



March 13, 2020

Dear Clients and other Concerned Parties:

In light of mounting COVID-19 concerns throughout the United States, we here at TEAM want to ensure you that the health and safety of you and your loved ones and the TEAM employees who provide services remains, as always, a top priority. We've received a few questions about how TEAM can assist during this time, and we've prepared some relevant information and other tips that may be useful.

Sick leave and quarantine policies:

- ❖ Many of our accounts already have some version of paid sick leave benefits in place due to the high volume of state and locally mandated paid sick leave policies required across the nation in conjunction with other discretionary PTO and sick leave policies. Absences related to COVID-19, including employee quarantines, would be covered under the usage requirements of these policies and TEAM is happy to provide eligible employees with their accrual balances at any time. At least one state, Colorado, has just announced emergency paid sick leave provisions this week and we are also monitoring activity on this front.
- ❖ Unless otherwise mandated by law, providing paid sick leave is not a federal requirement of employers. If there is not already a sick leave policy in place, and this is something that you would be interested in implementing as a temporary measure, please let us know and we will work with you on some options.
- ❖ A number of our accounts also currently operate under formal or informal worksite policies that address the need for employees to stay home from work when they are not feeling well or sick and not return until symptom-free for 24 hours. We have traditionally viewed these specific account policies as essential, given that in most cases, services are being provided to individuals who are immunocompromised or otherwise vulnerable. We will continue to support these policies as needed. TEAM employees will be directed to notify their on-site leads/managers to discuss the need to take time off so that you can ensure proper coverage needs and direct them accordingly.
- ❖ Many states are waiving their typical requirements for being awarded unemployment insurance benefits due to the pandemic. If an employee will not be able to work due to a reduction of hours due to COVID-19 related reason (e.g., facility where they perform services enforces a no-visitor policy), they may be able to file for unemployment benefits. Please forward any questions to us, as we can help point them to the appropriate resources.

Staff coverage and employee flexibility:

- ❖ We anticipate that absences related to childcare needs will also spike during this time due to school closures and the like. TEAM knows how important it is to have contingency plans in place to ensure minimal disruptions in daily services being

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provided. To the extent possible, we encourage giving as much flexibility as you feel comfortable providing at this time. It's important to figure out how much coverage is needed on a daily basis and how you can provide for that, even as your own employees are struggling to make the same plans for their loved ones.

- ❖ This may be a good time to consider additional on-call staff than can be formerly 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 they receive payment, so there's no downside to keeping a roster of potential on-call caregivers on your account just in case. If you do decide to line up a few on-call or temporary employees to prepare for a worst-case scenario, please let us know -- we'll do everything we can to rush these requests.
- ❖ Given the rapidly changing nature of the pandemic in the US, we highly recommend getting ahead of any potential issues ASAP by talking to your employees as soon as possible -- it will benefit everyone to have an honest discussion about expectations around care, illness, and coverage now. (e.g. What should an employee do if they feel sick? What level of illness are you comfortable with an employee having on shift? How much notice would you need to find coverage for the day if an employee can't come in due to illness or something else related to the virus?) TEAM is happy to assist with this dialogue.
- ❖ At this time, the CDC recommends against requiring a doctor's note or return-to-work certification as proof of taking sick time/time off. Many hospitals are operating at capacity and such a requirement will likely only delay a healthy employee's ability to work. If you have any questions about how to handle these potentially sensitive conversations, please call our HR department ASAP -- they'll walk you through everything you might need to know when making critical decisions about the leeway you provide your caregivers during this pandemic.

Good hygiene and best practices for health:

- ❖ We know that many of you already maintain hygienic environments out of necessity, and that's a great start! Since the COVID-19 pandemic is a rapidly developing and unique situation, though, TEAM recommends adhering to the CDC guidelines on washing hands, disinfecting shared tools or surfaces, not touching one's face, covering coughs and sneezes, etc. The information from the CDC can be found here, and it's a great resource for ensuring that your home remains safe and healthy: <https://www.cdc.gov/coronavirus/2019-ncov/protect/prevent.html>
- ❖ TEAM is encouraging all parties to follow the CDC's recommendations for good hygiene and infection control practices. This includes:
 - Frequent handwashing
 - 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 have any concerns about how to best implement this in your home or at your work site, just give us a call and we can go over various resources from the CDC and WHO together.

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- ❖ It's also important to note that although you can send employees home who are displaying symptoms or seem to be sick, we're not legally allowed to take employees' temperatures or otherwise demand they engage in medical tests. If you're curious about what else you should do as an on-site manager during this period, the Society of Human Resources Management (SHRM) has an excellent resource here, but of course, you can also always contact TEAM: <https://www.shrm.org/resourcesandtools/legal-and-compliance/employment-law/pages/allergies-or-covid-19.aspx>.

Travel:

- ❖ We know that some of our accounts due travel on occasion out of necessity or for pleasure and TEAM employees accompany our clients on these trips. Given the increased risk of transmission and community spread inherent in traveling both domestically and internationally right now, TEAM acknowledges the latest travel restrictions and CDC guidelines on travel and encourages everyone to consider whether non-essential travel is necessary. (CDC guidelines on travel, specifically with regard to the COVID-19 pandemic, can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>)

Other considerations and resources:

- ❖ If there is a need to implement any other formal policies related to COVID-19 or to implement more stringent measures (e.g., temporary layoff of all workers, etc.), please contact TEAM to discuss.
- ❖ If you become aware of any employees who either fall ill with COVID-19, need to care for a family member/dependent who has fallen ill, must preemptively self-quarantine in case of possible transmission, or suffer a reduction of hours as a result of other quarantines, school shut-downs, or facility requirement changes in place, please contact TEAM immediately so we can help navigate the issue at hand and to address other important employment-related topics in a compliant manner, such as family and medical leave (FMLA) laws and unemployment insurance.
- ❖ For the latest news and developments regarding COVID-19, please visit appropriate state or local government web sites and/or the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Next Steps:

We will be sending the attached communication by email to all employees. You are also welcome to share this information (if appropriate) with employees directly, to encourage any dialogue about their unique needs. Please reach out to us right away if you have any particular concerns not covered by this email or to discuss any specific employee or employment-related situations.

As always, TEAM appreciates your continued partnership with us. If there's anything else we can do, just let us know.

Sincerely,



Chelsea

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