

# Department of Administrative Services (DAS) COVID-19 Return to State Buildings Guidance and DAS-HR FAQs

## December 8, 2020

The Iowa Department of Public Health (IDPH) has issued [guidance for returning to work](#). In addition to IDPH guidelines and directives set forth by the Governor proclamations, the Department of Administrative Services is issuing the following guidance for State of Iowa Agencies returning to State buildings:

### 1. Phased-in Return to State Buildings

Agencies may use a phased-in approach for employees to return to State buildings. Timelines and guidelines for the phases are up to each agency.

### 2. Maintain Healthy Business Operations

Managers are encouraged to allow employees to telework and provide flexibility in work schedules when possible. Telework is a great tool to use regularly, to ease in returning to state offices, and when an employee is in a [high-risk category for COVID-19](#). Talk with your employees about planned operational changes. Additionally, collaborate with employees and unions to effectively communicate important COVID-19 information.

### 3. Social Distancing

Managers shall implement practices of [social distancing](#) prior to employees returning to work. This includes altering workspace so employees and customers can maintain a minimum distance of six feet.

- This includes the use of break rooms in all buildings. In some cases, break rooms may be closed. Tables and chairs should be arranged to maintain social distancing.
- Please adhere to social distancing at all copy machines and other high traffic areas. Disinfecting of all copy machines, refrigerators and microwaves is required after each use.
- Signage in all buildings will be posted to remind employees and visitors to practice social distancing. Agencies are encouraged to use [signage from IDPH](#).
- Managers should encourage use of email, phones, electronic messaging, and virtual meetings to minimize face-to-face contact.
- In returning to work in State buildings, employees should limit their movement to essential business.
- Celebrations, parties, food and treat days, shared coffee pots and social gatherings are prohibited in State buildings until further notice.

### 4. Maintain a Healthy Work Environment

Good hygiene is essential for safe work environments for employees and visitors and limits the spread of viruses like COVID-19.

- Frequent hand washing with soap and water (20 seconds) throughout the day should be the standard. All employees and visitors are required to wash their hands when they enter a State building, before they exit, and after visiting a restroom. In the absence of hand washing opportunities, employees must use a hand sanitizer containing at least 60% alcohol. [Posters shall be posted in all buildings](#).
- Cover your cough and sneeze. Cough and sneeze into your elbow or into a tissue to avoid spreading germs.
- Discourage handshaking. Encourage employees to use other non-contact methods of greeting.

## 5. COVID- 19 Positive case exposure/confirmation at a State office

- We encourage all state employees who test positive or feel they have a known COVID-19 exposure to contact their supervisor and call their healthcare provider.
- If an employee tests positive for COVID-19 and other people were potentially exposed in the workplace (the positive person was less than 6 feet away from other people for more than 15 minutes), the employing agency should call the Iowa Department of Public Health (Center for Acute Disease Epidemiology 24/7 call line at 800-362-2736 option 1). IDPH will assess workplace exposures (make 14-day quarantine recommendations) and advise on control measures.
- Positive cases should isolate at home away from other people and animals until at least 3 days have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 10 days have passed since symptoms first appeared.
- Close contacts of a positive case should call their healthcare provider if they become sick and let them know they have been exposed to a case of COVID-19. Close contacts can also consider getting tested for COVID-19 but should ideally wait at least 2 days after their exposure to the case. It should also be noted that even if a close contact tests negative, they may still need to quarantine in case they are still incubating the virus and become sick later. Please also refer to [IDPH guidance for when to quarantine](#).
- In addition, please contact 515-242-5120 option 3 for additional custodial service needs for COVID-19 cleaning response.

## 6. Building Protocols

Guidelines while in State buildings are addressed below:

- Agencies in Executive Branch state office buildings will continue to provide easy options for customers to access services (web, telephonic, by appointment, etc.). State agencies may have a need to close a site for short-term needs such as cleaning.
- Please see Governor Reynolds [Public Health Proclamation effective November 17, 2020](#), regarding the use of masks or face coverings in Executive Branch buildings:
  - All people two or older must wear a mask or other face covering when inside a state government building, office, or facility under the control of the Executive Branch and within six feet of individuals.

DAS defines “mask” as a cloth face covering. For more information regarding masks and cloth face coverings, please refer to [CDC](#) and [IDPH](#) guidance.

- Employees are expected to take their temperature before coming to work. The [CDC defines a fever as greater than or equal to 100.4 Fahrenheit](#). If you have a fever or have other signs of illness, do not come to work.
- As agencies resume in-person business services, a process must be implemented to provide public access. Agency Director’s shall implement a process to set up appointments or escort visitors to a location to conduct business in a manner maintaining visitor and employee safety.
- Each agency shall be responsible for hired contractors on-site to adhere to all proper protocols in State buildings.

## 7. Cleaning Protocols

A detailed overview of cleaning for State buildings is below:

### Updated Standard Practices for Custodial Services

Custodial Services performed in Capitol Complex state office buildings for the Executive and Legislative Branches including the Iowa Capitol, and the Ola Babcock Miller Building (*“Simple Green” products used*). Performed by DAS GSE staff and contractor UBM.

- Once a day:
  - Empty trash and recycle bins
  - Clean and sanitize drinking fountains
  - Vacuum mats at entrances
  - Vacuum open areas and hallways
  - Mop or sweep floors at entrances
  - Disinfect touch points in the common areas as well as in agency spaces, such as door handles, light switches, push plates on doors, elevator buttons, ADA buttons, tables in conference rooms and break areas, handrails, vending machines, break area equipment, handrails, and windowsills in lobby and public areas
  - Hand sanitizers placed at the main public entrances to encourage visitors to use when entering the building

Restrooms (*“Simple Green” products used*)

- Once a day:
  - Dust and wet mop
  - Clean and sanitize lavatories
  - Clean and sanitize countertops
  - Clean and sanitize urinals and stools
  - Clean mirrors and shelves
  - Clean and fill all dispensers
  - Clean walls and partitions where soiled by daily use
  - Sweep floors
- Twice a week:
  - Sweep, damp mop, or vacuum stairwells
  - Pour water in bathroom drains to prevent dry trap

COVID-19 Cleaning Response

Additional custodial services performed in Capitol Complex state office buildings for the Executive and Legislative Branches including the Iowa Capitol, and the Ola Babcock Miller Building. (Disinfectant used in addition to “Simple Green” products). Performed by DAS GSE staff, and contractors UBM, and ServiceMaster.

- One Time:
  - Cleaned all work areas including but not limited to desks, top of cubicles, flat surfaces, drawer handles, and chair arm rests. Storage areas and electronics such as computer keyboards and mice were not cleaned
  - Fogging procedure performed to disinfect entire buildings and all spaces
  - When agencies occupy space after the cleaning, it’s recommended they clean with a Centers for Disease Control disinfectant daily

COVID-19 Cleaning Procedure when a Case is Presumptive or Confirmed

- DAS recommends following [Centers for Disease Control and Prevention guidelines for cleaning protocols](#)
- Any necessary deep cleaning and disinfecting treatment will be arranged by DAS
- Service will be billed to the agency

**8. Travel**

Questions regarding travel have come up during COVID-19. Many restrictions have been lifted.

- Business travel is at the discretion of the agency.
- The State of Iowa is following [CDC travel guidance](#).

## 9. Additional Guidance

[Iowa Department of Public Health Screening Flowchart](#)

[Coronavirus.iowa.gov](https://coronavirus.iowa.gov)

[Centers for Disease Control and Prevention](#)

Department of Administrative Services-Division of Human Resources

# COVID-19 Frequently-Asked Questions

These FAQs are being updated and posted as the need arises. If you print the FAQs, please note the date above to ensure you have the most updated version.

If you have additional questions, you may contact us at [das-hreccovid-19@iowa.gov](mailto:das-hreccovid-19@iowa.gov).

## Prevention

3/12/2020

**Q1: During an infectious disease outbreak, may an appointing authority require its employees to adopt infection control practices?**

A1: Yes. Requiring infection control practices - such as regular hand washing, coughing and sneezing etiquette, and tissue usage and disposal - is appropriate and does not implicate the Americans with Disabilities Act (ADA).

3/12/2020

**Q2: May the appointing authority discipline employees (in non-health care sectors) if they refuse to follow the employer's rules to control infection and increase hygienic practices during an infectious disease outbreak?**

A2: Consistent with applicable provisions in a collective bargaining agreement and DAS-HR administrative rules, an appointing authority must have just cause to discipline employees who fail to follow work directives and work rules. **Contact DAS-HR with questions about employee misconduct** and refer to the [Managers and Supervisors Manual](#), any applicable collective bargaining agreement, and/or [DAS-HR rules](#).

Added  
5/19/2020

**Q3: What is the process for an employee if they test positive for COVID-19 or believe they have been exposed to COVID-19?**

A3: Employees should contact their supervisor and follow the guidance from IDPH, as outlined above.

# Benefits

Updated 3/23/2020	<p><b>Q4: If an employee believes he or she has been exposed to COVID-19 in the workplace or through the performance of work, is the exposure subject to Workers Compensation?</b></p> <p>A4: Workers Compensation may cover a diagnosis of COVID-19 if the exposure can be shown to have occurred through performance of the work and results in a positive test for COVID-19. Employees should notify their supervisor immediately and call their primary care provider if they believe they have a potential exposure.</p>
Added 4/10/2020	<p><b>Q5: Is the comp time limit of 80 hours going to be lifted for individuals who are unable to take time off due to COVID-19?</b></p> <p>A5: Yes, the new comp time limit will be temporarily changed to 160 hours for employees unable to take time off due to COVID-19. Please work with DAS-HR on how to track the hours above 80.</p>
3/12/2020	<p><b>Q6: If an employee who has contracted COVID-19 feels the illness was due to a workplace exposure, can the employee complete a first report of injury (FROI)?</b></p> <p>A6: An employee should file a FROI after the diagnosis and Sedgwick CMS/DAS will make a determination regarding causation and whether the claim is compensable. In addition to filling out a FROI, an employee should contact their supervisor immediately and call their primary care provider if they feel they have a potential exposure.</p>
3/12/2020	<p><b>Q7: If the employee claims the exposure was work related, do we direct care to a Workers Compensation (WC) network physician?</b></p> <p>A7: The employer should not send the employee to the WC physician. Employees should contact their primary care provider if they feel they have a potential exposure.</p>
Added 3/18//2020	<p><b>Q8: Can an agency decline an employee's request for vacation?</b></p> <p>A8: An appointing authority can decline an employee's request for vacation at any time if the leave may result in hampering the efficient and effective operation of the agency. However, those employees who have, or will reach the vacation cumulation limit as established by Iowa Code section 70A.1(2)(b) during the affected pay period, the agency may offer informal compensatory time to the employee. The informal compensatory time may only be offered during the COVID-19 emergency. Agencies will need to develop their own tracking process to manage any informal compensatory time granted related to the COVID-19 emergency.</p>

<p>Updated 12/3/2020</p>	<p><b>Q9: Is the appointing authority required to approve paid leave for employees who are out of work because they have or have been exposed to COVID-19, have been exposed to a family member with COVID-19 or potential exposure to COVID-19, or are caring for a family member with COVID-19?</b></p> <p>A9: The Families First Coronavirus Response Act (FFCRA) was signed into law on March 18, 2020, and has an effective date of April 1, 2020. This act provides for emergency paid leave and the emergency expansion under the Family and Medical Leave Act (FMLA). Certain essential employees, as determined by each agency, are exempted from the FFCRA.</p> <p>In addition to the FFCRA, Iowa Code sec. 70A.1(5) provides for the use of sick leave for contagious diseases if the employee's confinement is required, if the employee is rendered unable to perform assigned duties, or if the performance of assigned duties would jeopardize the employee's health or recovery.</p> <p>An Appointing Authority shall advance sick leave to cover absences directly related to COVID-19. Full-time employees shall be offered up to 80 hours of sick leave when they have exhausted their paid sick leave balance. Part-time employees shall be eligible for advanced sick leave on a prorated basis.</p> <p>The sick leave hours advanced will be recouped from accrued sick leave earned during each pay period beginning July 1, 2021</p> <p>Employees may also request unpaid leave in accordance with DAS-HR administrative rules.</p> <p>Additionally, employees remain eligible for all other leave benefits in accordance with DAS-HR administrative rules and any applicable agency policies.</p>
<p>Added 4/2/2020</p>	<p><b>Q10: What types of leave are available to employees under the Families First Coronavirus Response Act (FFCRA)?</b></p> <p>A10: The FFCRA provides for emergency paid leave and the emergency expansion under FMLA. The FFCRA applies to six specific situations:</p> <ol style="list-style-type: none"> <li>1. The employee is subject to a federal, state, or local quarantine or isolation order related to COVID-19.</li> <li>2. The employee has been advised by a health care provider to self-quarantine because of COVID-19.</li> <li>3. The employee is experiencing symptoms of COVID-19 and is seeking a medical diagnosis.</li> <li>4. The employee is caring for an individual subject or advised to quarantine or isolation.</li> <li>5. The employee is caring for a son or daughter whose school or place of care is closed, or child care provider is unavailable, due to COVID-19 precautions.</li> <li>6. The employee is experiencing substantially similar conditions as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Labor and Treasury.</li> </ol> <p>The Department of Administrative Services – Human Resources Division is developing further communications and FAQs.</p>

<p>Updated 4/2/2020</p>	<p><b>Q11: Does the appointing authority have to allow parents or caregivers time off from work to care for sick family members or children who have been dismissed from school?</b></p> <p>A11: The <a href="#">Families First Coronavirus Response Act (FFCRA)</a> was signed into law on March 18, 2020, and has an effective date of April 1, 2020. This act provides for emergency paid leave and the emergency expansion under the Family and Medical Leave Act (FMLA).</p> <p>In addition to the FFCRA and in accordance with DAS-HR administrative rule 63.3(11), employees may use sick leave for the care or necessary attention of immediate family members.</p> <p><b>***Please note there is an admin rule waiver in place that will remove the 40 hour cap on care or necessary attention for the purposes of caring for immediate family members impacted by COVID-19.***</b></p> <p>The appointing authority should grant care or necessary attention leave at the employee's convenience, except where such leave interferes with the staffing needs of the appointing authority.</p> <p>Additionally, the appointing authority must abide by the Family and Medical Leave Act (FMLA) as well as any applicable state laws.</p> <p>Managers are strongly encouraged to explore options of telework for employees prior to an employee needing to utilize leave hours.</p>
<p>Added 8/14/2020</p>	<p><b>Q12. My child's school or place of care has moved to online instruction or to another model (hybrid) in which children are required to complete assignments at home. Parents <u>do not have</u> the option to send their child to school on days the instruction or care is online. Is the school considered "closed"?</b></p> <p>A12. Yes, if the physical location where your child received instruction or care is "closed", even for a few days per week to your child, the school or place of care is considered "closed" for purposes of receiving paid sick leave and expanded family and medical leave on those days which the school or place of care is unavailable to send their children there.</p>
<p>Added 8/14/2020</p>	<p><b>Q13. My child's school or place of care has moved to online instruction or to another model in which children are required to complete assignments at home. Parents <u>do have</u> an option to send their child to school on days the instruction or care is online. Is the school considered "closed"?</b></p> <p>A13. No, if the physical location where your child received instruction or care is open to your child, even part time, but it is the parent's choice not to send the child to school or place of care, the school is considered open on those days which the school is available to send their children there. This would not qualify for purposes of paid sick leave and expanded family and medical leave.</p>
<p>Updated 4/23/2020</p>	<p><b>Q14: Will State of Iowa employees incur costs related to COVID-19 treatment and testing?</b></p> <p>Q14: The State of Iowa has worked with Wellmark to waive cost sharing (co-pay, coinsurance, deductible) for COVID-19 treatment and testing. Please see <a href="#">Wellmark's website</a> for more information.</p>

<p>Updated 4/1/2020</p>	<p><b>Q15: Are employees able to participate in telehealth visits with a health care provider?</b></p> <p>A15: Yes. Employees are encouraged to take advantage of virtual care to avoid the spread of germs. Medical and mental health phone visits are available to all covered State of Iowa employees. Employees can contact their in-network health care provider to see if the provider offers telehealth visits. The plan also offers <a href="#">Doctor On Demand®</a> which utilizes a pool of doctors to address health concerns. Telehealth helps employees access care and get needed prescriptions while engaging in social distancing to help prevent the spread of COVID-19. More on Wellmark’s response to COVID-19, including telehealth, can be found on their <a href="#">website</a>.</p>
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## Leave Usage

<p>3/12/2020</p>	<p><b>Q16: Must an appointing authority grant leave to an employee who is sick or who is caring for a sick family member that is sick?</b></p> <p>A16: DAS-HR administrative rules and the SPOC collective bargaining agreement have provisions regarding the use of sick leave, vacation, compensatory time, Family and Medical Leave Act (<a href="#">FMLA</a>), and leave without pay. An employee who is sick or whose family members are sick <i>may</i> be entitled to leave under the FMLA. The FMLA entitles eligible employees of covered employers to take up to 12 weeks of unpaid, job-protected leave in a designated 12-month leave year for specified family and medical reasons, which may include the flu where complications arise that create a serious health condition as defined by the FMLA and if certified by a Health Care Provider on the appropriate FMLA forms.</p> <p>For illnesses related to COVID-19, DAS-HR recommends NOT filing claims with the Reed Group. The State of Iowa will consider any leave related to COVID-19 as protected leave. Employees will still need to follow the appropriate call-in procedures and work with management to ensure appropriate staffing levels.</p>
<p>Updated 9/16/2020</p>	<p><b>Q17: If an employee is caring for an ill family member, is the employee eligible for compensation?</b></p> <p>A17: The <a href="#">Families First Coronavirus Response Act (FFCRA)</a> was signed into law on March 18, 2020, and has an effective date of April 1, 2020. This act provides for emergency paid leave and the emergency expansion under the Family and Medical Leave Act (FMLA).</p> <p>In addition to the FFCRA, the employee may use sick leave if they have leave available. Iowa Code sec. 70A.1(5) provides for the use of sick leave for contagious diseases if the employee's confinement is required, if the employee is rendered unable to perform assigned duties, or if the performance of assigned duties would jeopardize the employee's health or recovery.</p>
<p>3/12/2020</p>	<p><b>Q18: Can an employee stay home under the Family and Medical Leave Act (FMLA) leave to avoid getting COVID-19?</b></p> <p>A18: No. The Family and Medical Leave Act (FMLA) protects eligible employees who are incapacitated by a serious health condition, as may be the case with COVID-19 where complications arise, or who are needed to care for covered family members who are incapacitated by a serious health condition as defined by the FMLA and if certified by a Health Care Provider on the appropriate FMLA forms.</p>



Updated 11/18/2020	<p><b>Q19: May the appointing authority mandate that employees stay home if the employee or members of the employee’s family are known or suspected to have COVID-19 or have been exposed to someone with COVID-19?</b></p> <p>A19: Employees who are feeling ill should stay home. Employees <i>shall</i> be directed to leave the workplace if they are suspected to have COVID-19 or have been exposed to someone with COVID-19. Please refer to <a href="#">IDPH guidance on when to quarantine</a>. It is especially important for employees to monitor themselves for illness, inform the employer of any symptoms, and leave the workplace if the employee becomes ill. Telework options should be explored and utilized when applicable to reduce the need for employees to use their accrued leave.</p>

## Managing Absenteeism

3/12/2020	<p><b>Q20: If an illness or exposure to an infectious disease results in an employee being ordered by the Iowa Department of Public Health to be isolated or quarantined, can the employee be terminated?</b></p> <p>A20: No, Iowa law prohibits any employer from terminating an employee who is under an isolation or quarantine order. Agencies shall call DAS-HR prior to any corrective action relating to COVID-19.</p>
3/12/2020	<p><b>Q21: During an outbreak, can a healthy employee refuse to come to work, travel, or perform other job duties because of a belief that, by doing so, he or she would be at an increased risk of catching COVID-19?</b></p> <p>A21: The circumstances under which employees have a right to refuse to work are very limited. Refusing to do a job because of potentially unsafe workplace conditions is not ordinarily an employee right under the Occupational Safety and Health Act.</p> <p>Managers are encouraged to have a conversation with employees to discuss any concerns they have. Telework options should be explored, when applicable, prior to employees having a need to utilize accrued leave. Managers shall contact DAS-HR prior to any form of corrective action being considered.</p>

## Staffing

3/12/2020	<p><b>Q22: If there are staffing shortages due to COVID-19, can employees be mandated to work additional hours?</b></p> <p>A22: Yes, employees can be mandated to work additional or overtime hours. Prior to mandating overtime, the appointing authority should review applicable collective bargaining agreements. Questions regarding mandating, refusal to work overtime, work restrictions on working additional hours, etc. should be referred to the personnel officer assigned to your department.</p>
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3/12/2020	<p><b>Q23: How many hours per day or per week can an employee work?</b></p> <p>A23: The <a href="#">Fair Labor Standards Act</a> (FLSA) does not limit the number of hours per day or per week that employees aged 16 years and older can be required to work. Managers are encouraged to explore all staffing options to reduce the number of hours an employee is required to work and help maintain the health of employees.</p>
3/12/2020	<p><b>Q24: If an individual is under isolation and/or experiencing symptoms consistent with COVID-19, may agencies permit and/or strongly encourage employees to telework as an option in order to minimize interactions between employees at the work facility (social distancing)?</b></p> <p>A24: If the nature of an employee’s work responsibilities can be accomplished away from the assigned work facility and if any necessary technological/equipment needs can be satisfied, the agency may permit and encourage employees to telework as a way to reduce the face-to-face contacts between employees at the regular work location. Agencies should review their telework policies to ensure they are current and up-to-date and consider whether any component of their policies should be modified to allow broader use of telework as appropriate.</p>
3/12/2020	<p><b>Q25: Can appointing authorities close a location or their agency because of COVID-19 concerns?</b></p> <p>A25: If an appointing authority is experiencing an impact at a location due to COVID-19, please contact the State Emergency Operations Center for guidance regarding the need for closure.</p>
Updated 3/19/2020	<p><b>Q26: In the event that a particular workplace is affected and additional emergency staffing must be arranged, what options are available to appointing authorities to add staff in an expedited manner?</b></p> <p>A26: See <a href="#">Temporary Staffing</a> Information:</p> <p>Types of temporary appointment include the following:</p> <ol style="list-style-type: none"> <li>1. Seasonal appointments.</li> <li>2. Temporary appointments.</li> <li>3. Temporary Service Contractors.</li> <li>4. Inter-Agency Agreements (28D, MOU).</li> </ol> <p>The DAS-HR personnel officer assigned to your agency can help you determine the best option(s) for your department.</p>
Updated 12/3/2020	<p><b>Q27: Can an agency extend temporary employees beyond the 780-hour limit?</b></p> <p>A27: Yes. Governor Reynolds signed an additional State Public Health Emergency Declaration which temporarily removes the 780 hour limit for temporary workers.</p>
Updated 3/19/2020	<p><b>Q28: Is an agency able to request an extension of the eligibility list for a job requisition?</b></p> <p>A28: Yes. The Rule Waiver form can be found on the DAS website. Agencies may include multiple requisitions on one waiver form.</p> <p><a href="#">Administrative Rule Waiver Request: Extension of Eligible List</a></p>

Updated 3/19/2020	<p><b>Q29: Where do I find information on unemployment benefits related to COVID-19 closures?</b></p> <p>A29: Iowa Workforce Development has information about unemployment <a href="#">here</a>.</p>
Updated 3/24/2020	<p><b>Q30: If employees who telework or who are absent from the workplace cannot access the network, how do managers approve their time cards?</b></p> <p>A30: The following steps should be taken for time card approval:</p> <ol style="list-style-type: none"><li>1. Agencies designate an approver (an administrative assistant or business manager is recommended).</li><li>2. Employees send the approver an email with hours worked and leave taken during the pay period.</li><li>3. Designated approvers enter timesheets based on the information provided and copy the email into the remarks on the back page of the timesheet. To paste, or type in the remarks area follow these steps.<ul style="list-style-type: none"><li>o In the "Act" field, enter "R". The result will be a second screen.</li><li>o Paste or type remarks below the "dashed" line.</li><li>o Press "Enter."</li><li>o See the <a href="#">Time Reporting Systems Manual</a> for more information.</li></ul></li><li>4. Designated approvers approve timesheets at the employee level and supervisor level if no other second-level approver is available.</li><li>5. Agency HRAs apply the department-level approval.</li></ol> <p>Please contact Erin Reinders at <a href="mailto:erin.reinders@iowa.gov">erin.reinders@iowa.gov</a> or 515-414-0631 with any questions.</p>

Added  
4/1/2020

**Q31: Can I use my personal printers\multifunction devices while I telework during the COVID-19 pandemic?**

A31: Personal printers\multifunction devices may be used for telework if the following guidelines are followed:

**Management Approval:** Agency designee approves the use of personal printers\multifunction devices. Agencies must ensure that staff do not print, scan, or copy confidential information on their personal devices of any kind.

**Confidential Information:** Confidential information may not be printed\scanned\faxed using a personal printer\multi-function device. Confidential information includes:

- Federal Tax Information.
- Protected health information.
- Social security number.
- Drivers license number.
- Credit card number\financial account number.
- Information designated confidential by contract or state\ federal law including Iowa Code CH 22.7 and CH 715c.

**Desktop\Laptop:** A state issued desktop\laptop is used with the personal printer\multifunction device and the desktop\laptop has the following security controls in place where applicable.

- **FireEye HX client is installed.**
- **Sophos client is installed.**
- **Updates\patches are installed.**

**Connection:** When a wired connection to the personal printer\multifunction device is used the wired connection is unplugged when the print job is complete.

**Training:** Agencies instruct staff to limit printing and print to PDF where feasible.

**Reimbursement:** If an employee chooses to utilize a personal printer/multi-function device, the employee will not be reimbursed for expenses (toner, paper, etc.) associated with the use of personal printer\multi-function devices.

**Support:** OCIO\InSight will not provide support for personal printer\multifunction devices. Desktops or laptops connected to a VPN and attempting to print to a local personal printer will likely fail to print without disconnecting from the VPN.

## Links to More Information

Updated  
3/30/20

**[COVID-19 in IOWA](#)**

[das.iowa.gov/human-resources](https://das.iowa.gov/human-resources)

[Wellmark Coverage](#)

[FMLA](#)

[Doctor on Demand](#)

[DOL Wage and Hour Pandemic Information](#)