



April 13, 2020

Dear Clients and other Concerned Parties:

Since our most recent communication two weeks ago, we've received great questions and responses from many of you. However, as anticipated, the COVID-19 pandemic has continued to spread across the nation. As the safety of you and others who come into your home remains TEAM's top priority, we want to provide reminders on best practices to protect you and your employees from illness.

**Screening your worksite for coronavirus:**

As the onsite manager, it is your responsibility to provide a safe workplace for employees. A simple but effective way to ensure a safe environment is to ask the following screening questions of yourself, anyone in the home, and employees on a daily basis:

- Have you or anyone you live with shown signs of a respiratory infection in the last 14 days such as fever, cough, shortness of breath, or sore throat?
- Have you had contact with anyone who has been diagnosed with, or screened for COVID-19 in the last 14 days?

**If anyone in the house/workplace has confirmed or suspected COVID-19 exposure, you must contact TEAM immediately.** We realize that many employees are considered to be providing an essential service and will work with you to evaluate the safest options possible.

As was shared in our communication on April 2<sup>nd</sup>, accessible on our employee website, [www.teamemployees.com](http://www.teamemployees.com), we strongly encourage other workplace safety measures be put in place immediately.

We are recommending that you leverage resources as available, such as professional care managers, physicians, and local health departments to determine the most appropriate contingency plans should a member of your household contract this disease or if the spread of this pandemic otherwise impedes the ability of employees providing services.

**Communication to employees:**

Today, we are also emailing communication to all employees asking them to help identify if anyone in the workplace has symptoms of COVID-19, recommending they wear their own facial coverings while interacting with others, and asking them to take a required COVID-19 safety training quiz. A copy of this correspondence is enclosed below. To ensure all employees receive this information, we ask that you also share this letter with each employee and have them complete the COVID-19 Employee Safety Quiz which can be accessed at: <https://teamemployees.com/covid-19-information-and-resources/>

**Employee staffing updates:**

As the administrative employer of record for the employees working for you or in your home, it is important that our files are updated at all times. Please notify your dedicated Payroll Specialist or



[hr@teamemployer.com](mailto:hr@teamemployer.com) if any employees on your account have stopped working, been laid off, or have reduced hours as a result of COVID-19.

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 employee web site, [www.teamemployees.com](http://www.teamemployees.com).

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

Best Regards,

Cheryl Severson

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#### **TEAM LETTER TO EMPLOYEES:**

April 13, 2020

Dear Employee:

Since our most recent communication two weeks ago, we've received great questions and responses from many of you. However, as anticipated, the COVID-19 pandemic has continued to spread across the nation. As your health and safety, along with that of the individuals to whom you provide services, remains TEAM's top priority, we want to continue to provide you with best practices to protect yourself from illness while performing your job duties.

#### **Self-screening your worksite:**

As a reminder, if you are experiencing symptoms or suspect that you have been exposed to coronavirus, it is imperative that you inform your onsite manager and TEAM as soon as possible, but no later than before reporting for your shift. If this occurs outside of TEAM's business hours, please contact us through our Urgent Voicemail Box at (619) 281-1100 Option 5 or by emailing [urgentvm@teamemployer.com](mailto:urgentvm@teamemployer.com).

At the beginning of each shift, we advise you to monitor others in the household for symptoms of coronavirus. If anyone at the worksite or anyone you are working with displays symptoms, **you must call**



**TEAM immediately.** We will work with you and your onsite manager to ensure the care recipient continues to receive care in the safest manner possible.

**Recommended usage of facemasks or cloth facial coverings:**

The Center for Disease Control and Prevention (CDC) now recommends the usage of non-medical facemasks or cloth facial coverings (e.g., bandanas, scarves) when leaving your home and during interactions with others. Some municipalities are mandating this of their residents and we anticipate other areas of the country will follow suit. While this may not be a requirement during your shift in a private residence, it is strongly encouraged. For instructions on making a facemask and proper usage, please visit [the CDC's website](#).

**Required Action COVID-19 Employee Safety Quiz:**

If you have not already done so, please complete the mandatory [short COVID-19 safety quiz](#). A refresher on these protocols can be found on our employee website, [www.teamemployees.com](http://www.teamemployees.com). **All survey participants who complete the survey by April 30, 2020, will be entered in a raffle to win one of five \$100 Amazon Gift Cards.**

**Updates to your hours or work status:**

Please notify TEAM at [hr@teamemployer.com](mailto:hr@teamemployer.com) if you are no longer providing services or if your hours have been reduced so we can ensure that we update our records accordingly and assist you with any questions you may have about your individual circumstance.

**Additional Information:**

For additional information about COVID-19, please read the latest report from the Centers for Disease Control at [www.cdc.gov](http://www.cdc.gov), or your local health department website. For your convenience, TEAM has also compiled helpful resources and a copy of all employee communications regarding COVID-19 on our web site, [www.teamemployees.com](http://www.teamemployees.com). As a reminder, we can always be reached by calling 619.281.1100 or emailing [hr@teamemployer.com](mailto:hr@teamemployer.com).

On behalf of everyone at TEAM, thank you again for your hard work and dedication to helping those you serve remain safe, healthy, and independent in the comfort of their own homes.

Best Regards,

Cheryl Severson