



YMCA of Greater Boston

Employee Frequently Asked Questions: COVID-19 Response

4.2.20

Employee Hotline for Additional Questions: employeehotline@ymcaboston.org

Q. How is my employment impacted by the COVID-19 outbreak crisis?

A. On March 14, 2020 our CEO and President James Morton announced that we are closing our branches beginning Monday, March 16 in order to focus on feeding and caring for children during the coronavirus crisis.

Considering our strategic imperative to be an *employer of choice* as well as our commitment to *putting people first*, we have decided to immediately implement the following compensation plan/measures:

- **All employees** scheduled to work from **Sunday, 3/15/2020, through Saturday 3/28/2020, will be fully compensated at your current rate of pay, for scheduled hours.** This compensation will be supplied by the YMCA of Greater Boston.
- **Eligible staff working on site** from Sunday, 3/15/2020, through Saturday, 3/28/2020, will receive an **additional 10% bonus payment** as appreciation for their willingness to immediately serve as we ramp up our initial response(s) to this crisis. Additional bonus eligibility details below.
- Commencing 3/29/2020, **we will adjust our staffing levels** to meet the needs throughout our Association. We anticipate temporarily transitioning to a limited workforce for an extended period of time.
- Please note that **anyone impacted by this transition** will remain our employee who has been transitioned to a **furloughed status**. Employees on furlough remain benefit eligible and may use their vacation time, sick time as applicable or may apply for unemployment, and keep their vacation and sick hours in their bank for later use.

On Friday, March 20, 2020, there will be an all staff video conference call to provide updates and additional insights. Please use this link to join the video conference call: [All Staff Call Link](#)

Please know that we will endeavor to do everything possible to take care of you – our team members – during these trying times. We have you and your families front of mind as we figure out how to serve the community, while continuing to be thoughtful stewards of the organization that employs all of us. WE will get through this crisis, if we act with grace and patience, love and understanding, and humility and empathy. Please trust that we will hold you and yours at the center of all decision-making.

For additional questions, please email employeehotline@ymcaboston.org

Q. What does furlough status mean?

A. A furlough is a temporary unpaid leave from work due to unique circumstances such as the one we are experiencing. As mentioned above, employees with accrued vacation time can utilize this time during their furlough or opt to use this time at a future date.

Q. Who is eligible for the 10% bonus?

A. Only staff who are in direct service working on-site from 3/15/20-3/28/20 will be eligible for the 10% bonus. This does not include remote workers or managers with a pay grade of 18 or above. See the Appendix for a list of positions that are not eligible for the 10% bonus.

If you have questions regarding your eligibility, please contact employeehotline@ymcaboston.org

Q. Do I have to come to work during the COVID-19 outbreak?

A. We have a staff screening system in place to determine whether someone should come to work or remain at home. Work with your supervisor or HR if you believe you should not come to work.

To be eligible to work, you:

- Cannot have a fever over 100.4
- Cannot have been sick, or come into contact with someone that has been sick, within the last three days
- Cannot have been exposed to, or in contact with someone being tested for Coronavirus;
- Cannot have been tested for the coronavirus
- Cannot have, or live with anyone that has, traveled outside of the country or returned from a cruise in the last 14 days

Please understand that your assignment may be different during the COVID-19 outbreak, in order to accommodate program changes.

Q. What happens on March 29th if I am not working?

A. Commencing 3/29/2020, we will adjust our staffing levels to meet the needs throughout our Association. We will temporarily transition to a limited workforce for an extended period of time.

Anyone impacted by this transition will remain our employee and transition to a furloughed status. Employees on furlough may use their vacation time, sick time as applicable or may apply for unemployment, and keep their vacation and sick hours in their bank for later use.

We will bring back furloughed employees as demand rises and keep everyone updated in the interim. It is possible that not all employees who are furloughed will be brought back.

Q. Are there any alternative work options I can take part in?

A. These are limited and being determined through a staff plan being created at every branch/department.

FOR EMPLOYEES WORKING AFTER MARCH 29, 2020

Q. Can I use my sick time while I am not working? Should I use my sick time before applying to collect unemployment?

A. It depends on the reason you are not working. Per our Employee Handbook, Paid Sick Time is for:

- your own personal illness,
- the illness of an immediate or surrogate family member,
- to provide emergency childcare or elder care,
- to attend routine medical appointments of your own or family members or
- in situations of domestic violence.

If you are not working due to one of these reasons, you may use your sick time. Exceptions will be made for anyone on a medical leave of absence prior to the start of their furlough.

If you choose to use these hours, your unemployment compensation will be reduced accordingly during the timeframe you receive this compensation.

Q. Am I entitled to FMLA during the COVID-19 outbreak?

A. It depends. If you are eligible, and you need a leave of absence that qualifies for FMLA, you may be entitled. Please contact Human Resources for more information.

Q. Can I bring my child to the YMCA Early Education or OST if I am working on site?

A. Yes, childcare will be made available at multiple locations. While we can guarantee your child can receive care, it may be at a different site than where you are scheduled to work based on service availability.

This childcare service will be free for employees working during the COVID-19 outbreak.

Q. Can I work remotely during the COVID-19 outbreak?

A. The decision is based on organizational need, the position you are in and your own technical ability to work remotely. This will be part of the staffing plan for your branch/department. Some employees may work hybrid positions, on site and from home.

Your position may be furloughed at any time if circumstances change.

BENEFITS FOR FURLOUGHED EMPLOYEES

Q. Will my YMCA sponsored Health, Dental and Vision insurance continue while I am on furlough?

A. Yes.

Q. Will the YMCA of Greater Boston cover the employee cost of my Health, Dental and Vision insurance while I am on furlough?

A. Yes, the YMCA of Greater Boston will cover the employer and employee cost of Health, Dental and Vision insurance through April 25, 2020 or until furloughed employees return to work, whichever is sooner.

Q. Will I continue to accrue Vacation and Sick time if I am not working or furloughed?

A. No, accruals will stop as of the last pay period you work and will restart when you return to work.

Q. Will the YMCA contribute to my retirement fund while I am on furlough?

A. No, contributions are based on time paid. Contributions will resume if and when you return from furlough.

Q. Do I have any financial options with my current retirement fund balance?

A. Please reach out to YMCA Retirement info@ymca.org for more information and to inquire about your options with your retirement fund.

If you have an outstanding loan and/or would like to stop retirement deductions, please contact Human Resources.

Q. Will my FSA, DCAP and/or Commuter Benefit continue?

A. Flexible Spending Accounts (FSA), Dependent Care (DCAP) and Commuter benefit deductions will stop while on furlough. Employees with any of these benefits may access the funds when they return or use for incurred expenses prior to their first day of furlough.

Q. Will being furloughed impact my seniority date?

A. No, your seniority date will not change due to furlough.

Q. Can the YMCA offer me any additional support at this time?

A. We understand this is a challenging time for employees, for a multitude of reasons. We encourage employees to utilize supports available, such as the Employee Assistance Program and Tufts Telehealth.

MyLibertyAssist, our Employee Assistance Program, is a free and confidential service available to all employees and their immediate family members. This program offers a variety of financial, legal, family, and behavioral services via phone, online or in person. For more information on MyLibertyAssist, please visit <https://www.morneaushepell.com/ca-en> or call 877-695-278

Tufts Telehealth is available for all employees covered under the YMCA sponsored Tufts Health Plan. Employees can access services from a Teledoc doctor 24/7/365 by web, phone or mobile app for general medical, behavioral or dermatological services, at the same cost as an in-office visit co-pay. For more information on Tufts Telehealth, please visit the employee Coronavirus resource page at: <https://tuftshealthplan.com/member/telehealth>

Q. How I can learn more about our vision, strategies and my employment at the YMCA of Greater Boston?

A. We will be updating a dedicated employee resource website regularly as new information becomes available. You can also send any questions to employeehotline@ymcaboston.org

FOR MANAGERS

Our first priority must remain our current staff at this time. While we recognize there are active and ongoing recruitment activities, we ask that you consult with the following individuals before making any recruitment or hiring decisions:

Position	Executive Leader	Title	Email
All Branch Positions	Jarrett Royster	Chief Branch Officer and Executive Vice President of Membership and Healthy Living	JRoyster@ymcaboston.org
All Child Development Positions	Amy Turner	Chief Program Officer and Executive Vice President	ATurner@ymcaboston.org
Association Office	James Morton	President/CEO	JMorton@ymcaboston.org

Q. What if I have hired someone and they are set to start over the next two weeks? Will they be paid if the position they are hired for has been temporarily suspended?

A. Only employees that have started before March 18, 2020 will be eligible to receive pay between their start date and the end of the pay period. No employees should be hired after March 18, 2020 without approval from the applicable individual listed above.

Q. Can I still hire staff during the furlough period?

A. In most cases, no. Any exceptions should be approved by the above list.

Q. I have a new hire starting soon. Do I need to delay their start date because of the Covid-19 outbreak?

A. In most cases, yes. Any exceptions should be made from the applicable individual listed above.

Q. Should I stop recruiting for open positions during this time?

A. In most cases, yes. Any exceptions should be made by the above list.

For example, we are currently recruiting for summer camp staff, and additional childcare workers may be needed.

All recruitment activities shall be completed virtually until further notice.

Appendix

The 10% bonus for employees working on-site 3/15/2020, through Saturday, 3/28/2020 **does not apply** to the following, but not limited to, management positions at Pay Grade 18 or above:

- Director, ILC Boston
- Director, Training Inc.
- Operations Director
- Development Operations Manager
- Director of Volunteers & Special Projects
- Senior Regional Development Manager
- Senior Director, Healthy Living
- Manager, Information Technology
- Operations Director, Child Development
- Regional Director, Child Development
- Director, Enrollment & Family Support Operations
- Association Director, Aquatics
- Director, Corporate and Foundation Relations
- Regional Facilities Manager
- Association Director, Healthy Living & Membership
- Director, Housing
- Director, Information Services
- Executive Director, Child Development
- Director, Financial Planning
- Director, Financial Reporting and Analysis
- Executive Director of Teen Development
- Association Director of Child Development
- Senior Association Director of Child Development
- Executive Director
- Senior Executive Director
- Executive Director, Enterprise Risk Management
- Executive Director, Shared Services
- Vice President of Child Development
- Vice President of Marketing and Communications
- Vice President of Facility Management
- Vice President of Accounting & Financial Systems
- All Executive Team Positions (anyone with a “Chief” in their title)