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# MANAGING HUMAN RESOURCES DURING THE PANDEMIC

▶ Nancy Brusegaard Johnson

Senior VP, Human Resources and Operations,  
Cooperative of American Physicians, Inc. (CAP)

▶ Alexis James, JD

Managing Partner, WorkWise Law, PC

**TODAY'S PRESENTERS**



Families First Coronavirus Response Act (FFCRA) eligibility



Paycheck Protection Program (PPP)



Opening your Practice – CDC recommendations

Phase I - Safety

Phase II - Employees



Getting Staff Back to Work



Questions from you

## OUR AGENDA TODAY

- ▶ Requires employers to provide their employees with paid sick leave or expanded family and medical leave for reasons specific to COVID-19.
- ▶ Effective April 1, 2020 through December 31, 2020.
- ▶ Paid Leave does not carry over to next year.
- ▶ Two weeks (80 hours) of paid sick leave where the employee cannot work because they are quarantined.

OR

- ▶ Two weeks (80 hours) of paid sick leave at 2/3 of their pay to care for an individual subject to quarantine or child care provider is closed/unavailable for reasons related to COVID-19, and/or the employee is experiencing a similar condition as specified by the Secretary of Health and Human Services.

## **WHAT IS THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT (“FFCRA”)?**

- ▶ Yes, but you may exempt yourselves from the paid provisions of the sick leave and expanded medical leave as healthcare workers *and* with fewer than 50 employees.
- ▶ DOL guidance says that to curb the spread of the virus, you should be as judicious as you can.
- ▶ Be flexible, we want to avoid healthcare workers showing up to work sick because they are fearful of losing wages/assistance for their families.

## **AS A HEALTHCARE PROVIDER, DOES THE FIRST CORONAVIRUS RESPONSE ACT ("FFCRA") PAID LEAVE PROVISIONS APPLY TO ME?**

- ▶ Make your employees aware they are not eligible for FFCRA time off, but may be eligible for other leaves.
- ▶ Send them a “Return to Work Letter” (which we will discuss shortly).

**IMPORTANT TO LET YOUR EMPLOYEES  
KNOW**

In order to have your loan forgiven:

- ▶ Eight week window to use for compensation from the date of receipt of funds
- ▶ 75% of the funds must go toward compensation
- ▶ 25% should be spent on rent/utilities
- ▶ Everyone has many questions. Speak with your lender if you are uncertain of how you are using the loan

## **PAYCHECK PROTECTION PROGRAM (CARES ACT)**

# OPENING YOUR PRACTICE

The CDC's  
Recommendations  
for Ambulatory Care  
Providers



## Ask

Ask patients about symptoms during reminder calls and advise patients that masks are required when visiting.

## Place

Place signage (i.e. posters) at entrances and in strategic places providing instruction on hand hygiene, respiratory hygiene, and cough etiquette.

## Utilize

Utilize telemedicine for visits when possible.

# STEP 1: COMMUNICATE WITH PATIENTS

## STEP 2: PREPARE THE WAITING AREA AND PATIENT ROOMS

- ▶ Ensure face masks are available for patients who did not bring one with them.
- ▶ Ensure supplies are available. Place tissues, hand soap, waste receptacles, and alcohol-based hand sanitizer in readily accessible areas.
- ▶ Arrange waiting area so that seating is spaced to allow six feet between those waiting (use screens as necessary).
- ▶ To reduce crowding in waiting rooms, consider asking patients waiting to be seen to remain outside (e.g., stay in their vehicles, if applicable) until they are called in for their appointment.
- ▶ Limit non-patient visitors and ask that they wait outside if crowding is a problem.
- ▶ If your office has toys, reading materials, or other communal objects, remove them or clean them regularly.

## **STEP 3: STAFF CONSIDERATIONS**

- ▶ Upon arrival to work, all staff should have their temperature taken prior to entering the office space. Anyone with a fever  $>100.^{\circ}$  should be sent home immediately and not allowed to enter.
- ▶ Staff should wear a face mask at all times.

## STEP 4: WHAT TO TELL YOUR STAFF

- ▶ Practice social distancing while working, as duties permit.
- ▶ Take your temperature before you leave for work to start your shift and call to report the presence of a fever (  $>100.^{\circ}$  ).
- ▶ Stay home if you are sick or have a fever.
- ▶ Do not share headsets or any objects used near face.
- ▶ No congregating in the break room or other crowded areas.
- ▶ Perform routine cleaning of all frequently touched surfaces such as workstations, countertops, phones, and doorknobs.

## STEP 5: OTHER THINGS TO CONSIDER

- ▶ Flexible scheduling /Alternative work hours (staggered work hours, mornings/afternoons, Monday, Tuesday, Wednesday).
- ▶ Gradually work up to having the office open 35+ hours/week.
- ▶ No communal food (bagels, lunch from a drug rep, etc.)
- ▶ Clean breakroom often and limit its use.
- ▶ Ensure cell phones are cleaned and put away.
- ▶ If you have an employee who is behaving unusually (fearful, anxious, angry) send them out for a walk or to get some fresh air keeping in mind their world has changed.

- ▶ Remember all employment laws still apply when dealing with staff
  - ▶ Be cautious when determining which employees to bring back to avoid discrimination (age, gender, disability, pregnancy, race/color, religion, etc.)
  - ▶ Be flexible if an employee says they can't/won't return to work. The ADA says you should create an interactive process with the employee. Find out what is going on with them; is there a vulnerable family member; do they not want to get-off unemployment? Talk to them and explain what you've done to make the office safe. If there is an underlying illness, discuss it with them while using compassion and common sense.
  - ▶ Have a protocol in place if someone get sick in the office or discovers they have tested positive; test others, disinfect the office, assess contact with staff and patients.

## GETTING STAFF BACK TO WORK

- ▶ **Inform Employees** – safety steps must be taken for them as well as patients.
- ▶ **Educate** – train them on ways to reduce their risk from the virus; reduce exposure in the office, during their commute and everywhere.
- ▶ **Empower** – offer flexible work options, if available, Employee Assistance Program (EAP), and counseling. Have compassion for what they may be dealing with.

You can never communicate too much with your staff!

## GETTING STAFF BACK TO WORK

- ▶ Use of waivers for patients and employees - CAP does not recommend the use of waivers for either group. It doesn't protect you from any liability and it can actually create doubt or concern from your patients.
- ▶ The "Return to Work" Letter

## MISCELLANEOUS



**QUESTIONS?**