



3/20/20

Dear Clients and other Concerned Parties:

We imagine you are aware of and monitoring the evolving situation surrounding coronavirus (COVID-19). Here at TEAM we are doing the same and we wanted to reach out in this time of potential uncertainty. As we continue to see an increasing number of states implement or move towards Shelter in Place/Stay at Home orders, we wanted to communicate what this would mean for accounts partnering with TEAM.

We would first like to assure you that in this time of continuously evolving information and circumstances, TEAM is here to provide professional consultation and expertise about employment-related matters, to arm you with information you need to make critical day-to-day decisions regarding your staff, and to provide compassionate support to you any way possible.

We also want to assure you that we have put all necessary measures in place to ensure our operations remain at full capacity to support you and your workers with no interruption to the services TEAM provides.

Thursday night, California issued the first state-wide Stay at Home Order, with other states following suit on Friday. 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.

Please do not hesitate to reach out to TEAM to discuss any questions you may have about the impact of these decisions on certain employees or positions. We’re also happy to assist in navigating conversations with any of your clients or the employees working in their homes. Additionally, we ask that you immediately direct to TEAM any employee questions or concerns around being asked to continue to work so we can better understand the nature of the employee’s concern and help navigate this matter in a compliant manner. Given that most of the work TEAM employees perform falls within an exception category, we presume that most employment will continue as usual.

TEAM is also sending important communication to employees, reminding them to adhere to the CDC’s guidance for good hygiene and infection control practices and to stay in touch with you about how any of these orders may impact their shift or work. It is important to remind employees of the following:

- Staying home when sick or showing any symptoms of COVID-19
- Frequent handwashing (at least 20 seconds with soap and water), with hand sanitizer as a temporary measure if soap and water is unavailable
- Following respiratory etiquette (coughing and sneezing into an elbow, etc.)
- Encourage social distancing where appropriate and possible
- Maintaining a clean work environment and washing/disinfecting regularly.



- Discouraging use of sharing any personal items, work tools or equipment, etc.

If you are in need of pausing the services of an employee during this time or when the services provided do not meet a legal exception under an order (e.g., personal assistant, landscapers, gardeners), there are a few options to consider and we can discuss further as needed:

- Under many circumstances, a continuation of pay may be desired. If this is appropriate for your account, please let your TEAM Payroll & Account Specialist know and we will handle the administration of these payments.
- TEAM does not charge its administrative fee or any other costs in months that employees do not receive a paycheck. We are able to keep these employees on our roster and can resume payments as work resumes.
- Many states' employees receive Paid Sick Leave as mandated by law. Accounts do have the option to provide a more generous amount. TEAM can provide sick leave balances upon request.
- Some states have passed Emergency Unemployment Insurance provisions, including waiving the one-week waiting period that traditionally applied. TEAM is staying abreast of the ongoing provisions and policies and will administer them accordingly.

Again, TEAM is here to help answer any questions you or any employees may have. Please do not hesitate to reach out if there is anything we can do.

Sincerely,

Cheryl

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