



iVET360°

# COVID-19 TOWN HALL

HOW TO MANAGE YOUR PRACTICE

# Agenda:

- Update on the Paycheck Protection Plan
- For a welcome change of pace, we will discuss how to prepare your team for **AFTER COVID!**
- Q&A with Heather!

# PPP Funds Depleted: *What do you do now?*

## ■ PPP replenishment update

- On April 24<sup>th</sup> the president signed a \$484 billion bill in additional COVID-19 relief to amend the CARES Act
- Includes \$310 billion for PPP replenishment
  - \$60 billion set aside specifically for smaller lending institutions (credit unions and community banks)
- Burn rate expected to be higher than the initial round of funding

# PPP Funds Depleted: *What do you do now?*

## What does this mean for my practice? – 4 scenarios

- Applied and approved
- Applied, but waiting for approval
- In the process of applying or waiting to apply
- Not planning to apply

# PPP Funds Depleted: *What do you do now?*

## Summary:

- No matter your PPP scenario, reviewing and managing costs is key to long-term viability for your practice even outside of this COVID-19 impact.
- iVET360 offers (no charge)
  - COGS and Labor tracking tool <https://covid19.ivet360.com/expense-tracking/>
  - 3 months of Pulse dashboard access (operational data) <https://covid19.ivet360.com/>
  - Town Hall with Analytics Manager Lindsay Rudder
  - Reference <https://covid19.ivet360.com/ppp-funds-are-gone-what-do-you-do-now/>

# THINKING BEYOND COVID-19

Many of us were blindsided by COVID-19, *it is imperative that we begin preparing for “After”, now.* From cross training to career planning, we have ideas on how to get started.

LET'S DIVE IN...

# Thinking Beyond COVID19

- Creating goals and helping them achieve them
  - This is an excellent time to start performing one on ones, or to get caught up on performance evaluations
  - Have the team create goals and development plans that they can work towards
  - Offer online training to the team:
    - LearningVet.com
    - AtDove



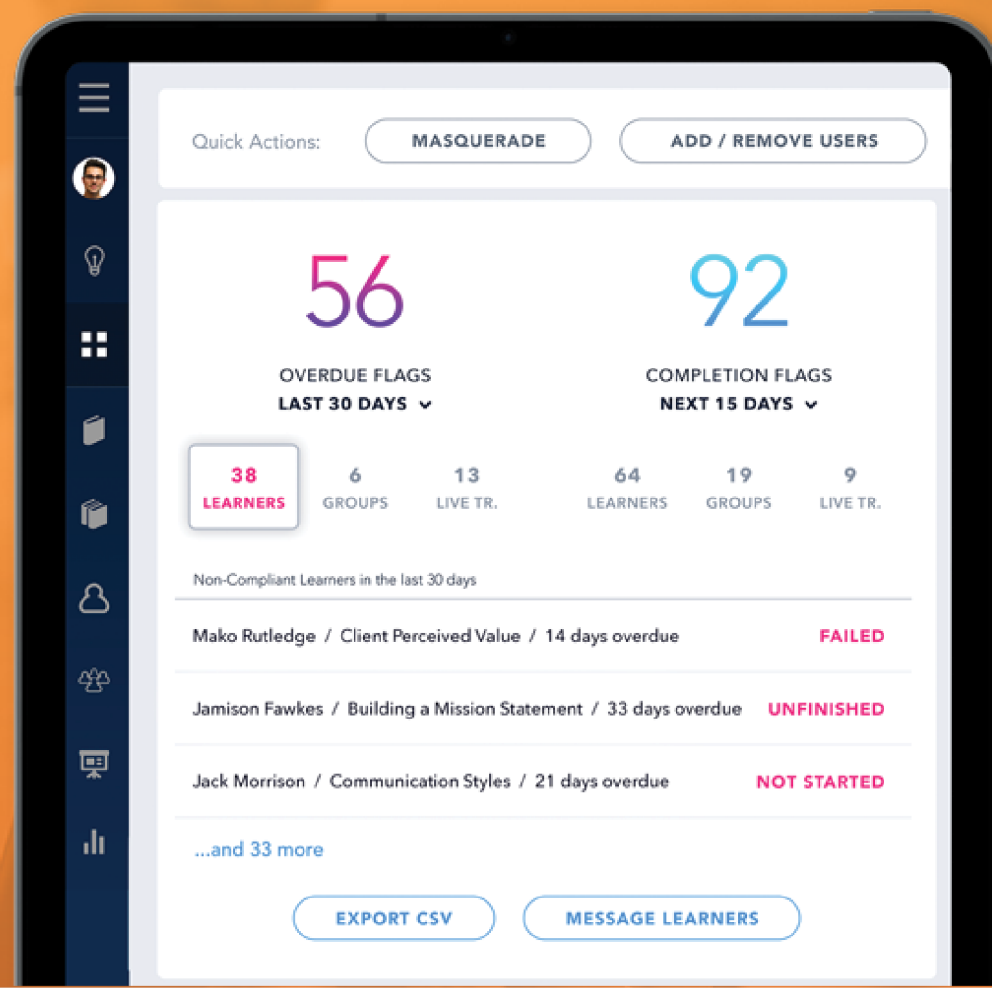
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***hello@learningvet.com***





# Q&A with Heather

And now, the time you have all been waiting for.....

Question and Answer time with Heather!

# Question:

I have employees who are still too concerned to return to work, how will that affect my PPP loan forgiveness?

# Answer:

Unfortunately, employees who do not return from unpaid leave will affect your PPP loan forgiveness.

Our understanding is that the loan forgiveness will be based in FTE's

Options:

- Mandate they return or resign
- Hire another individual (temporary or full time)

# Question:

My practice manager has been working from home recently due to fear of COVID-19. It is effecting morale, is there anything I can do?

# Answer:

It depends (as usual with employee matters!)

- If you want her to come back, you could mandate she come back or risk losing her job, but some considerations:
  - \*\*Some states have ruled that employees can choose to stay home if they are afraid of exposure. Be sure you know your state laws!
  - OSHA
  - Americans with Disabilities Act
    - \*\*List of requested accommodations\*\*
  - FFCRA

# Answer:

- If you are OK with her staying home:
  - Have her ramp up one on ones and routine check-ins
  - Have her start doing virtual team huddles every morning
  - Have her chat over a messaging app with the team throughout the day

# Question:

I needed to furlough/ lay off people, but now need to recall them for my PPP loan forgiveness. What is the best way to do this?

# Answer: Recalling Employees: A Brief Summary

- Create your recall list.
- Recall furloughed employees. Recall letter should include
  - An employment offer
  - A return to work date
  - Terms of employment
  - What's changed (and what hasn't)
  - Benefits status
  - New/ changed policies and procedures
- Put the employee back on the schedule.
- Schedule a time to check in with them during their first week.



# Question:

What if my employee doesn't want to come back yet or is still concerned about their safety?

# Answer:

- If they have used all FFCRA leave, it is up to management
- \*\*Some states have ruled that employees can choose to stay home if they are afraid of exposure. Be sure you know your state laws!
- Keep in mind what is approved for one needs to be approved for all!
- If they don't want to work because they prefer collecting unemployment...
  - Let them know this is a misuse of unemployment benefits
  - They can either accept their recall, or submit their resignation
    - If they resign, they are no longer eligible for unemployment as they declined work

# Question:

My employee has been on FFCRA expanded FMLA for childcare reasons. We recently found out that she has also been collecting unemployment. Is this allowed?

# Answer:

In most cases, NO!

The FFCRA explicitly states that employees may not collect unemployment while on FFCRA leave. This would be considered unemployment fraud.

Some states may allow it, but the vast majority do not.

If this happens to you:

- We recommend reporting the employee to the unemployment board in your state

# We made it!

Thank you so much for attending our Town Hall Meetings!

**It has been a pleasure helping you help your practices through this difficult time!**

**Heather's email: [hromano@ivet360.com](mailto:hromano@ivet360.com)**

We will be hosting a special webinar focusing solely on how to manage your practice post COVID-19 on April 30<sup>th</sup> at 10am Pacific time. Sign up at

**<https://ivet360.com/webinar/>**

Ensure you stay tuned to our COVID Resource Website here: **[covid19.ivet360.com](https://covid19.ivet360.com)**

Visit the website below to sign up for additional HR Support regarding COVID-19

**<https://ivet360.com/hr/>**

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