

COVID-19 AND YOUR BUSINESS

AND HOW CTR CAN HELP

Some Housekeeping Items:

- All participants have been placed on mute.
- All registrants will receive a follow up e-mail with a link to the recorded webinar and any training documentation.
- Don't forget to check out our Events Calendar on our website to register for upcoming trainings and webinars at <https://ctrhcm.com/events/>
- This training is intended for educational and informational purposes. We hope that you will learn a lot today but the information should not be construed as legal advice.
- If you have any questions or want to request training, please e-mail training@ctrhcm.com

Today's Presenters:



BOB FLOREAK
President, Acuity HR



KARA STIVASON
Trainer, CTR

AGENDA



- Origin of COVID-19 & Symptoms
- Latest Legislative Updates
- Layoffs-what to consider
- FAQs & how CTR can help support you

PURPOSE

- Provide you with an overview of information and resources regarding the impact of COVID-19 in your workplace
- Review recent guidance provided by the CDC, EEOC and other agencies
- Discuss the basics of the Families First Coronavirus Response Act (FFCRA)
- Review some of the considerations for furloughs or layoffs in your organization

ORIGIN OF COVID-19 & SYMPTOMS



Originated in November/December in Wuhan City, Hubei Province, China

Severe unexplained pneumonia

- Fever, Cough, Shortness of Breath

~ 85% of infected individuals have mild illness

~15% of infected individuals die (2 – 3% mortality rate)*

- Mostly older individuals with underlying health conditions

* May be an overestimate due to a focus on testing the severely ill rather than those who have mild symptoms or are asymptomatic

CDC GUIDANCE



- The CDC has not issued recent guidance for COVID-19
- The most recent update was March 8, 2020 and can be accessed at:
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

CDC GUIDANCE



- Encourage sick employees to stay home, as well as employees who have sick family members
- Do not require a doctor's note for employees that are sick due to lack of access to primary care
- Communicate good hygiene habits and requirements in your work location including mandatory handwashing and social distancing
- Perform routine environmental cleaning and provide cleaning supplies

CDC GUIDANCE



- Ensure that managers in satellite locations understand your company's approach to COVID-19
- Plan to minimize exposure between employees and review necessity and structure of meetings; consider shift staggering and flexible work hours for employees who must be in the office
- Stop all discretionary travel, meetings or other interaction
- The CDC guidelines are available online and you are encouraged to check regularly for updates

EEOC GUIDANCE



- EEOC issued updated guidance on the ADA, the Rehabilitation Act, and COVID-19 on March 19, 2020
- ADA and Rehabilitation Act still apply but they do not interfere with the CDC Guidelines
- For EEOC Pandemic information go to:
https://www.eeoc.gov/facts/pandemic_flu.html
- Health issues are sensitive, and its important to make sure managers understand the do's and don'ts of conversations and inquiries around Covid-19

EEOC GUIDANCE FAQs



- Can you send an employee home if they exhibit symptoms during a pandemic?
- During a pandemic, how much information may an employer request from an employee?
- During a pandemic, can we take temperatures?
- When employees return from travel, can the employer ask about exposure to pandemic?
- During a pandemic, can an employer ask why an employee was absent from work if the employer suspects it was for medical reasons?

OSHA GUIDELINES



- OSHA Recently released guidelines can be found at:
<https://www.osha.gov/SLTC/covid-19/>
- Designate an area for people to go to if they feel ill
- Provide training on protective clothing, sanitation methods, etc
- Understand the risk exposure for each of your job classifications and develop a plan to address

THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT



- The Families First Coronavirus Response Act (H.R. 6201) (the “Bill”), was signed by the President on March 18, 2020
- The effective date is somewhat confusing but it appears to be April 2, 2020 and is to expire on December 31, 2020
- The language in the Act is brief and few details for regulations and administrative guidance are currently available
- Many attorneys are recommending patience at this time and not to communicate procedures to employees until more details are available

WHAT WE DO KNOW



- Emergency Paid Sick Leave is available under the Act
- Family and Medical Leave has been expanded and redefined under the Act
- Tax Credits to employers will be used to fund benefits under the Act
- There is funding for additional Unemployment Compensation by the Federal Government

THE EMERGENCY PAID SICK LEAVE ACT



- Under the Act, employers with less than 500 employees are required to provide 80 hours of paid sick time for full-time employees who are unable to work, or telework
- Part-time employees are eligible for the average number of hours worked in a two-week period
- The bill will provide relief for several reasons, including:
 - If the employee has been ordered by the government to quarantine or isolate or has been advised by a health care provider to self-quarantine because of COVID-19
 - If they have symptoms of COVID-19 and are seeking a medical diagnosis
 - If they are caring for a relative who is in quarantine or isolation
 - If their child's school or child care service is closed because of the public health emergency.

THE EMERGENCY PAID SICK LEAVE ACT

- There is no eligibility or waiting periods for sick time eligibility
- Paid sick time is calculated using the employee's regular rate of pay not to exceed \$511/day or \$5,110 in aggregate when used in conjunction with an official isolation order, doctor's recommendation for self-quarantine, or employee is experiencing symptoms and is seeking a medical diagnosis
- Paid sick time is calculated using the employee's regular rate of pay not to exceed \$200/day or \$2,000 in aggregate when used in response to caring for an individual of caring for child when no child care is available
- Employers MAY NOT require an employee to substitute other paid sick time provided by the employer
- Exemptions, as with expanded FMLA may be available

EMERGENCY FAMILY AND MEDICAL LEAVE EXPANSION ACT



- Covers employers with less than 500 employees, including small employers
- Employers with less than 50 employees may seek exemption from coverage if the requirements of the Act “would jeopardize the viability of the business as a going concern”. Additionally, there are specific exclusions for some healthcare workers
- The bill provides 12 weeks of job-protected coverage for employees that have been with the company for at least 30 days. There is limited reinstatement rights for employers with less than 25 employees
- Reasons for eligibility include the inability to work, or telework due to school closures or lack of day care for employees with a child under the age of 18
- Pay will be capped at \$200 a day (or \$10,000 total)

EMERGENCY FAMILY AND MEDICAL LEAVE EXPANSION ACT



- Under the Act, the first 10 days are unpaid, but for the next 10 weeks, eligible employees (those who have been employed with the employer for at least 30 calendar days) will receive two-thirds pay while on leave
- The calculation for 2/3 pay is regular rate of pay and the number of hours the employee would otherwise be scheduled to work. For variable scheduling, there is a 6 month look back
- Employees can elect to use accrued sick or personal time during the first 10 days but the employer may not require it
- Employer's are eligible for tax credits for the employer's share of social security to offset the expense

BUSINESS OPERATIONS



- Your organization may need to implement layoffs or furloughs
- You will need to create documentation and processes for notifications, benefits administration, etc
- Consider your benefits plan for employees during layoff and contact your benefits broker for assistance with compliance
- Have an ongoing communication plan with all employees, active and furloughed
- Create policies for work-from-home employees
- Engage managers in developing employee engagement plans
- Can you use this time to work on your business

NEXT STEPS



- A relief bill for small business is being discussed in the Senate
- Assess your own business situation and develop your action plan
- We expect to get more specific guidance very soon
- If you have an emergency situation, consult your employment attorney for advice
- Start to develop processes and procedures for the administration layoffs and the provision under the newly enacted legislation
- CTR and Acuity Human Resources are working together to provide resources to assist you with these difficult times

**We're here to
help.**

We're here to
help.



Do you have employees still receiving paper checks?

Moving employees to direct deposit or PayCards can help to alleviate the need for an employee to have to physically come into your office.

Don't have PayCards? We can help with that. Rapid! PayCard is a benefit that you can provide your employees at NO cost to you. It works just like direct deposit, but the funds are deposited to the PayCard instead of a paper check each pay period.

We're here to
help.



Are your employees still receiving pay stubs?

We can turn on Employee Self Service for employees to view pay stubs online.

We're here to
help.



Unsure of your state's requirements around direct deposits and pay stub?

Please view these documents:

- [Paystub Requirements by State](#)
- [Paycard Laws by State](#)
- [Direct Deposit Laws by State](#)
- [Moving ESS to Electronic Paystubs](#)

We're here to
help.



Need employees to be able to clock in and out remotely instead of paper timesheets?

We have **iSolved Time** – A built-in, robust Time & Attendance solution. All of your tracking needs can be managed right within iSolved and employees can clock in on their computer or through the mobile app.

- **iSolved Time**

FAQS



Q: If we are laying off an employee, how do I enter the data in iSolved?

A: Depending on your intention with continuing benefits, we can help you enter this data in iSolved so you can maintain accurate data. (For example, we can build unique status codes and walk you through what to look for.)


CONTACT YOUR SUPPORT REP: You can find your support rep on the Client Landing Page in iSolved

Client: 1000 - Acme Corporation Company: Acme Corporation

Welcome Kara

MY PROFILE
Kara Stivason
Trainer

MY REMINDERS
You Have Pending Transactions! Click Here to View.
You Have Pending Time Off Requests! Click Here to View.

MY ACCOUNT REPS
 **My Customer Support Representative**
Steve Heinlein
Customer Support Representative
800.468.2794 ext 1071
ctrhcmsupport-steve@ctrhcm.com

QUICK LINKS
Self-Service Employee Communication
iSolved New Release Oct 11-Learn & Register for the training now!
ACA Form Preview Guide- 2019
ACA Preparation Checklist-2019
New W4 Webinar Added to Updated 2019

CALENDAR
MARCH 2020
Su Mo Tu We Th Fr Sa
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
--- All Pay Groups ---
Payroll Due
Pay Date
Run Date - Off Cycle Run

ANNOUNCEMENTS
Please Note: If you are changing benefits or will require benefit rate updates in the system please notify your customer support representative at least 30 days in advance.
Your 4th Quarter 2019 reports are available for you to download. To download your company's copy, go to Reporting, then click on Quarterly Reports On-Demand. Here you will find the link to download your quarterly

NEXT SCHEDULED PAYROLL

Pay Group	Frequency	Due In Date	Check Date	Period Begin	Period End	Period	Run Type	Processing Schedule
Weekly	Weekly	09/11/2019	09/13/2019	09/01/2019	09/07/2019	01	Regular Payroll	View

Q: If we are considering setting up new paid/unpaid sick leave accrual plans, how do I do that?

A: Good news. We are prepared to help you with this. Our team has been busy building and testing accrual policies and earning codes in our demo environment. We have specific accrual policies in place along with specific earning codes so that we can help you track and report on this information.

Let's dive deeper...

FAQS



Emergency Paid Sick Leave Act

Recommended approach in iSolved for handling the Emergency Paid Sick Leave Act for current Time clients and Non-Time clients

- **Create a New Accrual Type**
 - a. Sick-COVID
- **Create 2 New Accrual Plans**
 - a. Sick-COVID-FT – 80 Hours
 - b. Sick-COVID-PT – client will determine how many hours to load into beginning balance. Average hours for a 2-week period
- **Set-up 2 new earnings codes**
 - a. Sick-EE-100 – Used for Leave – Employee's own care
 - b. Sick-Other-2/3 – Used for Leave – Care of another person – will calculate 66.67% of regular rate of pay

Earnings

Status: Active

Code	Title	Seq
FMLA-Covid	FMLA-Covid	15
LONG	Longevity	8
Sick-EE-10	Sick-EE-100	14
Sick-Other	Sick-Other-2/3	13

Client Earnings | Calculation Parameters | Dollars Limit | Hours Limit

+ Add New | Edit | Delete | Refresh | Save | Cancel

Earning Type

Sick

Calculation: Earnings paid based on hours input times the employee normal hourly rate.
Taxable Type: Normal Gross Wage Taxability
Earnings Paid: Yes
W2 Wages: Box 1, 3, 5

Schedule

Schedule Default: Every Pay

☐ Allow Employee Override

Time Entry Options

☒ Adds To Standard Amount
☐ Hide In Time Entry

Identification

* Title: Sick-EE-100
Description: Sick-EE-100
Code: Sick-EE-10
* Sequence Number: 14
W2 Box 14 Title:
☐ Is Inactive

Other Options

Leave Taken Accrual:
☐ Has Declining Balance
☐ Use Supplemental Tax Rates
☐ Hide Salary Employee Hours on Check
☐ Hide Salary Employee Rate on Check
☐ Block W2 Designation

FAQS



- **Set-up 2 new Absence Policies**
 - a. Sick EE 100
 - b. Sick Other 2/3
- Only difference for Time customer is that the earning code won't be attached to the Absence Policy – we will create an Hours Allocation Rule to map the absence to the earning code.

The screenshot displays the 'Absence Policies' configuration screen. At the top, there is a table listing existing policies. Below this, the 'Absence' tab is active, showing the 'Absence Details' section for a new policy named 'Sick EE 100'. The 'Earning / Memo Code' is set to 'Sick EE 100', and the 'Accrual Type' is 'Sick Covid'. The 'Time Off Request Hours Validation' section is visible, with options for 'Disable Hour Validation', 'Specify Minimum / Maximum Hours Allowed', and 'Specify List of Valid Hour Values'. The 'Specify List of Valid Hour Values' option is selected, and a list of valid hour values is shown. The 'Time Off Request 'Absence Policy' Filter' section is also visible, showing a filter for 'This Absence Policy will only display in the ESS Time Off Requests > Absence Policy drop-down if the employee has one of the Selected Accrual Plans.' The 'Available Accrual Plans' and 'Selected Accrual Plans' sections are at the bottom, with 'Sick Covid FT' and 'Sick Covid PT' selected. The 'Time Off Request Options' section shows a 'Default Hours' of 90 and a 'Max Duration Days' of 90.

Absence Name	Accrual	Earning	Allow Time Off Request	Allow Employee Access	Allow Manager Access	Allow Supervisor Access	Is Inactive
pto		PTO	✓	✓	✓	✓	
Vacation	Vac Balance		✓	✓	✓	✓	
Funeral			✓	✓	✓	✓	
Request Off Unpaid			✓	✓	✓	✓	
On Call Unpaid			✓	✓	✓	✓	
Sick Other 2/3	Sick Covid	Sick Other 2/3	✓	✓	✓	✓	
Sick EE 100	Sick Covid	Sick EE 100	✓	✓	✓	✓	
FMLA Covid		FMLA Covid	✓	✓	✓	✓	
FMLA Covid UNPD		FMLA Covid UNPD	✓	✓	✓	✓	

Absence Policies Solved | Unseen

Absence **Eligibility Rules**

[+ Add New](#) [Edit](#) [Delete](#) [Refresh](#) [Save](#) [Cancel](#)

Absence Details

* Name: Sick EE 100

Earning / Memo Code: Sick EE 100

Accrual Type: Sick Covid

☐ Is Inactive

☐ Count Towards Scheduled Worked Hours

Earning/Memo Code

By applying an Earning/Memo on this page, absences will not be processed by Solved Time. If you wish absences to process by Solved Time, please add an absence rule to the Hours Allocation Rules in Time Management.

Time Off Request 'Absence Policy' Filter

This Absence Policy will only display in the ESS Time Off Requests > Absence Policy drop-down if the employee has one of the Selected Accrual Plans.

Available Accrual Plans:

Selected Accrual Plans:

Sick Covid FT

Sick Covid PT

Time Off Request Hours Validation

☒ Disable Hour Validation

☐ Specify Minimum / Maximum Hours Allowed

Minimum Hours:

Maximum Hours:

☐ Specify List of Valid Hour Values

Create list of exact hour values that are valid for time off requests. Example: 2.0, 4.0, 8.0.




Time Off Request Options



Default Hours:



* Max Duration Days:

The number of days within the 'From Date' and 'To Date' date range cannot exceed this value for a single Time Off Request.

- Assign Accrual Plan to Employees
 - a. Sick-Covid-FT
 - b. Sick-Covid-PT

3 of 11   **Maverick Campbell** Pay Group: Bi-Weekly Employee#: 127 Status: Active Hire Date: 11/1/2019 Hourly: 10.0000 Work Location: SAN JUAN, PR Division: Department: Job: Client: SIGNS - Signs and Banners Company: Campbell Graphics (Active) 

Leave Accruals Solved   Help

 Save  Cancel

*Update Balance:

*Amounts entered in Update Balance will replace Current Balance with the next payroll.

Sick-Covid

Service Date: 11/1/2019 Length of Service: 0 Years, 5 Months (5 Months)

Select Sick-Covid Plan	Plan Values	Employee Overrides
<input checked="" type="radio"/> Sick-Covid FT <input type="checkbox"/> Is Inactive	Rate: 80.0000 Balance Limit: 80.00 Carryover Limit: No Carryover	<input type="text"/> <input type="text"/> <input type="text"/>

Per Schedule (Every Pay)
Current Balance: 0.00
*Update Balance:

*Amounts entered in Update Balance will replace Current Balance with the next payroll.

FAQS



→ Enter Absences for Employee
Sick EE 100
Sick Other 2/3

3 of 11 **Maverick Campbell** Pay Group: Bi-Weekly Employee#: 127 Status: Active Hire Date: 11/1/2019 Hourly: 10.0000 Work Location: SAN JUAN, PR Division: Department: Job: Client: SIGNS - Signs and Banners Company: Campbell Graphics (Active)

Employee Absences Solved University

From: 4/1/2020 Absence Policy: All Filter
To: 4/30/2020 Status: To view records for absence policies for which you are no longer eligible, use the "All" selection.

Date	Absence Policy	Status	Hours	Estimated Available Hours	Check Date
4/6/2020	Sick EE 100	Approved	8.00	-8.00000	
4/7/2020	Sick Other 2/3	Approved	8.00	-16.00000	
4/9/2020	FMLA-Covid-UNPD	Approved	8.00		
4/10/2020	FMLA-Covid	Approved	8.00		

Add New Edit Delete Refresh Save Cancel

Absence Details **Comments**

* Absence Date: 4/6/2020
* Absence: Sick EE 100
* Hours: 8.00
Start Time:
☐ Exclude From Accrual Calculation
☐ Exclude From Earning Calculation
Estimated Available Hours: 8.00

FAQS



EMPLOYEE PAYCHECK

3 of 11

Maverick Campbell

Employee#: 127 Status: Active

Pay Group: Bi-Weekly

Hire Date: 11/1/2019

Hourly: 10.0000

Work Location: SAN JUAN, PR

Division:

Department:

Job:

Client: SIGNS - Signs and Banners

Company: Campbell Graphics (Active)

Individual Time Entry

Pay Date: 4/24/2020

Payroll Period: 4/5/2020 - 4/18/2020

Solved | Unsaved | Help

Check Type	Pay Frequency	Total Hours	Total Earnings	Total Deductions	Total Taxes
Regular Check		24.00	0.00	0.00	0.00 Options

Add New | Back | Refresh

Check Type:

Regular Check

Gross Pay:

186.68

Check Date:

4/24/2020

Gross Wage:

186.68

Period End:

4/18/2020

Net Pay:

171.84

Period Begin:

4/5/2020

Check Amt:

171.84

Payroll Run #:

Check #:

Maverick Campbell

100 Main Street

SAN JUAN, PR 00901

Signs and Banner

Employee #:

127

Division

Soc Sec #:

XXX-XX-9876

Department

Fed Filing:

St Filing:

Fed Exemptions:

St Exemptions:

Fed Additional:

St Additional:

Earnings & Memos*

	Curr Hours	Curr Dollars	YTD Hours	YTD Dollars
Sick-Other-2/3	8.00	53.34	8.00	53.34
FMLA-Covid-UNPD*	8.00	0.00	8.00	0.00
Sick-EE-100	8.00	80.00	8.00	80.00
FMLA-Covid	8.00	53.34	8.00	53.34

Deductions

	Curr Dollars	YTD Dollars

Taxes

	Curr Dollars	Curr Wages	YTD Dollars	YTD Wages
SOC SEC EE	11.57	186.68	11.57	186.68
MED EE	2.71	186.68	2.71	186.68
FEDERAL WH	0.00	186.68	0.00	186.68
PUERTO RICO WH	0.00	186.68	0.00	186.68
PUERTO RICO SDI EE	0.56	186.68	0.56	186.68

Current Period Leave Accruals

	Hours Accrued	Hours Taken	Available Balance
PTO	0.00	0.00	10.00
Sick-Covid	80.00	16.00	64.00

Direct Deposit

	Account	Deposit Amount

Employer Taxes

	Curr Dollars	Curr Wages	YTD Dollars	YTD Wages
SOC SEC ER	11.57	186.68	11.57	186.68
MED ER	2.71	186.68	2.71	186.68
FUTA ER	1.12	186.68	1.12	186.68
PUERTO RICO SUI ER	5.97	186.68	5.97	186.68
PUERTO RICO SDI ER	0.56	186.68	0.56	186.68
PUERTO RICO SPECIAL ASSESSMENT ER	1.87	186.68	1.87	186.68

Q: If we are offering or instituting a remote work policy, is there a way to have our employees punch in and out from home?

A: Absolutely! To set this up, contact your time support representative, Darlene Booher @ ctrhcmsupport-darlene.ctrhcm.com@email.autotask.net

FAQS



Q: We have integrated COBRA with Infinisource COBRA, how will this work with a lay-off?

A1: If employment is terminated due to a layoff, the termination process in iSolved will remain the same – it would be recommended to use a termination reason of layoff – if you don't have this termination reason, it can be created for you.

A2: If the layoff is temporary and employees will be put into a layoff status, you will need to determine the following:

- Will benefits remain active during the layoff? If so, for how long?
- Will benefits end upon moving to layoff status?
 - If benefits will end, COBRA will need to be processed using the “life event” feature in iSolved

For assistance on COBRA related questions or processes, please contact
Tracey Frazier(tracey.frazier@ctrhcm.com) or
Tara Severin (tara.severin@ctrhcm.com)

**Best Practice Guideline: Reduction in
Hours Cobra Qualifying Event**



WE'RE IN THIS TOGETHER!

We Remain Committed to Partnership

Our team meets daily to review the latest updates in order to assist our clients. We realize that you are drinking from a “firehose” of information. In order to give our clients easy access to information, we will be providing all customers **FREE** access to our HR Support Center. Our HR Support Center is a great tool that provides you with the latest legislative updates regarding the Coronavirus, sample policies, checklists, and other useful compliance information. Please email supportlog@ctrhcm.com if you would like to receive a login to this useful resource.

EMPLOYER CHECKLIST

- Identify coordinator
- Educate and empower management
- Determine remote work capability and required resources
- Have plans in place
- Alter/create policy as needed
- Maintain consistency, while handling issues case-by-case
- Stay updated via HRSupportCenter and/or legal counsel
- Communicate, communicate, communicate!

WEBINARS TO COME



Using Employee Messages and Mass Email Utility to
Comply with Paid Sick Leave Communication Requirements

Tuesday 3/24 @ 1pm

[Register Here](#)



In addition, we will be adding more webinars to the Events Calendar including a COVID Legal Counsel/Legal Service Options with Attorney Valerie Faeth. We will host this webinar next week. Please get your questions to training@ctrhcm.com so she can address those.

In the interim, please reach out to your support representative with any questions or concerns.

As requirements change and laws are passed,
we will update you as soon as possible.