

To: Staff and Administrators  
Cc: Faculty  
From: Ferd Alonso and Leeann Bennett

Dear Colleagues,

We understand this is an extremely anxious time for employees and their families as we continue to grapple with increasing uncertainty around the Coronavirus. Keeping in mind our priority to sustain a safe and healthy environment at Phillips Academy for all adults and students, we write with an update on the Academy's latest decisions.

While the Academy remains open, our goal is to support all employees while continuing to support our academic program. **Therefore, beginning on Saturday, March 14 until Sunday, March 22 we are asking all employees to remain at home.** This means you are not to come to campus unless otherwise directed by your department head who would seek approval ahead of time from Leeann Bennett and Ferd Alonso. For those who are able to work remotely, we ask that you speak with your manager to coordinate those efforts.

All employees, both exempt and non-exempt, regardless of whether they can work from home, will receive pay for their regularly scheduled hours during this one-week period. Our goal is to give the Academy time to determine necessary steps to support the academic program and campus needs for the spring term.

The following FAQ is intended to answer some of your questions as we manage a rapidly shifting set of circumstances. It will be posted on our website and updated as more information becomes available. As new questions arise, please follow up with your manager and/or Human Resources at [hr@andover.edu](mailto:hr@andover.edu), and know that we appreciate the vital work of everyone at Phillips Academy.

We live and work in a closely knit community drawn from every quarter and will remain supportive of one another while doing all we can to keep our employees and students safe during these unsettling times.

We appreciate your continued support and patience, and will share any additional information and new decisions as soon as possible.

Sincerely,

Ferd Alonso, Assistant Head of School for Operations and Finance  
Leeann Bennett, Director of Human Resources

## **FREQUENTLY ASKED QUESTIONS**

### **INDIVIDUAL AND FAMILY HEALTH CONCERNS**

**I am sick, what should I do?**

We ask all employees to stay home from work if they are sick or caring for a sick family member. Please contact your manager as you would normally do and during this current COVID-19 outbreak, also please contact Human Resources at [hr@andover.edu](mailto:hr@andover.edu). If you do not have sick time, we want to ensure that you can still take care of yourself and your family, so please contact Human Resources and together we will find a solution that ensures you will not miss any paycheck(s).

**Someone in my household is sick. What should I do?**

Please follow the same protocol as you would for your own personal illness and contact Human Resources.

**If I am sick, when should I return to work?**

We are asking all employees to remain off campus until they are asymptomatic and please consult your and your family's health care professional before returning to work.

**Will I need a note when I come back from my illness or my family's illness?**

Please reach out to human resources at [hr@andover.edu](mailto:hr@andover.edu) and they will help you determine whether you would or would not need a note to return to work.

**If I am unable to work because I am sick, caring for a sick family member, a high-risk family member as determined by the CDC, or I have to self-quarantine, what happens to my job?**

Throughout this challenging time our goal is to ensure the overall health and wellbeing of you and your family. We recognize that a regular paycheck is an important part of that wellbeing so our goal is that every full-time and part-time employee will continue to get paid for regular scheduled hours regardless of their health and that of their family. We also know that each situation will be different so please reach out to Human Resources if you have specific questions at [hr@andover.edu](mailto:hr@andover.edu) and they will help you.

**What should I do if I have traveled to or I have been in contact with someone who has recently traveled to an area designated by the CDC as level 1, 2, or 3 for COVID-19 and/or I have been on a cruise in the last 14 days?**

Please contact Human Resources before returning to campus at [hr@andover.edu](mailto:hr@andover.edu).

**What will the Academy do with information I share with my manager and HR about my health, my exposure to COVID-19, and/or the health of a household member?**

If you believe that you or any member of your household has been exposed to COVID-19, please contact your primary care physician, and Human Resources at [hr@andover.edu](mailto:hr@andover.edu). Human Resources regularly works with employees on sensitive information in a professional and confidential way. As always, we will handle private medical information as confidentially as possible, knowing that we may be required to share this information with health officials and/or others in the Academy who may have been exposed.

**I am feeling very anxious about the potential impact of COVID-19 and I am feeling some stress and/or anxiety. What can I do?**

Please consult with your primary care physician or your mental health provider for guidance and support. Additionally, the Employee Assistance Program (EAP) is available to you at no cost

24/7 and is completely confidential with professional counselors. You can reach EAP at 1-800-854-1446 or <https://www.unum.com/employees/services/life-balance>.

**Is there any situation where the Academy might send me home if I appear unwell?**

We ask that employees use good judgment and follow the provided guidelines to stay home if unwell or caring for a household member who is unwell. As always, please contact your manager and human resources at [hr@andover.edu](mailto:hr@andover.edu).

**BROADER ACADEMY IMPLICATIONS**

**I'm concerned about how some of the recent decisions—such as extending spring break, moving to online education and cancelling campus events—will impact my job. Will there be work for me? Will I be furloughed or laid off?**

During this time, we know that income security is very important to all employees. The Academy's goal is to achieve pay continuity for full-time and part-time Academy employees for regular scheduled hours. We ask for your flexibility as in some instances, duties or assignments might need to change. Managers are asked to continue thinking about how these decisions will impact traditional work and to please reach out to Leeann Bennett [lbennett@andover.edu](mailto:lbennett@andover.edu) or Ferd Alonso [falonso@andover.edu](mailto:falonso@andover.edu) with questions.

**What happens if I need to stay home because my child's school or day care is closed?**

These events are possible as state and local communities manage this outbreak and we know these decisions will add stress to the current situation. We recognize that this may be a reality for many in our community. We also recognize that finding childcare may be difficult. If your role does not lend itself to working from home, or the age of your child restricts your ability to work from home, please discuss with your supervisor and Human Resources [hr@andover.edu](mailto:hr@andover.edu) and together we will find a solution.

**What is the Academy's policy on supporting telecommuting in response to COVID-19?**

The Academy is finalizing a telecommuting policy which will be shared next week. During this time, we are also including a way to forward your work phone to another phone. If possible, you should set up your phone today.

**How is the Academy monitoring student and adult travel?**

Prior to spring break, students completed a survey to indicate where they were going. Clear communication and guidance were also provided about the potential implications of traveling to areas deemed unsafe by the CDC. Additionally, adults were asked to voluntarily complete a survey to share their travel plans. The data is being reviewed on a regular basis.

**Is the Academy taking any precautionary steps for cleaning/sanitizing?**

Our colleagues in OPP are sanitizing areas using EPA-approved products that are in use daily, paying special attention to all surfaces and deep cleaning all restrooms. Additionally, they are doing more thorough deep cleaning in areas that are currently not in use.

**Are there any other precautions in place?**

Additional hand sanitizer has been made available at various locations across campus. If you do not

have a hand sanitizer station near your work location or if you would like more, please email [oppworkrequests@andover.edu](mailto:oppworkrequests@andover.edu) or call the Helpdesk at X4320.

- **Are there specific actions we should be taking to protect ourselves?**

**We also ask that employees use best-practice hygiene as recommended by health professionals and the CDC. These include:**

- Cover your mouth and nose when you sneeze or cough
- Cough or sneeze into a tissue, then throw it away
- Cover your mouth with your upper sleeve if you do not have a tissue, then wash your hands.
- Clean your hands often using soap and water for at least 20 seconds. If soap and water are not available use alcohol-based hand sanitizers.
- Avoid touching your eyes, nose or mouth
- Stay home when you are sick