

BPM

Return to the Office and Remote Management Strategies

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Presenters



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Support People First

- Employees are experiencing fear, loneliness, anxiety, and stress, unlike any other time in their history
 - Connection before content
 - Care issues
- Stay healthy - Physically and Mentally
 - Recommend exercise
 - Expanded EAP – check with your Broker
- Meet more often
 - Weekly touch calls with direct reports and teams
 - Encourage visual connectedness
 - Recognize Zoom meeting overload

Returning to the Office

Return to the Office Considerations

- Written Site-Specific Worksite Plan
 - Who is responsible for implementing the plan?
 - Risk assessment
 - Training and communication
 - Control measures and screening
 - Documented processes for compliance and to correct deficiencies
 - Cleaning and disinfecting protocols
 - Physical distancing guidelines
 - Process for investigating COVID cases

Return to the Office Considerations (continued...)

- Redesigning office space
 - Desk configurations
- Physical and Safety considerations
 - Visitors, clients, deliveries, employees
 - Keep workspace clear
- Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home, if appropriate

What About Social Distancing?

- Stagger/flex work schedules
- Limit number of employees in breakrooms, restrooms, meeting rooms, etc.
- Increase physical space between employees
- Implementation of flexible meeting and travel options (e.g., postpone non-essential meetings or events)
- Deliver services remotely (e.g., phone, video, or web)
- Deliver products through curbside pick-up or delivery

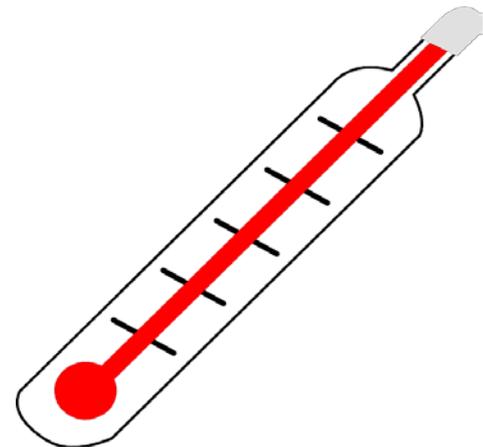
What if an Employee Does Not Want to Return to the Office?

- Use active listening skills to help your employees feel heard
- Allow them to continue working from home
- Make reasonable accommodations
 - ADA
- Recommend to your Employee Assistance Program (EAP)
- Follow OSHA guidelines
 - Assess position risks
 - PPE
- Allow resignation

Can I Take An Employee's Temperature?

Measuring an employee's body temperature is considered a medical examination. However, due to COVID-19 being classified as a pandemic, employers may take an employee's temperature.

- Subject to ADA confidentiality requirements
- Information collected should be placed in the employee insurance file



Exposed Employees

What Do I Do to Prevent Exposure?

Do

Take employees' temperature

If an employee comes to you with symptoms or appears sick, send them home and request a medical confirmation before considering return

Increase air exchange in building, if possible

Increase the frequency of cleaning frequently touched surfaces

Implement protocols for congregating in different areas

What Do I Do if An Employee Thinks They Have Symptoms?

Do

Employee should report the information immediately

Send employee home and recommend testing sites

Require medical release to return to work

What Do I Do if An Employee Tests Positive?

Do

Request medical note

Contact tracing information (require exposed employees to self quarantine, get testing and send in results)

Announcement to all staff, and prepare for anxiety

Employee Benefits If COVID-19

If an employee is diagnosed or exposed to COVID-19, they may be eligible for one or more of the following:

- Disability Insurance
- Paid Family Leave
- Unemployment Insurance/Assistance
- California Paid Sick Leave
- Federal Families First Coronavirus Response Act (FFCRA)
 - Emergency Paid Family & Medical Leave
 - Emergency Paid Sick Leave
- Possible Local Government Paid Sick Leave for COVID-19
- Workers' Compensation

Integrated People Management

Become an Agile and Resilient Organization

- *All* management is good management
 - Regular communication (video or in person)
 - Regular feedback
 - Ability to course correct
- Accountable and performance based
 - Regular conversations
 - Clear expectations
 - Become outcome based (use measurement criteria)
 - Collaborative based tools
- Culture shift
 - Transparency
 - Inclusion
 - Alignment

Employee's Should Know

- Their unique primary job responsibilities
- How they are performing against expectations, and their roadmap forward
- How their efforts contribute to meeting organizational initiatives
- The entire organization's strategy and how they fit

Manager's Should Know

- What their employees' are thinking and feeling
- How their employees' are performing against expectations, and their roadmap forward
- Their employees' strengths and weaknesses
 - Honor/address/document
- How to be great coaches

Software Tool Key Components

Use a collaborative performance tool that supports:

- Coaching framework
- Alignment to the vision
- Transparency
- Regular performance conversations
- Course correction

Happy to make recommendations!

Q&A

Stay up-to-date with the BPM
COVID-19 Resource Center at
bpmpcpa.com/COVID-19

Thank You!