



**MANAGING A REMOTE WORKFORCE,
EMPLOYEE HANDBOOKS
& OTHER TIPS TO HELP MANAGE YOUR EMPLOYEES
THROUGH A PANDEMIC**

Welcome...

We will begin shortly.

Some Housekeeping Items:

- ❑ All participants have been placed on mute
- ❑ All registrants will receive a follow up email with a link to the recorded webinar and any training documentation
- ❑ Stay updated and register for upcoming webinars on our COVID-19 INFO Center here: <https://ctrhcm.com/home/covid-19-information-center/>
- ❑ This training is intended for educational and informational purpose. We hope that you learn a lot, but the information should not be construed as legal or tax advice.
- ❑ If you have any questions or want to request training, please email training@ctrhcm.com

The Necessary Strategies:

- 1) Digital Security**
- 2) The Proper Tools & Equipment**
- 3) Communication & Collaboration**
- 4) Develop Remote Working Skills**
- 5) Cultivate a remote working culture and mindset.**

Digital Security



- 1) Ensure your employees' Wi-Fi Connection is secure.
- 2) Ensure anti-virus is in place and updated. Make sure all security software is up to date: privacy tools, add-ons for browsers, etc.
- 3) Work with your IT department to make sure all laptops, computers are installed with a VPN. VPNs provide a flexible connection to connect to different services (web pages, email, a SQL server, etc.) and can protect your traffic)
- 4) Have a back up strategy/software like Carbonite and remember to do it (or better yet, have it run automatically).
- 5) Encourage employees to keep work data on work computers- it can be tempting for employees to use their personal computer if their work computer is in a different room or the computer needs a charger, etc. This is a risk for the employee and for the company!
- 6) Encrypt sensitive data in emails and on your device and use a program like ShareFile to secure content collaboration and file sharing
- 7) Require Digital Security Training to protect employees and your company from cyber crime

Ensure your employees have the right tools to be successful virtually. Lean on your IT team and managers to tee employees up for success.

Assign the tools (assets) to your employees and keep track in iSolved.

One of the most critical ways employers can go above and beyond is simple: OVERCOMMUNICATE!

Intentionally increase communication with colleagues, clients and partners. Embrace video conferencing/chatting. Call people!

Make sure all employees are on a chat system like Slack or Microsoft Teams during work-hours . Use iSolved messages or the mass e-mail tool to communicate and store documents.

How are you conducting your virtual meetings?

Some key things to remember:

- ✓ **Virtual Meetings Are Real Interactions**
- ✓ **Test**
- ✓ **-Assign Roles**

HELP YOUR EMPLOYEES WITH THE FOLLOWING:

1. Establish morning routines
2. Find the right environment
3. Keep in touch with teammates
4. Block problematic sources
5. Know how you work
6. Dress for success
7. Take breaks
8. Continue the collaboration
9. Reward & recognize
10. Don't be too hard on yourself

Cultivate a remote working culture and mindset.

Create a Work from Home Policy that includes: Hours of work, Expectations regarding reachability, Expectations regarding productivity, Check-ins & Office expenses.

The key is to create a Work From Home Policy that sets the right expectations and creates channels and infrastructure that not only supports working from home, but that mitigate the many pitfalls that spring up when you take employees out of the office.

To help with this, we have the following available:

- Work from Home Agreement
- Sample Work from Home Policy
- Acknowledgement of Receipt of Company Property & Financial Obligation Form

CREATE A COVID-19 TEAM



Create a COVID-19 Triage Team. Include HR, Legal, IT, Payroll & Tax.

- Have daily huddles
- Prioritize and address issues as they surface
- Centralize communication
- Update employee contacts and distribution lists



WHY HAVE AN EMPLOYEE HANDBOOK



- Bring new hires up to speed faster.
- Help ensure fairness and consistency in administering HR matters.
- Increase efficiency on the part of your HR and management staff.
- Help maintain compliance.
- Show your support of and concern for your employees.
- Inform people of their rights.
- Minimize disputes and grievances.



Review Your Policies & Handbook

Review and Potentially Revise Policies. Employers should review and consider reviewing employee handbook and other policies that may come into play when responding to employee leaves because of coronavirus. For instance, policies covering absence due to illness or job abandonment based on absence should be reviewed for possible modification.

Need Help Creating or Revising Your Handbook?

Sign up for CTR's HR Support Center to get started!

UNDERSTAND THE CORONAVIRUS



This virus can be spread by touch and when droplets are released when someone breathes or sneezes. Infected individuals may carry the virus without symptoms for up to 14 days, but they can still infect others during this period.

Common symptoms include:

Fever

Cough

Shortness of breath

Aches and pains

Anyone with difficulty breathing, persistent pain or pressure in their chest, confusion, an inability to be roused, or blueness in their lips or face are exhibiting emergency signs and need medical attention immediately.

IF YOU'RE WORKING ON SITE...



If employees must come on-premise to do their work, take precautions to keep the workplace clean and sanitary. The [CDC recommends](#) doing the following:

- Stop handshaking
- Schedule regular handwashing
- Avoid touching your face
- Cover coughs and sneezes
- Disinfect surfaces like doorknobs, tables, desks, and handrails regularly
- Limit food sharing
- Tell employees to stay home if they are feeling sick or have a sick household member

FACE MASKS



The CDC is advising the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials can be worn in public settings where other social distancing measures may be difficult to maintain. Non-healthcare workers should wear these alternative PPE items as part of their protection routine AND should continue to emphasize and rely heavily on social (physical) distancing.

Starting Saturday, everyone must wear a mask or face covering in grocery stores, pharmacies, retail establishments and public transportation.

Effective April 10, New Jersey requires workers and customers to wear cloth face covering while on the premises of the essential retail businesses, warehouses, and construction sites that are still allowed to be open during the COVID-19 pandemic.

New York: Effective 4/15/2020 at 8 p.m., all employees must wear face coverings when customers are present. Employers must provide face coverings for employees at no cost to employees. For more information, please review the State order. Read the State order by visiting coronavirus.health.ny.gov and searching for executive order 202.16.

FACE MASKS BY STATE: PA



Effective 4/19 @ 8pm, employers must mandate employees and customers to wear masks and take all employees' temperature if a worker has tested positive for COVID-19.

Businesses are required to provide employees with masks or facial coverings or approve masks the employees bought or made themselves. including requiring they mandate employees and customers wear masks and take all employees' temperature if a worker has tested positive for COVID-19.

The order also requires that businesses deny entry to customers who are not wearing a mask, unless the business sells food, medication, or medical supplies. In those cases, the business must provide an alternative method of pickup or delivery for individuals who do not have a facial covering.

FACE MASKS BY STATE: PA



The order also requires businesses provide space for employees to have breaks and meals while maintaining a social distance; conduct meetings and training virtually; prohibit all nonessential visitors; and install shields or other barriers at check-out areas or take other measures to ensure social distancing of customers from check-out personnel.

In addition, there are new protocols for essential businesses where an employee has tested positive for COVID-19. Upon learning of the case, the business must implement temperature screenings before employees enter the business before the start of work, and they must send home any employee with a temperature above 100.4 degrees.

The businesses must also clean and disinfect the areas where that employee worked and notify other employees who worked in close contact with the individual, generally defined as people who worked within six feet of the person for 10 minutes or more.

The Society for Human Resource Management also recommends HR departments put a communicable disease policy in place if they don't already have one. This includes creating an outbreak response plan.

To help, the CDC has presented interim guidance for when employers should encourage their employees to stay and how they can develop an outbreak response plan.

STOP OR DELAY BUSINESS TRAVEL



If you have any events or company travel arrangements on the books, it's best to either postpone or cancel them. Many states have already placed bans on large gatherings of people, and corporate events and conferences have been responsible for spreading the virus to new populations.

If employees must travel, ensure they take regular precautions while out in public. They should wash and sanitize their hands regularly, avoid coming into close contact with others, and use protective equipment.



HEALTH & SAFETY ARE ALWAYS THE BEST POLICY!

Even if you aren't operating at full capacity, it is still essential that your employees get the time they need to stay well.

This isn't just the right thing to do for your employees, it can also lead to quantifiable benefits down the road.

Employees who feel looked after by their employers are less likely to leave voluntarily and providing employees with the resources they need to stay well can reduce long-term healthcare costs.

MENTAL WELLNESS



If you don't already, consider offering an EAP (Employee Assistance Program). Many benefit packages include an EAP already-do your research and educate and encourage employees to take advantage of this!

Support your “activity committee” and plan fun activities that can be done remotely. Bring your pets or kids on the Zoom call, have a remote happy hour during the last hour on Friday, do a best work from home selfie contest, etc.

MORE COVID-19 QUESTIONS?



Reach out to your CTR Support Representative or submit your question on our [COVID-19 INFO PAGE](#) to receive the answer to your most-pressing questions.

Don't see an answer to your question? Fill out the form below and we'll get back to you ASAP!

Name*

<input type="text"/>	<input type="text"/>
First	Last

Email*

What's on your mind?

0 of 500 max characters



From all of us at CTR:

Stay SAFE from COVID-19

Stay SMART and INFORMED

Stay KIND and support one another