

Frequently Asked Questions for Getty Staff Returning to the Worksite

This document provides answers to questions raised by employees about more staff returning to the worksites. Should there be changes in health official or other guidance, we will provide updates to staff as soon as we are able.

PREPARING TO RETURN

How do I provide proof of my vaccination?

Please see the details in the attached COVID-19 Vaccine Verification and Tests document.

How often do I need to come into the office over the summer?

Each department or program is making this determination based on operational considerations. However, staff need to be prepared to return to their assigned work site as needed so that all programs and departments are fully operational on site by September 7.

How do I return heavy office furniture or equipment from home?

Contact the [Facilities Help Desk](#) to schedule assistance with moving items from your car to work area. Separately, contact the Facilities Help Desk to drop off chairs at the loading dock, where they will be cleaned and returned to your office the next business day.

How do I get help to re-connect computer equipment when I return to the office?

Getty Digital has prepared a Return to Site Checklist, which is attached.

All staff should attend the short Return to Office Orientation program (Getty Digital will post schedule on GO) before returning.

Staff can contact [Getty Digital Help](#) or call 310/440-1199 during normal support hours (7am-7pm Monday – Friday, 8am-5pm on Saturday, and 8:30am-5pm on Sunday) for remote assistance over the phone. Many connection issues can be resolved in this manner. If it is essential that you have connectivity immediately upon your return, you will need to schedule an assist session one week in advance, to ensure availability of help desk personnel. Call volumes may be higher than normal during this time, so Getty Digital Help encourages staff to use Help Desk's call-back feature or leave a voicemail to avoid long hold times. Callers will not lose their place in line. All connectivity issues reported after hours will be resolved the next business day.

Staff with special equipment needs (e.g. additional monitors or docking stations) should discuss with their Asset Administrators in advance. Staff who have computers they haven't used during the last year should expect some issues. New hires who started during the last year should work with their supervisors to confirm work locations and availability of peripheral equipment such as monitors; scheduling an assist session is strongly recommended.

WORKSPACES

Will my workspace be modified to accommodate social distancing? Will there be dividers between the desks?

There will not be plexiglass installed between workstations. Based on the latest state and county guidance, social distancing is no longer required and vaccinated employees do not need to wear masks in indoor work settings. Anyone not fully vaccinated will need to wear a mask.

Will we need to wear masks in the office?

It will be optional for both employees and visitors to wear masks in outdoor spaces. Wearing masks in **indoor public spaces** is required for both staff and visitors. Vaccinated employees may remove their masks in **non-public indoor spaces**. Unvaccinated employees, or employees who choose not to provide proof of vaccination, must continue to wear masks indoors.

What is the mask requirement for business visitors?

Business visitors will be asked to follow the same masking requirements as employees. Their mask status will depend on their vaccination status, and they will be asked for proof of vaccination when they sign in at Central Security. Please advise business visitors to bring proof of vaccination or be prepared to wear a mask.

Can I get an ergonomic assessment of my workstation when I come back?

Email [Risk Management](#) to schedule an assessment. It would be helpful to do so over the summer, before everyone returns in the fall.

RESUMING NORMAL WORK ACTIVITIES

When can we hold group meetings in conference rooms?

Vaccinated employees can meet in conference rooms without masks. Unvaccinated employees must wear masks.

When can we resume planning and holding events and group activities?

We anticipate allowing in-person events after August 2.

When can I begin to make business travel plans? What will be allowed?

Beginning July 1, employees who are fully vaccinated may begin domestic business travel, with the approval of their Program administrator or Trust department head. We are still determining when staff can begin traveling internationally for business. Unvaccinated employees may not travel for business.

Do I still need to quarantine if I travel for personal reasons?

If you are fully vaccinated before travel, you do not need to quarantine. You should self-monitor for COVID-19 symptoms for 14 days upon return. If you are not fully vaccinated before travel, get tested 3-5 days after your return. If you get a negative COVID-19 test result, quarantine for 7 days after travel. If you are not tested after your return, you must quarantine for 10 days after travel. Staff may not come on site solely for the purpose of receiving a COVID-19 test.

When will the fitness center reopen?

We are implementing new member management software, which will allow appointments and scheduling, as well as easier communication with members. All members will be required to create a new membership account before using the Fitness Center. We hope to send information soon, beginning with current members who are working on site, with a tentative reopening date of July 6.

SPECIAL CLOSURE PROGRAMS AND POLICIES

May I continue to reside outside of the Los Angeles area?

As of July 1, all employees must live within a commutable distance from Getty's locations and be available and prepared to be on site as needed and directed by their managers/supervisors.

Will I still receive the stipend for business use of personal devices?

Beginning September 4, telework arrangements will be voluntary and the stipend will be discontinued.

May I still apply for the match for education-related expenses for my children?

That program ends June 30, 2021.

Will employees continue to receive OHP?

As of the pay week beginning September 5, no one will receive OHP. If a need for OHP arises in the future, Human Resources will let staff know.

Will I still need to get a COVID test when I'm on site?

Anyone not fully vaccinated will be required to receive a COVID-19 test on a weekly basis. Those who are fully vaccinated may voluntarily provide proof of vaccination and forgo the test.

PARKING

Do I need to make a parking reservation to come back to the office? Who do I tell I'm coming in?

We are returning to pre-COVID access procedures. Staff and contractors no longer need to have the green Phase 3 parking placard, or be on the daily access list to gain access to the Center or the Villa for work. Staff and contractors will be admitted as long as they have their Getty parking hangtag and ID badge. (We know that for now, your parking hangtags may have an expired date.) Staff who are not scheduled to be on site on a regular basis should check with their program or department before going onsite to work.

What should I do if my Getty parking hangtag has expired?

All parking hangtags have been automatically extended. New hangtags will be distributed to all staff in the near future.

What's going to happen with TOH parking?

During the pandemic closure, we were able to open TOH parking to all staff and contractors coming to the Getty Center; however, more people are returning back on site and we are starting to occasionally reach our maximum capacity at TOH. We expect that on Fridays, Saturdays, and Sundays, all employees and contractors will have access to TOH parking. On Monday through Thursday, we may reach our maximum capacity, and some arrivals with orange hangtags will need to park in NEP. We will continue to maximize TOH parking on a first-come, first-served basis for everyone who works at the Center, but when spaces begin to fill up, vehicles with orange hangtags will be directed to NEP.

We will be making significant changes in TOH parking allocations and will be providing more information in the near future.

Where should I park at Getty Center if I have a California-issued Disability Hangtag?

Any staff member with an unexpired California DMV-issued permanent (or temporary) disability parking placard will be permitted to park in TOH or NEP. They may use the accessible parking spaces, or, if none are available, may park in any other non-reserved parking space in TOH or NEP.

Where can staff park in the North Entry Parking (NEP)?

The policy where staff can/should park has changed. Previously, staff were required to park below level P3 but they can now park on any level of NEP.

Where should docents/volunteers park at Getty Center?

Many of the NEP Mezzanine parking spots, which were previously reserved for volunteers and docents, have been converted to EV or ADA parking and this area will no longer be reserved for volunteers and docents. Docents and volunteers can park at any level of NEP Monday through Friday. All volunteers and docents should park in TOH on Saturday and Sunday.

Can I park for a short time in TOH if I need to make a pick-up or drop-off?

Yes, several short-term parking spaces are being created on TOH Level P2. See the security officer at the lift gate outside NEP to arrange for access to one of the temporary spaces.

Why am I no longer able to make parking reservations in BRS (Business Reservation System)?

To limit and control site access, the ability to make parking reservations in BRS has been temporarily suspended for most Getty staff. Please visit [Reservations & Access](#) on GO for a list of authorized parking requestors and current information regarding contractor and business visitor parking requests.

TRANSPORTATION

Will the vanpools resume by September 7?

We expect to resume the vanpool program in the coming weeks. Everyone who was previously in a vanpool will receive information about setting up a new one. Additional information and updates will be posted on GO.

Will the Pablito (Expo Line and Orange Line) Shuttle return?

Unfortunately, the Pablito company is no longer in business. We are seeking alternatives and hope to restart a similar operation when possible.

Will I continue to accumulate AQMD points when using alternative transportation methods such as vanpools, carpools, and public transit?

This program is currently suspended.

Will staff, volunteers, and docents continue to receive FFC complimentary parking coupons? If so, how will they be distributed?

Staff, volunteers, and docents will receive four FFC complimentary parking tickets that can be used at either the Getty Center or the Getty Villa. We are looking into the feasibility of distributing electronic coupon codes to Getty staff via email. Volunteers and docents will receive paper coupons via program coordinators.

Does the Getty still reimburse staff for public transit expenses?

Yes. Visit the [Public Transportation](#) page on GO for instructions on how to submit public transit expenses.

FOOD SERVICE

When will office pantries reopen?

Office pantries will be open June 22. But plates and cups are returning a little later, so at first you may need to bring your own.

What happens with the cafe and meals? Will food still be free to staff? Will the cafe continue to be staff-only?

Beginning July 5, staff will once again pay for staff meals at a special price. The cafe will remain staff-only at least through August. The Cafe Menus page on GO will provide items available and cost.

Will the Grove coffee cart return?

Yes, it will return in the next few weeks.

When will the Restaurant return?

We are working to make that happen as soon as possible and are hoping for a July 13th opening.

Do we still need to sit alone in the cafe? Can we sit together outside?

Fully vaccinated staff may eat together, whether indoors or out. Unvaccinated staff may eat with others only when outdoors.

Can we (and the public) picnic onsite outside on the lawn or at tables on the terrace outside of “designated dining areas?”

Designated dining areas are no longer required.