

HR Action Plan: How To Support Employees During COVID-19



APRIL 23, 2020

WILL THE WEBINAR BE RECORDED?

Yes!

We will send you a link to the recording after the webinar.

WILL THE SLIDES BE AVAILABLE?

Yes!

We will send you a link to the PDF after the webinar.

WILL WE GET **HRCI** AND **SHRM** CREDITS?

Yes!

You will receive the codes at the end of the webinar and in follow up emails.

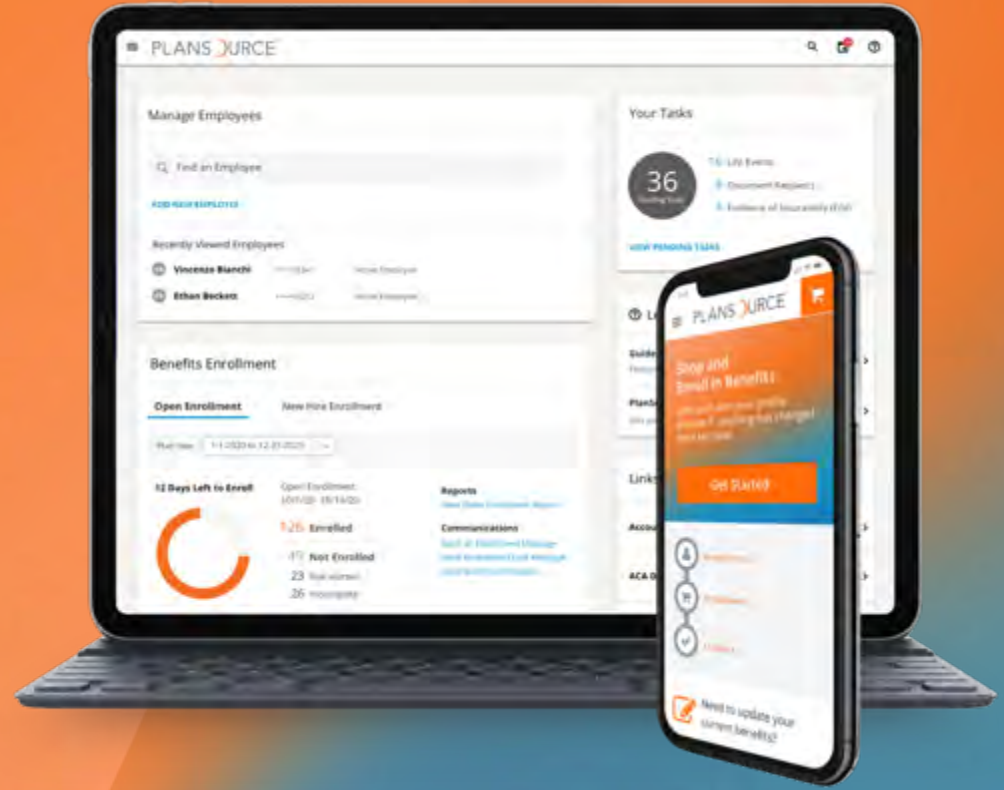
HOW DO YOU ASK QUESTIONS?

Type your question into the
"Questions" panel



PlanSource: Better Technology for a Better Benefits Experience

Flexible and intuitive benefits
shopping, enrollment, billing,
compliance and administration



SPEAKERS



Jagdish Chugani
VP of Human Resources
PlanSource



Jeanne Achille
Conference Chair
HR Tech Conference



Nancy Sansom
Chief Commercial Officer
PlanSource

AGENDA

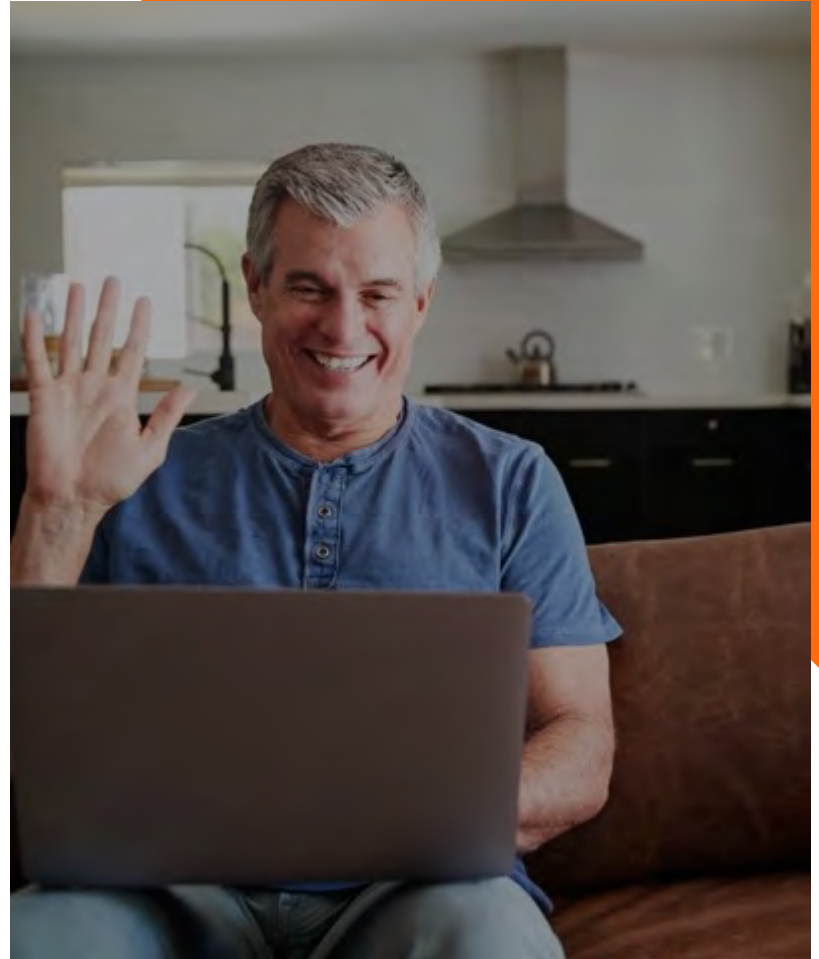
People Management

Benefits Strategies

Communications and Engagement

Planning for Re-entry

Q&A



People Management

The HR leader is at the heart of an organization's COVID strategy and response

Employees Will Respond Differently to a Crisis

Identify your engaged employees and leverage them to help and inspire others

UNDECIDED

These employees are in shock and unsure of what to do – they will be heavily influenced by how those around them respond


DISENGAGED

Struggling on all fronts – both at work and at home – to accept the situation

ENGAGED


Accepting and even embracing the challenge, providing encouragement and momentum to others





Leading through a crisis takes a different approach.

With the situation changing so rapidly, fluidity is critical. You must reassess the situation constantly.



Keeping people safe
is the #1 priority.

HR leaders are responsible for the health of their company and the health of their people. One doesn't survive without the other. Everything else is just noise.



Considerations for physical safety


Communicating best practices and policy updates to employees

Personal Protective Equipment

Disinfectant supplies and cleaning


Office/plant/shop closures, and identifying essential tasks/employees

Communication channels to report exposures

A blue and white plaid umbrella is open on a wet, hexagonal stone pavement. The pavement is dark and reflective, showing the umbrella's shadow and some water droplets. The umbrella has a dark blue base color with a white plaid pattern. The background is a close-up of the pavement, with some water droplets visible.

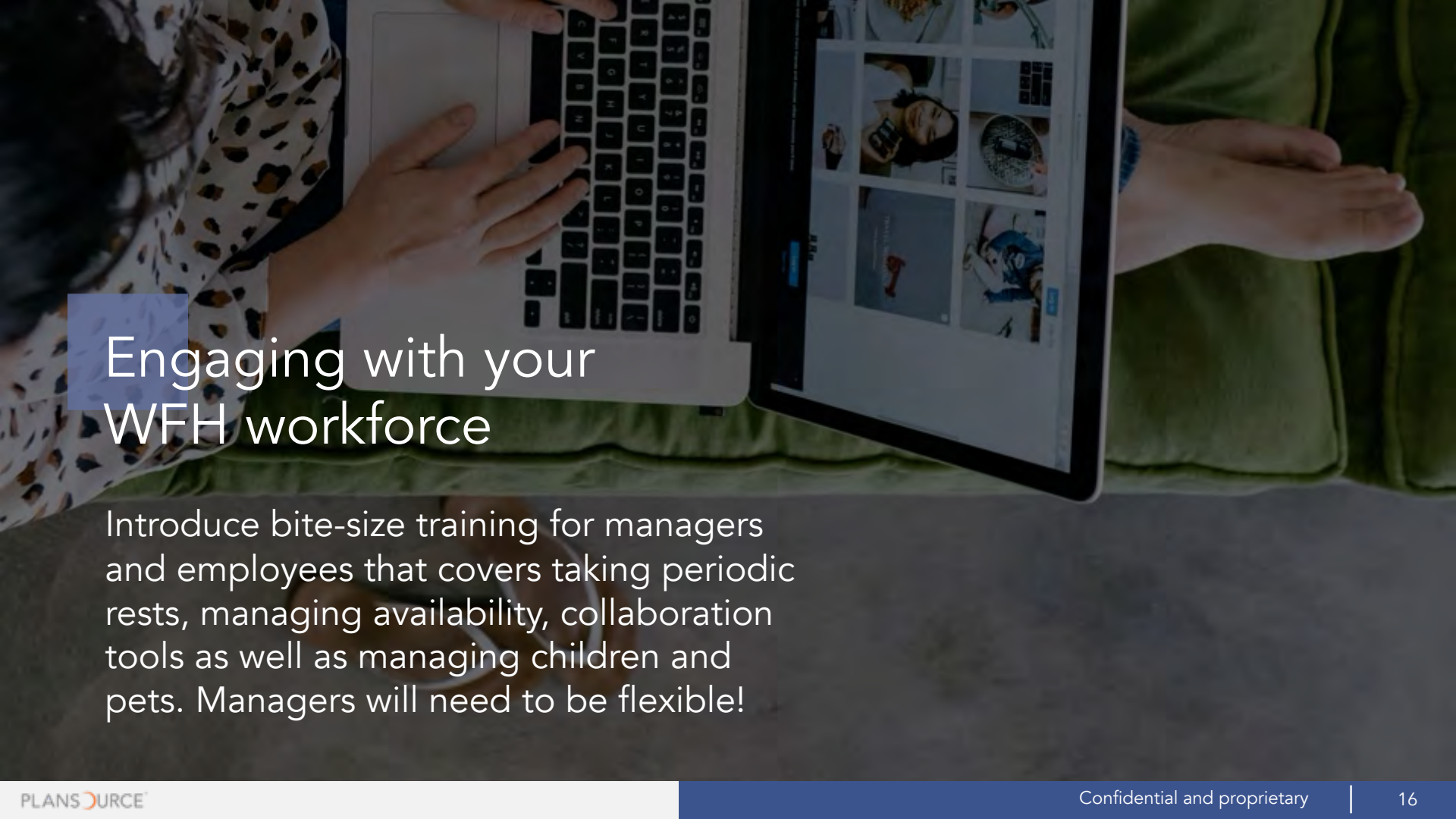
After physical safety,
the focus shifts to
mental health.

This crisis has impacted employee
well-being from multiple angles.



Showing appreciation for employees

Senior leaders should acknowledge and reward employees taking on additional risk.

A person is sitting on a green couch, working on a silver laptop. Their left hand is on the keyboard, and their right hand is resting on their lap. The laptop screen displays a grid of various images, including a person's face, a bowl of food, and a person in a blue shirt. The person is wearing a white shirt with a brown leopard print pattern. The background is a plain, light-colored wall.

Engaging with your WFH workforce

Introduce bite-size training for managers and employees that covers taking periodic rests, managing availability, collaboration tools as well as managing children and pets. Managers will need to be flexible!

The background of the slide is a blurred office scene. In the foreground, a desk holds a computer monitor on the left, a pen holder with several pencils, and a small aloe vera plant in a grey concrete pot. A keyboard and a clipboard with papers are also visible on the desk. In the background, other office desks and plants are out of focus.

Employee furloughs and separations

Preparation and communication is key to transition employees with empathy and without increasing risks to the company.



Employee furloughs and separations

Start with a business case for the separation or furlough

Think creatively about talent redeployment

Create a downsizing analysis

Check for adverse impact

Perform all notifications in a single day

Create talking points for each employee notification



Employee furloughs and separations

OPTIONS TO CONSIDER:

Extended severance period

Company-paid coverage for COBRA

Extended EAP coverage at no cost

Ability to purchase company-provided equipment at reduced cost

Transition support guide or paid transition services by a 3rd party



Employee furloughs and separations

Best practices for engaging key talent after impacted employees have been notified:

- Be transparent, express regret
- Small team meetings with leaders
- Broad company-wide messages from the CEO (video, email or live town hall meeting)

A blurred background image of a laboratory setting. In the foreground, a white test tube rack holds several test tubes. One test tube in the center contains a bright orange liquid, while others contain blue or clear liquids. The background is out of focus, showing more laboratory equipment and a blue wall.

Employee Hiring Impacts

COVID-19 has spurred innovation by providing technology for virtual drug testing during the hiring process.

A photograph of a wooden desk with a laptop, a cup of coffee, a pen, and a notepad. The text is overlaid on the right side of the image.

Employee Onboarding

U.S. Department of Homeland Security has relaxed requirements to comply with Form I-9, removing the requirements to review document in the employee's physical presence.



Employee Onboarding

YOU STILL NEED TO OWN THE FIRST WEEK!

Welcome video conference calls


Emailed packages of important info

Online training and collaboration

GrubHub lunch & learns and Amazon gift cards for home office

Benefits Strategies

Employee benefits are more important than ever



Mobile and engaging employee
self-service has never been more important.

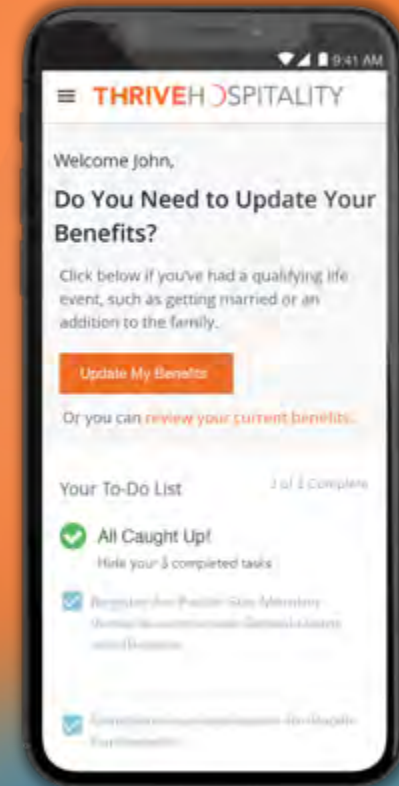
Paychecks, schedules, communications, benefits

Self-Service for Benefits

Mobile-friendly just went from
nice-to-have to *must-have*

Easy and intuitive to enroll or
initiate life event changes

Educational videos and
decision support tools



Employee Assistance Plan Awareness

While **78%** of employers offer one, only **3.5%** of employees use it

– SHRM



Employee Assistance Plan Awareness

PlanSource offers a free
educational video about EAPs
that you can download
@ plansource.com/videolibrary.



What Companies are Doing for Telehealth

COVID-19 will fix the industry's telehealth adoption problem

WHAT ARE COMPANIES DOING?

Adding telehealth benefit asap if they don't have it

Eliminating copays for telehealth visits

Adding free telehealth option with local doctors

Adding telehealth benefit for employees not eligible for benefits

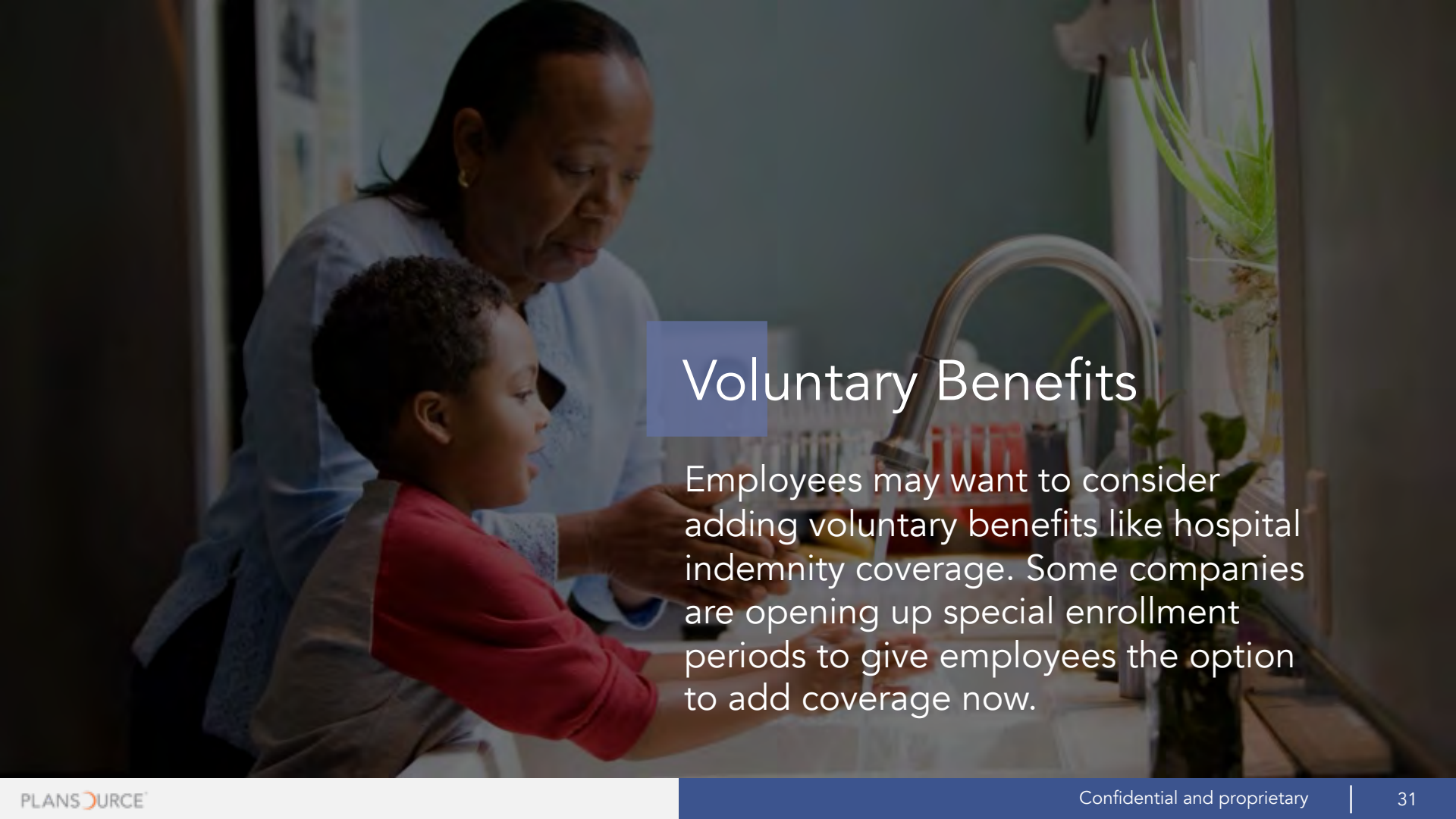
Educating employees how to use telemedicine

Telehealth Education and Awareness

Employees will get more comfortable with this affordable and efficient option

FREE VIDEO AVAILABLE
plansource.com/videolibrary



A woman with dark hair, wearing a light blue shirt, is standing behind a young boy with dark skin and curly hair, wearing a red shirt. They are both looking down at their hands as they wash them under a running faucet in a kitchen sink. The background is slightly blurred, showing a window with a plant and some kitchen items.

Voluntary Benefits

Employees may want to consider adding voluntary benefits like hospital indemnity coverage. Some companies are opening up special enrollment periods to give employees the option to add coverage now.

Section 139 Employee Care Cards

Opportunity to show employees you care by providing financial assistance



Targeted financial
assistance to
employees



Relief funds can be
accessed via a
convenient debit card



Tax-free to employees
and fully deductible for
employers
(if used for qualified expenses)

Section 139 Employee Care Cards

You choose how employees can spend the funds



Grocery and
pharmacies



General retail
& office
supplies



Clothing



Utility and
insurance



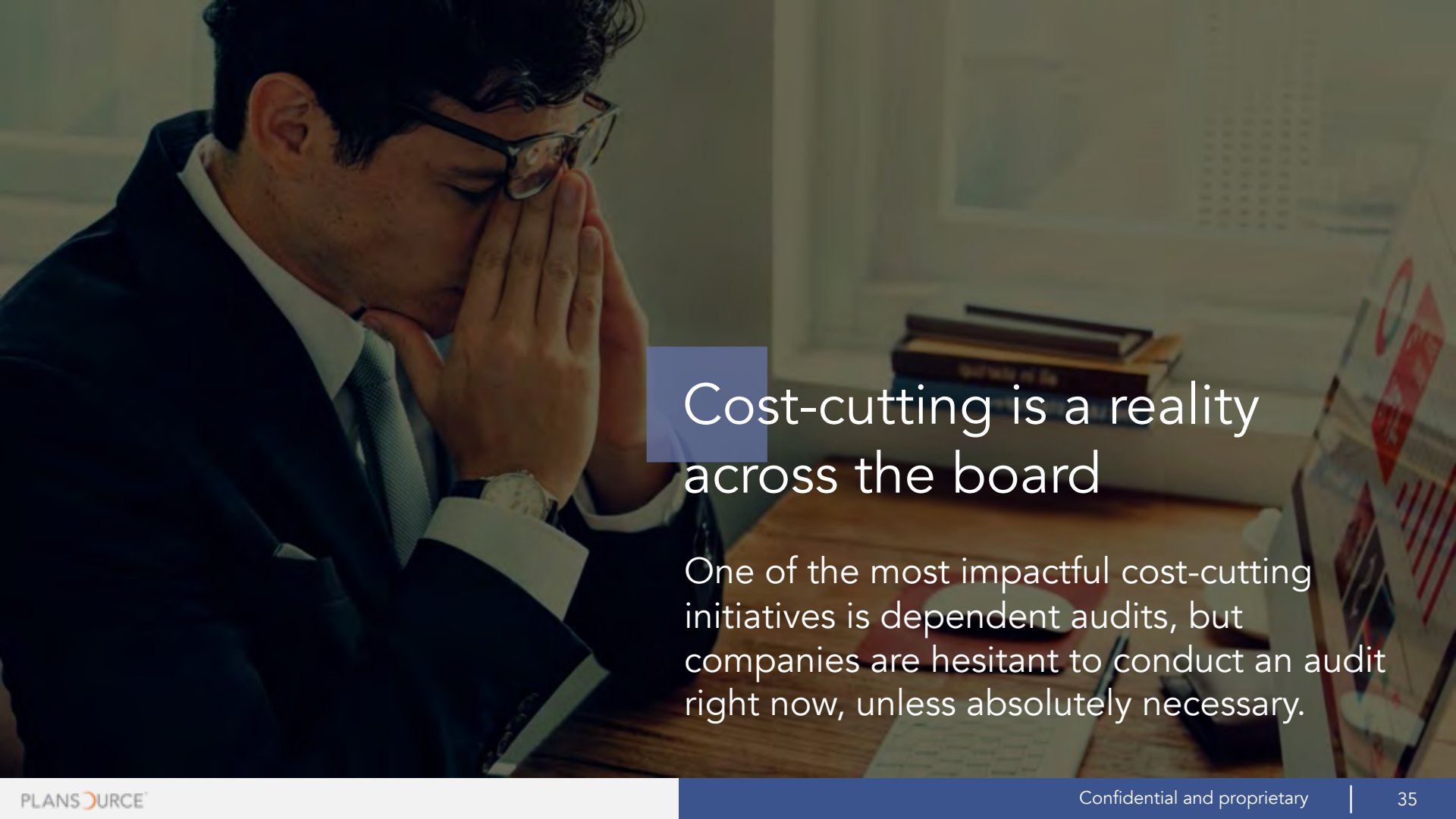
Healthcare

Companies like Alegeus offer a complete online solution for ~\$10 fee per card

A woman with long brown hair, wearing a red, blue, and white plaid shirt, is looking down at a tablet computer she is holding with both hands. She is standing in what appears to be an office or a modern workspace with blurred background elements like desks and other people. The lighting is soft and natural.

Consider Benefits Outsourcing

With HR leaders taking on the role of COVID czar, you may want to consider outsourcing administrative tasks.



Cost-cutting is a reality across the board

One of the most impactful cost-cutting initiatives is dependent audits, but companies are hesitant to conduct an audit right now, unless absolutely necessary.

Communication and Engagement

Communicating with employees during COVID-19



Increased Communications

A photograph of a person's hands holding a smartphone, with a white keyboard and mouse visible on a wooden desk in the foreground. The image is slightly blurred and has a dark overlay.

Employee Communications

- Weekly CEO emails
- Enhanced biweekly newsletters
- Reminding everyone of gratitude and giving back
- Videos on WFH efficiently
- Covid-19 Internal Communications section on intranet
- Virtual Townhall meetings
- Recorded videos from senior leaders
- Employee pulse surveys
- Virtual Leadership Training – Managing Performance and Goals
- Employee virtual focus groups



Online Gatherings

- Happy hours with leadership team
- Daily “huddle” to set the tone
- Meditation and well-being programs
- Off-cycle check-in sessions
- Book clubs & fitness sessions
- Strut Your Mutt, albeit via Zoom
- Contests with prizes
- Recognition and rewards



Text Messaging

Keep employees informed about office or plant closures, updated safety protocols, and work schedules that are changing by the minute. Also send reminders about EAP and telemedicine benefits.



Text Messaging

With an open rate of 90% compared to 10% for traditional email campaigns, text messages are the preferred method to get these important and timely messages to employees outside of a traditional office setting.

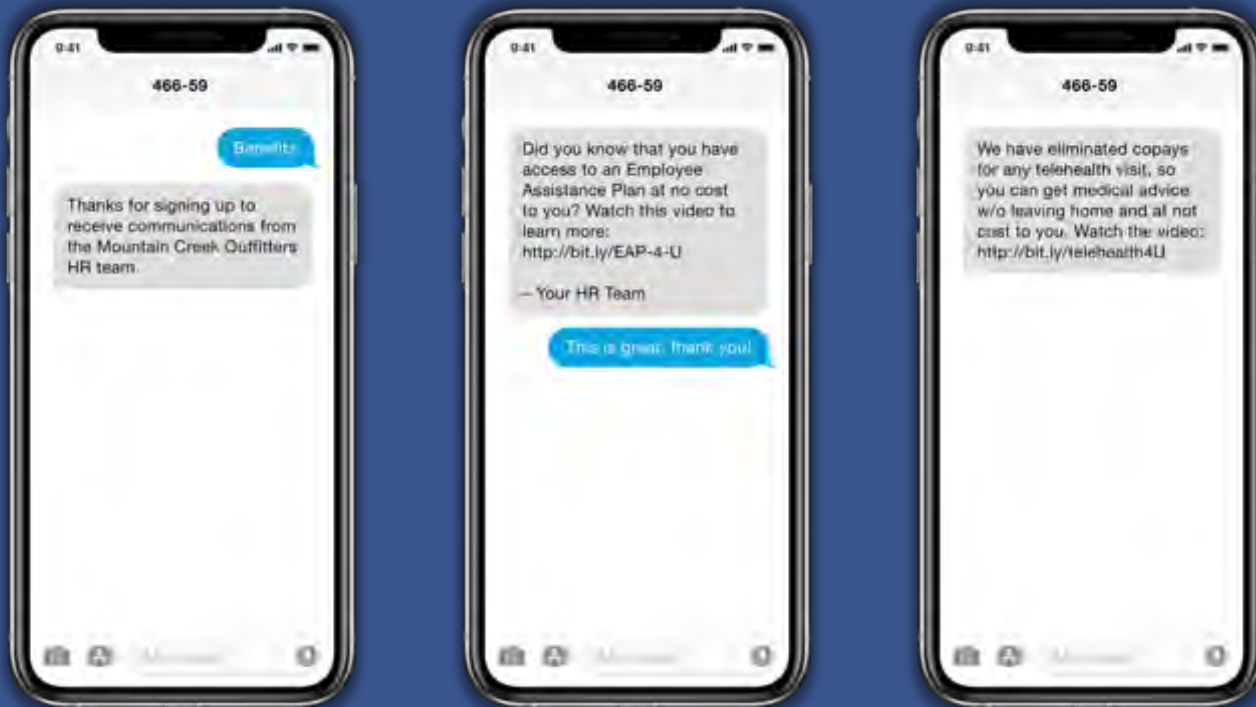


Text Messaging

Forces you to be succinct in your message due to the character limit, but that's not a bad thing. Also, employees have to opt in to receive text messages, which can sometimes be an obstacle.

PlanSource Offering Free Text Messaging in 2020

For all customers | Up to 10 campaigns per month or 100K text messages



Planning for Re-entry

A gradual process that will vary by industry and geographic region



Opening Up American Again

whitehouse.gov/openingamerica

Proposed 3-phased approach w/
guidelines for individuals and
employers

- Based on up-to-date data and readiness
- Mitigates risk of resurgence
- Protects the most vulnerable
- Statewide or county-by-county (governor's discretion)



EEOC gave the
green light in
March for
employers to take
temperatures

CONSIDERATIONS

- Thermal imaging capabilities for automated checks upon entry
- Some people with COVID-19 don't have a fever
- People with a fever don't necessarily have COVID-19
- Will you pay employees you send home due a fever?
- How will you handle employees that refuse a temperature check?




Physical Changes In The Workplace

- Staggering the return to work in phases
- Ensuring adequate PPE supplies
- Continuation of increased cleaning and sneeze shields
- Physical spacing of employees and customers (max #, lines)
- Special considerations for large venues



Travel and Entertainment

- New travel policies/guidelines
- redefining when travel is necessary
- Rise of virtual events
- Impact on industry trade shows and events

A man with a beard, wearing a light blue shirt, is standing and pointing at a whiteboard with a red marker. The whiteboard displays a flowchart with boxes containing 'AB', 'D', 'GF', '2', and '7', connected by arrows. Below the flowchart is a large rectangular box with diagonal lines. In the foreground, the backs of several people's heads are visible as they listen. The background shows a modern office with framed pictures on the wall.

Impact on Fall Open Enrollments

We need to be prepared for a fully virtual OE experience – no in-person meetings, no paper and no face-to-face enrollers, although your approach may vary by location.



Q&A

SHRM & HRCI CODES

HRCI: 520592

SHRM: Activity 20-UDUCW

— NEXT WEBINAR —

THURSDAY, APRIL 30
AT 1:00PM ET (10:00AM PT)

HR Panel: A Cross-Industry Examination of HR's Shifting Role

Approved for HRCI & SHRM Credit



Courtney Scardino
Regional HR Business Partner
Strategic Materials, Inc.



Siona Henderson
Chief People Leader
Streetsense

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