As of 20-Nov-20

As the COVID-19 infection rate increases across the country, UCSF has updated its travel guidance for all travel outside of the 9 Bay Area counties (and Fresno), including domestic and international, to help curb transmission of the virus during the holiday season, in accordance with new public health orders. This guidance is effective immediately until further notice.

- UCSF is restricting all non-essential university-sponsored travel – both domestic and international – and strongly recommends against all non-essential personal travel.
- Avoid domestic travel to other states as well as beyond the Bay Area. Staying home is the best way to protect yourself and others from COVID-19. If you travel outside the 9-county Bay Area, refer to the guidance before returning to UCSF.
- Avoid international travel, in recognition of the continuously changing COVID-19 infection rates, limitations in health care resources, and travel restrictions, as well as the risk inherent in public transportation. University-sponsored essential international travel requires an approval process.

See more detailed guidance:

- Travel Outside the 9-County Bay Area
- International and Domestic Travel Guidance
- Essential Travel and Approval Information
- What To Do When Returning to the U.S. from Travel
- What to Do When You Return to UCSF
- What To Do If You Become Ill During or Following Travel

UCSF Continues To Define Essential Travel As Follows:

For faculty and staff as travel that is required—and cannot be postponed—in order to preserve the:

- safety of a patient or research subject or
- results of research activity.
- For students, residents, and fellows as “travel that is required—and cannot be postponed—in order to meet a graduation or completion requirement.”

A DocuSign process has been established for these requests and travelers should request the Pandemic Approval form from Travis Pentz: Travis.Pentz@ucsf.edu.

Essential faculty and staff travel does not include travel to attend educational conferences.

The information in this section has been updated and no longer applicable.

Updated 29-Oct-20

UCSF’s process for considering business travel and the approval process has been expanded to include domestic travel as well as international travel. Only essential domestic and international travel may be considered (all modes of UCSF-sponsored travel and not limited just to air). UCSF continues to define essential travel as follows:

- For faculty and staff as travel that is required—and cannot be postponed—in order to preserve the:
  - safety of a patient or research subject or
  - results of research activity.

Essential faculty and staff travel does not include travel to attend educational conferences.

- For students, residents, and fellows as “travel that is required—and cannot be postponed—in order to meet a graduation or completion requirement
A DocuSign process has been established for these requests.

1. Travelers should request the Pandemic Approval form from Travis Pentz: Travis.Pentz@ucsf.edu.

2. Completed requests from School of Medicine units are routed to Simon Schuster who will ensure the necessary information is included, the request is in compliance with guidelines, and forward to SOM Associate Dean for Finance, Amal Smith, for consideration (approve or deny).
   a. Requests submitted to the Dean’s Office should include a short description of why travel is essential and how it conforms to UCSF’s limited definition.

3. The final form is routed to the Recovery Operations Center (ROC).
   a. For approved requests:
      i. ROC reconciles the request with the UC Insurance Travel registration list (for international travel).
      ii. ROC contacts the requestor to provide links/contacts for travel safety information, and if needed, will require the traveler has registered for UCSF travel insurance.
   b. For denied requests:
      i. ROC contacts the traveler and asks for verification that travel has been canceled.
      ii. Travel decisions may be appealed. The ROC will provide information to the traveler on how to appeal.

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**UCSF COVID-19 Relief Program For Employees**

Updated August 21, 2020

UCSF employees (and those on temporary leave or approved Leave of Absence) making $75,000 or less are eligible to apply for financial grants up to $1,000 for critical, temporary, and unforeseen financial hardships that result from the COVID-19 pandemic.

**Applicant Eligibility Guidelines**

To qualify for the UCSF COVID-19 Relief Program, you must meet the following criteria:

- Be a UCSF employee whose total base salary or stipend is less than $75,000 annually
- Employees are staff, postdocs, residents, fellows, faculty, and non-faculty academics
- Have completed at least 6 months of continuous service at 50% time or greater
- Be able to demonstrate that COVID-19 created an unforeseen financial hardship

**Eligible Expenses**

Funding provided by the UCSF COVID-19 Relief Program may only be used to cover eligible expenses incurred on or after March 13, 2020. Eligible expenses include:

- Child and dependent care
- Transportation and parking
- Temporary housing for quarantine or isolation

Funds may not be used towards expenses covered by insurance or other forms of reimbursement.

Visit the [UCSF COVID-19 Relief Program](#) webpage to learn more and apply.

**Frequently Asked Questions:**

*Do I need to repay the money I receive from the UCSF COVID-19 Relief Program?* No. if the money is used to cover the eligible expenses detailed in your application.

*Is the money I receive from the UCSF COVID-19 Relief Program taxable?* No. this is a “qualified disaster relief payments” under 26 U.S. Code § 139 and therefore not taxable income.

*How long will the UCSF COVID-19 Relief Program be available?* The Relief Program begins immediately, and funds
will remain available until contributions are exhausted or the federal disaster declaration expires.

How will I receive the funds? Approved funds will be paid by direct deposit if a direct deposit has been set up for your regular pay, otherwise a paper check will be mailed to the home address we have on file in UCPath.

General COVID-19 Related Expense Reimbursement

Financial Implications of COVID-19

UCSF COVID-19 Relief Program for Students
Updated August 21, 2020
UCSF students (who are currently enrolled, registered, and paying tuition/fees) are eligible to receive up to $1,000 for critical, temporary, and unforeseen financial hardships that result from the COVID-19 pandemic. Funds are for needs over and beyond prior, baseline expenses, and priority will be placed on those with the greatest need.

Who is eligible?

- UCSF students currently enrolled, registered, and paying tuition/fees at the time of a grant request.
- Not employed by UCSF in a position of 0.5 or greater with continuous UCSF service of six (6) months or longer.
- Have eligible expenses that have been incurred on or after March 13, 2020.
- Must not have already received funds paid by insurance (or other parties) for the reimbursement of the UCSF COVID-19 Relief Program.

An individual cannot receive funding from both the UCSF COVID-19 Relief Program and a donor-restricted source of funding for COVID-19 qualified disaster relief at UCSF.

Eligible Expenses
Funds are for needs over and beyond prior, baseline expenses, and priority will be placed on those with the greatest need. Funds will only be approved for the following expenses:

- Dependent care – For example, the incremental cost of a camp or babysitter used during the pandemic because schools are closed versus the cost of before-care and after-care school programs used previously.
- Transportation and parking – For example, the incremental cost of paying for a UCSF parking permit used during the pandemic versus a monthly MUNI pass and BART fare used previously.
- Temporary housing for quarantine or isolation – For example, the cost of a hotel room needed by staff to be close to a UCSF work site or for staff who are required to be in frequent direct contact with other people at work, which causes the increased risk to their family members if together in one residence.

What Expenses are not Eligible?

- Office equipment, including furniture, computers, printers, telephone devices, etc.
- Office supplies, including paper and printer toner
- Other home office needs, including Wi-Fi upgrades and wiring

To apply for the UCSF COVID-19 Relief Program for Students. These grants do not need to be repaid and are not taxable.

Departmental Reimbursement of Commute Costs for Students

Financial Implications of COVID-19

Child and Family Care Expenses Relating to COVID-19
CHILD CARE RESOURCES TO ADDRESS FALL SCHOOL CLOSURES
The SF Recreation and Parks Department will offer limited spaces (120) for Emergency Child and Youth Care, with priority for San Francisco resident health care workers and disaster service workers who regularly attended Emergency Child and Youth Care in the Spring (over 50% attendance). If there is space remaining after allocations to returning families, space will be available to other eligible participants. Please sign up here to register your interest.

- The SF Department of Youth and their Families and SF Recreation and Parks Department, in partnership with community-based agencies and other city departments, are planning Community Learning Hubs, a citywide, neighborhood-based strategy to support children, youth, and families during the school year. The Hubs will provide support for students using SFUSD’s Distance Learning Curriculum and will prioritize children and youth with the highest need. The program will serve 6000 families who live in San Francisco. Please sign up here to register your interest.

- UCSF is exploring a partnership with a community program to create care on-site specifically for UCSF families at Laurel Heights, Mission Bay, and Parnassus Heights. The goal would be to provide a learning environment and enrichment activities for 36 children TK – 8 at each site.

- UCSF has a bulletin board to organize share care between families. This site can be used to identify nanny share opportunities with others at UCSF.

- We will provide more information in the coming week about leave options available to employees who cannot return to work due to child care. UC has temporarily approved expanding the reasons for which policy-covered staff employees may use accrued sick leave under the Absence from Work Policy.

- Effective July 1, 2020, through December 31, 2020, policy-covered staff employees may use all of their accrued sick leave if they are unable to work or telework because they are caring for their child while their child is not physically present at their school or place of care (or with their child care provider) due to COVID-19 precautions.

Please continue to check the UCSF Alternative Child care site for updates. You can subscribe to Family Services’ newsletter to receive ongoing updates to your email.

Return To Work Criteria After International Travel
Updated July 29, 2020 - supersedes the previous guidance dated June 23, 2020

Effective July 29th, changes have been made to Return to Work criteria after international travel. Employees returning from international travel will no longer need to quarantine unless they have visited a high COVID-19 case country (>10,000/week, based on WHO situation reports). You may call the COVID-19 Hotline (415-514-7328) to obtain Return-to-Work clearance and enroll in symptom monitoring. Visit the UCSF travel webpage for travel guidance and the list of high COVID-19 case countries, updated weekly.

In addition, return-to-work criteria for COVID-positive individuals have been updated based on recent evidence about the period of infectivity:

- Individuals with mild/moderate illness may be cleared for work after 10 days since symptom onset (or positive result, if asymptomatic) if symptoms have resolved.

- Individuals with severe/critical or immunocompromising conditions may be cleared for work after 20 days since symptom onset or as indicated by their primary health provider (please be prepared to share a confirmation letter from your provider as you coordinate with Occupational Health to return to work safely.)

Review the detailed Return to Work guidelines or simple sheet for further information, found here.

The information in this section has been updated and no longer applicable.
The campus guidelines and definitions are posted here. In summary and until further notice:

- UCSF is restricting all non-essential university-sponsored travel—both domestic and international—and strongly recommends against all non-essential personal travel.
- Non-essential domestic travel is discouraged. Domestic travel does not require Dean (or the Dean’s delegates) approval but the department’s Director or Chair approval must be given.
- Essential faculty travel is defined as travel that is required—and cannot be postponed—in order to preserve the safety of a patient/research subject or the results of research activity. It does not include travel to attend educational conferences and, generally, does not include faculty recruitment.
- All staff travel is generally defined to be non-essential.
- Essential student and trainee (clinical and non-clinical) travel is defined as that which cannot be postponed and is necessary to meet a graduation requirement.

### International Travel - Updated July 13, 2020

Per current guidelines, Dean’s approval is required in advance of any international travel. Requests for approval should be submitted to Simon Schuster that includes the following. Simon will review the request and follow up on any outstanding questions before he forwards the request to Dean King.

- Name of traveler and affiliation to UCSF
- Dates of travel, including the time necessary for quarantine
- Travel destination
- Funding source
- The estimated cost of the trip, including lodging/meals during quarantine periods
- Why travel is essential during this period and cannot be delayed
- Chair/director approval, then send to Simon for Dean Kings approval

### Domestic Travel - Updated July 13, 2020

The campus defines essential faculty travel as necessary for the safety of a patient or research subject or to preserve the results of research activity and indicates that attendance at educational conferences is considered non-essential. The guidelines are silent on travel for recruitment. We recommend the following for faculty and staff recruitment during this period of travel restrictions. Please note that regular UC policies for travel still apply and only requires the department Chair/director approval.

<table>
<thead>
<tr>
<th>Recruitment Visit Type</th>
<th>Allowable/Essential</th>
<th>Generally Unallowable/Non-essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial/early round interviews</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Interviews with final candidates prior to offer letter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+ Leadership positions (department chair, ORU director, division chiefs, deans); no more than two candidates</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>+ Other faculty positions</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Final candidate visit (position to be offered to the individual)</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Please feel free to contact Simon Schuster if you have any questions or concerns at 415 502 0760.

1. **Q:** Does university-sponsored mean any departmental account, including discretionary, gift, and extramural funds?
   
   A: Yes. The funding source does not change the policy as it has been put into place for health/safety reasons. Once the restrictions based on health/safety have been modified, then travel to conferences will likely be permissible, particularly if funded by grants or gifts. It will be important to balance fiscal considerations with continuing our mission, including faculty research and student experiences.

2. **Q:** Do all travel expenses including any form of transportation, hotel, and meals fall under travel expenses?
   
   A: Yes, all expenses related to travel are included.
3. Q: If any outside organization or another institution is sponsoring the travel (i.e., for an honored lecture), would the travel be permissible?  
   A: No. The guidelines apply to all university business travel, regardless of funding source. See response to Q. 1.

4. Q: Is traveling using personal funds for university business allowable?  
   A: No. The guidelines apply to all university business travel, regardless of funding source. See response to Q. 1.

5. Q: Are virtual meetings included in this?  
   A: No. Attending online conferences is permissible under the COVID rules. If there is a cost, the department should evaluate the cost against the academic/research value of attendance.

6. Q: May employees still engage in personal travel?  
   A: UCSF is currently discouraging personal travel, but cannot dictate what employees do with their personal time. If they travel, they take the risk of having to quarantine upon return.

   Travel curtailment may disproportionately negatively affect junior faculty, for whom presenting at national conferences is critical to their academic advancement. We acknowledge these concerns and will provide further updates on it over time.

   Recruitment/Interviews
   • Med Ed is leading an effort to implement technology that will facilitate virtual interviews with residents/fellows.
   • Faculty recruitment is not considered to be essential travel. If there is an essential need, contact Amal Smith for now.

University Events
Updated June 12, 2020

The campus guidelines and definitions are posted here. In summary and until further notice, to limit the spread of COVID-19 in our workplace and Bay Area community – and to help hospitals and clinics manage the increase in demand for care – we are taking the following actions:

   • All non-essential events and gatherings – whether on-campus or off-campus – shall be canceled or postponed, in accordance with the shelter in place order issued May 22, 2020, by the City and County of San Francisco.
   • Event organizers must prioritize alternatives – such as teleconferencing – rather than hold in-person gatherings.
   • Events and gatherings that are essential to the operation of UCSF, a healthcare institution, may be exempted. More information about essential events can be found here.
   • To request an exemption to the interim policy restricting non-essential events and gatherings please complete this form.

These guidelines will be in effect until 6/30/21.

1. Q: Do these guidelines apply to events with only UCSF employee attendees – for example, holiday parties?  
   A: Yes. All events, regardless of attendee affiliation, shall be postponed or canceled.

2. Q: What are the chances that these guidelines will change before 6/30/21? Should I hedge my bets and enter a contract with a venue in hopes of things changing?  
   A: The guidelines have been put into place for health/safety reasons. Once the restrictions based on health/safety have been modified, then the guidelines for events may be reconsidered. However, restrictions may continue to be applied, as necessary, in light of budget cuts and an economic downturn. It is impossible to predict whether or not the restrictions will change; therefore units are discouraged from entering into contracts.

3. Q: If we cannot join together in-person, are there other ways we can recognize each other and our community?  
   A: In addition to coming together virtually, units are encouraged to create non-event ways to recognize and celebrate achievements. Examples could include: applying for a faculty and staff morale grant, posting an
appreciation for a colleague on UCSF Recognize, nominating a colleague for a STAR/SPOT award, or creating a video and hosting a virtual viewing party. Units may consider giving recognition awards to employees. Employee recognition awards are meant to be occasional and therefore must be presented to an employee on an infrequent basis. The maximum for each award is $75 and limited to three per calendar year; please follow all recognition award guidelines in G-41 for employees and G-42 for non-employees.

The information in this section has been updated and no longer applicable.

Child and Family Care Expenses Relating to COVID-19
Updated June 2, 2020 - supersedes the previous guidance dated March 20, 2020

Child and family care expenses related to COVID-19 are reimbursed on a case by case basis. In order to be reimbursable, the childcare expense needs to be:

- Directly related to COVID-19 and has to be necessary for the essential employee to work
- The costs have to be above and beyond normal expenses

On the expense reports, we need:

- All the typical documentation that you would submit for a regular reimbursement (i.e., receipts for the payment, any other supporting documentation)
- A signed statement explaining why the childcare was necessary in order for the employee to perform their essential duties, how it was directly related to COVID-19, and certifying that the costs were above and beyond normal child care expenses
- Submitted to Simon Schuster for exceptional approval

The expenses can be submitted directly through MyExpense. These expenses are not taxable to the employee provided that they are a direct result of COVID-19 and are absolutely necessary for the essential employee to perform their duties.

The Information In This Section Is No Longer Applicable As Curfews Have Ended.

Reimbursement of Commute Expenses Due to Curfew
Updated June 2, 2020

There is currently a citywide curfew in place in San Francisco requiring everyone to stay indoors from 8:00 p.m. to 5:00 a.m. The curfew will remain in effect until changed or rescinded by Mayor London Breed’s Office.

What this means for UCSF faculty, staff, learners, and patients and their families during curfew hours:

- ONLY essential workers—involved in patient care and first responders—should come to a UCSF location BUT ONLY if they feel they can do so safely.
- Employees who need to travel to a UCSF location but do not feel they can commute in a safe manner should connect with their supervisor or manager.
- In accordance with the Mayor’s curfew order, the Office of Research requires that all UCSF researchers refrain from traveling to or from research sites from 7:30 p.m. to 5:30 a.m. while the curfew is in effect. Researchers, in San Francisco and other cities, should work with their PIs and teams to adjust schedules as needed. While we recognize that this may interrupt research that was just resumed, employee health and safety remain our top concern.

Uber services will be suspended during the hours of the curfew (8 p.m.-5 a.m.) Essential workers that need to commute to UCSF and feel safe enough to do so during those hours can call a taxi. According to SFMTA, a taxi is deemed an essential service and should be operable within those hours.

- Taxi fare reimbursements will mirror the Uber Program, covering 75% of the cost, with maximum not to exceed $50 and no reimbursements on gratuity.
- SOM Dean’s Office approval is required. Please submit your requests to Simon Schuster.
Alternatively, due to limited public transportation, essential workers could opt to commute via personal vehicle. Reimbursements may be allowable as follows:

- The traveler would normally utilize public transportation
- Are impacted by the reduction in services
- Are commuting to/from their residence within the Bay Area
- SOM Dean’s Office approval is required. Please send requests to Simon Schuster.
- Maximum reimbursed cannot exceed $50.
- Only tolls and parking expenses at non-UCSF parking facilities are reimbursed. Mileage is not reimbursable. Parking expenses at UCSF facilities are not reimbursable, given it is already discounted.

**The Information In This Section Is No Longer Applicable As The Program Has Ended.**

**Reimbursement of Commute Expenses for Essential Workers**

Updated June 2, 2020 - supersedes the previous guidance dated April 23, 2020

UCSF Health COVID-19 Commuting Program with Uber Extended Until June 30

To continue supporting UCSF Health workers who face a commute hardship and may be impacted most by current limitations to public transportation services, UCSF Health will be extending the UCSF Health COVID-19 Commuting Program in partnership with Uber until June 30 and terminating after that date.

For consistency and equity across UCSF employee groups, the campus and the School of Medicine will align with UCSF Health’s commuting program, covering 75% of the cost of two fares a day until June 30th, with a maximum subsidy to not exceed $50 and no reimbursements on gratuity.

**Commute Via Personal Vehicle**

For commutes in which using a personal vehicle is cheaper than the use of Uber, please note the following:

- These requests are approved only under very special circumstances and not available to all employees.
- SOM Dean’s Office approval is required. Please send requests to Simon Schuster.
- Maximum reimbursed cannot exceed $50.
- The requester must provide comparison Uber costs for the journey made. [https://ride.guru](https://ride.guru)
- Only tolls and parking expenses at non-UCSF parking facilities are reimbursed. Mileage is not reimbursable. Parking expenses at UCSF facilities are not reimbursable, given it is already discounted.

**Q & A Relating to Financial Implications for COVID-19 Revenues and Expenses**

Updated April 27, 2020

**Tracking and Reporting Financial Impacts of COVID-19 at UCSF**

UCSF has a need to track extraordinary expenses resulting from the COVID-19 pandemic for State and FEMA reporting. In addition, UCSF wants to track volunteer support for COVID-19 healthcare in other cities.

Campus departments should use the Project, Flexfield, and HBS Leave codes as described below.

Note: “Extraordinary” costs are those that would not have been incurred in the absence of the COVID-19 pandemic.

<table>
<thead>
<tr>
<th>Examples:</th>
<th>Fund Source</th>
<th>Chartfield</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extraordinary costs to address the pandemic:</td>
<td>Unrestricted Funds only (except recharges)</td>
<td>Project: 2014758</td>
</tr>
<tr>
<td>- Increased staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Program cancellation fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Rideshare reimbursements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular and extraordinary costs of COVID-19 incurred on restricted funds</td>
<td>Sponsored Funds</td>
<td>Flexfield: SPCVID (optional)</td>
</tr>
<tr>
<td>and recharges</td>
<td>Gifts and Endowments (not COVID-19 gifts)</td>
<td>Flexfield: COVID (optional)</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Recharges</td>
<td>Flexfield: COVID (optional)</td>
<td></td>
</tr>
</tbody>
</table>

| Non-extraordinary opportunity costs
| • Unreturned conference registration fees | Unrestricted Funds | Flexfield: COVID (optional) |

| UCSF employee volunteers authorized to travel to other cities such as New York to support COVID-19 healthcare services
| • Salary and benefits during a service period
| • Reimbursed non-salary expenses | All Fund Sources | Flexfield: COVVOL |

| Use of Paid Administrative Leave (up to 128 hours) | All Fund Sources | HBS Leave Code: COVID 19 Paid Admin Leave |

The following items will not be tracked in the ledger or HBS. After the fact data collection may occur.
• Costs associated with employees redirected to assist with COVID activities within UCSF
• Overtime pay related to COVID-19 pandemic efforts
• Revenue losses due to the COVID-19 pandemic
• Revenue increases resulting from the COVID-19 pandemic

1. **Q:** Is the campus or Dean’s Office paying for the extraordinary COVID-19-related expenses charged to project 2014758?
   **A:** No, there are no central funds allotted for this purpose. Departments are expected to cover COVID-19 expenses with department reserves as reserves are generally intended for these situations.

2. **Q:** Do we charge COVID-19-related expenses to a contract or grant if the sponsor has approved it?
   **A:** Consider the distinction between the continuation of current grants within the approved scope of work, and extraordinary expenses incurred related to COVID-19 that are not related to the approved scope of work. If they are trip or event cancellation fees or extraordinary expenses, please track it with flexfield SPCVID on the sponsored award project.

3. **Q:** Can we request a new flexfield to track this and report all later?
   **A:** No, we need to coordinate a consistent use of chartfields for tracking COVID-19-related expenses. UCOP has requested we track and report COVID-19 costs and the campus Budget Office has established a new project ID 2014758 for this purpose. Please use this project instead of creating new chartfields.

4. **Q:** Why is the entire cost (e.g., cost of ticket plus cancellation fee) not counted as an extraordinary COVID-19 expense on project 2014758?
   **A:** While these are lost opportunity costs, they do not represent extraordinary costs, since they would have been incurred under normal business operations.

5. **Q:** What is the City doing to help provide coverage for COVID-19?
   **A:** The ZSFG Dean’s Office negotiated a new agreement with the City and has created a new project ID 2016662 for this purpose. Please work with Jake Blackshear. Any COVID-19 related expenses not covered by the City should be captured on project 2014758.

6. **Q:** Should the cost for extra MD staffing in response to COVID-19 be charged to project 2014758?
   **A:** Yes, this is an extraordinary cost in these extreme circumstances despite receiving additional revenue while...
providing such services.

7. Q: Should paid administrative leave related to COVID-19 be charged to project 2014758?
A: No, paid administrative leave related to COVID-19 will be tracked with a payroll leave code. This will prevent departments from having to change payroll chartstrings for those employees. These costs will be captured and reported based on the leave code.

The information in this section has been updated and no longer applicable.

Reimbursement of Commute Expenses for Essential Workers —
Updated April 23, 2020 - supersedes the previous guidance dated March 20, 2020

UCSF Health COVID-19 Commuting Program with Uber

In an effort to support UCSF Health workers who face a commute hardship and maybe most impacted by current limitations to public transportation services, UCSF Health is launching the UCSF Health COVID-19 Commuting Program in partnership with Uber.

Rideshare Reimbursement Notice: The rideshare reimbursement program will be discontinued for rides incurred after Friday, April 24th. If you have been using rideshares/submitting for reimbursement and would like to continue the use of subsidized rideshares, you must join this program.

Program Details:
UCSF Health will cover 75% of the cost of two fares a day (one round trip) until Sunday, May 3 (current end date of the Bay Area shelter-in-place ordinance). The maximum subsidy will not exceed $50. Gratuities will be applied to the rider.

Eligible workers include UCSF Health staff, physicians, nurses, residents, and trainees who must be physically present on-site and:
- Normally utilize public transportation
- Are impacted by the reduction in services
- Are commuting to/from their residence within the Bay Area

One of the following UCSF campuses must be listed as either the pick-up or drop-off location:
- West Bay: Parnassus, Mission Bay, Mount Zion, China Basin, Brisbane, Laurel Heights, ZSFGH, VA

UCSF Health employees must apply to their manager. Please go to this website.

The information in this section has been updated and no longer applicable.

Meals
Updated April 16, 2020

Uber Eats is offering UCSF a special promotion of a $25 credit on food delivery. Applying the offer is simple—just enter the promo code UCSFFIRSTRESPONDERS at checkout. This offer is valid for one use per account, expires April 30th, 2020, and can be used for delivery throughout the entire Bay Area. Enjoy your meal during your shift or in the comfort of your home.

The information in this section has been updated and no longer applicable.

Reimbursement of Commute Expense for Essential Workers
Updated March 20, 2020
Campus Life Services announced the following:

Essential on-site staff who must commute to their UCSF work location or between campuses to perform essential job functions and who no longer have access to UCSF shuttles or public transportation during their shifts given curtailments at BART and other transit agencies may be reimbursed for commuting costs incurred using ride-share services, including Uber and Lyft.

The staff member's department must pre-authorize these ride-share expenses. The expense is considered an exceptional expense and must also be approved by the Control Point's Exceptional Approver. However, the department should first consider if there are any other alternative options available rather than ride shares, such as having staff drive their personal cars to commute to work and between sites. These ride-share costs are allowed for the period that UCSF is impacted by COVID-19.

Departments will fund these reimbursements from their own funds and should be identified under Project ID 2014758.

Most frontline workers are using their own personal UBER accounts and seeking reimbursement via MyExpense. The Uber Health dashboard makes it simple for healthcare providers to coordinate and subsidize non-emergency medical transportation (NEMT) rides for staff, guest travelers, and patients. Please contact UberHealth if you want to coordinate and/or subsidize (in full or in part) rides for these individuals. Please use Uber X as any vehicle above this category would be similar to Business class requiring exceptional approval.

Advice for the Reimbursement of Travel Expenses Related to COVID-19

Updated March 20, 2020

1. **Regardless of how the travel was booked, first, try to obtain a refund or credit from the vendor.** If the flight was purchased through Connexxus, contact the travel agency to determine if a credit voucher can be issued.

2. **If you have a ticket that you have not canceled**, the suggestion is to hold it for as long as possible up to a day or two before the flight. If you cancel it before an airline releases any special deals or refund terms, you may not qualify if you’ve already requested a credit, refund, or cancelation.

3. **Q: Can a traveler request a reimbursement even if they have received a credit voucher?**
   
   A: It depends. This is why UC strongly recommends using Connexxus when booking business travel. Where possible and only during the uncertainty of dealing with COVID-19, travelers *may* be reimbursed even if they have received credit. The expectation is that the traveler will use the credit for their next business trip or, if used for personal travel, will reimburse UCSF. The traveler will be asked to document the initial purchase, credit, and UCSF reimbursement when submitting their reimbursement request for expenses related to the deferred/new trip. Departments will be expected to keep a record of who has travel credits, their value, and the date of expiration. Please note that there may be tax implications for the traveler.

4. **Q: Can I see the credit for canceled flights booked using Connexxus?**
   
   A: Yes, when you open up Connexxus, you or your delegate will see the credit listed. Each agency has a different website so check with the booking agency.

5. **For international travel expenses**, the traveler should submit a claim through the UC Travel Insurance Program which may reimburse up to $2,000. *The UC Travel Insurance Program will only cover international travel.* Costs that are not covered by travel insurance may be submitted through MyExpense for reimbursement by the department.

6. **Submit a reimbursement request through MyExpense for:**
   - Domestic travel expenses
   - International travel expenses when the [claim requirement](#) for UC Travel Insurance Program was not met
   - Balance payments for international travel expenses when the insurance claim amount exceeded $2,000
7. **For conference registration**, request a refund from the conference event organizer. Paid registration fees are being handled as follows:

<table>
<thead>
<tr>
<th>PAID BY</th>
<th>REFUNDED</th>
<th>NOT REFUNDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department procurement card</td>
<td>Card credited back for the amount being refunded</td>
<td>Department incurs cost. Since this is not an extraordinary cost, it should not be recorded to Project 2014758</td>
</tr>
<tr>
<td>Traveler’s Personal Credit Card</td>
<td>If already reimbursed through MyExpense, traveler should write a check to the UC Regents. Traveler’s department will deposit the check.</td>
<td>If traveler has not been reimbursed, submit MyExpense with documentation from the travel provider showing denial of refund. This will not require exceptional approval.</td>
</tr>
</tbody>
</table>

8. **For near future flights**, consider purchasing fully refundable tickets over normal coach. Fully refundable tickets are more expensive but might be a good option if there is a possibility of cancellations due to COVID-19. Travel insurance for international flights may cover cancellations for travel booked before the spread of and resulting regulations for COVID-19. However, given the coverage, regulations, and travel restrictions, insurance payments will no longer consider cancellations due to COVID-19 as an unforeseen circumstance.

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The information in this section has been updated and no longer applicable.

**Child and Family Care Expenses Relating to COVID-19**

Updated March 20, 2020

As of March 20, 2020, UCOP announced that as COVID-19 has been declared a national emergency, employers are now able to make tax-free “qualified disaster-relief payments” to employees; specifically, emergency childcare expenses of essential employees may qualify of QDP. It is important that the University be able to document that these types of payments were made solely in connection with the COVID-19 disaster and were reasonable and necessary expenses incurred by the employee in connection with their essential work for the University. SCM will provide additional guidance on how this will be implemented and reimbursed on our campus.

**Resources for Child and Family Care**

- SF Department of Children Youth & Their Families has created an [emergency child care resource](#) for school-aged children who need emergency child care.
- UCSF’s Back-Up Care program is available for faculty, residents, and clinical fellows. This program provides center-based and in-home care, and eligible employees each receive 20 days/academic year.
- UCSF faculty, staff, trainees, and students have access to [Sittercity](#), a web resource that can be utilized to search for child care. Sittercity can also be used to register sitters who are available to provide care.
- Commercially available tools to match those seeking care with those providing it
- [UCSF COVID Student Aid](#), an organized network of students who have offered to provide emergency childcare, errands, and transportation.
- The City and County of San Francisco announced the opening of emergency childcare services for health care and low-income workers March 14, 2020, and have the capacity to care for more children. All essential UCSF employees who must work on-site and don’t have alternative options can utilize these [centers](#). Registration is on a site-by-site basis, but once attending a particular site, you may not change sites. If your chosen site is full, please choose another site. If all the sites you are interested in are full, please visit [DCYF.org](http://DCYF.org) for other services you may be able to access.
**Meals**
Updated March 20, 2020

**On-the-Job Meals Relating to COVID-19**
The University may provide meals to certain employees during work hours as a non-taxable benefit to the employee. The cost is not treated as taxable income when the University requires the employee to be on-site in connection with a University business purpose. For example, a meal may be provided for the benefit of the University when an employee is required to stay on-premises during his or her entire work shift either because the person is required to work during that period or is on-call. The meal must be provided during the employee’s working hours if the employee’s duties prevented the employee from obtaining a meal during working hours. There is no limit as to the frequency or number of on-the-job meals that are offered to employees who are required to remain on-site.

**Recognition or Appreciation Gift Cards**
Updated March 20, 2020

Employee recognition awards are meant to be *occasional* and therefore must be presented to an employee on an infrequent basis. An employee should not receive more than *three* such awards in a calendar year. The maximum for each award is $75. Only *non-negotiable* gift certificates and gift cards (i.e. department store, and other retail cards) qualify as non-cash awards; Visa, Mastercard, American Express, Discovery, or similar cards are not allowable.

If you have an expense related question, please try to use the SOM [Cheat Sheets](#), [SOM Exceptional Expense Website](#) or [SCM website](#) as your first resource. If you are still unable to find an answer to your question, please feel free to contact Simon Schuster in the SOM Dean’s Office at 415-502 0760 or [simon.schuster@ucsf.edu](mailto:simon.schuster@ucsf.edu).

**SCM Webpage on specific COVID-19 Related Travel Cancelations and Reimbursements:**

**UCSF COPING AND RESILIENCY PROGRAM**

During these unprecedented times of increased stress, anxiety and fear, UCSF offers many resources to help us support ourselves, so we can support others – patients, colleagues, family and friends. The COPE program uses a simple, confidential [digital screening tool](#) to connect UCSF faculty, staff and trainees at all UCSF sites with a wide array of emotional support services, including:

- Online self-management tools (webinars, apps, videos, and other resources; and interventions for specific groups in need of specialized support.) These resources can be accessed [here](#).
- Timely access to assessment and ongoing clinical care, as needed, for those experiencing moderate to severe symptoms

If you request person-to-person contact through the tool, you will be provided information on how to schedule an appointment for further assessment and treatment with a UCSF Langley Porter specialist. Evening appointments (4pm – 7pm) are available. For help with substance use, you will be connected with Bright Heart Health, a telehealth treatment program not affiliated with UCSF. For information about UCSF Cope [click here](#) or text COPE to 839-73. Click [here](#) for a flyer about the program.