

STREAMLINE YOUR BUSINESS RE-OPENING RETURNING TO WORK

RETURNING TO WORK 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.
- 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 purposes. 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 e-mail training@ctrhcm.com

RETURNING TO WORK WEBINAR

Today's Presenters:



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OPENING UP AMERICA AGAIN

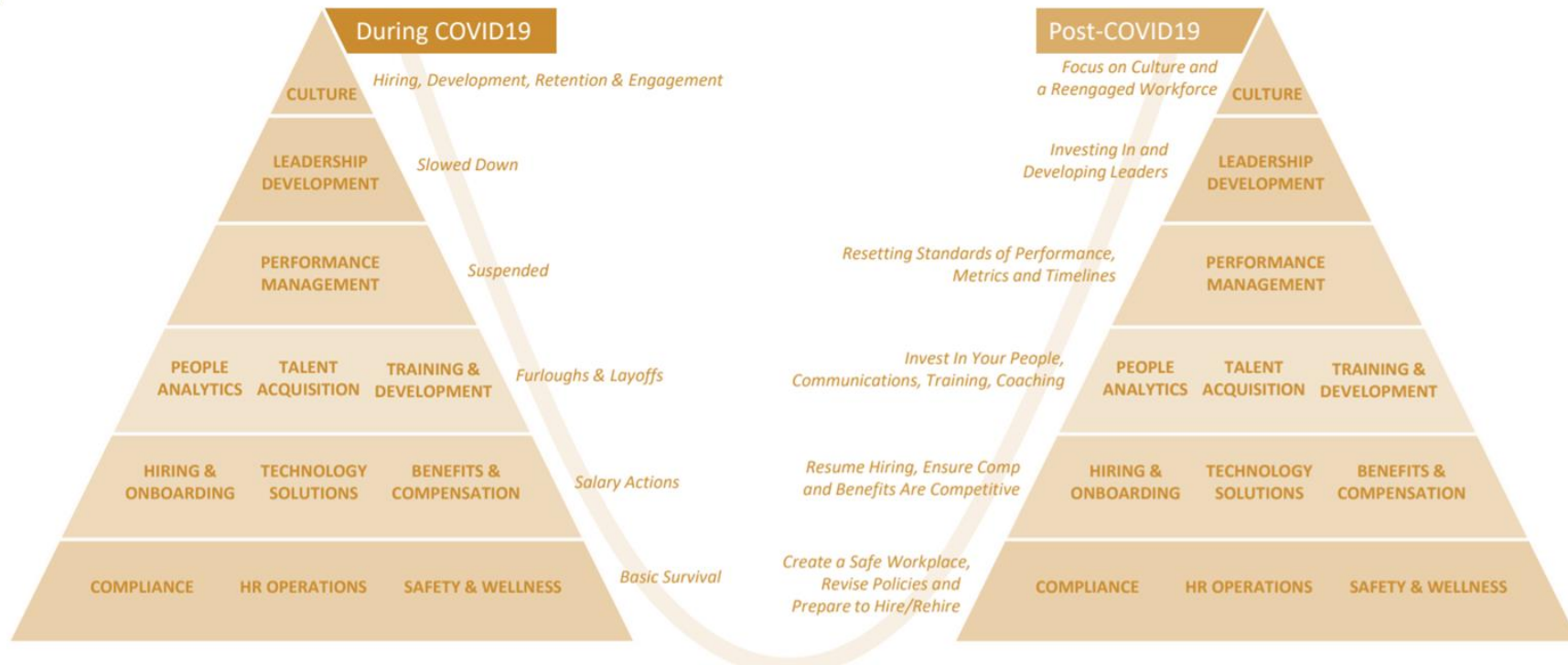


On April 16, 2020, the White House issued “[Opening Up America Again](#),” a set of federal guidelines for reopening the U.S. economy with a three-phase, state-by-state approach (the “White House Guidance”).

Now it’s time to think about preparing your workplace and workforce for a return to work.

Let’s talk about that preparation...

TIME TO PLAN!



WHEN CAN WE REOPEN?



While employers will have to comply with state and local directives, on the federal level, the U.S. Centers for Disease Control and Prevention (CDC) just released guidance to assist businesses in making decisions regarding reopening during the COVID-19 pandemic. That guidance directs that businesses should not reopen unless they can answer yes to ALL the following questions:

Are you in a community no longer requiring significant mitigation (or restricting operations to designated essential critical workers)?

Will you be able to limit non-essential employees to those from the local geographic area?

Do you have protective measures for employees at higher risk (e.g., teleworking, tasks that minimize contact)?

WHEN CAN WE REOPEN?



Even if companies are able to answer yes to these three questions, the CDC recommends that businesses remain closed until they can implement a number of safeguards to combat the spread of COVID-19 — most of which we are seeing tracked in return to work orders being signed by Governors and listed in Occupational Safety and Health Administration Guidance on Preparing Workplaces for COVID-19.

WHEN CAN WE REOPEN?



Even then the CDC does not recommend that businesses reopen until they also establish ongoing monitoring protocols such as:

- having sick employees stay home.
- establishing routine daily employee health checks.
- monitoring absenteeism and having flexible time off policies.
- having an action plan if an employee or worker tests positive/presumptive positive for COVID-19.
- creating and testing emergency communication channels for employees.
establishing communications with state and local authorities.

The CDC also recommends that employers be prepared to close quickly if needed based on applicable guidelines. Employers should also be aware of the CDC's Guidance for cleaning and disinfecting workplaces.



RECALLING EMPLOYEES

RECALLING EMPLOYEES



- What communication needs to happen before employees are brought back to the workplace?
- Which employees should return to work first?
- Can I allow employees to continue to work remotely?
- If we try to rehire an individual or bring an employee back to work from a furlough or temporary layoff who is receiving unemployment and the employee refuses to return to work, what should we do?

iSolved Tip: Use Employee Messages or the Mass E-mail Tool to communicate with your employees!



WORKPLACE SAFETY

WORKPLACE SAFETY



- DEEP CLEANING BEFORE AND ONGOING SCHEDULED CLEANING
- CONTAIN EMPLOYEES TO A SPECIFIC AREA
- REMOVE FOOD FROM COMMON AREAS
- REQUIRE INFECTION CONTROL PRACTICES

WORKPLACE SAFETY



- What if an employee is concerned with another employee's presence in the office because the employee is exhibiting COVID-19 symptoms?
- How should employers define close contact, when determining if an employee was in a close contact with someone diagnosed with COVID-19 ?
- Keep OSHA's issued advisory guidance in place-the Occupational Safety and Health Act requires employers to provide employees with a workplace "free from recognized hazards that are causing or are likely to cause death or serious physical harm" to employees. OSHA has issued advisory guidance on preventing exposure to and preparing workplaces for COVID-19 that can assist employers in return planning (the "OSHA Guidance").

iSolved Tip: Use OSHA Tracking to stay compliant and produce your reports!

WORKPLACE SAFETY



- SOCIAL DISTANCING MEASURES
- PERSONAL PROTECTIVE EQUIPMENT

iSolved Tip: Use Employee Self Service to encourage employees to make changes online.

OTHER CONSIDERATIONS



- Avoid in-person meetings (if necessary, limited to 10 people with a mask covering their nose & mouth with 6 feet of distance)
- Increase physical space between employees and customers
- Deliver services remotely
- Implement multiple shifts

iSolved Tip: Use the Scheduler to implement multiple shifts.

OTHER CONSIDERATIONS



- Engineering controls/ventilation
- Increase ventilation rates
- Increase percentage of circulating outdoor air
- Evaluate work-related travel-only if necessary
- Limit contact to other employees if possible after return
- Plan for potential attendance concerns
- Cross-train
- Incentive pay
- Contract staffing

iSolved Tip: Use Training to track employee training or add our LMS system, iSolved Learn



TESTING & MONITORING

TESTING & MONITORING



- Can an employer screen the health of its employees, such as through taking employee temperatures?
- Can employers administer COVID-19 tests before permitting employees to enter the physical workplace?
- What procedures should employers put in place for employee health screening at work?

iSolved Tip: Use Employee Documents to store important personnel documents.

TESTING & MONITORING



- What if an employee has a temperature or otherwise presents COVID-19 symptoms?
- Can employers implement screening protocols for customers or workplace visitors?

POSITIVE TEST PROTOCOL & CONTACT TRACING



- Positive test protocol
- Communication plan to employees
- Contact information for local health department
- Evaluate OSHA reporting requirements
- Rules for returning to work
- Contact tracing
- Record of who was in different areas of the workplace
- Evaluate employee access
- Ability to contact impacted individuals
- Visitor/customer/vendor log



REVIEWING EMPLOYEE POLICIES

REVIEW & REVISE POLICY



- Prohibit employees from coming to work if they have COVID-19 symptoms or have been in close contact with confirmed case of COVID-19 within last 14 days; educate leaders to send them home if they are sick
- New paid leave obligations under FFCRA
- Confirm sick leave policies are flexible to comply
- Other policies to consider?



REMOTE WORK CONSIDERATIONS

REMOTE WORK CONSIDERATIONS



- Should employers consider making some of the temporary remote work situations permanent?
- Are employers required to cover any additional costs that employees may incur if they work from home (internet access, computer, additional phone line, increased use of electricity, etc.)?
- Do we have to allow an employee to continue to work from home after we have reopened our work site?
- If an employer wants to gradually bring remote employees back to the office, could they bring back the employees who had a lower level of remote productivity first or could that be seen to be discriminatory?

iSolved Tip: Use Company Assets to assign and track company assets.



HIRING & HR COMPLIANCE

HIRING



How should employers conduct employee interviews when hiring?

Employers should consider virtual interviews and onboarding, which will reduce the number of in-person interactions.

If in-person interviews are conducted, we recommend employers set certain parameters in place to ensure social distancing (e.g., no handshakes, minimum distance of 6 feet, etc.)

When hiring, may employers screen applicants for COVID-19? According to the EEOC, yes. An employer may screen job applicants for symptoms of COVID-19 after making a conditional job offer, as long as it does so for all entering employees in the same type of job.

HIRING



Given remote work, how can one validate I-9s?

There has been a relaxation of in-person I-9 document review, with limitations. Employers with employees working remotely due to COVID-19 will not be required to review the employee's identity and employment authorization documents in the employee's physical presence.

However, employers must inspect the Section 2 documents remotely (e.g., over video link, fax or email, etc.) and obtain, inspect, and retain copies of the documents, within three business days for purposes of completing Section 2. Employers also should enter "COVID-19" as the reason for the physical inspection delay in the Section 2 Additional Information field once physical inspection takes place after normal operations resume.

Are there any steps employers should take to address workplace harassment related to COVID-19?

Yes. Employers should remind all employees that it is against the federal law to harass or otherwise discriminate against coworkers based on race, national origin, color, sex, religion, age (40 or over), disability or genetic information.

There may be additional protected categories under state and local laws. It may be particularly helpful for employers to advise supervisors and managers of their roles in watching for, stopping, and reporting any harassment or other discrimination

What if an employee refuses to report to work because they object to taking public transportation, live in or must travel to work through a “hot spot,” or have other such COVID19-related concerns?

Employers can allow their employees to take paid time off but may want to consider following PTO policies to help ensure a sufficient workforce. Additionally, employers may want to offer hesitant employees unpaid leave.

If an employee believes he or she is in imminent danger, according to OSHA, that employee can refuse to work based on a specific fear of infection that is based on fact, where the employer cannot address the employee’s specific fear.

iSolved Tip: Use iSolved Time & Attendance to implement PTO policies.

Where must employers store on-site medical examination results?

The ADA requires that all medical information, including temperature check results, be stored separately from the employee's personnel file. Employers may choose to store COVID-19-related medical files with other medical files, or in a separate location, as long as these files are separate from employee personnel files and properly secured to protect the privacy of the data.

OTHER CONSIDERATIONS



- Guidelines if an employee is exposed to or diagnosed with COVID-19
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

OTHER CONSIDERATIONS



The Importance of Employee Support Channels

BENEFITS



What should employers be considering from a benefits standpoint when employees return to work?

Employers will need to consider a variety of employee benefits issues, starting with whether the employee is considered a new hire for purposes of the employer's various benefit plans and plan notices.

This will likely depend on a variety of factors, including

- (1) whether the employee was actually terminated from employment or placed on a furlough or leave,
- (2) if placed on leave, whether it was a paid or unpaid leave,
- (3) how long the employee was not performing services for the employer and
- (4) what the applicable plan documents say. Further, the answer may differ depending on the type of benefit plan at issue

BENEFITS



Employers should also review the plan to determine how the period of no service counts for purposes of vesting and service credit.

Particular attention needs to be paid to any frozen plans. To the extent an employee is treated as a new hire, he or she may be ineligible to participate in a defined benefit plan that has a soft freeze (e.g., a plan that limits participation to employees hired before a certain date).

For health plans, applicable large employers subject to the employer shared responsibility requirements and using the “look-back” method for determining full-time status will need to determine if the employee is an ongoing employee with a period during which no hours were performed, or a new hire subject to a new initial measurement period. If considered an ongoing employee, the employer will need to determine if the employee earned any hours of service while on leave (e.g., if it was a paid leave). Notice obligations may also apply.

BUSINESS CONTINUITY PLAN



Hope for the Best, Plan for the Worst

What is a business continuity plan?

It's a plan to maintain business functions during an outbreak. There's no one-size fits all model and, if you don't have anything in place, the perfect is the enemy of the good. Now's the time for leaders to overcommunicate, outline processes, do your best and learn as we go.

Start with 4 questions:

- 1.How are we keeping our employees safe?
- 2.How can we ensure that mission-critical tasks get done?
- 3.How can we continue to work with suppliers?
- 4.What's our communication plan?

BUSINESS CONTINUITY PLAN



How are we keeping our employees safe?

Business leaders want to keep their employees safe. Here's what to do.

1.Appoint a Pandemic Manager.

This person should update basic contact and especially emergency contact information for all employees. They're also responsible for disseminating all urgent employee communications in the weeks to come.

2.Create a succession plan.

Key leaders might get sick for a day, a week or a month. Develop a succession plan and make it official and distribute widely so everyone's on the same page and bought in.

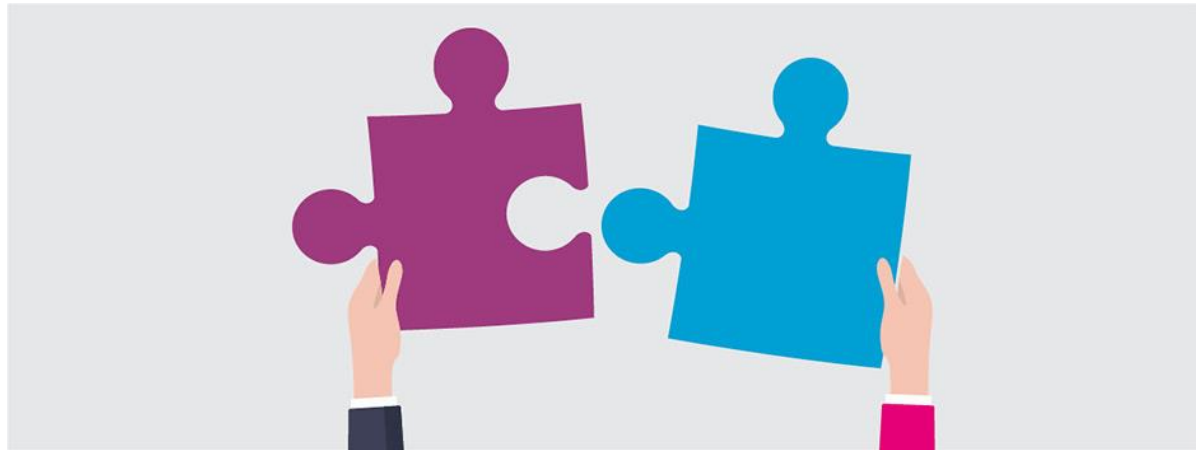
3.If possible, mandate work from home.

Immediately implement a work from home (WFH) policy for employees who can do so without negatively impacting your business. The fewer employees you have in the office, the better for the workers who have to be on-site.

RETURN TO WORK CHECKLIST



<< INSERT & REVIEW RETURN TO WORK CHECKLIST>>



WE ARE HERE FOR YOU

EXCITING ANNOUNCEMENT



WE HEAR YOU!

**We are excited to announce we have
partnered with Acuity HR to help you!**

2 Levels of Service:
TACTICAL HR
STRATEGICAL HR

TACTICAL HR OVERVIEW



- Full remote HR Support, available to help by phone or e-mail for all HR & COVID-19 related questions
- A general compliance audit reviewing current HR practices recommending policies related to COVID-19 Legislation
- Employee Relations coaching and training for COVID-19 related work issues
- Assisting with State and Federal workplace regulations resulting from COVID-19
- Layoff and furlough administration and planning
- Assistance with return to work planning and evolving workplace rules
- Regular bulletins and communication from CTR & Acuity-HR
- Participation in our monthly HR Roundtable sessions which includes HRCI & SHRM continuing education credits for all participants
- Completion of a customized employee manual
- Creation of HR processes, procedures & policies customized for your organization
- Annual Strategic HR Planning Session held with senior leadership to develop HR plans customized to your business

STRATEGICAL HR OVERVIEW



In addition to everything included in Tactical HR

- Providing a basic performance review to be used within iSolved
- Review of current job descriptions and assistance and guidance for edits as needed
- Providing a customized performance review to be used within iSolved
- Providing basic compensation data for any position
- Status meetings to regularly reviewing outstanding HR projects & objectives
- Assistance with the preparation of job postings and position of positions for you
- Providing assistance with the completion of interview guides
- An in-depth HR Review that includes compliance, HR processes, best practices and strategic HR initiatives
- Review of current job descriptions and edits or creation of new job descriptions linked to organizational structure workflows and career pathing
- Management of Onboarding (pre-hire, offers, offer letters, background screenings, new hire paperwork, 30-day check in, benefit enrollment)
- Compensation planning including the development of pay-for-performance plans, commission, and incentive-based compensation plans
- Custom training and development including DiSC Assessment and other formalized team building products
- Creation of succession plans and individual development plans for key employees

INTEREST



NOW IS THE TIME.

If you are interested in these services,
please contact training@ctrhcm.com
for a FREE HR consultation.



**Keeping
up-to-date**

RESOURCES

KEEPING UP TO DATE RESOURCES



- OSHA Guidance on Preparing Workplaces for COVID-19
 - <https://www.osha.gov/Publications/OSHA3990.pdf>
- CDC Prepare, Plan and Respond for Businesses
 - <https://www.cdc.gov/coronavirus/2019ncov/community/organizations/businesses-employers.html>
- DOL COVID-19 & the American Workplace
 - <https://www.dol.gov/agencies/whd/pandemic>

KEEPING UP TO DATE RESOURCES



- EEOC Pandemic Preparedness in the Workplace
 - <https://www.eeoc.gov/laws/guidance/pandemicpreparedness-workplace-and-americans-disabilities-act>
- JAN COVID-19 and the ADA
 - <https://askjan.org/topics/COVID-19.cfm>
- CTR's COVID-19 RESOURCE PAGE
 - <https://ctrhcm.com/covid-19-information-center/>

UPCOMING WEBINAR



**STILL HAVE COVID-19 QUESTIONS? LET US ANSWER THEM.
JOIN US FOR OUR COVID-19 TOWN HALL ON FRIDAY, MAY 15th @ 11am.**

We will do a brief overview of what we know now and then open the floor to answer your questions. Send your questions to training@ctrhcm.com now!

See you there!

THANK YOU!



***From all of us at CTR & Acuity HR,
STAY SAFE & WELL!***