

CORONA CRISIS PLAYBOOK

# Human Resources



Times of crisis are an opportunity to show your employees how much you care. The first and most important way is to educate and equip them with everything they need to protect themselves and their families.

**Disclosure:** This document is provided for information purposes only and is not intended as legal, tax, medical or any other professional advice. The document is provided “as is” and without any representations and warranties of any kind. Businesses should consult with their own legal and other professional advisors to determine their legal obligations in response to the Covid-19 crisis. Bottom line, we’re passing on what we have learned, in an attempt to help you, but you need to listen to your advisors because we don’t have all the information relevant to your business.

# Human Resources

## 1 Maintain a Healthy WORK ENVIRONMENT

### Provide a clean & safe environment

Implement training, processes, tools and resources that protect their health and wellness, at work and home.

### Educate & emphasize prevention practices

Include best practices for social distancing, respiratory etiquette and hand hygiene by all employees. Involve your teams to share best practices, and don't be afraid to have fun with it, laughter helps the immune system.

### Do in advance what you know in advance

Experts are forecasting that 50-70% of the country will get the virus, so it is critically important that you prepare to help your employees care for themselves and their families.

The [Corona Care Guide](#) offers practical information to help people avoid catching and sharing the virus, along with tips on how to care for loved ones who get sick. The guide can be branded for your business by adding a cover and an introductory letter from you, and you can share it via all channels, including email, text, website and social media.



## Corona CARE GUIDES

### For Families

Tool to educate their employees on how to protect themselves, their customers, and their families

### For Businesses

Provides resources to protect your employees & the families you serve

“To win the marketplace, you need to win the workplace.”

*Paco Wolfington*

## 2 Protect EMPLOYEES & THEIR FAMILIES

### Stop the spread

Employees who are confirmed to have COVID-19 or who have a sick family member at home, should immediately notify their employer and everyone they came into contact with, so they can follow the CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.

### Inform others of potential exposure

Employers should inform fellow employees of their possible exposure to COVID-19 in the workplace, while maintaining confidentiality, as required by ADA. Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.

### Care for the sick

When employees get sick, they should follow CDC-recommended steps, which means they stay home, except to get medical care. Learn what to do if you are sick.

### Stay home

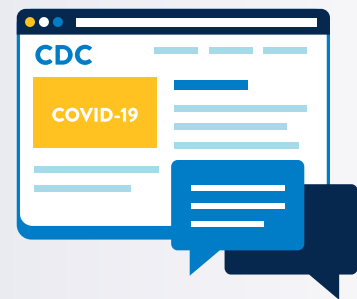
Employees should not return to work until the criteria to [discontinue home isolation are met](#), in consultation with healthcare providers and state and local health departments. The new family act requires paid sick leave for those infected and caring for others.

### Get up to speed

Research your workers compensation and health insurance policies to get up to speed with what's covered and how you can better serve your sick employees and their families.

“Train people well enough that they can leave, treat them well enough so they don't want to.”

*Richard Branson*



## Quick Tips: STAY INFORMED

### Follow the U.S. Center for Disease Control and Prevention (CDC) for Coronavirus (COVID-19)

This site provides the most up-to-date information that can help you protect your business & the families you serve

# Human Resources

## 3 Create a SKELETON STAFFING STRATEGY

Prepare a strategy to manage the business in an environment with high absentee rates. Have contingency plans to run your operations with 25%, 50%, 75%, and 100% less employees than you have today.

## 3 Develop a HR DECISION TREE

Create a plan that ensures the survival of your business if your revenue is cut by 25%, 50%, 75% or 100%. Create a decision tree that defines what you'll do with payroll at each stage of the crisis.

**Below are some decisions that companies need to make in crisis:**

- Maintain 100% of payroll
- Cut compensation by 25%
- Furlough employees
- Lay off employees
- Leverage contractors when needed



### Lay-Offs and Furloughs

- If lay-offs/furloughs are necessary:
  - Develop a detailed communication plan for employees. Ensure that it covers any requirements for notification under Worker Adjustment and Retraining Notification Act (WARN)
  - Make sure your team follows all laws, regulations and policies with respect to employee entitlements, such as severance pay, accrued vacation and sick day payouts.
  - Communicate with former employees in terms of benefits administration, reference requests, verification of employment and, possibly, responding to lawsuits. Impacted employees will also want to know when they can expect to return to work.

### Compassionate Support

Regardless of what you choose to do, prepare a strategy and a process to do it with compassion. Make all efforts possible to educate and equip the families you serve with the unemployment resources that are available to support them after termination.

## 4 Execute on Human Resources RESPONSIBILITIES DURING COVID-19

### Review & understand the CARES and FFCRA legislation to the best of your ability

Make sure that your Legal and HR advisors are experts in the legislation and give recommendations based on an in depth understanding of CARES and FFCRA.

### Review HR Practices

Ensure they are consistent with public health requirements and state and federal workplace laws regarding the Coronavirus. (for more information on employer responsibilities, visit the [Department of Labor](#) and the [Equal Employment Opportunity Commission](#))

### Sick Leave and FMLA - Family First Coronavirus Response Act (FFCRA)

- Review and comply with the new [Families First Coronavirus Response Act](#), to provide employees with paid sick leave or expanded family and medical leave. [FAQ's from NADA](#)
- **Note:** The FFCRA provides for emergency paid sick leave and emergency leave for parents who cannot work due to having to care for children whose schools or daycare providers have closed. Employers with less than 500 employees are generally entitled to receive 100% reimbursement for the costs of the paid emergency paid leave they provide in the form of tax credits.
- The FFCRA provides for paid leave to employees that have been directly impacted by the Coronavirus
  - Impacted employees who require leave must be paid 100% of their pay if they are quarantined, pursuant to a government order or on advice of a doctor.
  - Impacted employees who require leave must be paid 2/3 of their pay if they are unable to work due to a need to take care for an individual or child impacted by the Coronavirus
- Employers will receive reimbursement for these wages as tax credits
- Employers may not discharge, discipline, or otherwise discriminate against any employee who takes paid sick leave under the FFCRA

# Human Resources

## 5 Human Resources ACTION PLAN

### Action

### Who

### When

Schedule meeting to review & distribute the [Corona Care Guide for Businesses](#)

Share & distribute [Corona Care Guide for Families](#) with all your employees, customers, vendors, partners, and community

Implement training & processes, tools and resources that protect their health and wellness, at work and home

Educate & emphasize prevention best practices including social distancing, respiratory etiquette and hand hygiene by all employees

Frequently visit the [U.S. Center for Disease Control and Prevention \(CDC\) for Coronavirus \(COVID-19\)](#)

Provide instructions to employees of [what to do if they get sick](#)

Establish a process for employees to inform the HR department about possible exposure & create a policy for sick employees returning to work

Research your workers compensation and health insurance policies

Develop your HR Plan.

Review HR practices (for more information visit the [Department of Labor](#) and the [Equal Employment Opportunity Commission](#))

If lay-offs/furloughs are necessary, develop a detailed communication plan

Research laws, regulations and policies with respect to employee entitlements, such as severance pay, accrued vacation and sick day payouts.

If lay-offs/furloughs are necessary, communicate with former employees in terms of benefits, reference requests, verification of employment

Review and comply with the new “Families First Coronavirus Response Act.” Learn about the rules [here](#).

## 6 Human Resources RESOURCES

- ✔ [Corona Care Guide for Businesses](#)
- ✔ [Corona Care Guide for Families](#)
- ✔ [Corona Crisis Playbook](#)
- ✔ [Guide to Human Resources](#)
- ✔ [Workplace Safety](#)
- ✔ [Wages, Hours and Leave](#)
- ✔ [Families First Coronavirus Response Act \(FFCRA\)](#)
- ✔ [Group Health Insurance](#)
- ✔ [Unemployment Insurance](#)
- ✔ [Workers' Compensation](#)
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