



COVID-19 News & Updates

Our webinar will begin promptly at 2 PM CST

- Please keep video off and remain muted to preserve bandwidth and connectivity for all.
- Call quality is best using telephone audio rather than computer audio.
- To ask a question, you'll need to locate and use the Chat feature at the bottom right of the Zoom window.
- Please continue to reach out to your Client Success Manager (CSM) with additional questions.

Thank you for joining us!

COVID-19: Return to Work Considerations

Speakers:

- *Jason Randall, CEO Questco*
- *Wendy Katz, CFO Questco*
- *Brandon Hartsaw, COO Questco*

Agenda:

- Return to Work Planning Considerations
 - Preparing the Workplace
 - Preparing the Workforce
 - On-going Workplace Management
- CARES Act Financial Relief Update
- Q & A

CEO WELCOME

QUESTCO IS HERE TO SUPPORT OUR CLIENTS

Accelerated, amplified communication flow to ensure you are aware of
and compliant with all regulations....even those that are just hours old.

Guidance, information and enhanced reporting to help you keep your
doors open and your people paid.

COVID-19: Return to Work Considerations

- ☐ Develop a Plan
- ☐ Prepare the Workplace
- ☐ Prepare the Workforce
- ☐ Control Access
- ☐ Create a Social Distancing Plan
- ☐ Testing Considerations
- ☐ Employer Considerations

May 1, 2020

Determine Your Organization's Approach

Assess appropriate timeline and desired outcome for your customers and employees

- ➡ Get Input from Key Stakeholders
- ➡ What is best scenario for your customers/clients?
- ➡ Do employees NEED to return to the worksite at this time?
- ➡ Support the overall community goal of flattening the curve by continuing to allow some or all employees to work from home, to the extent they can do so productively

DEVELOP A PLAN

Future legislation changes could impact this information.
Please continue to monitor updates from Questco.

May 1, 2020

What to Address

- ➔ Local / federal law restrictions
- ➔ Who will be returning to the worksite?
- ➔ Timeline for reopening
- ➔ Workplace safety standard requirements
 - CDC guidelines
 - OSHA regulations
- ➔ Communication Plan
- ➔ Response to COVID-19 diagnosis
- ➔ Steps needed if restrictions tighten again

Prepare the Workplace

Future legislation changes could impact this information.
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Ensure a Healthy and Safe Environment

Worker Safety

- PPP requirements (masks, gloves, eye protection) – who will provide?
- Training / retraining on equipment use

Appropriate Workplace Cleaning

- Cleaning frequency
- Adequate inventory of cleaning/disinfecting supplies
- Confirm adequacy of outside cleaning service procedures

Workspace Configuration

- Increase ventilation / airflow if feasible
- Reconfigure workspace to meet social distancing requirements
- Consider use of protective barriers for workspaces

Common Area Cleaning and Restrictions

- Adequate cleaning practices
- Visitor restrictions
- PPP requirements

Prepare the Workforce

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Maximize Workforce Effectiveness

Communication Plan

- Who will be returning / when
- Work schedule adjustments
- Articulate return to work expectations
- Mitigate employee fears and concerns

Health Attestation Requirements

- Utilize questionnaire / attest to health requirements
- Temperature check / health screening
- Medical certifications
- Family member health confirmations

Staffing Considerations

- Leave requests (childcare concerns)
- Higher risk workers

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Staffing Considerations

Can employers tell an employee with (or suspected of having) COVID-19 to go/stay home?

Yes. An employer may tell an employee to go/stay home if they test positive for COVID-19 or otherwise have symptoms of COVID-19.

Can employees tell older workers not to come to work for their safety?

No. An employer **cannot** prohibit older employees from coming to work.

Can employers tell “higher risk” workers not to come to work for their safety?

No. However, the employer may allow for telework.

What can/may employers do if an employee is afraid to come back to work?

It depends. The employer will need to evaluate whether the employee has a legal basis for staying home. If none, it becomes an employee relations issue. Where possible, consider telework.

Control Access

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Establish policies to control / track contact

Track/document who is present in workspace each day

- Establish workforce contact tracing protocol
- Utilize automated tools if available
- Sign-in sheets not ideal for social distancing

Visitor Policy

- Reassess visitor policies; limit or prohibit certain types of visitors
 - Customers/clients
 - Vendors/service providers
 - Recruiting candidates
 - Family members
- Maintain visitor log / consider completion of health attestation form

Food Delivery

- Establish policy (yes/no)
- Limit access to lobby / entrance area
- Consider group orders

Work Travel

- Departments / roles allowed to travel away from office

Create a Social Distancing Plan

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Goal: Reduce Transmission, Maintain Healthy Business Operations

Workspace Traffic Flow

- Consider one-way traffic flow in common areas

Limit Face-to-Face Meetings in Office

- Cancel / adjust large group meetings
- Limit in-person meetings to maximum number of participants
- Remove excess chairs from conference rooms

Establish Face Mask Policy

- Understand legal requirements for your business
- Consider use when in close proximity to others
- When is it okay to remove?

Lunch/Breaks

- Close / limit access to common areas
- Use disposable dinnerware in breakrooms
- Stagger break times

Communicate Policy Changes

- Ensure employees understand what's expected of them
- Post rules in common areas

Testing Considerations

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Confidentiality is Essential

Symptom Checks

- May ask employees if they are experiencing COVID-19 symptoms: EEOC
- Maintain confidentiality of illness information

Temperature Checks

- May engage in temperature checks
- Ensure compliance with ADA confidentiality requirements
- Inconclusive indication of illness

Test Results Communication

- Keep related information confidential
- Store medical information separate from employee files
- May disclose employee name to public health agency if employee contracts COVID-19

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Guiding Principles

- ➡ Use soft re-opening policies if feasible
- ➡ Consider potential for extended teleworking
- ➡ When possible, allow employees to choose when they return
- ➡ Implement social distancing in the workplace as well as take steps to implement CDC and OSHA recommended guidelines
- ➡ Recognize that different states (and even municipalities) may have different rules
- ➡ Take into consideration implications for UI eligibility and paid leave/FMLA depending on employment and business actions taken

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Programs Continue to Evolve

- ➔ Paycheck Protection Program Loans
 - Continue to enhance payroll cost tracking reports
 - IRS announced covered expenses will not be deductible for income tax purposes
 - Economic need" certification clarification issued
- ➔ Employee Retention Program
 - Communicated requirements regarding supporting documentation for program eligibility
- ➔ Social Security Tax Deferral

CONTACT US

Thank you!

As always, please reach out to your Client Success Manager with any additional questions.

 **By Phone:** +1-800-256-7823

 **Our Resource Page:** <https://info.questco.net/covid-19-resource-page>

 **Location:** The Woodlands, TX 77380