

**VISTAGE**

**Leading**  
in Challenging Times

# Returning to work with purpose

Presented by George Patrick and Ray Brock  
Insperity



# Returning to the Workplace with Purpose— a plan to navigate from regulations to the human element of recovery

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# Agenda

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- Guidelines for opening up America again
- Issues employers must address
- Return of essential and non-essential employees
- Communication— planning and execution
- Key considerations for flexible schedules and government regulations
- Potential risks of returning to the workplace
- Employee worker's comp claims considerations
- Real-life workplace scenarios
- American entrepreneur resiliency
- Re-evaluating and re-building your culture- Pre and Post Pandemic
- Key takeaways
- Insperity resources and Q&A

# Guidelines for Opening Up America Again

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## Phase 1

- Encourage telework
- Return in phases
- Minimize non-essential travel



## Phase 2

- Non-essential travel resumes
- Continue to encourage telework and social distancing
- Schools can reopen
- Large venues can reopen with limitations

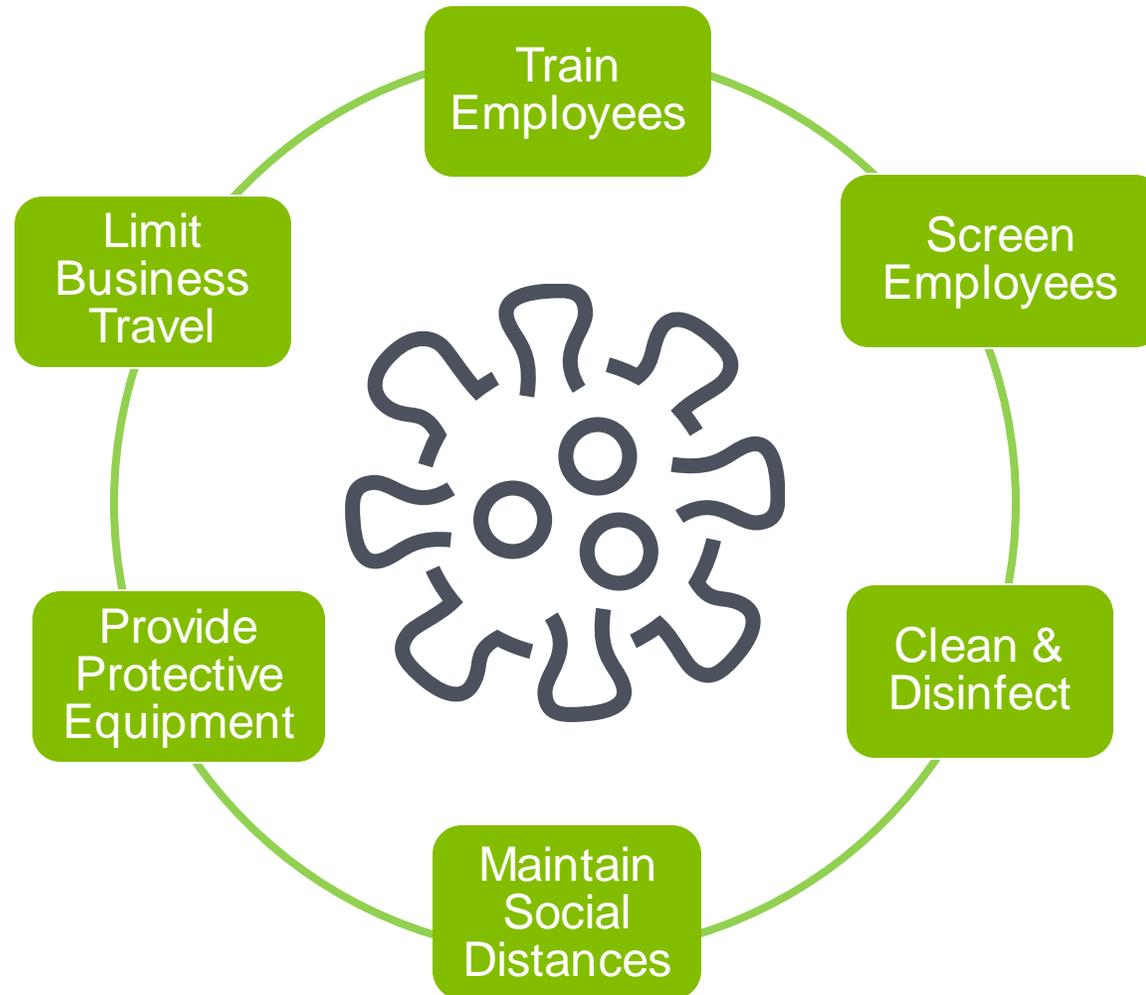


## Phase 3

- Unrestricted staffing
- At-risk people resume public interactions
- Hospital and senior living visits

# Return to the Workplace Considerations

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# Return of essential and non-essential employees

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- Defining your essential employees based on their skill sets and expertise
- Communicating companywide the objective criteria for essential and non-essential employees to avoid confusion
- Assess Employee Readiness to Return to Work:
- Solicit feedback from employees on their readiness to return to the workplace
- Understanding and conducting, if an employee refuses to return to workplace

# Communication – planning and execution

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- Engaging the right stakeholders in your communication
- Sharing the protocols and policies in advance to avoid uncertainties
- Managers communication skills training



# Key considerations

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**School closures and employees need to return to workplace:**

- Flexible schedules planning
- Federal and state regulations- Emergency Family Leave, Emergency Paid Sick Leave

# Potential risks of returning to the workplace

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- Managing expectations and regulations of wearing masks at the workplace
- Bringing back employees, who tested positive for COVID-19
- Testing for COVID-19 as a hiring practice
- Creating and adjusting policies and procedures-telecommuting, business traveling





# Employee Claim Considerations

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**Handling a claim if an employee contracts COVID-19 at workplace:**

- Worker's compensation coverage
- Employer's responsibility

# Attending Work and COVID-19 Symptoms

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Tammy cannot perform her job remotely. She called in sick on Wednesday saying she has a fever and flu-like symptoms;  
What should Sally tell Tammy about her absence?

- Tammy should stay home and recover.
- Tammy should call Sally before she returns to work.
- Sally should inform Tammy that she will need to answer the CDC screening questions before returning to work:
  - Fever has been gone for 72 hours (without mitigating medications),
  - All other symptoms have improved, and
  - At least 7 days have passed since symptoms first appeared.
- Finally, Sally may suggest that Tammy seek guidance from a Tele-Health professional regarding her symptoms.

# Exposed and Working

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Joel is a driver in the shipping and receiving department. His child has COVID-19 and his partner took time off of work to care for the child. Joel is not exhibiting symptoms of COVID-19. Can Sally refuse to allow him into the workplace because he poses a risk of exposure to other employees and their customers?

- Yes. Sally may instruct an employee who has been exposed to COVID-19 not to return to the workplace, even if the employee is asymptomatic
- Sally may require Joel remain at home for 14 days, then instruct him to call her prior to returning so she can determine, based on CDC screening questions, if he may return to the workplace

# Recovered and Not Working

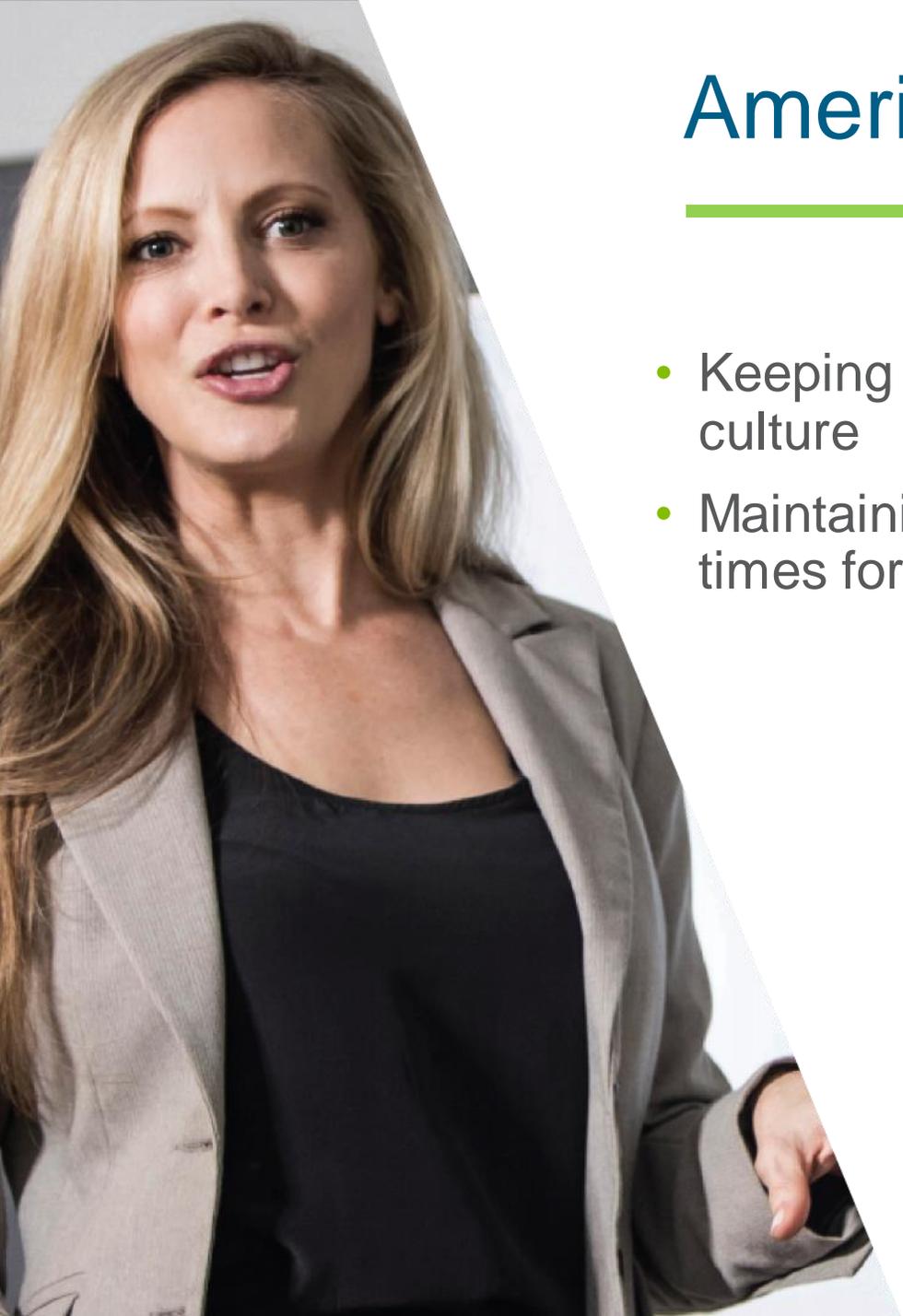
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Tammy's "migraine" did not seem to let up, so she decided to obtain a test for COVID-19. Tammy's test returned a positive result and her healthcare provider recommended she self-isolate for 14 days.

Tammy notified Sally, and Sally processed the appropriate paperwork. It's now been over 14 days and Tammy hasn't returned to work, saying she doesn't feel "100%" yet and is concerned that returning to work will cause her to relapse.

Can Sally require her to come back to work or face disciplinary action?

- Yes. Employers can require employees return to work; however, this type of issue needs to be dealt with on a case-by-case basis. There may be certain situations in which the employee is protected.
- Sally should discuss what options are available to assist Tammy in her return to work.



# American entrepreneur resiliency

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- Keeping employees motivated and maintaining your culture
- Maintaining an optimistic mindset in challenging times for your business

# Culture – Pre and Post COVID-19

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## Re-evaluate your workplace culture:

- Back to basics- Review your existing mission, vision, and core values and readjust if needed
- Reflect on your reputation – Impressions have lasting effects
- How were furloughs or reductions carried out, if applicable
- Employee morale and trust in leadership



# Culture – Pre and Post COVID-19

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## Re-build your workplace culture:

- Solicit ideas from employees
- Identify and implement areas that must evolve to meet employees' new needs
- Create opportunities for cross-team collaboration
- Leading your people with empathy

# Key Takeaways

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- Re-entering the workplace is recommended to occur in stages and may vary from one situation to another
- Safety protocols and regulations to be in place prior to bringing employees back
- Consistent and objective criteria for essential and non-essential employees. Assess and understand employee readiness to return to the workplace
- Stakeholders engagement and policies development to plan and execute communication across the workforce. Leadership communication training is recommended
- Flexible scheduling and FFCRA considerations for childcare and school closure needs
- Regulations for wearing masks and testing for COVID-19 as a hiring practice
- Worker's comp coverage for employees contracting the virus at workplace
- Re-evaluate and re-build your culture from pre and post pandemic perspective

# Resources

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## Insperty COVID-19 Resource Center:

[www.insperity.com/covid-19/](http://www.insperity.com/covid-19/)

<https://www.insperity.com/covid-19/transitioning-back-to-the-workplace/>

- Weekly Insperty COVID-19 webinars
- Insperty COVID-19 blogs
- Legislative summaries: Families First Act and CARES Act
- Business continuity planning
- Crisis management

# Q & A

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