Coronavirus Pandemic: “Returning to Work” Considerations

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Considerations for Returning to Work

• What does the credit union work flow look like today?
• What processes have transitioned from “in person” to “virtual”?
  • What is lacking?
• We will be discussing the concept of reopening your work spaces for staff first......and then members.
• We need to ask a series of questions in order to arrive at the best Return to Work Plan.
When Should We Return to Work?

- What is in your state’s “stay at home order”?
  - Government “Stay Home” or “Reopening” orders will change
  - Federal, state, and local public health guidance will change
  - There is no “one-size-fits-all” approach

- Plan a phased in approach for returning to work
  - Attempt to reduce crowds in hallways, elevators and workspaces
  - Consider shift work

Who Should Return to Work?

- Identify essential staff for the first wave or deployment
  - Security concerns need to be addressed
- Identify staff that are vulnerable because of increased risk factors
- For unionized credit unions, refer to the CBA
- What do you do about staff that fear coming back into the office?
How Will We Return to Work?

• Public health guidance should be followed
  - Requirements vs. recommendations
  - Take a proactive approach
  - Track health guidance and updates regularly
    - I.e. Face coverings

• Communication strategies for returning employees
  - Create a “Co-Worker COVID Covenant”
  - New policies and procedures will be need to be developed

How Will We Return to Work?

• The space you left will be transformed
• Does NOT need to happen all at once!
• Examine office density to prioritize social distancing
• Rope off unneeded areas to reduce occupancy
• Reconsider use of “multi-use” (first come, first serve) seating areas
How Will We Return to Work?

• Protective equipment
  • Masks?
  • Gloves?
• Revisit dress code policies
• Antiseptic gel should be everywhere
• Prop open doors to avoid touching handles.
• Train on social cues to enforce social distancing.
  • “Watch the space” “Safety zone”, etc.

How Will We Return to Work?

• Considerations for screening for admittance to the office
  - Subject to EEOC and state guidance
  - Done by whom?
  - Training, appropriate personal protective equipment, a no touch thermometer and confidentiality are all necessary
• CDC guidance as of April 8th states screening should be completed prior to entry
• Consider need for social distancing and try to avoid “line ups”
• Employers must maintain all information about employee illness as a confidential medical record in compliance with the ADA.

Remember that some people with COVID-19 do not have a fever. Consider other symptoms.
How Will We Return to Work?

- Rethink lunch rooms, break areas, gyms and food preparation or delivery
- Create isolation rooms for potentially ill staff
- Plan and communicate cleaning regimens
  - Desks and computers are VERY dirty, clean them daily.
  - Clean desk and office policies to remove pictures, personal items, etc. from desks in private offices to ease the cleaning burden.
  - Office cleaning will need to include disinfectant process.
  - Clean some during the day to give staff a reassurance of safety.

Role of HR Needs to be Different

- Need to keep employees productive, engaged and connected
- Prioritize the health and well-being of employees and their families
- Consider “return interviews”
- Benefit administration
  - Eligibility considerations for returning workers
- Coronavirus Aid, Response, and Economic Security Act allows for certain reimbursements
- Updated communication with laid off or furloughed employees
- Exhausted PTO and time banks
Role of HR Needs to be Different

Remote work may become permanent or regularly necessary

- Consider retrospective governance issues
- What needs to be improved, and how?
- What about the physical workspace, and children and families?
- Update trainings and tools necessary for the role
- How to manage remote workers – lessons learned

EEOC and CDC guidance provides that:

- An applicant’s temperature may be taken as part of a post-offer, pre-employment medical examination
- An employer may screen applicants for symptoms of COVID-19 after making a conditional job offer
- An employer may delay the start date of an applicant who has COVID-19 or symptoms associated with it
- An employer may withdraw a job offer when it needs the applicant to start immediately but the individual has COVID-19 or symptoms

Consider reputational risk in all decision making going forward

Resources

- NCUA Letter to Credit Unions 20-CU-03 – ID of Critical Infrastructure Workers
- CISA Guidance on Critical Workers
- NCUA Letter to Credit Unions 08-CU-01 - Guidance on Pandemic Planning
- CDC Guidance for Cleaning Facilities
- CDC FAQs for Business Safety
- OSHA Guidance for Preparing Workplaces for COVID-19
Employment Practices Resources

Focus on workplace issues, legislation, and employment trends

- Articles, news briefs, and checklists
- Training modules
  - Preventing sexual harassment
  - Preventing discrimination
  - Preventing wrongful termination / retaliation
  - Promoting ethical behavior
- 100+ template policies & procedures - including disease / epidemic control
- Model handbook: 300+ pages

Helps minimize human resource expenses, training costs, and attorney fees

www.epl-risk.com

Changing business practices?
Need insights to help respond to COVID-19...

Access these resources within the Protection Resource Center:

- COVID-19 Outbreak Risk Overview
- Business Continuity Planning for an Infectious Disease Event
- Disease / Epidemic Control model workplace policy
- Flexible Work Arrangements Risk Overview
- Currency & Vault Specifications / Storage & Transportation Guidelines
- Vendor Management Risk Overview

Schedule a virtual risk consultation with a CUNA Mutual Group Risk Consultant
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