



HR CRISIS MANAGEMENT FOR CORONAVIRUS: ANSWERS TO TOUGH QUESTIONS!



HANNA RESOURCE GROUP

INTRODUCTIONS



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WHAT WE'LL COVER

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Employment
Law Update

2

Crisis
Management
&
Preparedness:
Do You Have a
Plan?

3

Employee
Communication
Essentials:
Crafting the
Right Message

4

Questions &
Answers

1

EMPLOYMENT LAW UPDATE

- 1. Are there any precautions an employer can take to protect the work environment? What does an employer do if an employee may have had exposure to COVID-19?**
- 2. Can you restrict travel for work or pleasure?**
- 3. Do you have to pay employees sent home, or if you are forced to suspend operations? What happens with sick leave, PTO? Lay-offs?**
- 4. What steps need to be taken if you assign employees to work from home? What if someone cannot do the tasks assigned (no internet, no phone capabilities, etc.)?**

5. **What impact do lay-offs have if it includes third-party temporary employees under FLSA?**
6. **Can an employee refuse to work to avoid getting COVID-19?**
7. **Are there discrimination issues employers should be thinking about as well?**
8. **What possible impact does the COVID-19 have upon workers' compensation concerns?**
9. **What happens if I fire someone for refusing to do something that may expose them to COVID-19?**

2

CRISIS
MANAGEMENT &
PREPAREDNESS:
DO YOU HAVE A
PLAN?



2

CRISIS MANAGEMENT & PREPAREDNESS

Scenario: An urgent call comes in, after hours, Friday night, from the child of an employee stating that the employee has tested positive for COVID-19.

Are you prepared?

What steps do you have in place to handle a scenario like this?

3

EMPLOYEE COMMUNICATION ESSENTIALS: CRAFTING THE RIGHT MESSAGE

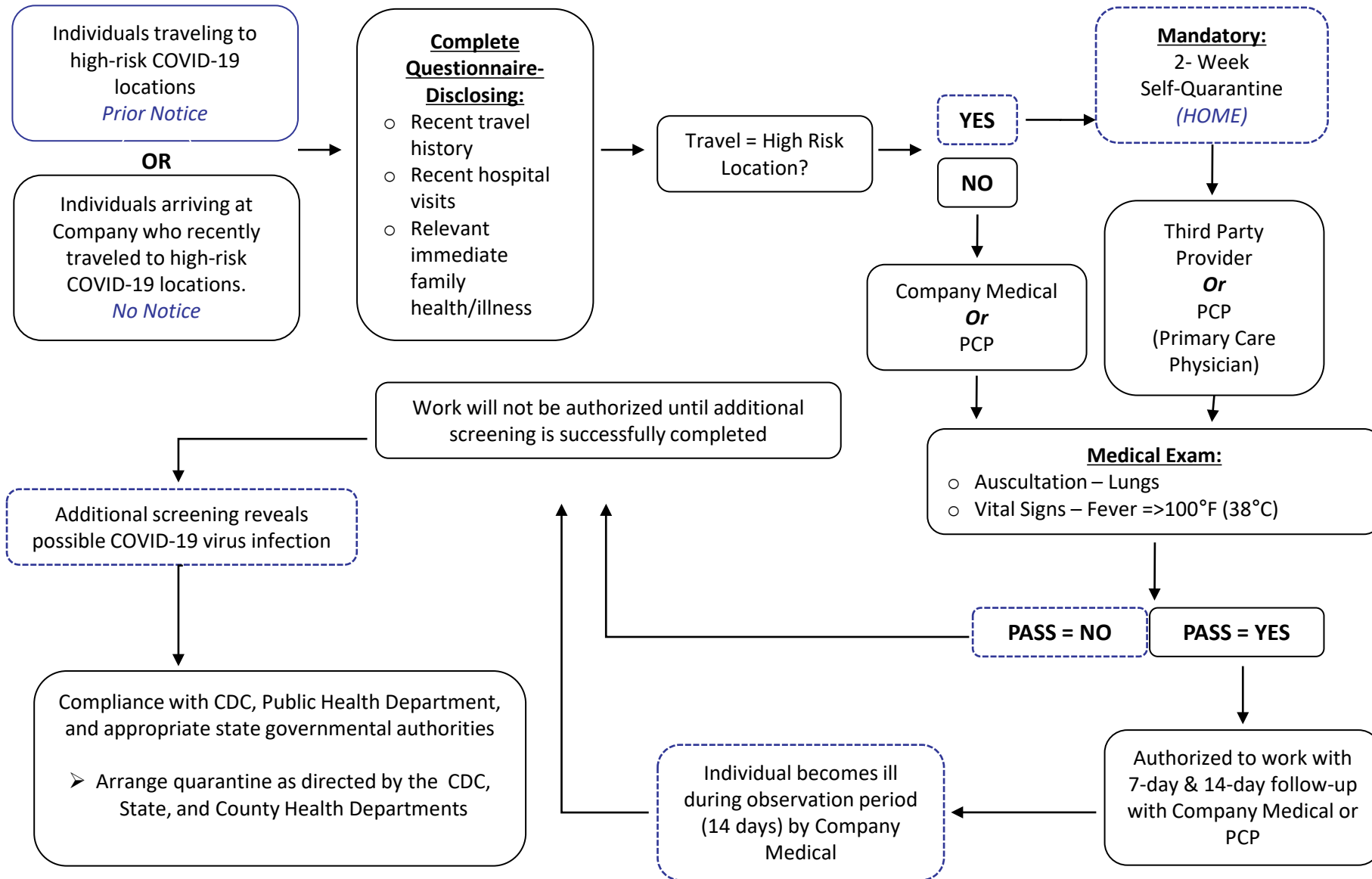
This scenario *actually* happened, and there were no steps taken beforehand.

- Employee calls Plant Manager
- Plant Manager calls General Counsel (GC)
- GC develops instant plan to attempt to address ongoing crisis
 - Contacts employee/employee's son to attempt to obtain details
 - Contacts hospital – Hospital eventually verifies no such patient admitted
 - Collaborates with CDC, PHD, and Governor's Office
- Facility was fortunate that this was a “dry run” – hoax confirmed by Governor
- *Post Mortem* Discussion – Manufacturing facility did not have a Crisis Management Plan

What could have been done differently?

- Proper planning is critical, and a detailed Crisis Management Plan would have alleviated many of the issues that were encountered.
- Here's what's needed:
 - Create and distribute a Detailed Plan of Action
 - Develop and Distribute Spreadsheet for each Point of Contact for each customer/client/scenario
 - Identify proper distribution chain for Plan of Action
 - Key stakeholders; Stakeholder Points of Contact; Policies and Procedures
 - Governmental, Healthcare, and Media

Sample COVID-19 Virus Protocol Flow Chart



Company – COVID-19 Virus Protocol Diagram (CONFIRMED CASE)

COMMUNICATION PLAN

External Communications with Field Employees:

Update the website and phone messaging with communication message reviewed by General Counsel and approved by Executive Team



Media Agency/Outlet Communications:

Update and provide the communication message to external media once reviewed by General Counsel and approved by Executive Team



Media Agency/Outlet Site Access:

All media calls or contacts will be referred to Public Relations or General Counsel
No media will be allowed on-site

3

EMPLOYEE COMMUNICATION ESSENTIALS

Employees expect frequent, accurate, authoritative, and transparent information

- Let people know what steps you've taken thus far to protect them.
- Be transparent when you don't know the answer to a question.

Identify Internal Messengers

- Include the right players in your communications plan like front-line managers.
- Leaders should outline communication plans and make sure that managers know what to expect and understand and define their roles.

Check Your Tone

- Craft messages that are balanced- try not to be too optimistic, unrealistic, or fearful.
- Check in with people frequently and see how they're doing. Morale could be low, and you want to mitigate this as much as possible. Take the time to engage in frequent conversations and display empathy.
- Take the time to appreciate your employees and their commitment to your organization.

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QUESTIONS & ANSWERS





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