employee with work/personal issues, financial issues, wellness assistance, legal assistance, and WorkLife balance training. They can also assist with childcare, elder care, and stress management. The employee will need to provide them with their personal information.

In the event of a traumatic event/disaster, UTEAP will seek to provide the following to employees and family members as soon as it is available:

- Emergency relief numbers
- Shelter and other pertinent disaster recovery information
- Articles/resource information regarding stress in relation to the traumatic event

In the event of University closure, the Benefits staff will be available on an as-needed basis at the following telephone numbers or via e-mail.

Juanita Virgin (713) 743-9915 or e-mail at jvirgin@central.uh.edu
Linda Leggett (713) 743- 5743 or e-mail at lleggett@central.uh.edu
Monica Morgan (713) 743-5771 or e-mail at mmorgan@central.uh.edu

They will be able to access ERS insurance records to answer questions. Most insurance forms are available on one of the following sites:

- HR Benefits website <http://www.uh.edu/hr/>
- ERS website www.ers.state.tx.us
- Blue Cross Blue Shield website www.bcbstx.com/hs

Payroll

The payroll schedule, which provides all payroll deadlines and corresponding pay dates is available on the HRMS/ Payroll website at www.uh.edu/hrms , Payroll Calendar at [Payroll Schedule](#) and [Pay Dates](#), respectively.

If the University is closed during a scheduled payroll run, the following steps will be taken by the Payroll staff to ensure that pay is submitted electronically by direct deposit to employees' bank accounts as customary.

- Active Exempt employees will be paid their regular monthly salary.
- Active Non-exempt employees will be paid their regular hourly rate for the number of hours assigned to them based on their job FTE, adjusted accordingly if not eligible for emergency leave.

If payroll is processed while the University is closed, upon reopening, Exempt employees must submit their corrected time in Time and Labor and Non-exempt employees will be required to submit corrected timesheets.

- Exempt employees will need to report any leave taken during the pay period, including emergency leave granted for the period of the University closure. Adjustments to leave balances will be done on the first available payroll cycle following the re-opening of the University.
- Non-exempt employees will need to report any leave taken during the pay period, including emergency leave granted for the period of the University closure.
- Non-exempt employees who are required to work or be on call during the period that the University is officially closed may be entitled to regular pay, in addition to emergency leave. This is discussed in detail below under "Administration of Emergency Leave."

In the event of University closure, the Payroll staff will be available on an as-needed basis at the following telephone numbers and/or via e-mail. They will be able to access the PeopleSoft payroll records to answer questions regarding pay.

Carla Ponzio (713) 743-8766 or e-mail at cponzio@central.uh.edu
Margaret Busch (713) 743-8770 or email at mbusch@central.uh.edu

Employees may also access payroll information from any computer with internet access by logging into [P.A.S.S.](#) The link is www.my.uh.edu .

Note: PeopleAdmin and P.A.S.S. passwords may be reset by HR.

Records

The Records staff will be available to provide employment verifications for mortgages, apartment leasing, and other events as needed via telephone and e-mail. Mortgage verifications may be submitted to the Records staff via e-mail, along with a signed authorization signed by the employee, in order to release salary information. The Records staff will complete these verifications and e-mail them back to the mortgage company.

For telephone verifications, only the following information will be provided:

- Name, as it appears on the employee's record
- Dates of employment
- Job title

Employees will not have access to personnel files. In the event of an investigation by a government agency or the subpoena of a personnel file, the Records staff should be contacted in advance and provided sufficient time to provide the Office of General Counsel with a copy of all documents for review.

In the event of University closure, the Records staff will be available on an as-needed basis at the following telephone numbers and/or via e-mail. They will be able to access the PeopleSoft and personnel records to answer questions regarding employment history.

Billy Taylor (713) 743-5766 or at email btaylor2@uh.edu

Employees may access vacation and sick leave balances through [P.A.S.S.](#)

Employment

In the event of University closure, employment applicants may still connect to and use the UH Employment Website at <http://www.uh.edu/hr/employment/index.htm> to search for job postings, update applications, and apply for jobs. UH hiring managers may also log on to the website [here](#) to review applicants and update their status, as needed. The Employment staff will be available on an as-needed basis at the following telephone numbers and/or via e-mail. They will be able to access the employment site to answer questions.

Clausezette Davis (713) 743-5778 or at email at crdavis5@central.uh.edu
Cristina Sanchez (713) 743-5677 or at email at csanche8@central.uh.edu

Training

The HR Training staff will monitor all UH-HR scheduled training. In the event of University closure, all scheduled training will be cancelled and rescheduled for a future date. All employees who were enrolled in the affected classes that wish to register for future class(es) will need to re-register using [P.A.S.S.](#) The Training staff will be available on an as-needed basis at the following telephone number and/or via e-mail.

Cari Baugh (713) 743-3647 or at email at cbaugh@central.uh.edu

Administration of Emergency Leave

Emergency leave will only be granted to benefits-eligible employees.

1. In the event of University closure, employees may be granted emergency leave as follows:
 - Benefits-eligible faculty and staff may be granted emergency leave for any period the University is closed.
 - Non-benefits eligible employees are not eligible for emergency leave, as per Texas Government Code § 661.901 and 902.
2. Emergency leave on an individual basis will be handled in accordance with [SAM.02.D.04](#), Emergency Leave Policy.

Emergency Leave Coordinated with Leave of Absence

1. If an employee is on a paid leave, he/she may be granted emergency leave for the period that the University is closed and may not be required to use accrued vacation or sick leave.
2. If an employee is on paid family and medical leave he/she may be granted emergency leave and may not be required to use any accumulated sick leave, sick leave pool, or vacation. The time that the University is closed and emergency leave is paid may not count against his/her twelve weeks of family and medical leave.
3. If an employee is on military leave, he/she may be granted emergency leave. The time that the University is closed and emergency leave is paid may not count against the 15 days of military leave per year.
4. If an employee has exhausted all paid leave and would be on an unpaid leave the first day that the University closes, he/she will not be granted emergency leave. If the employee's leave would qualify for sick leave pool at the end of a 30-day waiting and their status would change to paid leave, the employee may become eligible for emergency leave if the University is closed. Emergency leave pay may begin on the 31st day.
5. Employees who are on workers' compensation and receiving state warrants are on unpaid leave from the University and, thus, will not be granted emergency leave. If the employee is released to return to work and the University is closed, the employee may be granted emergency leave upon receipt of the doctor's release to return to work.

Employees Required to Work During University Closure

1. Non-exempt employees who hold essential positions, such as police officers, and who are required to work while the University is closed may be paid emergency leave and may be compensated for hours worked.
 - During the period of University closure, non-exempt employees may be paid emergency leave based on their FTE and standard hours they would normally work during a workweek without any overtime.
 - In accordance with FLSA regulations, any hours worked over 40 during a single workweek will be compensated at 1.5. FLSA permits public sector employers to give non-exempt employees compensatory time off in lieu of monetary overtime compensation. Compensatory time must be given at a rate of one and one-half hours for each hour of employment for which overtime compensation is required.
 - Emergency leave does not count towards the 40-hour workweek FLSA requirement.
2. Non-exempt employees who are required to be on-call while the University is closed will receive additional compensation for hours worked.

Specific Guidance for Communicable diseases (H1N1 and other Influenza) and Weather related emergencies

- The president will make the following decisions:
 - Whether and when to close the university
 - Whether to shelter or evacuate residential students
 - When to reopen the university

- Employees are expected to follow the Centers for Disease Control and Prevention's (CDC) guidelines and not to report to work when they have symptoms of a communicable illness or disease such as influenza. They will be charged Sick Leave (in accordance with MAPP Policy 02.02.03). In cases in which a supervisor observes that an employee is ill at work, the supervisor should excuse the employee from work and, if necessary, request that the employee seek medical attention. They will be charged Sick Leave (in accordance with MAPP Policy 02.02.03). The CDC guidelines can be found at: <http://www.cdc.gov/h1n1flu/guidance/>

- Generally, unless the campus is closed, staff are expected to use Sick/Vacation Leave for paid time off.

- Employees should be excused from work and charged Sick Leave to care for themselves or a member of their household in accordance with the CDC guidelines for communicable illness without concern for disciplinary action for the absence. Employees impacted by the flu may be granted a onetime exception to [MAPP 02.02.03](#) which will allow them off work for up to five days without requiring a doctor's note.

Current policy:

*When the employee is unable to work because of illness, he/she should contact his/her supervisor at the earliest practical time in accordance with departmental procedures, and the Leave Request Notification form must be submitted promptly upon return. In addition, a medical absence of more than **three working days** requires a written statement from the employee's health care provider indicating the cause or nature of the illness or other acceptable statement of the facts concerning the illness.*

One time exception:

*When the employee is **unable to work because of the flu**, he/she should contact his/her supervisor at the earliest practical time in accordance with departmental procedures, and the Leave Request Notification form must be submitted promptly upon return. In addition, a medical absence of more than **five working days** requires a written statement from the employee's health care provider indicating the cause or nature of the illness or other acceptable statement of the facts concerning the illness.*

- Chairs and managers may inform employees of their exposure in the workplace to confirmed, probable or suspected novel H1N1 flu so that exposed employees can monitor themselves for symptoms and employees who are at increased risk of severe illness from flu can check with their health providers. However, such disclosure of information should be conducted in accordance with the privacy and confidentiality requirements of the Americans with Disabilities Act (ADA), which stipulates that employers are required to keep all employees' medical

information private and confidential. Chairs and managers should not refer to employees by name nor provide any specific information about employees' illnesses.

- Deans, vice presidents and their designees are responsible for ensuring that essential operations are maintained during a sustained period of high levels of absences from work.
- This guidance may be revised from time to time depending on changing circumstances.

Important Phone Numbers

FEMA Disaster Assistance: 800-621-FEMA

U.S. Department of Labor: 1-866-4-USA-DOL

TX Missing Persons Clearinghouse Helpline: 800-346-3243

Red Cross Disaster Action Teams (DAT's): 713-526-8300

Red Cross provides the following after a disaster strikes:

- Emergency food and clothing
- Safe, dry, temporary shelter
- Emotional support to victims and families
- Damage assessment to determine the number of homes and families affected
- Information to the media and local government officials
- Emergency communications and inquiries

FAQ

Any reference to “employee” throughout this section pertains to benefits-eligible employees only, as non-benefits eligible employees are not eligible for emergency leave.

What do I do if an employee has a child/ren that attends a school which has closed due to the swine flu epidemic? The child/ren cannot attend daycare because of possible exposure.

In the event of school or campus closings due to communicable illnesses, employees who are unable to secure alternative childcare arrangements may need to remain at home and be absent from work. For staff, these paid absences will be charged to vacation leave, unless the supervisor and employee can make suitable arrangements for temporarily working from home, if the job allows. Children, whether symptomatic or asymptomatic, whose schools are temporarily closed must not attend work with their parents.

How do I respond to an employee who reports to work with symptoms of the flu but refuses to leave work due to a lack of sick or vacation leave?

You are responsible for ensuring a safe working environment for all employees. The employee should be excused from work and charged unpaid leave to care for themselves in accordance with the CDC guidelines for communicable illness without concern for disciplinary action for the absence. The employee will have the option to utilize his/her one time absence from work for up to 5 days without submitting a doctor's return to work notice.

I have an employee with an existing medical condition and have a concern that her current work environment may weaken her immune system. The employee wants to work from home because of her high risk, should I grant the employee the request?

All questions related to medical accommodations should be direct to the Office of Affirmative Action and Human Resources. Additional medical information may be required from the employee and, depending on the employee's job duties; we may not be able to meet the employee's request.

What are my responsibilities to my staff, if an employee is tested positive for the swine flu?

Chairs and managers may inform employees of their exposure in the workplace to confirmed, probable or suspected novel H1N1 flu so that exposed employees can monitor themselves for symptoms and employees who are at increased risk of severe illness from the flu can check with their health providers. However, such disclosure of information should be conducted in accordance with the privacy and confidentiality requirements of the Americans with Disabilities Act (ADA), which stipulates that employers are required to keep all employees' medical information private and confidential. Chairs and managers should not refer to employees by name nor provide any specific information about employees' illnesses.

Should I contact the UHPD on any suspected H1N1 cases?

HR will report all positive H1N1 cases to the Health Center as well as the UHPD.