# COVID-19 BEST PRACTICES:
## Non-Essential Employees who Can't Work Remotely

**How is your organization treating special groups that cannot work from home at this time and are not considered essential?**

### Focusing on retention and thinking outside the box...for now.

*"We've made a commitment that no employees will have pay impact through 4/30. The use of natural disaster time off, facility closure pay, vacation, etc. is being used to help keep employees whole. We've been doing some creative things to push compliance training and other project work out to employees who are at home and can't perform their normal work."*

*"Right now, we are finding unique opportunities for this group to continue working full-time—for example, having the aviation maintenance crew assist with home office repairs and other opportunities that match their skills. Our pilots have been doing training and updating SOPs, etc. Because corporate aviation crews are highly sought-after talent and can be difficult to recruit, we are doing all we can to retain this group and keep them on standby should our executives need to travel, etc. We are regrouping in mid-May to discuss how our needs have changed based on future projections. We are looking at furlough as a last resort."*

### Creative PTO and leave-based decisions.

*"Use of PTO then allowing them to "voluntarily opt out" of work and ensuring their unemployment claims are approved."*

*"It depends. We have colleagues that could typically do their role remotely but can't, due to personal reasons such as day care issues. They are using PTO or going on unpaid leave which allows them to apply for unemployment. If their role does not allow them to work remotely, we have first tried to find them a role that they could do from home. Anyone that we could not, is home either because they are high risk or sick and we are paying them their wages either through our STD program or through a special COVID19 payment program we put into place for high risk employees who can't be in a public facing role."*

*"We have continued to pay regular wages to those that due to SIP cannot travel into business offices and are unable to perform their duties from home. This is a very small population of employees (e.g., mail room clerks)."*

*"If someone can't work, they are most likely essential in our case, but regardless, we are permitting them to use PTO or take an unpaid LOA, unless there's an option for them to do alternate work from home during this time."*

*"Use of vacation/PTO, apply for vacation donation, accept a no-pay status (employee continues to receive benefits)."*

*"For special circumstances we are providing 2 weeks of COVID pay (including states with shelter in place orders) to use first, followed by front loaded PTO and then the employees can take 1 month of unpaid time. We will cover benefits at 100% during the 4 weeks of unpaid time."*

"Furlough, use of PTO, PTO transfer, and potentially reduction in force."

"We have developed a paid time off category to cover this, so employees do not have to use their own PTO."

"Paid family leave 10 days. Use of PTO not yet accrued. Reduced work schedules."

"Use of PTO; Application for a Personal Leave; If we determine that an employee is willing to work but not able to due to company constraints (social distancing, etc.), they will be paid without use of PTO."

"Use of PTO. We also gave all full and part time team members an extra 40 hours of special PTO at the beginning of this crisis."

"All of our employees are working, whether on site, in the field (sales), or at home.  For those who have specific needs related to COVID, we offer an Emergency Leave that has a time limit, and employee would use PTO or unpaid time if time away exceeds that time."

"Most of our employees are able to work from home. In those rare situations where the employee does not want to work from home, we are considering unpaid leaves of absence."

### Initiating New or Special Programs.

"We have set up special paid Health and Safety Pay Codes to pay people, extended through May as well as are simultaneously employing significant redeployment efforts to keep people working as much as possible. We will continue to re-evaluate as time goes on and the pandemic evolves."

"We are using our Hardship Leave for those employees who cannot work from home due to the following reasons:

- Family/Personal—can be used for situations such as the need to take care of young children and unable to work from home due to daycare and school closures. This can be in hourly increments, as some employees can work partial days.

- On Site Worker—The job requires the employee to work at a company location that is temporarily closed."

"Hardship Leave provides full pay. We have asked employees to request Hardship Leave in 1 week increments and have not made a decision to limit the amount of leave at this time."

### Reconfiguring workspaces.

"If an employee cannot work remotely, we have designated areas across the campus for individuals to report to work. These areas are cleaned several times throughout the day and also after hours. These employees must remain in their designated work area and if they are attending meetings, etc. they are conducted either virtually or attendees are seated at least 6 feet apart."

"We're offering an alternative work location/role."

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

**Visit the HR Acuity COVID-19 resource center.**