

COVID-19 Talking Points for Supervisors (Do's and Dont's)

Subject	What a Supervisor CANNOT say or ask	What a Supervisor CAN say and ask
Personal Health and Illness	"You look sick - You need to go home." "Do you have COVID-19?"	"You look like you are sweating/coughing/[name the observed action]. Are you feeling well enough to continue to work?"
	"Are you or anyone in your family sick?"	"Have you or someone in your household recently been exposed to COVID-19?"
	"Are you high risk for COVID-19?"	"There is information about individuals who may be considered high risk available on the NC State website. If you consider yourself or someone you care for to be high risk and you wish to request a schedule change, please let me know. If you wish to request a workplace accommodation please contact the Office for Institutional Equity and Diversity (OIED) directly."
	"Didn't you tell me you were high risk?"	"I want to confirm the information you previously shared indicating that you or someone living in your household identifies as high-risk for COVID-19."
	"'High Risk' is not an illness. You are just afraid to come back to work."	The university is taking numerous precautions to make the workplace a safe environment in which to work. You can learn more about these steps on the Protect the Pack website. Physical distancing rules and face covering requirements will be followed. Employees are responsible for keeping their areas clean. If you have additional concerns, please let me know. If you want to request an ADA-related workplace accommodation, please contact the Office for Institutional Equity & Diversity.
Physical (Social) Distancing	"Stand/sit wherever you are comfortable." "Distance should not keep you from getting the work done." "Come closer, I can't hear you from over there."	"Based on public health guidelines, we are advised to maintain a distance of at least six feet apart." "While an in-person meeting may be preferred, based on the current public health guidance we need to conduct this meeting virtually."
	"You can cancel the meeting because no one wants to meet in person."	"You should schedule a teleconference or a videoconference meeting in place of a face-to-face meeting."
Personal Protective Equipment (PPE)	"You don't have to wear it if you don't want to."	"PPE is required on campus. If you have a medical reason that prevents or hampers your ability to wear a mask, you must make the decision that is best for your health needs."

	"Why aren't you wearing a mask?"	"PPE is required on campus with the exception of those with medically-related or religious accommodations that limit the use of face coverings."
Cleaning & Hygiene	"No one here/in our unit is sick, so all those hand washing rules don't apply to us."	"It is highly recommended that we all wash our hands frequently, especially before and after encountering high touch surfaces (such as door handles, elevator buttons, microwaves, shared office supplies, etc.), using the guidance provided by the university and the CDC."
	"They don't clean here enough. And I don't get paid enough to do it either."	It is each person's responsibility to help Protect the Pack. During these unprecedented times, we must all do our part to help keep our workspaces clean and disinfected. Use the disinfectant wipes or hand sanitizer before and after using items or equipment in a common area and wash your hands frequently.
Work Schedules	"You've been out enough. It's time to come back to work onsite."	While several leave options are available, your position is needed onsite to fulfill a critical function in the work unit. Note: Confirm with individual if they are high risk and confirm that alternative solutions are unavailable before you require a mandatory employee to return to onsite work. See wording suggestions for inquiring about high risk.
	"Are you really getting anything done from home?"	How would you describe your ability to successfully complete your assignments/fulfill your work responsibilities remotely? Are there any resources that you need to help improve your remote productivity?
	"Since you can't work remotely, I guess you'll have to return onsite now."	"There are certain jobs that must be performed onsite. But there are also situations in which the work cannot be performed remotely and is not needed onsite at this time. We will make every effort to find something that you can perform remotely."
	"You can't work remotely, so you must return onsite. No one else can do this work for you and it has to get done."	"Certain jobs must be performed on site. Your role serves a critical function to the university and is needed onsite at this time. We have exhausted all other available options at this time, and are requesting you to return to work onsite immediately."
	"You can't continue to work remotely and must return onsite. We need you to come back to get the job done."	Your role serves a critical function to the university and is needed onsite at this time. We have utilized as much flexibility as possible to address your concerns and specific situation, but at this time we are requesting you to return to work onsite immediately."