

August 20, 2020

4 Critical Handbook Policies for Today's Workplace

with Douglas Kelly and
Josh McCullough



Welcome to the Webinar

- We will email you the recording and slides within 24 hours.
- Please participate in our polls.
- Please use the Q&A box for questions.
- We'd love your feedback in the post webinar survey (will appear once you exit today's event).

Poll Question #1

How would you describe the current state of your HR department as a result of COVID-19?

Today's Presenters



Douglas Kelly

Attorney, HR Subject
Matter Expert



Josh McCullough

Marketing, ThinkHR

Agenda

- Why Policies Now?
- Four Critical Policies for 2020
- Best Practices for Handbook Management
- Handbook Action Tips
- How ThinkHR Can Help

Why Policies Now?

Policies Are Generally Important

In times of change and challenge, policies provide:

- Foundation
- Accountability
- Compliance
- Safety

Policies Are Important Now

- Remote employees
- State and local regulations
- Anxious workforce



Data

71%

of employers updated their policies in response to the pandemic

53%

of employers formally updated their handbook in response to “current events”

35%

of respondents said template and handbook resources would be most helpful to their business and 27% said communication templates, in regards to COVID-19

Poll Question #2

Do employees report violations of your handbook to your organization?

Four Critical Policies for 2020



#1

Anti-harassment and Discrimination

Policy Examples - Bad vs. Great

EEO Policy

“The Company provides equal employment opportunities to all qualified individuals without regard to race, color, religion, sex, gender identity, sexual orientation, pregnancy, age, national origin, physical or mental disability, military or veteran status, genetic information or any other protected classification.”

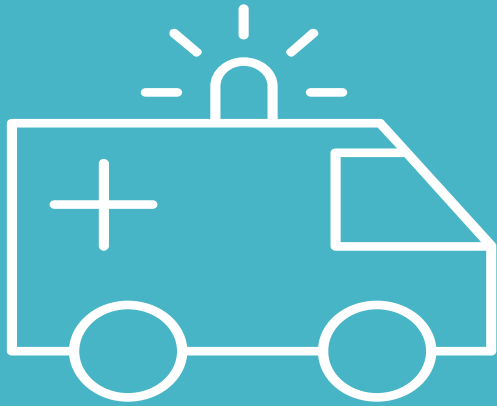
“Robust” Policy

“Sexual harassment is a form of sex discrimination and means...”

“In the event this employer receives a complaint of harassment or discrimination, it will...”

“Any person who believes that they have been the target of harassment or discrimination is encouraged to...”

“Any form of retaliation ... is strictly prohibited...”



#2 Paid Leave

Policy Examples

Eligibility

"Emergency family and medical leave is available to..."

Compensation

The first 10 days (two weeks) of leave are unpaid, but...

Reason For Leave

"Leave under this policy is limited to [reasons]..."



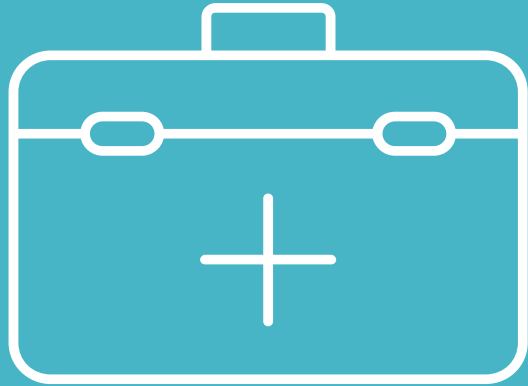
#3 Mission and Values



Policy Examples

“We are driven by a simple idea:
Together, we can do HR better.”

1. We're in this together
2. Explore and innovate
3. Boldly driven
4. Inspire joy



#4 Pandemic Health & Safety

Policy Examples

Steps to maintain personal and surface hygiene

“Our current safety requirements are as follows...Wash your hands as soon as you enter the workplace....”

“You may be subject to health screening...if implemented, is a condition of entering the workplace.”

Aligns with your attendance policy

“You must follow the company’s standard attendance policy and keep in close contact with your manager regarding the duration of your leave....”

How you will address specific circumstances

“If someone in your household or someone with whom you have had close contact (less than 6 feet) has been diagnosed with COVID-19...”

***Updated August 10, 2020

Poll Question #3

Which handbook or policy management issue has been the most challenging for you?

Best Practices for Handbook Management

Best Practices

You should make updates when:

- Laws and regulations change (state and local)
- Impactful current events (Black Lives Matter, voting leave laws)
- New business realities (furlough)



Making Updates to Your Handbook

They generally need:

- Legal and HR review
 - Money
 - Benefits
 - Discrimination
 - Discipline
- Way to track law changes and updates

When updated, resend and get acknowledgment.

Good Evening, Josh McCullough



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Access and build a customizable living handbook for one or more states

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ABC Company, Inc.

New Handbook [Settings](#)

Handbook Information

Handbook Name

Our New Handbook

This name will appear on the cover page of the handbook upon download and is a searchable field within the Handbook Library.

Handbook Type

Federal + States

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Company Information

Company Name

ABC Company, Inc.

This text will replace the {{COMPANY-NAME}} entry in applicable policies.

How do you refer to your Company?

Company

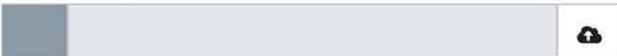
This text will replace the {{COMPANY-TERM}} entry in applicable policies.

Head of Company

Sally Smith

This text will replace the {{HEAD-OF-COMPANY}} entry in applicable

Company Logo



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How do you refer to your Employees?

Employees

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Head of Company Title

CEO

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DISCLAIMER

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Handbooks

Library

Custom Policies

Create

Tile View List View

Search Handbooks

Handbook Name (A-Z)

Total: 4 Handbooks

Records per page 50

City of Pawnee Emp...
City of Pawnee

Multi State
150 Employees

Created **524 Days Ago**

Actions

Policy alerts are present and pending on this handbook. Please accept/dismiss the policy alerts through the Table of Contents to enable handbook downloading.

Records per page 50

City of Pawnee

City of Pawnee Employee Handbook Table of Contents

Actions

VACATION POLICY	Edit Details <input checked="" type="checkbox"/>	POLICY ALERT
VISION CARE INSURANCE	Edit Details <input checked="" type="checkbox"/>	
WORKERS' COMPENSATION INSURANCE POLICY	Edit Details <input checked="" type="checkbox"/>	
COBRA	Edit Details <input checked="" type="checkbox"/>	
EMERGENCY PAID SICK LEAVE POLICY (COVID-19)	Edit Details <input checked="" type="checkbox"/>	POLICY ALERT
EXPANDED FAMILY AND MEDICAL LEAVE POLICY (COVID-19)	Edit Details <input checked="" type="checkbox"/>	POLICY ALERT
FAMILY AND MEDICAL LEAVE (FMLA) POLICY	Edit Details <input checked="" type="checkbox"/>	POLICY ALERT
FEDERAL CONTRACTOR PAID SICK LEAVE (ACCRUAL METHOD)	Edit Details <input type="checkbox"/>	
FEDERAL CONTRACTOR PAID SICK LEAVE (LUMP SUM METHOD)	Edit Details <input type="checkbox"/>	
MILITARY LEAVE (USERRA)	Edit Details <input checked="" type="checkbox"/>	
> Safety and Loss Prevention		2
> Trade Secrets and Inventions		2
> Customer Relations		
> Closing Statement		

City of Pawnee

Emergency Paid Sick Leave Policy (COVID-19) Policy Alert

Core Policies / Benefits / **Emergency Paid Sick Leave Policy (COVID-19)**



Policy Alert

THIS POLICY MAY NOT BE MODIFIED UNTIL YOU ACCEPT OR DISMISS THIS ALERT

ALERT DATE: April 17, 2020

NEW POLICY ALERT:

This policy was added to provide employees with information about the Emergency Paid Sick Leave Act, part of the Families First Coronavirus Response Act (FFCRA).

LANGUAGE ALERT:

April 23, 2020: Clarified language regarding the use of intermittent leave.

POLICY ENABLED

Accept Policy Changes

Accepting this policy update will insert the policy into your handbook and activate the policy.

Dismiss Alert

Dismissing this policy update will insert the policy into your handbook however the policy will not be activated.

Policy Information

Policy Name : **Emergency Paid Sick Leave Policy (COVID-19)**

Policy Type : *** Required**

Text Diff : [View Text Diff](#)

Updated Policy Language : You may take emergency paid sick leave if you are unable to work (or telework) because:

1. You are subject to a federal, state, or local quarantine or isolation order related to COVID-19;
2. You have been advised by a health care provider to self-quarantine because of COVID-19;
3. You are experiencing symptoms of COVID-19 and are seeking a medical diagnosis;
4. You are caring for an individual or are advised to quarantine or isolate;

Previous

Next

Handbook Action Tips

Modeling

Leaders must walk the talk

Tips:

- Manager accountability
- Cross-departmental input
- Executive emails

Training

Engagement is most effective

Tips:

- Train on broad topics
- Quality of training
- Context

Communication

Reference Policies

Tips:

- Reference policies
- Require acknowledgments
- Understandable Language

Enforcement

Don't let people stomp on policies

Tips:

- Employee reporting system
- Manager accountability
- Good culture

Summary

- Policies are your foundation for everything
- Updating and compliance affords long-lasting credibility
- Be deliberate about specific policies you want to leverage

How ThinkHR Can Help

ThinkHR Tools You Can Use Today:



Comply

Resource library to navigate HR, compliance, safety, and people risk management issues.



Live

Access to senior level, certified advisors for your HR and compliance questions.



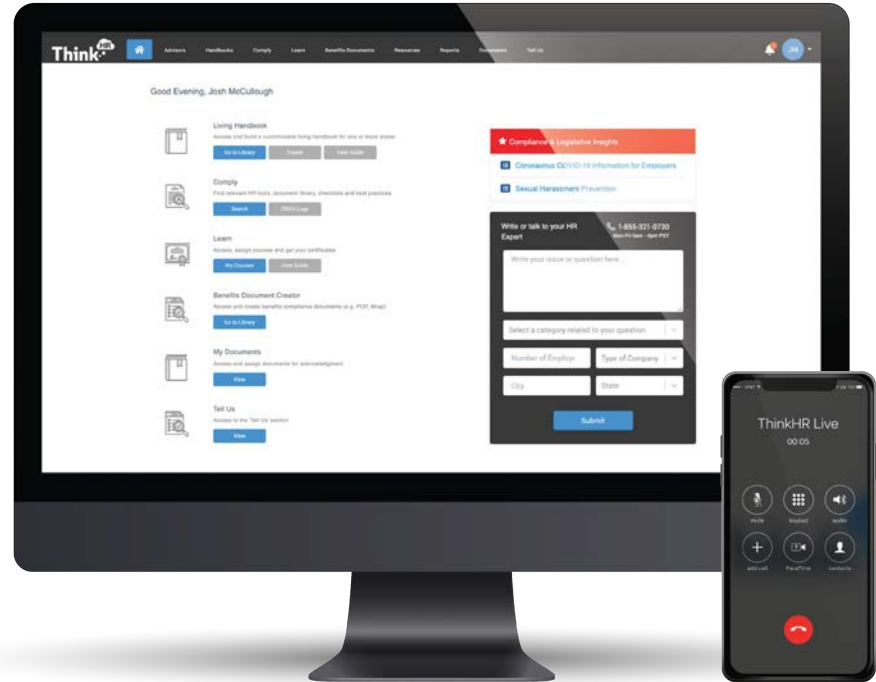
Learn

Learning management system and training course library to train employees on a variety of topics.



Insight

Communications providing compliance news, analysis, and legislative updates.





Think^{HR}
with Mammoth



LEARN

Pandemic Response Training Course Catalog

Version 1 | May 2020

General Information: Coronavirus and COVID-19

Duration: 20 minutes | **Target Audience:** All Employees

Learn what COVID-19 is, who is at the highest risk of contracting it, how it's transmitted, signs and symptoms, and precautions you should take to prevent and treat it. The course was developed and reviewed by certified subject matter experts and industry professionals.

Responding Effectively to Risks

Duration: 25 minutes | **Target Audience:** HR, Managers

Pandemics create many types of risks. Discover how to create an effective strategy for responding to risk, such as risk exposure adjustment and contingency planning. This course also highlights specific strategic plans for dealing with a risk that may be a threat or an opportunity.

Assessing Your Organization's Risks

Duration: 30 minutes | **Target Audience:** HR,

Managers

Assessing risk allows us to create a strategy to avoid or mitigate potential negative impact. Learn some common techniques for assessing risk, including opportunity assessment, and threat assessment using FMEA – failure mode and effects analysis.

Establishing Effective Virtual Teams

Duration: 30 minutes | **Target Audience:** Managers,

All Employees

Collaboration when working on a virtual team requires commitment. Learn about teamwork and team leadership, including remote management and tactics for communication, assessment, and meetings for virtual teams.

Facing Virtual Team Challenges

Duration: 25 minutes | **Target Audience:** Managers

Virtual teams face the same difficulties as other teams, but also have unique challenges. Learn how to handle challenges facing your team, and how to evaluate your own style.

Managing in a Crisis

Duration: 20 minutes | **Target Audience:** HR, Managers

Effective leadership is needed during the difficult times of a company crisis. Discover ways of managing in a crisis, including how to manage difficult conversations and crisis communications.

Becoming a Successful Collaborator

Duration: 30 minutes | **Target Audience:** All Employees

Collaboration is a necessary skill in today's labor market. Learn about the meaning of collaboration, teamwork, and best practices for being a successful collaborator. You will also examine conflict management styles that work for you and your team.

Forging Ahead with Perseverance and Resilience

Duration: 30 minutes | **Target Audience:** All Employees

Distractions, information overload, demanding pace, and accompanying stresses can often pull us off task. Developing personal resilience, adaptability, and perseverance can help. Discover how to build a work-life balance, sharpen your focus, and face and overcome setbacks.

Contributing as a Virtual Team Member

Duration: 20 minutes | **Target Audience:** All Employees

Learn how to develop the skills you need to show leadership and be an effective member of a virtual team. Explore useful personal traits, strategies to stay connected, ways to manage your time, and how to overcome common challenges.

Leading Teams: Managing Virtual Teams

Duration: 60 minutes | **Target Audience:** Managers

Leaders need a framework for successfully leading virtual teams. Learn about key competencies of team members, guidelines for teleconferencing and decision making, and how to use different technologies for the right situation.



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Enter your username and password to login.

SIGN IN

[FORGOT YOUR PASSWORD?](#)



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Still having trouble? Email us at support@thinkhr.com

ThinkHR Discounted Premium Tools

Enabling Small & Midsize Businesses with Big Business Resources

WORKPLACE HARASSMENT PREVENTION

TELL US (ANONYMOUS REPORTING)

LIVING HANDBOOK PLUS

WORKPLACE SAFETY



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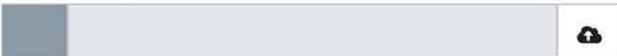
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Settings

Spanish Translation

Enable Spanish Translation for this Handbook

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On creation of this handbook, all optional policies will be disabled by default and can be enabled at any time in the Table of Contents.

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HANDBOOK
PLUS

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Employee / State Information

Choose States

REQUIRED

Choose a State

Add State

The Federal Handbook requires the total number of employees be entered to add to required compliance policies

CALIFORNIA

68



TEXAS

42



NEW YORK

12



TOTAL EMPLOYEES

122

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City of Pawnee

asdfads

Table of Contents

Actions

Reorder

Search Policies

Policy Types: * Required ● Option

Core Policies (200 Total Employees)

- > Welcome
- > Introductory Language and Policies
- > Hiring and Orientation Policies
- > Wage and Hour Policies
- > Performance, Discipline, Layoff, and Termination
- > General Policies
- > Benefits
- > Safety and Loss Prevention
- > Trade Secrets and Inventions
- > Customer Relations

- Link Custom Policy
- Handbook Settings
- Download Word (.docx)
- Download PDF (.pdf)
- Download Individual State
- Send for E-Signature
- View E-Signature Dashboard
- View Activity Stream



Q&A