**Faculty and Staff FAQs**

Nothing is more important than the safety of our faculty, staff, students, and families. Below are the Frequently Asked Questions I sent out previously, as well as a few additional questions. Please read carefully. Human Resources will continue to update this FAQ. If you have other questions, please email Sharon Saunders at [ssaunders@randolphcollege.edu](mailto:ssaunders@randolphcollege.edu).

**Should I report to work?**

Per the President Bateman’s email dated March 16, 2020, we will be immediately trying to decrease the number of faculty and staff on campus. The COVID-19 Task Force and Senior Staff are working to get as many people as possible out of their offices and working from home. The College has a *Flexible Work Arrangement – Work From Home* document for staff members who will be working from home on a daily basis going forward. (Each vice president or division head has a copy of this form, along with the document.) The form is also located on the College’s Human Resources website, on the Forms & Policies page, under Benefit Forms. <https://www.randolphcollege.edu/humanresources/forms/> .

This Flexible Work Arrangement – Work From Home will not work for all positions. For example, security will be on campus on their regular shifts. Likewise, the groundskeepers and the custodial staff will continue to work on campus.

***If you are sick, please do not come to work****. Proper notification to your supervisor of any absence from your regular work schedule continues to be required during this time of social distancing and online distance learning.*

**What if I need an accommodation under the Americans with Disabilities Act (ADA) while working from home?**

Employees with a disability who think they need a reasonable accommodation to perform the essential functions of their job, or to access an employment benefit, should contact the Human Resources Department. An employee requesting a reasonable accommodation will be asked to complete a ***Reasonable Accommodation Request Form***.

**What if I get sick during this time?**

Faculty and staff who are sick or suspect they are sick should stay home and contact their health care provider. As always notify your immediate supervisor that you will be out of work. If it is believed that it will be for more than three days, the supervisor should notify Director of Human Resources Sharon Saunders or the Human Resources Coordinator & Payroll Manager Connie Everhart.

**For Non-Emergency:**

***Anthem Live Health Online Doctor***

When your doctor is not available, Anthem LiveHealth Online offers 24/7, 365 days-per-year doctor visits, as well as psychological services through the College’s medical plan. To set up an appointment with a medical doctor or a therapist using Live Health Online, simply go to **livehealthonline.com or use the LiveHealth Online mobile app.** Pick the state you are in and answer a few questions.

* For Randolph College Health Care Participants, there is a $15 co-pay for the medical group and $15 co-pay for the psychological group/mental health.
* For family members not on Randolph’s health insurance plan, the cost would be a $59 co-pay for the medical, a $95 for a psychologist, and $80 for a therapist. (Many other carriers offer a service like livehealthonline.com, I would suggest any family member not on Randolph’s plan to check with their insurance carrier first to see if this benefit is available at a reduced cost for them.)
* *Note: The CDC recommends that those at higher risk of infection (i.e. older adults and/or those with serious health conditions such as heart disease, diabetes or cancer) avoid crowds as much as reasonably possible.*

**If you (or others) are sick with COVID-19 symptoms:**

* The CDC has a dedicated page to those who are sick with coronavirus:

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

* Notify your supervisor immediately
* Supervisors: Notify Human Resources as soon as possible.
* Stay at home except to get medical care.
* Avoid public areas and public transportation if possible.
* Separate yourself from others at home and animals if possible.
* Call ahead before visiting your healthcare provider.
* Continue home isolation per CDC and healthcare provider guidance (currently 14 days symptom free).

**What are the main COVID-19 symptoms?**

* Fever
* Cough with or without shortness of breath

**Where do I or members of my family go if we need emotional support?**

**Option 1**

***All Points EAP***

Located at 1892 Graves Mill Road in Lynchburg. To make an appointment, call (434) 845-1246 and advise them that you are an employee or a dependent of an employee of Randolph College and would like to set up an appointment. Please note that this phone call could go directly to their office or be transferred.

In person and telephonic session(s) available.

**Option 2**

***Anthem Live Health Online Doctor***

When your doctor is not available, Anthem LiveHealth Online offers 24/7, 365 days-per-year doctor visits, as well as psychological services through the College’s medical plan. To set up an appointment with a medical doctor or a therapist using Live Health Online, simply go to **livehealthonline.com or use the LiveHealth Online mobile app.** Pick the state you are in and answer a few questions.

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**Is testing for COVID-19 covered by the Randolph College Anthem Health Plan?**

Yes. For participants on either the $500 or $750 PPO plans, diagnostic testing for COVID-19, when medically necessary, consistent with the CDC guidance will be covered at 100% like preventive care no cost to the employee.

**Who can I contact if I have questions about my insurance?**

Call Anthem member services toll free at 1-833-592-9956 to speak with someone or call Randolph College’s Human Resources Department at 434-947-8114.

**Can I change a prescription that I am getting now to home delivery?**

Yes. Go to anthem.com to sign up or call toll free 1-833-592-9956.

**Will the payroll processing schedule change during the online distance learning period?**

No, the payroll processing schedule will remain the same during the online distance learning period for students.

**What are my options now that local schools are closed, and I have no back-up childcare?**

Contact your immediate supervisor to discuss possible options. Alternative work hours or arrangements may be an option depending on the operational needs of your area or department.

**What are the communication expectations of working at home?**

We suggest utilizing email, phones, and virtual meetings. Supervisors should communicate the best method for the various needs. Any changes in your work arrangement should be communicated with your supervisor as soon as possible.

**How do I get more information about my TIAA retirement account?**

Visit [www.tiaa.org](http://www.tiaa.org) to login to your account or create an account. You may also contact TIAA at 800-842-2776 for direct assistance.