



Insurance Brokers &
Consultants

Way to Wellness: Return to Office Panel Discussion

EPIC

April 14, 2021

[EPICBROKERS.COM](https://www.epicbrokers.com)

Introductions



Nicole Peek
Human Resources
Manager
Pacifica Trucks



Katherine Richardson
SVP, Chief Human
Resources Officer
PURE Insurance



Jill Tyson
Director, Benefits
Sequa



Annie Titus
Human Resources Business
Partner
EPIC



Bob Simpson
Sr. Director, Benefits Solutions Group
EPIC



Craig Schmidt
Director, Wellness & Health Management
EPIC

Our Panelists' Organizations

Pacifica Trucks



- Transportation and logistics industry
- 65 employees
- 2 US offices
- ~65% of workforce is in the office or has always been mobile

Sequa



- Manufacturing industry
- 5,000 employees
- 47 US and 13 International locations
- ~75% of workforce either back in office or has always been mobile

PURE Insurance



- Insurance industry - personal lines of insurance
~900 employees
- 10 US offices
- 100% of people had ability to work from home since March, but offices have always been open; have ~5% in office

EPIC Brokers



- Insurance brokerage industry
- ~2,600 employees
- 77 US locations
- Workforce went remote in March 2020, but some employees are back in office in reduced capacity

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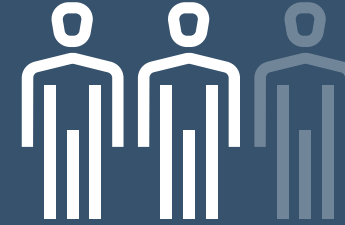
COVID-19 IN THE WORKPLACE

Pandemic Impacts on Stress – A Look Back

Employee's top sources of stress during the start of the COVID-19 pandemic

- Contracting the virus
- A friend/family member contracting the virus
- Social distancing

Sourced from [MetLife's 2020 Employee Benefit Trends Study](#)



2 in 3 employees state they are feeling more stressed than before the COVID-19 pandemic.

38%

of current, full-time employees say their job or employment status has been directly impacted as a result of COVID-19.

36%

of full-time employees expect there to be an eventual impact.

Pandemic Impacts on Stress

Pre-COVID-19

56%

of employees who were feeling valued and appreciated when working before the COVID-19 pandemic

_____ compared with _____

Start of COVID-19

66%

of employees are feeling valued and appreciated when working during the start of the COVID-19 pandemic

Sourced from [MetLife's 2020 Employee Benefit Trends Study](#)

2021 Vaccination Timeline

March 2021

Moderna started trials (Phase II) for early vaccine participants to test booster shots against new strains of COVID-19

March 13, 2021

FDA approves two OTC COVID-19 tests for asymptomatic screening and one POC COVID-19 test without a prescription

April 2, 2021

CDC updates guidance on what an individual can do after reaching full vaccine status (2 weeks post second dose or 2 weeks past single dose if a single-dose FDA vaccine)

April 19, 2021

Biden administration highlighted as a target for all states to open to 16+ for COVID-19 vaccinations

[CDC Health & Safety Steps for Specific Occupations](#) resources is updated regularly to include guidance on more industries

Vaccine Counts To-Date

		People Vaccinated	
		At Least One Dose	Fully Vaccinated
Total Vaccine Doses			
Delivered	237,796,305		
Administered	189,692,045		
Learn more about the distribution of vaccines.			
Total		120,848,490	74,066,085
% of Total Population		36.4%	22.3%
Population ≥ 18 Years of Age		119,979,114	73,871,042
% of Population ≥ 18 Years of Age		46.5%	28.6%
Population ≥ 65 Years of Age		43,140,269	33,899,103
% of Population ≥ 65 Years of Age		78.9%	62%

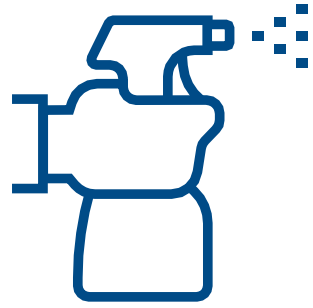
Data current as of April 12, 2021, 6:00 AM EST

<https://covid.cdc.gov/covid-data-tracker/#vaccinations>

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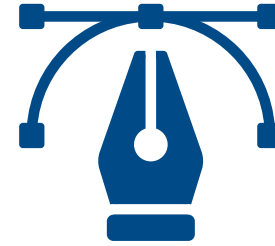
LOGISTICS OF RETURN TO OFFICE

LOGISTICS



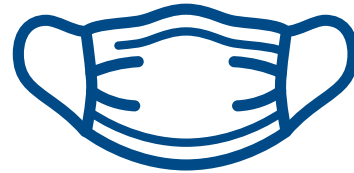
Sanitation Measures

- Frequency
- Hand stations
- COVID-19 positive protocols
- Ventilation & filter updates



Design and Layout

- Spatial work setting 6 ft
- Barriers for customer interactions
- One-way paths
- Signs & notices



Personal Protective Equipment

- Branded masks
- Glove stations
- Customer shield barriers



Capacity Determination

- Full capacity
- Partial capacity
- Remote work options
- Split schedules

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MANAGER RESOURCES AND COMPANY POLICIES

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Addressing RTO Concerns

Employees who aren't ready

Employees/customers who refuse masks

Employees who don't follow policies



Mask Policies

Matching county guidelines

When to and when not to wear masks

Preparing for policy changes and/or terminations



Tools and Resources

[OSHA protecting workers](#)

[CDC business response guidance](#)

[Office building: How you can protect your staff and others](#)

[Health and Safety steps for specific occupations](#)



Return Policies

Written and posted

Legal counsel

Mandated vs. Recommended protocols

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MENTAL HEALTH

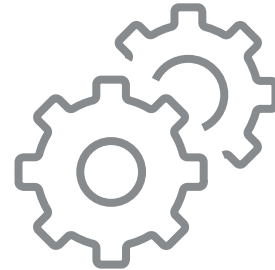


Communicating Behavioral Health Resources

EAP resources

Education & Awareness campaigns

De-stigmatizing mental health around the office



Implemented Benefits

Enhanced EAP's

Mindful/Meditation apps

Telemedicine support

Digital Behavioral Health access



Long-Term Mental Health Benefits Strategy

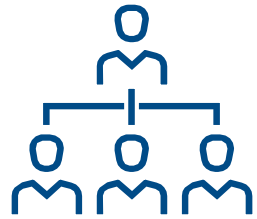
Behavioral resources needs

Incorporating regular behavioral/mental health communications

Training for front-line managers



COMMUNICATION



Keeping Employees Informed

- Frequency of communication
- Communication obstacles
- Communication contents and topics
- Combating myths and misinformation



Tools and Resources

- [CDC Vaccine Myths](#)
- [CDC Vaccine Facts](#)
- [CDC Social Media Toolkit](#)
- [CDC Flyers on COVID-19](#)



VACCINATION AND TESTING

VACCINATION AND TESTING



Vaccine Education

- Providing regular education
- Providing resources on where to get vaccinated
- Education on no-cost



Vaccine Policies

- Incentivizing vaccines
- Requiring them to return to work
- Avoiding travel quarantine if they have a vaccine



Addressing Vaccine Myths

- Proactive communication
- Providing communications in regular emails
- Hosting communications on intranet

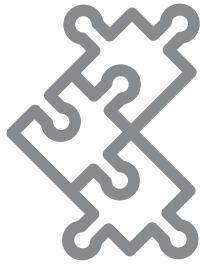


Testing Policies & Procedures

- Regular testing
- Symptomatic testing
- Testing after travel/PTO
- Health kiosks



MISCELLANEOUS



Lessons Learned from COVID-19

What were you prepared for

What adopted changes are here to stay

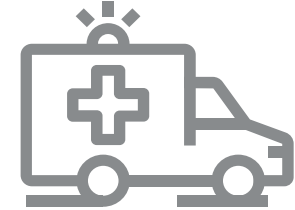
Biggest obstacle



Wish List

What do you recommend from personal experience

Resources or information you wish you had



Future Emergencies

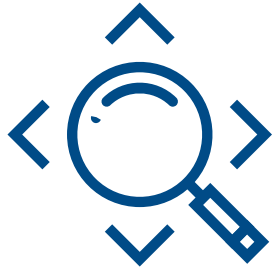
Do you have a natural disaster or pandemic plan in place

Will this be part of ongoing business operations

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ADDITIONAL QUESTIONS, RESOURCES, CONTACTS

RESOURCES



Policy

[OSHA protecting workers](#)

[CDC business response guidance](#)

[Office building: How you can protect your staff and others](#)

[Health and Safety steps for specific occupations](#)

[Can employers require COVID-19 vaccinations?](#)



Communications

[CDC Vaccine Myths](#)

[CDC Vaccine Facts](#)

[CDC Social Media Toolkit](#)

[CDC Flyers on COVID-19](#)



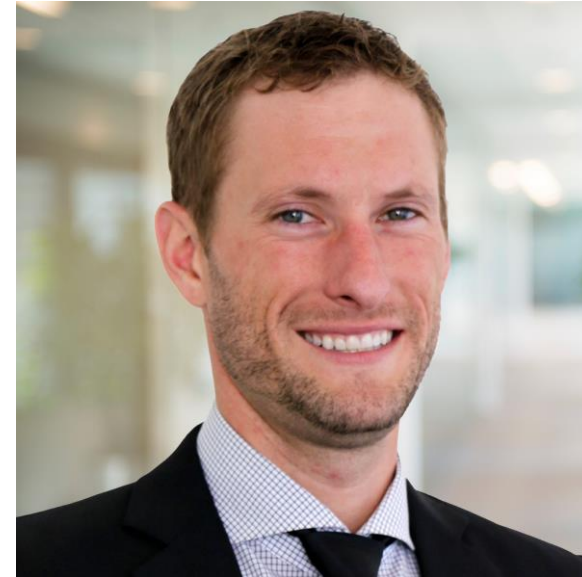
Local Health Departments

[Health department directory](#)

CONTACTS



Bob Simpson
Sr. Director, Benefits Solutions Group
Bob.Simpson@epicbrokers.com



Craig Schmidt
Director, Wellness & Health Management
Craig.Schmidt@epicbrokers.com