This document is meant to answer some common questions from staff regarding working remotely due to the COVID-19 pandemic. Although we may not have answers to all questions, we will do our best to keep you informed and update this document as needed. Remember that this crisis is unprecedented, so the given answer to a question may change slightly or completely when new variables are introduced. Questions may be very relevant one day, but not the next. Please afford grace, support, and encouragement as we persevere through this crisis.

A. FOR ALL EMPLOYEES

1. Q: What should I know about the COVID-19 pandemic?
   A: The information we provide to you about COVID-19 will change rapidly. The best advice we can give you is to educate yourself and loved ones. Please click on the links below to learn the latest from the Centers for Disease Control and Prevention:
   
   - How to Prepare
   - How It Spreads
   - How to Protect Yourself
   - How to Protect Your Family
   - How to Protect Your Home
   - How to Manage Anxiety and Stress
   - If You Are at Higher Risk
   - If You Are Sick
   - Frequently Asked Questions
   - Travel
   - Cases and Latest Updates
   - Schools, Workplaces, & Community Locations
   - Communication Resources

2. Q: What should I do if I have the symptoms of or have been exposed to COVID-19?
   A: Follow the CDC’s guidelines for What To Do If You Are Sick. Inform Tonia Watkins, Human Resources Director at twatkins@nocrop.us if you have been exposed to an individual who has tested positive for COVID-19 and follow the CDC guidelines to self-quarantine and to self-monitor for any potential symptoms such as fever, cough, and difficulty breathing.

3. Q: What does working remotely mean for employees?
   A: While working remotely, employees perform assigned work at home, unless otherwise instructed. Employees must be reachable at all times during their regular work hours, and if necessary, report to work within one hour of notification to perform assigned duties. Employees must be available during their regular work hours for communication with students, parents, district/school partners, and other ROP staff. Please keep all work items in a secure location.

4. Q: What if I am unable to work remotely or report to work?
A: If you are unable or unavailable to perform assigned work for personal or medical reasons, follow the appropriate leave request procedures. Notify your administrator or manager and enter your absence into the Frontline/AESOP online system.

5. Q: How long will we work remotely?
A: We are not sure how long this crisis will last, but will provide frequent updates. Since we work with multiple districts and other stakeholders, there may be different time tables. Please check your email frequently throughout the work day for updates for this is the primary means of communication with all of our employees. If you have a district-issued email account at your work site, please do the same.

6. Q: How are we to use technology to communicate and complete our work remotely?
A: Ongoing communication among NOCROP staff members, district/school partners, and students shall be via email, online GoToMeetings, and telephone. Please keep ROP-issued mobile devices in a secure location. Remember that ROP-issued devices are for employee use only. If you are using a personal device for work purposes, you need to close all documents and logout of online databases prior to anyone else using the device.

7. Q: Who do I contact to determine my work tasks and project assignments?
A: The supervising administrator or manager will continue to assign both short and long-term assignments, set priorities and project due dates, establish performance expectations and deliverables, check for understanding, answer questions, provide guidance and support, and evaluate employee performance. ROP teachers will follow directives from the school site principal/designee as well as their NOCROP administrator. ROP teachers will also work with their PLC Team Leaders, pathway teams, and pathway managers. All ROP employees will continue to work with colleagues and support staff, albeit remotely. Please be flexible with each other because we are reinventing the way we do our work.

8. Q: Will we get paid during this crisis as we work remotely?
A: Yes. Per Governor Newsom’s State of Emergency Declaration, all certificated, classified, and management employees will remain in paid status. The school calendar will not be extended as a result of his actions. Compensation included in paid status will be based upon earnings for regular assignments and stipends, but not additional hours. Additional hours will be compensated if pre-approved by the supervising administrator or manager and worked by the employee.

9. Q. What happens to employees that were already out on non-work/medical leave/home isolation before the approval to work remotely came through? Are they now in paid status for that time if they are now able to work from home?
A: Employees who were already on non-work, medical leave, vacation etc. will not be changed to working status unless they clear their medical leave or change their vacation status with their supervisor or Human Resources. These employees are not being required
to work given their leave status, and will continue to operate under those conditions.

10. Q: Who do I contact if I have employment or compensation/benefits-related questions?  
A: Please contact Tonia Watkins, Human Resources Director at twatkins@nocrop.us or 714-502-5806 with all employment and compensation/benefits-related questions.

11. Q: Who do I contact if I forgot my website/email username or password?  
A: Please contact a member of our technology team in the following order:  
First, Casey Beck at cbeck@nocrop.us or 714-713-3239  
Second, Antonio Carranza at acarranza@nocrop.us or 714-713-1526.  
Third, Michael Le at mle@nocrop.us or 714-502-5888.

B. FOR EDUCATION CENTER STAFF

1. Q: If we are working remotely, what should go on our voicemails and emails during this time and how to we handle calls?  
A: Since our Education Center phone system is internet-based, all voicemail messages are electronically saved and sent to you via email. When you open your email and click on the link, you can listen to the message from your device. If you need to make a work-related phone call remotely from a personal phone, you can use the *67 “Caller ID” feature to keep your phone number private. For more information about “Caller ID” and “Caller ID Block,” use those terms to search your internet browser or click on the following link: https://www.verizonwireless.com/support/caller-id-block-faqs/. Remember that it is an organizational expectation to return calls during your duty time within 48 hours; however, during these times, make every effort to respond accordingly within 24 hours.

2. Q: What if I need access to files or materials which are located at the Education Center.  
A: Please contact your supervising administrator or manager to make arrangements.

3. Q: What if I need to print or make photocopies?  
A: See the answer to #2 above.

C. FOR ROP TEACHERS

1. Q: Do I need to take student attendance?  
A: ROP teachers should follow the procedures and distance learning directives established by their school site.

2. Q: What is distance learning and what is my role in providing it?
A: As far as instruction, Governor Newsom’s Executive Order N-26-20 mandates Local Educational Agencies (LEAs) to continue delivering high-quality educational opportunities to students to the extent feasible through, among other options, distance learning and/or independent study. Teachers must develop materials and lessons to provide continuity of learning for their students during this time. This includes differentiation of instruction and accessibility for students with an Individualized Education Program (IEPs), Section 504 Plan, English learners, and Gifted and Talented Education (GATE) students. For more information and resources about distance learning, click on the following link: https://www.cde.ca.gov/ls/he/hn/distancelearning.asp. Please be assured that the Educational Services team is working to help provide resources to assist teachers.

3. Q: Will IEPs be held and will students be assessed during this time?
   A: Each district will provide guidance on how to proceed.