



4/2/2020

Dear Clients and other Concerned Parties:

As we continue to closely monitor the novel coronavirus (COVID-19) pandemic and its spread and impact across the nation, we wanted to provide some additional guidance as your administrative employment partner.

Our team has fielded numerous inquiries about how best to navigate a variety of employment matters during these unprecedented times. As always, TEAM remains supportive of your choices when it comes to who performs work for you, how the employees carry out their work under your supervision, and your overall management of your worksite.

Based on the types of inquiries we are responding to, we thought it would be helpful to share some collective responses and other best practices.

Workplace Safety Measures

The continued health and safety of you, your loved ones, and the employees providing services remains a top concern for TEAM. To that end, TEAM has sent several communications to employees to reinforce the CDC guidelines on good hygiene and infection control practices. A copy of those communications can be found by clicking [here](#).

Please discuss these with your team and encourage them to review the latest communication sent on 04/02/2020 and to complete the accompanying COVID-19 safety quiz.

TEAM also recommends that, as the worksite employer, you continue to implement workplace safety protocols that make sense for your unique environment, including things like:

- ✓ Requiring employees to wash their hands with soap and water for 20 seconds upon arrival and throughout the shift.
- ✓ Requiring employees to wear freshly cleaned clothes to work.
- ✓ Consider having the employee check their temperature upon arrival - please note that this is considered a medical evaluation and is normally prohibited in most employment situations. The Equal Employment Opportunity Commission (EEOC) is temporarily allowing this type of policy to prevent further spread of pandemic so long as the process adheres to very specific protocols. Please contact TEAM to discuss these protocols.
- ✓ Asking employees privately if they have COVID-19 exposure concerns or if they are exhibiting any related symptoms upon arrival.
- ✓ Increasing the frequency of cleaning and sanitation tasks.



- ✓ Determining whether there are other safeguards that can be put in place to further protect workers, such as the use of masks, gloves, or other equipment or supplies at various times.
- ✓ Promoting distancing between individuals of at least 6 feet whenever practical, particularly if out in the community.
- ✓ Developing a communication and call-out policy for what an employee should do if they suspect exposure or if they have any COVID-19 symptoms. **Please also notify TEAM immediately should this occur as there are critical steps we may need to take as the administrative employer of record.**
- ✓ Developing the protocol if someone in the household is showing symptoms of COVID-19, suspects exposure, or is diagnosed.

Please reach out to TEAM to discuss implementation of these protocols further to ensure that they are developed and carried out in a compliant manner.

Stay at Home/Shelter in Place Orders – Designation of Essential Employees

The majority of states are now under Stay at Home/Shelter in Place orders. The orders generally include exceptions for certain business and workers, which include services such as home-based care, that are permitted to continue. TEAM remains supportive of your choice to designate employees as performing “essential” services under this exception based on your individual evaluation of the type and necessity of the services required.

We are happy to provide a letter to your employees, upon request, that they can carry with them while commuting to/from work or while completing work errands. To request an essential employee letter, please contact your Payroll & Account Specialist or send an email request to contact@teamemployer.com and include the first and last names of employees to be included.

Increased Employee Absenteeism & Identifying Back Up Coverage

There is an increased likelihood that employees may need to take time off due to their own medical or personal reasons, including family obligations created by school closures, due to the COVID-19 pandemic. We understand the disruption this can cause and to the extent possible, we encourage giving as much flexibility as you are able to during this time.

TEAM knows how important it is to have contingency plans in place to ensure minimal disruptions in daily services being provided. This may be a good time to consider additional on-call staff (including other family members) than can be formally engaged through TEAM and who can assist with any unforeseen staff absences or other coverage needs.

As a reminder, TEAM does not charge an onboarding fee and only charges an administrative fee for an employee during the month in which the employee receives payment, so there’s no downside to keeping a roster of potential on-call caregivers on your account just in case.



Pay Replacement Options and Other Logistics for Employees No Longer Able to Work

We understand there may be circumstances where it is no longer feasible for a specific employee to work or where the employee may experience a reduction in hours.

Many states have enacted emergency unemployment insurance provisions in response to this pandemic, such as waiving waiting periods in some cases. Other pay replacement options are highly individualized and prompt notification to TEAM will allow us to properly guide the employee to the right resources without delay.

It is also important that we update their status in our payroll systems as quickly as possible to avoid any potential for a payroll to be processed for an employee who is not actively working.

Please reach out to discuss these decisions with TEAM so we can coordinate final pay logistics and assist other ways as needed.

On behalf of everyone at TEAM, thank you for your continued partnership. TEAM is here to help answer any questions you or any employees may have. For your convenience, we have compiled some helpful resources and copies of all Employee and Manager COVID-19 communications on our web site, www.teamemployees.com.

Please do not hesitate to reach out if there is anything we can do.

Sincerely,

Cheryl

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