



# QUESTCO

## 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

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

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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

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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.

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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

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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

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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