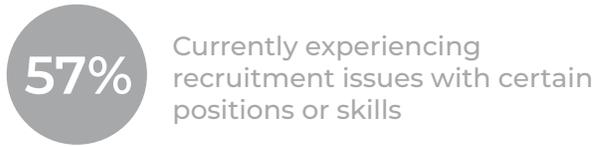


HUMAN RESOURCES SURVEY UPDATE

Allegan and Ottawa County Employers
August 2020

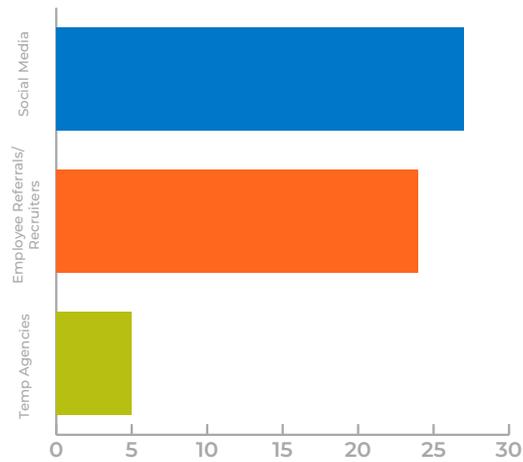


Lakeshore Advantage surveyed primary employers in Allegan and Ottawa counties to gather best practices regarding COVID-19, and employee concerns with child care and school aged children returning to school. **Fifty-five professionals responded to the survey.** Of those who responded:



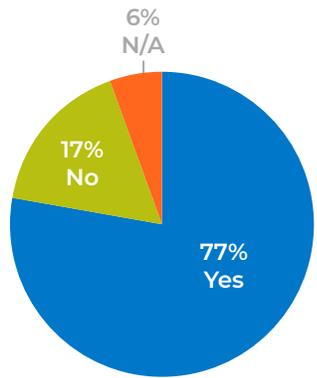
What methods are being used to actively hire and recruit employees?

- **74%** of the respondents indicated they were **actively hiring**, many of them utilizing a combination of different methods.
- **48%** of respondents are advertising on one or more social media platforms such as LinkedIn, Indeed, and/or ZipRecruiter.
- **43%** are asking for employee referrals and working with recruiting firms to reach potential candidates.
- **9%** of respondents are hiring directly from temp agencies.



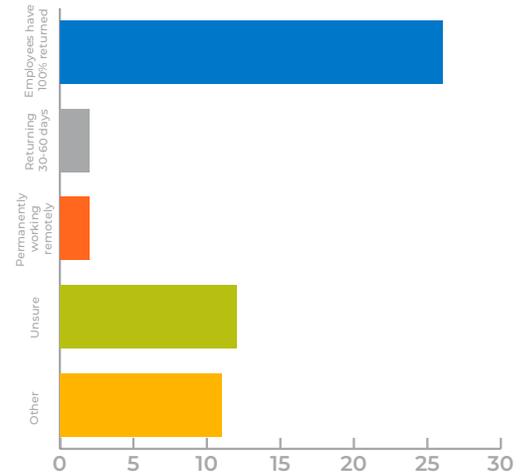
Does your company allow employees to work from home if their jobs can be done remotely?

- **77%** of respondents indicated that employees were being allowed to work remotely if able.
- **17%** of respondents' employers were not allowing their employees to work remotely.



When will employees be called back into the workplace?

- **49%** of respondents indicated that employees have already returned to the workplace.
- **22%** of respondents said they were unsure when employees would be returning to the workplace.
- **4%** indicated that employees will *NEVER* be returning to the workplace if they are able to work remotely.
- **21%** of respondents gave other reasons for when they thought employees would return. Examples of these are shown below:



I anticipate office staff will work remotely on a rotational basis through the end of 2020 and maybe beyond.



We will likely continue optional remote work through the end of this year and re-evaluate.



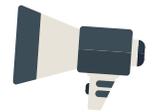
We are following the EO for Michigan, meaning if you can work from home then you can continue to work from home.



We are basing it on the "MI Safe Start" risk for our region.



Best practices for handling communication with teams that are partially remote:



Regular weekly calls to ensure all team members are up-to-date on activity that impacts them.

Frequent individual calls to team members to allow individual feedback that might not be appropriate on a team call.

Requiring team members to jot down non-urgent items and to hold them until the one-on-one call so as not to add to the already increased e-mail volume.

Bi-weekly video message from site director on updates on what is happening at the site.

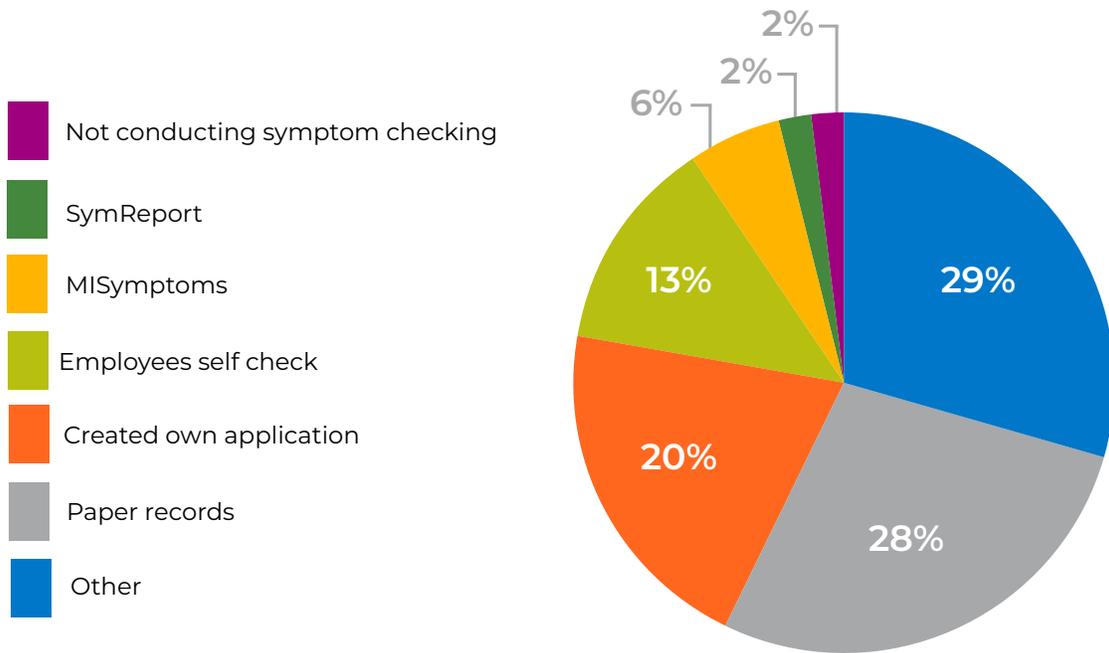
Encouraging use of video; More frequent, shorter check-ins; Rotation of team members onsite vs. virtual.

Using Microsoft Teams to communicate things like customer updates, internal news, team collaboration, and engage employees in social activities such as BINGO and fun contests.

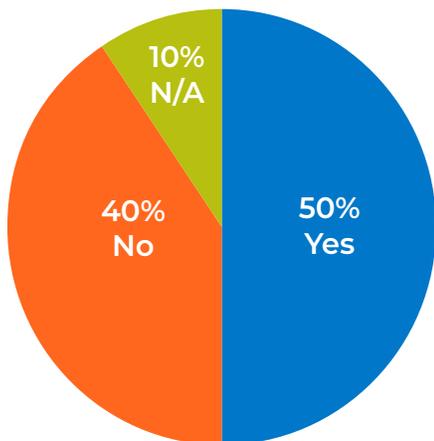
Using Workday announcements because all employees have access to Workday.

Establishing a task force that communicates regularly with team members via Zoom, trainings, e-mail, and text campaigns.

How are you conducting symptom checking for your employees at your facility?



Other methods include: 123formbuilder.com, creating a QR code, utilizing Spectrum Health's COVID-19 symptom checker, having Axio's screeners for production employees, utilizing the Sparrow Health website, and outsourcing to a company that screens the employees.

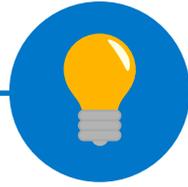


Have the childcare needs of your employees significantly changed?

50% of respondents indicated that their employees' childcare needs have significantly changed. Those affected the most include:

- Households with both parents working
- Employees working in positions with little to no flexibility
- Employees working in manufacturing

Childcare is one of the highest concerns of employers who already have a labor shortage.



Ideas from respondents on how to support employees who may experience childcare issues this fall:

- Permit them to work from home when possible and look at each situation on a case-by-case basis.
- Adhere to the afforded 12 weeks of emergency leave and pay employees 2/3 of their pay for that required time period; as much as possible, create a flexible schedule when allowed to do so.
- Connect team members to childcare options such as the Boys and Girls Club, local churches, local day cares with openings, etc.
- Increase mental wellness offerings.
- Offer employees to change shifts or work varied hours (if they are production), offer office employees to work from home or shift their working hours.
- Default to being empathetic and accommodating.
- Encourage them to alternate weeks with their spouse/partner.
- Offer an alternative work schedule request form.
- Expand the Family Medical Leave Act (FMLA) for those who don't have the option of onsite learning or have a child with higher risk factors.

How have your plans for employee training and professional development changed due to challenges related to COVID-19?

