

## Results of the Quatt Coronavirus Remote Work, Travel, and Compensation & Benefits Survey

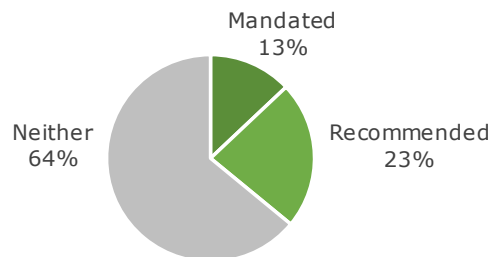
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### Background

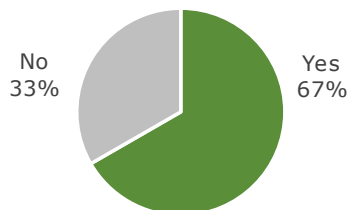
This report summarizes the results of Quatt’s survey of nonprofits’ practices and plans related to remote work, travel, and compensation and benefits in response to the coronavirus. Quatt distributed the link to the survey questionnaire on Wednesday, March 11<sup>th</sup>, 2020 and submissions were due by midnight on Friday, March 13<sup>th</sup>. One hundred and forty-one organizations responded via the online questionnaire.

We distributed these results on Monday, March 16<sup>th</sup>. Given how rapidly organizations’ circumstances are changing in response to the spread of the virus and local governments’ and the national government’s emergency declarations, by the time these results are distributed, more organizations may be taking certain steps in response to the coronavirus than is reported in the results below.

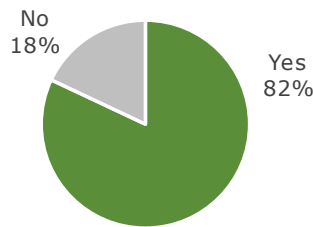
**1. Have you mandated that employees who have the ability to work remotely to do so? & 2. Have you recommended but not mandated that employees who have the ability to work remotely to do so?**



**3. Have you given employees the option to work remotely for those who have not previously been approved for remote work?**



**4. Have you taken any steps to minimize or suspend work-related travel?**

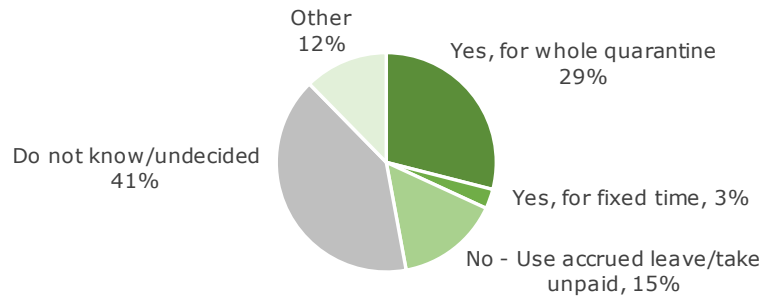


**Please describe the steps you have taken related to work-related travel.** *Most common responses summarized below.*

- Thirty-eight organizations are suspending non-essential travel; fifteen are suspending all international travel. Twenty-nine organizations are suspending all travel altogether.
- Some organizations indicated the dates through which they are suspending all or some travel. Three said the end of March; four said April 3; three said April 15; five said April 30; and three indicated dates in May/early June. Some organizations noted that they would reassess as the date they indicated approaches.
- Fifteen organizations noted that they are following CDC travel/quarantine guidance, with three asking employees to self-quarantine for travel to certain locations. Four are giving employees the option to decline travel based on personal comfort level.
- Twenty organizations are requiring travel to be approved by HR/the employee's supervisor/and or senior executive(s). Ten are tracking all employee travel.
- Seven organizations canceled their upcoming annual meeting/conference; one organization has rescheduled it.
- Nine are canceling all or certain meetings that are not their annual meeting/conference (two specifically indicated doing so for board/committee meetings).
- Nine organizations are making events/meetings remote; four are limiting large gatherings; and two are reducing staff attendance of external events.

**5. For sick and quarantined employees: Is your organization providing or planning to provide additional leave, beyond the organization’s standard leave policy?**

*Organizations indicating “Other” noted one or more of the following: Employees should exhaust sick time and short-term disability coverage (5), with three noting that additional time/ salary gross-up will be provided if needed; employees can use the sick leave pool (2); unlimited or relaxed use of sick policy (2); sick days will be advanced if needed (including going into negative days) (2); decisions are case by case (2); benefits are flexible, e.g. reducing short-term disability eligibility or eligibility for sick leave pool (1); employees will work from home (1).*



**Please indicate the number of days’ additional leave your organization is providing.**

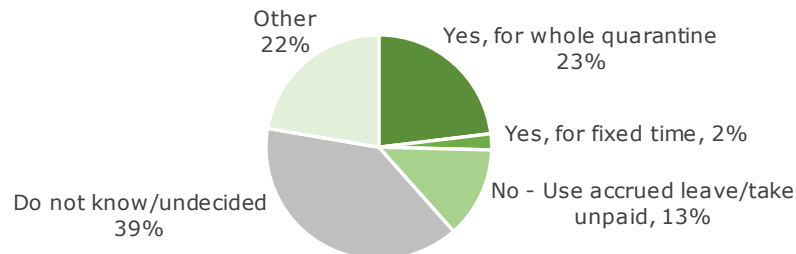
Of the four organizations that indicated “fixed length of time,” only two provided the number of days, which are about two weeks.

**Regarding sick and quarantined employees, please provide any additional clarification to your selection above, including describing any differences for exempt/nonexempt staff, public-facing vs. back office employees, part-time or seasonal staff, etc.**

- Fifteen organizations are not distinguishing between any categories of employees with respect to how they are providing leave.
- Eleven organizations are asking employees well enough to work to work remotely; if they are too sick to work, they should take a sick day.
- Eleven organizations specifically mentioned that they will continue to pay employees who are unable to perform their work remotely.
- Two organizations are fully paying part-time staff. One is fully paying seasonal or temporary staff if they have been scheduled for the next two weeks; for one, seasonal workers may not be eligible for sick leave; two organizations are still formulating their policy for seasonal workers.

**6. For employees who are quarantined but not showing symptoms: Is your organization providing or planning to provide additional leave, beyond the organization’s standard leave policy?**

*For organizations indicating “Other,” seventeen will ask such employees to work remotely. Two noted they will pay employees who are quarantined and unable to work remotely. Six organizations are asking such employees to take sick leave/use the sick pool.*



**Please indicate the number of days’ additional leave your organization is providing.**

Of the three organizations that indicated “fixed length of time,” only two provided the number of days, which are about two weeks.

**Regarding employees who are quarantined but not showing symptoms, please provide any additional clarification to your selection above, including describing any differences for exempt/nonexempt staff, public-facing vs. back office employees, part-time or seasonal staff, etc.**

- Most comments indicated that if employees are well enough to work, they are expected to telework, and otherwise should take sick leave.
- Three museums indicated they will pay all employees their regular hours/wages for the quarantine; one will pay a significant portion, which employees can supplement with sick leave or PTO. One notes that an employee will not be paid if he/she knowingly travels to a level 3 location.

**7. Please describe any benefits related to the coronavirus that your organization/your health insurance provider are providing to employees; e.g., complimentary telemedicine, coronavirus testing at no cost, etc.**

- Twenty-eight organizations are not providing benefits beyond their current plans or their plans are unknown.
- Twenty-eight organizations offer free telemedicine, either as part of their regular benefits or as a new benefit in response to coronavirus.
- Thirty organizations indicated coronavirus testing at no cost.
- Six organizations have an EAP portal available to employees.

- Six indicated benefits related to medication, typically early prescription refills.

**8. Please describe any other steps your organization is taking in response to coronavirus.**

*Responses were varied; those not already mentioned above included the following.*

Mentioned by numerous organizations:

- Remote test day for all staff to troubleshoot remote capabilities
- Make hand sanitizer/wipes available in common areas
- Frequent updates internally and externally
- Deep clean of the building/offices/frequently touched surfaces
- Setting up a response team/task force of key executives
- Several museums noted they are closed or considering closing
- Encouraging staff to stay home if not feeling well, with no penalty

Mentioned by only a few organizations:

- Until remote work mandates, senior employees rotate coming to the office to join employees who cannot work remotely
- All employees to take home work laptops each night in case of directive to begin telework
- Live stream option for upcoming course offered by the organization
- Security asking visitors if they have traveled outside the US in the past two weeks, and where
- Reminding employees to avoid physical contact
- For catering, having individually-wrapped items
- Minimizing service of food for meetings
- Flexibility given to commuting employees so they can avoid peak commuter crowds
- Telecommuting scheduled so that employees working close to each other physically alternate days
- Exploring options for those without healthcare
- Bilingual handwashing instructions posted at every sink
- Tours of office suspended
- Not requiring doctor's note if out of office for 3+ days
- Purchasing printers/scanners/other hardware for telework
- Remote employee onboarding
- Delaying hiring of new employees
- Board meeting restructured to be virtual
- Creating a business continuity plan
- Holding town hall meeting/Q&A sessions

## Questions About these Results?

If you have any questions about the information presented in this report or would like information about Quatt Associates' client services (see overview below), please contact Veronika Bordas, Director of Surveys & Research, at [vbordas@quatt.com](mailto:vbordas@quatt.com).

## About Quatt Associates

We are a management consulting firm dedicated to enabling the nonprofit community to operate more effectively and strategically.

We specialize in:

- CEO/senior executive compensation and IRS compliance (Intermediate Sanctions)
- Staff compensation systems
- Compensation surveys and research
- Staff compensation benchmarking and analysis
- Benefits benchmarking and analysis
- Executive and staff performance management systems
- Strategic planning
- Organizational diagnostics and organizational effectiveness
- Organizational performance metrics and leadership assessments
- Employee opinion surveys