

COVID-19 BEST PRACTICES:

Staffing and School/Childcare Closures

How are employers (especially brick & mortar) addressing staffing challenges with school/daycare closures?

What is being offered to affected employees?

Offering Paid Time Off (PTO)

"We are offering up to 2 weeks of paid time off with a statement confirming the need for care during the scheduled workdays, then vacation time and PTO use."

"We have offered an additional two weeks of paid leave, can be used intermittently, for COVID related issues (sick, no school/daycare, etc.) We're working on a longer-term solution in view of likelihood for longer school closures."

"We're looking at (not quite finalized yet) offering additional PTO, possibly 10 extra days, to allow more flexibility for those with child-care challenges. Our standard PTO policy also allows for employees to go -40 hours PTO with manager approval; and we are encouraging leaders to be liberal in allowing this."

"We are paying employees for one month, even though they are not working."

"We've suggested employees take PTO if they are unable to come up with a creative option, but we'd like that to be the last resort."

"We are asking them to use sick time, followed by PTO, while we work on a more long-term solution."

Encouraging Alternative Solutions

"We were able to find a vendor for team members to reach out to for sitters. It worked for about two days, until they ran out of available sitters."

"Allowing employees to come up with creative, out of the box solutions."

"We are asking our managers and employees to be creative in how they are working (split shifts, flexible hours or rotational task)."

"We are offering backup care through Bright Horizons (I believe 15 uses annually) and, for those who are not able to access that, we are offering a \$100/day benefit for any child care—does not need to be a licensed provider, can be a friend/family member, etc."

"We are offering telework for most of our employees with flexible schedules."

"We are considering limited time PTO for employees facing these challenges (length and amount TBD)."

Looking for more best practices and guidance around managing employee issues related to COVID-19?

Visit the [HR Acuity COVID-19 resource center](#).