

COVID-19 AND YOUR BUSINESS AND HOW CTR CAN HELP

COVID-19 AND YOUR BUSINESS WEBINAR



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

COVID-19 AND YOUR BUSINESS WEBINAR



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-businessresponse.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 in 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.





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





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.

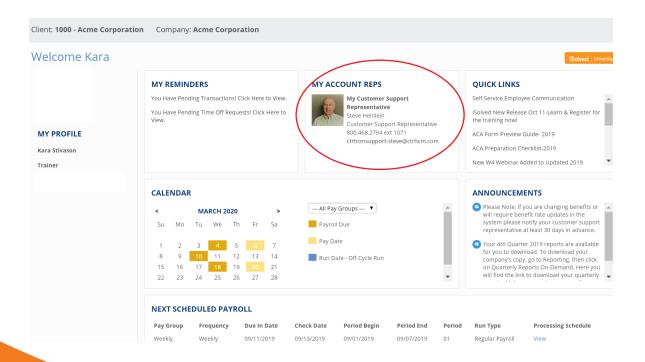
iSolved Time



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





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.

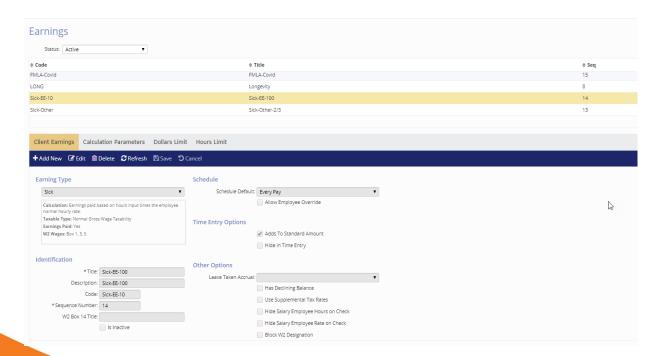
Let's dive deeper...



Emergency Paid Sick Leave Act

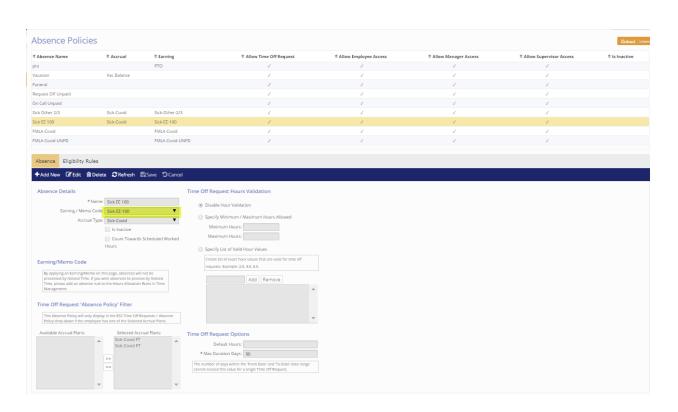
Recommended approach in iSolved for handling the Emergency Paid Sick Leave Act for current Time clients and Non-Time clients

- 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



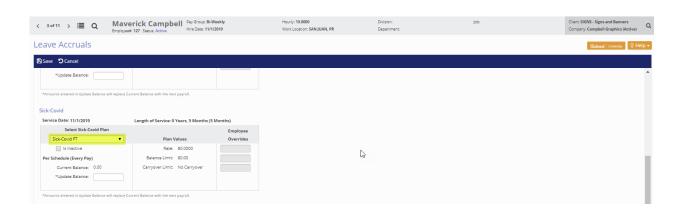


- > Set-up 2 new Absence Polices
 - a. Sick EE 100
 - b. Sick Other 2/3
- ➤ Only difference for Time customer is that the earning code won't be attached to the Absence Policy we will create an Hours Allocation Rule to map the absence to the earning code.



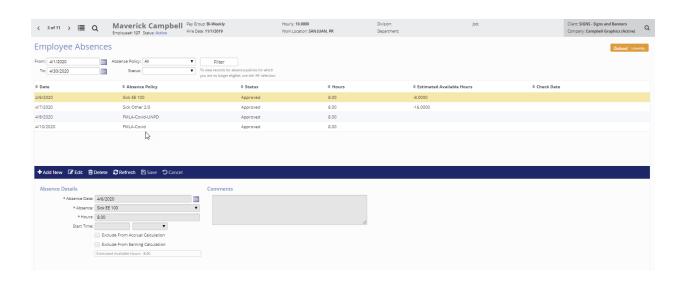


- > Assign Accrual Plan to Employees
 - a. Sick-Covid-FT
 - b. Sick-Covid-PT



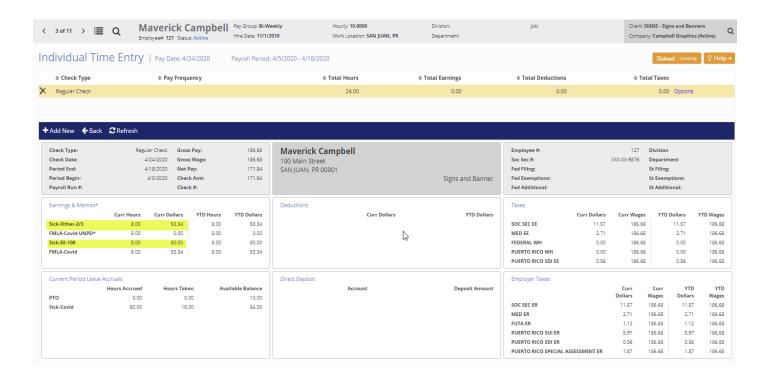


→ Enter Absences for Employee Sick EE 100 Sick Other 2/3





EMPLOYEE PAYCHECK





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 @ ctrhcm.com@email.autotask.net



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(<u>tracey.frazier@ctrhcm.com</u>) or Tara Severin (<u>tara.severin@ctrhcm.com</u>)

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!

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 COVD 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.