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Editor: Deborah Jeffries, SHRM-CP, PHR, CPC: *Advantage* is published monthly and is designed to provide information on regulations, HR practices, and management ideas and concerns. The intended audience is managers, supervisors, business owners, human resources professionals and labor relations professionals. If you have questions about the content, an opinion about the information, or questions about your subscription, please call us at 503-885-8915 or email us at info@hranswers.com



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WFH – KEEPING EMPLOYEES CONNECTED AND ENGAGED - HRA's LIST OF 35

Over the last few months many organizations have needed to have employees work remotely. Keeping employees engaged and feeling part of a team has been an ongoing discussion and challenge for organizations of all sizes. HR professionals and business owners are concerned about employees feeling isolated, disconnected, or even depressed.

We thought we would put together a list of some creative ideas that we have heard from many of our clients and friends as to what they are doing in their workplaces to keep the their culture alive, employee engagement high, and employee involvement moving. *Here are some ideas to get you started:*

Videos or Pictures:

- Ask employees to create videos or take a picture of themselves holding a sign (how they are feeling, where they wish they were, of an emoji, etc.).
- Schedule Zoom workout sessions or submit videos for others to view later.
- Identify employees who would like to do magic shows.
- Host a Zoom dance party.
- ❖ Host a Hidden Talent show people can upload their videos or do it live.
- ❖ Ask a co-worker to host a podcast healthy eating while quarantined
- Ask employees to share their workplace.
- Have a photo contest house plants, kids, pets (especially great for new coworkers).
- Show off your creative face mask.
- Share pictures or videos of homeschooling efforts.

Health and Wellness:

- Ask someone to lead a meditation session.
- Designate an hour for exercise or have Wellness Wednesday.
- Have a push up or pull up challenge.
- Share healthy recipes.
- Have a Fit Bit or Apple Watch weekly challenge.

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HRA's LIST OF 35 - continued

Technology:

- ❖ Make a Zoom Room available 24 hours so people have the ability to check in and out − saying good morning or goodbye for the day as well as check-in with each other throughout the day.
- ❖ Launch a Virtual Graffiti Wall. Post a question and have everyone share their response. "What is your favorite movie?" "Fill in the blank: I wish I was ______". "How do you relax?" "What is your favorite vacation destination?"
- Host an online comedy club. Schedule a Zoom call on the weekend and ask employees to do comedy or just watch.
- Share links to videos, free classes, free movies, etc.

Games:

- Have a Bingo challenge (you create the words or events or....).
- Play dice games (during breaks or host an event of "game night" with co-workers).
- For many more ideas, visit these sites:

https://museumhack.com/virtual-team-building-for-remote-teams/

https://connecteam.com/team-building-games-remote-workers/

https://miro.com/guides/remote-work/team-building

Other:

- ❖ Have virtual happy hour during the last 30 minutes of the day.
- Host a Spirit Day or Week with theme-related workdays. Don't forget those Hawaiian shirts, 50's Day and Pajama Day, etc.)
- Get creative with Makeover Monday by trying a new hairstyle or new outfit.
- Have a pet parade or simply share pictures of your pets.
- Share your playlist.
- * Host a catered lunch! Yes send your employees lunch or give them gift cards to order lunch and eat at the same time.
- Create a Book Club
- Share your hobby with your co-workers.
- Post a Question of the Day and seek responses: "What did you find on your walk today?"; "List 3 things you are grateful for"; "Share something funny that happened over the weekend", etc.
- Exchange cookie recipes and possibly create a company cookbook!
- Have a meme contest.
- ❖ Harness the power of the emoji! Use them set the stage and the emotion of a meeting a project etc.
- ❖ Walk down memory lane: first car; favorite memory; summer camp romance; high school sports; etc.

Okay! There should be a few ideas you can use to help people feel "connected". We know this was not an exhaustive list so we ask you to chime in and share with us what you are doing or what you would like to do; the more creative the better!

WHAT IS COACHING?

By Paul Hutter, SPHR, Senior Consultant

Coaching is a development process designed to help individuals and teams achieve and sustain top performance in ways that are linked to an organization's needs and measurable business results. Sounds rather sterile doesn't it? In the world of performance management, the sad truth is that coaching tends to be left out of the process. The objective is simple, to provide your employee with assistance, tools, and resources to identify and then improve how and what they are expected to perform. The application is not as simple.

A coach is the primary resource for the employee being coached. We coach for a few reasons. The employee is new and needs to understand and implement the performance expectations. Or, the employee has been with you for a while and, for whatever reason, is slipping in their expected performance.

First things first. Not everyone is born to effectively coach. And the really effective coaches are wise enough to first, "know thyself." As the coach, understanding and furthering your own Emotional Intelligence (EI) is critical for successful outcomes. Improving your own self-awareness (DiSC and Myers-Briggs are great tools for this) and acquiring education on the subject from experts like Daniel Goleman and Travis Bradberry is critical.

Once we have ourselves in order, we then need to determine the potential reasons our employee needs coaching. Our first step may be an assessment. These can be a formalized Supervisor Coaching Checklist and/or one-on-one discovery sessions with the employee. The reasons tend to fall into one or more of the following categories: skills deficit – where the employee does not have the skills to perform the job. This could be because we did not hire properly, or we have not effectively set performance expectations that the employee understands and can perform. The other is motivational deficit. This we often find in longer term employees as a result of burnout, too much organizational change, or a lack of feeling valued by the organization.

As you can see, the process of coaching an employee is much bigger than just the employee. Once we correct our own deficits in EI and coaching skills, and potentially the organization's cultural deficits, we can begin the coaching process.

The International Coaching Federation (ICF) advocates the following Core Competencies when designing a coaching program.

Co-Creating the Relationship

- a. **Establishing Trust and Intimacy with the Employee** Ability to create a safe, supportive environment that produces ongoing mutual respect and trust.
- b. **Coaching Presence** Ability to be fully conscious and create a spontaneous relationship with the employee, employing a style that is open, flexible, and confident.

Communicating Effectively

- a. **Active Listening** Ability to focus completely on what the employee is saying and is not saying, to understand the meaning of what is said in the context of the employee's desires, and to support employee self-expression.
- b. **Powerful Questioning** Ability to ask questions that reveal the information needed for maximum benefit to the coaching relationship and the employee.

a. **Direct Communication** – Ability to communicate effectively during coaching sessions, and to use language that has the greatest positive impact on the employee.

Facilitating Learning and Results

- a. **Creating Awareness** Ability to integrate and accurately evaluate multiple sources of information and to make interpretations that help the employee gain awareness and thereby achieve agreed-upon results.
- b. Designing Action Ability to create with the employee opportunities for ongoing learning, during coaching and in work/life situations, and for taking new actions that will most effectively lead to agreed-upon coaching results.
- c. **Planning and Goal Setting** Ability to develop and maintain an effective coaching plan with the employee.
- d. **Managing Progress and Accountability** Ability to hold attention on what is important for the employee, and to leave responsibility with the employee to take action.

Of all the competencies listed, only the last 3 are technical, process-oriented steps. All others revolve around effective people skills. Coaching is more than partaking technical skills and expectations to employees. It is about how we use Emotional Intelligence (EI) to do those things more effectively.

FOR YOUR CALENDAR

Open your DayTimers, Outlook, and all those Smartphones. The following is a look at upcoming events and workshops, special days, and other diverse and fun activities you will want to be aware of and schedule.

PLEASE NOTE: due to the COVID-19 crisis, we have adjusted our educational calendar offerings. To register for our workshops, go to https://hranswers.com/events/ or click on the event below.

June: National month of the following: Adopt a Cat, Camping, LGBTQIA Pride Month, Men's Health, PTSD Awareness, African American Music Appreciation Fresh Fruit and Vegetables and Safety

June 4 National Cheese Day

June 5 National Donut, Hot Air Balloon and World Environment Day

June 7 National Chocolate Ice Cream

June 7-13 Pet Appreciation Week

June 9 HRA will be participating in *The Seminar Group's Labor & Employment Law Conference*. For more information: https://www.theseminargroup.net/seminardetl.aspx?id=20.EMPOR. Our guests are eligible for a \$200 discount off the normal rate! *Use Promo Code FAC200* when you register. We hope you can participate!

June 16 HRA Webinar/Teleconference

Corrective Action 9:00am – 10:30am Register Here

June 18 Job Search Workshop Register Here June 21 World Music Day June 23 HRA Webinar/Teleconference **Preventing Burnout** 9:00am - 10:30am Register Here June 24 HR Basics: What You Don't Know Can Hurt You - A Webinar Series to 8:30am to 11:30am July 22 Register Here June 26 Take Your Dog to Work Day **HRA Webinar/Teleconference** June 29 How to Bring Employees Back 2:00pm to 3:30pm Register Here **COMING UP:** July 1 **Lunch Bunch: NEW Challenges Managers Face** 12:00pm to 1:00pm Register Here July 7 **HRA Supervisory Series via Webinar** to 8:30am to 12:30pm Register Here **Aug 25 HRA Webinar/Teleconference** July 14 Pay Equity 9:00am to 10:30am Register Here July 16 **Job Search Workshop** 11:00am to 1:00pm Register Here July 23 **HRA Webinar/Teleconference** Self-Awareness Through DiSC 8:30am to 12:30pm **Register Here**

LOOKING AHEAD:

Aug 5	Lunch E	Bunch: (Generational	Considerations
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Emotional Intelligence Aug 13 Aug 13 Job Search Workshop Aug 18 **Just Cause – Due Process**

REMINDERS: NEW OSHA POSTER

The U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) has issued a <u>new poster</u> listing steps all workplaces can take to reduce the risk of exposure to coronavirus.

The poster highlights 10 infection prevention measures every employer can implement to protect workers' safety and health during the coronavirus pandemic. Safety measures include encouraging sick workers to stay home; establishing flexible worksites and staggered work shifts; discouraging workers from using other workers' phones, desks, and other work equipment; and using Environmental Protection Agency-approved cleaning chemicals with label claims against the coronavirus.

CLIENT ACCOLADES

Kudo's to Pacific Coast Fruit!! They have recently been awarded a multi-million-dollar contract with the Department of Agriculture. We like hearing about organizations that are growing. Continue doing good work!!

Q & A: COVID-RELATED

Q: Our business is bouncing back, and we want to bring staff back. We want to know if we need to drug screen them again. They have been out for two months.

A: Yes, if the employee has been laid off (no longer on your payroll and more than 60 days). If they were sent to work from home or placed on furloughed the answer is no unless there was reasonable suspicion, then as part of your current policy you could.

Q: With most of us working from home now, we had all our WFH employees send us pictures of their work setup at home. One of our employees has a pretty bad setup. The table she is working on is lower than the terrible chair that she is working on and she has the keyboard on her lap. Is it the employer's responsibility to provide her with a better table and chair? She says she is absolutely fine with her setup and we are worried about a WC claim down the road with her back being strained. Do we need to be worried about these circumstances or not?

A: Yes, you should be concerned but not worried. This is one of those times that if the employer has a Policy, they should review it before determining something "new" or different" is needed. Since we do not know how long your employee will be working remotely you simply need to help the employee make some adjustments. Your goal should be to ensure a safe and comfortable environment for the employee to be as productive as possible.

HR BY THE NUMBERS

Employees holding high-risk positions in the warehousing, delivery, grocery, and health care fields are seeing their wages increase as colleagues get sick and demand for labor increases. According to WorldatWork.org 46% of retail workers and 29% of health care and pharmaceutical workers are receiving some form of hazardous duty pay.

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- According to 15Five's, working parents make up 41% of the workforce. If this is true organizations will need to find ways to support and empower these employees going forward as they balance the neverending list of responsibilities of home and work.
- The Harris Poll (April 29-May 1) on behalf of Glassdoor, found that 72% of over 1,100 employed U.S. adults said they are ready to return to their company's office. More men (79%) than women (61%) said they were enthusiastic about getting back to the worksite, and 45% expect to return to working in their company's office in some capacity this summer. When asked why they wish to return to work socializing with co-workers (52%) and collaborating in person (46%) topped the list.
- ➤ U.S. organizations are making a series of workplace changes as they prepare for employees to return to their workplaces, according to a new survey conducted in May 2020 of employers by Willis Towers Watson. The survey of 681 larger employers representing over 7 million workers, found 74% plan to modify workplaces, practices and policies.

DAD JOKES - IT'S FATHER'S DAY

In honor of Father's Day, we thought we would skip our regular Thoughts to Think About segment and share a little humor with you instead. The first couple are here...the questions asked – they are here, and the answers are elsewhere in the newsletter. See if you can come up with the answers before reading the answers.

Spring is here, I got so excited and wet my plants.

I have a great pizza joke for you. Never mind it's too cheesy.

I'm reading a book about antigravity. It's impossible to put it down.

Do you want a box for your leftovers? No, but I will wrestle for them.

Knock nock!
Who's there?
Duane.
Duane who?
Duane the bathtub, I'm starting to drown.

What do you call a fake noodle?

Would you like to join the procrastinators club?

What's the best pan to make sushi?

How do you know if an ant is a boy or a girl?

What do you call a number that can't sit still?

Where did you learn to make banana splits?

DAD JOKES – continued

Don't trust Adams. Know why?

Did you hear the rumor about butter?

Why do ducks have feathers?

Why is my room covered in snow?

Welcome to our restaurant do you have a reservation?

What did the sink say to the toilet?

What did Baby corn say to the mama corn?

How do you know a dinosaur is sleeping?

Where do sheep go on vacation?

What time did the duck wake up?

Why did the mushroom go to the party?

Why did the fungi leave the party?

VACATION TIME AND PAY FOR EMPLOYEES

It is approaching summertime and there is always interest around the topic of vacation time. "How much vacation time should employees get?" The answer depends on the organization you're employed by. There is not a set amount, because employers are not required to provide vacation leave, paid or unpaid.

Some employers give vacation time to only full-time employees. Others grant vacation time to all employees. Still, others offer pro-rated vacation, depending on your work schedule and employment status. Federal law does not provide for vacation pay. The Fair Labor Standards Act (FLSA) does not require payment for time not worked, such as vacations, sick time, or holidays. Therefore, employees are not legally entitled to paid vacation time or paid holidays off from work.

Vacation pay is based upon an agreement or policy between an employer and an employee. This is an added benefit to employees and organization also see it as a recruiting and retention tool. The amount of vacation time any employee receives is determined by company policy, collective bargaining agreements, or even, especially in small organizations, an informal agreement between an employee and management.

There are some rules you should follow. When employers do offer vacation, it must be offered equitably. So, organizations can't discriminate based on race, gender, religion, or other protected characteristics when giving time off from work.

According to the Bureau of Labor Statistics (BLS) 73% of workers in private industry are provided with paid vacation days. Vacation time earned by employees varies by the length of time that they have worked with their employer.

The BLS reports:

- Workers with one year of experience average 11 days of paid vacation.
- Employees with five years of experience average 15 days of vacation.
- Workers with 10 and 20 years of tenure average 17 and 20 days, respectively.

The 2017 Paid Leave in the Workplace survey from the International Foundation of Employee Benefits reports that Paid Time Off (PTO) plans, which would include days off that can be used for a variety of reasons, offer salaried employees 17 days after one year of service, 22 days after five years, 25 days after ten years, and 28 days after 20 years of employment. The survey stated that hourly employees receive an average of 12 days of vacation after one year of service, 16 days after five years, 19 days after ten years, and 23 days after 20 years of employment.

Many employers now lump together vacation time with personal days and sick time to provide a total number of days of paid time off (PTO) from work. This bank of time typically does not include federal holidays which, depending on the employer's holiday policy, would be additional days off from work. Employees who experience significant or repeated illnesses or family emergencies requiring time away from work may end up with less (or no) vacation time during those years. On the other hand, healthy workers with no personal issues may be able to take more vacation time.

Policy determines how employees earn vacation time. Some organizations have opted to provide PTO that accrues on a monthly basis or is based on a certain number of hours worked. For example, employees may receive one day per month or 8 hours of leave that they can take off for any reason.

Other organizations provide vacation based on years of service. In this case, the employee could be provided with a week for every year of service, up to a maximum number of weeks. If vacation is based on years of service, the employee is usually eligible to take it after they have worked for a year. Again, the amount earned depends on company policy or the terms of a collective bargaining agreement for covered workers.

Depending on company policy, employees may be required to use their vacation during a specific time period, which is known as "use it or lose it," or they may be able to carry unused vacation or PTO over to future years. If the company does allow vacation to be accrued there may be limits to how much time can be carried over, and there may be a deadline for using the carried over vacation days.

Recent surveys indicate that employees are struggling to use their allotted vacation time. Given the demands of their jobs, almost half of workers reported that they did not take the time to which they were entitled. Americans gave up 212 million days off in 2017, according to Project: Time Off. According to the organization, that amounts to \$62.2 billion in "lost benefits."

There are no federal laws regulating vacation, however, depending on the <u>state</u> in which you reside, vacation is considered compensation, and employees must be allowed to accrue vacation or be paid for unused vacation time. Employers would be wise to pay attention to your Pay Equity requirements so as to not discriminate when offering jobs and thinking you can negotiate time off individually.

With the recent COVID-19 pandemic employers are taking a close look at their leave and time off policies to make sure they are in compliance and looking forward to what makes the best sense for their employees and their business going forward.

BRINGING EMPLOYEES BACK

As you might imagine being an HR consulting firm has been an interesting couple of months. Some days are challenging and are interesting and through it all we've been able to assist clients and walk through a variety of scenarios as they navigate their new working environment.

These inquires got us thinking that with the Northwest governors beginning the re-opening process it would be helpful to share ideas for consideration as you begin bringing employees back into the workplace. Perhaps some of these ideas you've already thought of and our hope is that some of these things might not even ever occurred to you and it's just one more measure that you can put in place to safely bring back more and more of your staff as appropriate.

Please keep in mind that not all solutions or activities will be applicable to all organizations. The primary focus is to keep all individuals safe.

There are six essential areas to focus on:

- Preparing the building or office space
- Prepare the workforce
- Control access
- Creating a social distancing plan
- Reducing touch points and increase sanitizing frequency
- Communicate for confidence

For the purposes of this article we will not go into every section, but rather focus on the items that are the more immediate needs, are relatively easy to do, and are employee focused.

For many a beginning step is creating a COVID-19 Task Force and if nothing else a key contact "safety" person (which may be part of your state's re-opening requirements). The team should consist of (depending on the size of your organization) executives, human resources, facilities, legal, marketing, office management, safety folks, suppliers and contractors (those that enter your space), and any other consultants that would be appropriate for your industry and working environment.

Steps that might be part of the Task Force include:

- Establish goals and guiding principles aligned with culture
- Define priorities for at least a 6-month outlook
- Define what roles are required in the workplace vs. in the field vs. working from home
- Create a phased return to workplace approach based on priorities and roles
- Create and implement flexible work policies, as needed
- Build a facilities capacity plan and reconfiguration of the physical office, as needed
- Prepare office re-closure procedures
- Maintain fluency in regulation policies

Acquire Personal Protective Equipment (PPE) and prepare the physical location. Be thoughtful about defining appropriate PPE for your workspace and adhering to state and local directives as well as, OSHA Guidelines.

- Boxes of tissues and hand sanitizers to employees (at workstations and work areas, etc.).
- Health screenings can take place. This can be a series of questions or a temperature check. If you're going to ask questions before employees can return to the office, you might consider asking:
 - Have you or anyone in your household had any of the following symptoms in the last 21 days: sore throat, cough, chills, body aches for unknown reasons, shortness of breath for unknown reasons, loss of smell, loss of taste, fever at or greater than 100 degrees Fahrenheit? (104 is a breaking point for everyone).
 - Have you or anyone in your household been tested for COVID-19?
 - Do you have any reason to believe you or anyone in your household has been exposed to or acquired COVID-19?
 - To the best of your knowledge have you been in close proximity to any individual who tested positive for COVID-19?
 - Have you or anyone in your household cared for an individual who is in quarantine or is a presumptive positive or has tested positive for COVID-19?
 - Have you or anyone in your household visited or received treatment in a hospital, nursing home, long-term care, or other health care facility in the past 30 days?
 - o Have you or anyone in your household traveled in the U.S. in the past 21 days?
 - Are you or anyone in your household a health care provider or emergency responder?
- Provide PPE to ALL employees (facemasks, face shields, goggles, gloves, gowns, booties, etc.).

Establish changes to the workplace. This could include your cleaning/sanitization protocols, proper distancing guidelines, and screening protocols for employees, vendors, and visitors. This section would also cover Testing, Tracking, and Tracing protocols and tools.

- New entrance protocols for employees and visitors.
- Checking in and out (time clock, etc.).
- Install air purifiers think about your cubic feet.
- Educate employees on proper ways of washing hands.
- Increase your cleaning schedule and deep cleaning. Consider new guidelines for employees to wipe down and sanitize their workspace when they leave it and, in some cases, when they arrive especially if you have any shared spaces (including locker rooms) or shared tools.
- Social distancing 6 feet is the requirement but if you can do more that's preferred. Being able to mark off 6-foot increments in key places lunchroom, work areas, conference rooms, reception area, etc. This includes the elevator think about the dimensions probably only one person at a time. Think about people pushing the buttons and needing hand sanitizer on every floor or at every door.
- Consider installing plexiglass for customer facing staff and employees or where distancing will be difficult.
- Social distancing when it comes to the restrooms take into consideration the number of stalls or urinals you have. You may need to block access to one or more to provide the distance needed.
- Social distancing and work schedules ask yourself: would staggering shifts or alternating work schedules be necessary. This includes lunch hours and breaks work for organizations. This could also include rotating employees or reducing shifts or having additional shifts to maintain the distancing.
- There are watches that beep when a 6 feet perimeter is breached these could be issued to employees.
- Some employers have closed their lunchrooms, or they've closed the use of the vending machines.
- Some organizations have suggested it's best if employees eat in their car.

- Others have removed dishware and utensils and move to items that are disposable only. If there is dishwasher in the breakroom that need to be emptied, then people who are doing this task need to wear gloves.
- Keep office and warehouse doors open as much as possible.
- Using UV light as a cleaning instrument.
- Asking employees to de clutter as many surfaces as possible it also makes it easier for cleaning and also limits virus targets.
- Removal of communal spaces.
- Signage will be important. New internal signage which may include 6-foot markers with circles or big X's, or even arrows for direction. Anything that you need in terms of additional communication of new guidelines or expectations – the signs will be a constant reminder.
- Employers might need to consider posting new policies and have a plan in place for continual communication activities as people begin to form new habits.

Other

- All nonessential travel is postponed or limited.
- Consider if it is possible for some employees to continue (or start) to work remotely.

In industries in which flu vaccinations are not mandatory, an employer can strongly urge employees to get flu shots and provide incentives to employees who do so. Incentives may include:

- Paid time off to get the shot
- Providing the shot free to employees
- Reimbursing employees for the cost of the shot
- Hosting a flu shot clinic

From an HR perspective let's also share with you that while you're ensuring the health and safety of your employees you may also need to change policies and practices to accommodate your new workplace. A thorough analysis of existing policies should be undertaken to include in adjustments made for recent legislation as well as recent organizational decisions. Some of the policies you will want to review may include:

- Attendance;
- Vacation/paid time off;
- Remote work:
- Work hours including start and stop time, breaks, lunch times, flexible hours, and staggered work hours;
- Time keeping including clocking in and out procedures;
- Leave policies including sick leave;
- Travel policies including business and personal travel; and
- Information technology and usage.
- Guest and visitor policies.

Please note: attendance recording-keeping and documentation is going to be key. This will be helpful in PTO and vacation request as well as contact tracing.

And of course, there is the CDC website and other sources for additional considerations (see next page).

- CDC Guidance re: Temperature checks https://www.natlawreview.com/article/cdc-provides-additional-advice-temperaturescreenings https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html (see the question titled "Should we be screening employees for COVID-19 symptoms? What is the best way to do that?" under the "Reducing the Spread of COVID-19 in Workplaces section).
- CDC Signage: https://www.cdc.gov/handwashing/materials.html
- Toolkits, sample policies, checklists, etc.: https://www.backtoworksafely.org/
- OSHA Guidance Preparing Workplace for COVID-19: https://www.osha.gov/Publications/OSHA3990.pdf
- Reaching people of diverse languages and cultures with flu considerations communications http://www.cdc.gov/healthcommunication/Audience/index.html

If you would like a copy of the HRA COVID-19 Back-to-Work Checklist download it here.

DAD JOKE ANSWERS

- o Fake noodle Impasta.
- o Procrastinators club Maybe next week
- o Pan to make sushi Japan
- Ant boy or a girl They're all girls otherwise they be called uncles
- o Can't sit still number A Roman numeral
- o Banana splits At Sunday school
- Adams They make up everything
- o Butter Never mind I shouldn't spread it
- Ducks with feathers To cover their butt quack
- o Room covered in snow Good you're finally starting to get my drift
- o Do you have a reservation? No, I'm pretty sure I want to eat here
- What did the sink say to the toilet? You look a little flush
- o Baby corn to the mama corn Where is popcorn?
- A dinosaur is sleeping Dina snore
- Sheep go on vacation The Ba ba Bahamas
- Duck wake up At the quack of dawn
- Mushroom to the party Because he was a fun guy
- Fungi leave the party Because there wasn't mush room

So, have you heard these before? Did you get any of them right? Now feel free to share them with others.

Information and advice offered through *Advantage* should not be construed as legal opinion. The material contained herein will not apply to all circumstances or to all organizations. Use it as a resource and reference. Should you feel legal advice is required, please consult with your corporate counsel.

ON MY SOAPBOX

OK, I will admit it...I am a fan, bigtime!! One of my favorite TV shows is Chicago P.D. I used to watch it occasionally, but over the last year or two, I am addicted to it. Lately, they have been running marathons on two TV channels. It used to be on for three hours on Sunday, four hours on Thursday and the new shows were on Wednesday at 10 pm. Now they start at least two days a week at 11 am and run until 2 am the next morning. It has compromised a night or two of my sleep.

The more I watch it, the more I enjoy the character studies that each new show, each new season provides. Some seasons there are new characters introduced and previous characters removed. I have to figure out what new relationships that produces. (And as just an aside, the shows are heavy into relationships of all types.)

This year I have noticed something that escaped my eye previously. There is a Desk Sergeant, Trudy Platt. Even though this is a repertoire cast with almost equal attention to each character, I thought Trudy was more in the background most of the time. But this season, they have either written her into more scenes, or I am just paying more attention.

If someone told me I had to diagram the relationships, I would put Trudy in the middle as the hub of all characters. She is the person that the other characters check in with, go to for advice, the voice of reason (often delivered in a sarcastic tone), the District's historian, and the individual with needed contacts of all sorts. Need someone who can make an introduction to a wise newspaper publisher? Need someone with a soft heart in Juvenile Justice? Need someone who remembers a cop killing 10 years ago? For all these and more, there is Sergeant Trudy. She is a compelling mixture of compassion and toughness, coach, and condemnation, soft-spoken and sharp-tongued. Her character is extremely well written, and she plays it just right!!

So, what does this have to do with me, you ask? I think most of us has bumped into a person like Trudy. Someone that we always want to impress. Someone that we can be crushed by on one day and who acts as our advocate the very next. People who speak their mind, very seldom offers conversational flowers, and who can present an entire speech in only a phrase or word.

They are worth their weight in gold. They always seem to know what we want, but provide what we need instead, even if we don't realize it at the time. They are usually a bit older because much of their shared wisdom comes from personal experiences. And that is the reason that we listen attentively when they speak to us, even if we find their comments disturbing. We know that there is at least one solid truth in their remarks.

I can't help but wonder who writes the words that she says. I wonder how much they are like her, or if they have a Sergeant Trudy in their life. I wish I had one in my life to help me. I know that I could use her to help me "get over myself..." one of the lines that she offers on occasion.



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