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# Small Business Requirements & Resources COVID-19 Impact Webinar June 4, 2020



- **Welcome and overview**
- **Governor's Office of Regulatory Innovation and Assistance / Small Business Liaison Team**
- **Department of Health**
- **Department of Labor & Industries**
- **Department of Revenue**
- **Department of Enterprise Services**
- **Employment Security Department**
- **Open-mic** - dedicated time for more questions



# SBRR

## Outreach Update: Bottom-Up Economic Recovery

### Michael Ervick

Small Business Liaison,  
Governor's Office  
Regulatory Innovation and Assistance





## EXECUTIVE ORDER 12-01

### REGULATORY REFORM AND ASSISTANCE TO HELP SMALL BUSINESSES SUCCEED AND GROW

*1 (c) The small business liaison team, working with ORIA and Commerce, shall develop an annual outreach program to help agency directors and deputies connect with small businesses around the state and learn about the experiences of small businesses as they work to comply with state regulations. The outreach program may include some or all of the regulatory agencies, with an option for agency participation and geographic outreach to be adjusted annually to ensure a range of issues and agencies will be included over time. Recommendations and results from the outreach program shall be developed and managed by the liaison team and provided by agencies to ORIA each year for inclusion in ORIA's annual report.*

# How Important is Small Business?



	Employ	Formed		Under- developed		Going Concerns	
Self Employed - Solo	0 - 0	270,991	20.76%	244,015	25.19%	26,976	8.02%
Micro	0 - 10	1,219,900	93.46%	929,480	95.95%	290,420	86.29%
Mini	0 - 20	1,265,231	96.93%	952,298	98.30%	312,933	92.98%
International - Small	0 - 50	1,292,238	99.00%	964,512	99.56%	327,726	97.37%
International - Medium	0 - 250	1,303,934	99.89%	968,438	99.97%	335,496	99.68%
Federal SBA - Small	0 - 500	1,304,732	99.95%	968,630	99.99%	336,102	99.86%
Large	> 500	597	0.05%	132	0.01%	465	0.14%
Total Businesses		1,305,329		968,762		336,567	

# Outreach to City Partners



BUSINESS.WA.GOV | Small Business Guidance

Linking entrepreneurs  
Washington state res

Our service is **free** and v

The Paycheck Prote

Small business succes

Start Wo

▼ Garfield County			
▼ Grant County			
▼ Grays Harbor County			
▼ Island County			
▼ Jefferson County			
▲ King County			
Algona	Auburn	Beaux Arts Village	Bellevue
Black Diamond	Bothell	Burien	Carnation
Clyde Hill	Covington	✓ Des Moines	Duvall
Enumclaw	Federal Way	Hunts Point	Issaquah
Kenmore	✓ Kent	Kirkland	Lake Forest Park
Maple Valley	Medina	Mercer Island	✓ Milton
Newcastle	Normandy Park	North Bend	Pacific
Redmond	Renton	Sammamish	SeaTac
Seattle	Shoreline	Skykomish	Snoqualmie
Tukwila	Unincorporated King...	Woodinville	Yarrow Point
▼ Kitsap County			
▼ Kittitas County			
▼ Klickitat County			
▼ Lewis County			
▼ Lincoln County			
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Your Cities ▾ search menu

## 9 Loans and Grants

Information on WA Small Business Emergency Grants  
loans and lenders.

Learn more →

## 9 Business Resources

Federal, state, and local resources that will support your  
business through the COVID-19 crisis.

Learn more →

Live Support Chat

Live Support

Are you having trouble finding something? Perhaps I can help.

Type your message here and hit enter to send...

# Strategy Assumptions



- Boost Current Pandemic Operation
- Pandemic Waves (2 to 3) (October 2020 to June 2021)
- Isolated Pockets of Viral Activity
- Post Pandemic Caution (Social Distancing)
- Prolonged Unemployment (4 year recovery)
- Other Economic Events (Rebuilding Economic Resiliency)

# Building a Recovery Strategy



- Federal
- Multi-State
- Infrastructure



- Smart Growth
- Economic Gardening
- Telework / Gig Work
- Community Collaboration
- Neighborhood Digital Marketplace

- City / Chamber
- Local Business
- SBA / SBDC / SCORE
- NGO's
- Civic Groups



# Lessons Learned – 2008 & 2019



The Small Business Ecosystem – a.k.a. the Economic Garden provides the stem cells for all economic development and serves as an economic safety net for local communities.

To improve our economic resiliency we need to leverage technology to strengthen the safety net and increase the ability of local business to serve consumers in local markets.



# Big Four Bottom-Up Ideas

All layers of government need to collaborate, support & resource:

- “Buy Local” - Multi-vendor E-commerce Marketplace Platform
- Statewide Small B2B Service Marketplace
- Assessments and Development of Capabilities and Skills
- Increase Access to Government Contracts



## COVID-19 BUSINESS RESOURCES

# COVID-19 Reopening Guidance for Businesses and Workers

<https://www.governor.wa.gov/issues/issues/covid-19-resources/covid-19-reopening-guidance-businesses-and-workers>



We would like to thank the members of the Small Business Liaison Team. Representing 29 different state agencies, these dedicated subject matter experts provide information and assistance to small businesses owners.

Please download a directory of Small Business Liaisons

at  **BUSINESS.WA.GOV**



## Food Safety Program

Provide technical assistance, training, and education to:

- Local health departments
- Industry
- Hunger relief organizations
- Other state agencies
- The public

Food safety rule development

- Work with State Board of Health and stakeholders

# COVID-19 and Food Safety



- Coronavirus not spread through food
- Stay Home, Stay Healthy ID'd essential businesses
  - Grocery stores
  - Restaurant carry-out and delivery
- LOTS of questions regarding safety at these facilities
  - Physical distancing
  - Face coverings
  - Cleaning and sanitizing
  - What is essential
  - Food rescue



# Reopening Guidance

Food establishments that closed kitchen or dining areas should **consider the following things when reopening:**

- Make sure utilities are working
- Flush water and all plumbed food equipment following established guidelines
- Assess and discard food that is no longer safe



# Reopening Guidance

(Continued)

Food establishments that closed kitchen or dining areas should **consider the following things when reopening:**

- Check that all equipment is functioning properly and maintaining proper temperatures
- Wash, rinse, and sanitize all food contact surfaces
- Clean and disinfect dining area



# Operating During Phased Approach



## **Plan for how your business could implement the following:**

- Screen employees for symptoms of COVID-19, to include presence of fever
- Train workers on symptoms of COVID-19 illness and on required hand hygiene
- Ensure handwashing sinks are stocked and hand sanitizer gel is available

# Operating During Phased Approach



(Continued)

## **Plan for how your business could implement the following:**

- 6 feet of distance between employees in back and front of house
- Cloth facial coverings for employees unable to have physical distancing
- Stagger work schedules as possible to reduce employee contact with each other



# Reopening Guidance

## **Plan for how your business could implement the following:**

- Menu adjustments
- Clean and disinfect touchpoints frequently
  - Including all surfaces at each table turning
- Remove as many self-service condiment dispensers from tables or shared areas as possible
- Not have self-service food bars
  - When allowed will have more controls



# Reopening Guidance

(Continued)

## **Plan for how your business could implement the following:**

- Ensure dining groups are seated at least 6 feet apart
  - Remove or block extra seating
- Use reservations or other metering system to meet capacity allowances
- Utilize contactless payment systems, automated ordering and mobile pay
- Disinfect all touchpads after each use

# COVID-19 Information and Resources



## DOH Webpage

[www.doh.wa.gov/Emergencies/Coronavirus](http://www.doh.wa.gov/Emergencies/Coronavirus)

Resources and Recommendations

## Local Health Departments

[www.doh.wa.gov/foodsafetycontact](http://www.doh.wa.gov/foodsafetycontact)

## DOH Information by Phone

1-800-525-0127



Small Business Liaison Office  
smallbusiness@lni.wa.gov  
800-987-0145



Washington State Department of  
**Labor & Industries**

**L&I Requirements, Guidance, and Resources Related to  
the COVID-19 Pandemic**

# COVID-19 Related Resources



- [LNI.wa.gov](https://lni.wa.gov)
- Click the circled link

A screenshot of the Washington State Department of Labor &amp; Industries website. The page features a dark blue header with the department's logo and name, along with navigation links for Home, My L&amp;I: Sign In, and a search bar. Below the header is a horizontal menu with categories: Safety &amp; Health, Claims, Patient Care, Insurance, Workers' Rights, and Licensing &amp; Permits. The main content area is divided into two columns. The left column has a section titled "Coronavirus Resources" with a large blue link that reads "L&amp;I coronavirus guidance: Important information and answers to common questions". This link is highlighted with a red rounded rectangle. Below the link are two radio buttons, with the first one selected. A red arrow points to the first radio button. To the right of the link is a "LEARN MORE" button with a right-pointing arrow. The right column contains a "Sign In to My L&amp;I" form with fields for Username and Password, a "SIGN IN" button, and a link for "Don't have an account? Sign Up". At the bottom of the page, there are three buttons: "Verify a Contractor's or Tradesperson's License", "File a Quarterly Report", and "Create a Safety Program". A search bar is located at the bottom of the page, with a "Search For:" dropdown menu set to "All" and another dropdown menu set to "Forms &amp; Publications".



# Division of Occupational Safety & Health - DOSH

## COVID-19 Related Requirements and Resources

Many new requirements and resources on the L&I website

- General workplace requirements
- Prevention suggestions
- Industry specific guidance, including:
  - Agriculture
  - Janitorial
  - Healthcare
  - Construction
  - Grocery Stores
  - Retail
  - Transportation
  - Food processing
- Free DOSH consultation service



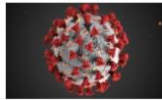


## Janitorial Safety Tip Sheet

A series of health and safety tips to prevent work-related injuries in the janitorial industry

April 2020

Issue 2, Volume 1



### Do you know how to avoid COVID-19? Watch for symptoms:

The following symptoms may appear **2-14 days after exposure**.



COUGH



SHORTNESS OF BREATH



FEVER

### Call your doctor if you...

- Feel sick, and have been in close contact with a person known to have COVID-19 OR,
- Have recently traveled from an area with [widespread or ongoing community spread of COVID-19](#).

**Protect Your Health:** Infected people can spread COVID-19 through tiny droplets when they cough or sneeze. Use these practices to prevent the spread of COVID-19:

- **Avoid close contact** with people who are sick.
- **Don't touch** your eyes, nose, and mouth.
- **Stay home** when you are sick.
- **Cover your cough or sneeze** with a tissue, then throw the tissue in the trash.
- **Clean and disinfect** frequently-touched objects and surfaces. For disinfection, use diluted household bleach solutions, alcohol solutions with at least 70 percent alcohol, and EPA-registered household disinfectants. (see [EPA list of disinfectants for this virus](#)).
- The virus can live on surfaces for up to 72 hours.
- **Follow CDC's recommendations for using a facemask.**
- **Wash your hands often!**
  - **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
  - **Rinse** your hands well under clean, running water.
  - **Dry** your hands using a clean towel or air dry them.



To learn more about the study, call/text/email SHARP  
360-819-7908 • 1-888-667-4277 • JanitorStudy@Lni.wa.gov  
SHARP Publication Number: 102-16-2020



Revised 04/09/2020

## Coronavirus (COVID-19): Protecting Grocery Store Workers



The Department of Labor & Industries (L&I) requires employers to implement the Governor's proclamation: [www.governor.wa.gov/news-media/inslee-announces-stay-home-stay-healthy](http://www.governor.wa.gov/news-media/inslee-announces-stay-home-stay-healthy). Employers must ensure social distancing for employees and customers; frequent and adequate handwashing; and that sick employees stay home. Employers must also provide basic workplace hazard education about coronavirus and how to prevent transmission in languages best understood by employees.

### Workplace Discrimination

It is against the law for any employer to take any adverse action such as firing or threats against a worker for exercising safety and health rights such as raising safety and health concerns to their employer, participating in union activities concerning safety and health, filing a safety and health complaint or participating in a Division of Occupational Safety and Health (DOSH) investigation. Workers have 30 days to file their complaint with L&I DOSH and/or with Federal OSHA.

### Ideas for an Effective Social Distancing Plan:

- Limit the number of customers entering the store to facilitate social distancing at store entrances, throughout store and at check-out lines.
- Require all workers to stay at least six feet away from customers and coworkers.
- Temporarily mark six-foot increments (using adhesive colored tape, chalk, etc.) on the ground or floor to ensure social distancing.

- Post large print attention-grabbing (readable from a far distance (or use electronic reader boards) that info of social distancing practices.
- Designate workers to monitor and distancing at check-out lines.
- Discontinue self-serve foods, free stands and product demonstration.

### Ideas for an Effective Handwashing

- Install hand-sanitizing dispensers at entrances and at key locations inside.
- Ensure all workers know why and effectively wash hands for at least 20 seconds.
- Require workers to wash hands with soap and water for at least twenty seconds such as when they arrive at work, workstations for breaks, eat, use toilet after handling money.
- Ensure gloves are used for cart restocking, handling money, common use of register or keypad by different cashier.
- Set up a schedule to keep these stocked and trash emptied.

### Ensure Sick Workers Are Not at Work

- Monitor employees for signs of illness; require sick workers to stay home.
- Ensure employees know the signs of COVID-19 caused by coronavirus.



Division of Occupational Safety and Health



[www.Lni.wa.gov/safety-health](http://www.Lni.wa.gov/safety-health)



1-800-423-7233



Washington State  
Labor & Industries

## Sample Resources

### Ideas for Providing Basic Workplace Hazard Education About Preventing Coronavirus Transmission:

- Instruct all workers on social distancing, handwashing, and other store-wide safety procedures related to coronavirus.
- Teach workers the importance of hand washing before eating, drinking, or using tobacco.
- Advise on respiratory etiquette, including covering coughs and sneezes and not touching eyes, noses, and mouths with unwashed hands or gloves.
- Prohibit sharing utensils, phones, work tools, and other workplace items that are not sanitized.
- Communicate important safety messages/updates daily with methods such as posters, reader boards, etc.

### Checkout Stands and Counters Considerations

- Consider closing self-check stands if not all staff members can be sanitized between customers and if it is not possible to ensure at least six feet between users.
- Consider installing "sneeze shields" at check stands, and ask customers to stand behind them, or relocate pay station key pads further away from worker.
- When supplies are available, provide disposable wipes/hand sanitizer at check-out stands for employees and customers (e.g. at key pads, registers, bagging area).
- Prohibit reusable shopping bags and provide single use bags for groceries.

### Stocking and Surface Cleaning

- Schedule as much stocking and deep cleaning as possible during closing hours. If a 24-hour store, stock during the slowest period of the night.
- Appoint a designated sanitation worker(s) at all times to continuously clean and disinfect high-touch surfaces on a significantly increased schedule. Use the environmental cleaning guidelines set by the CDC. [www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)
- When disinfecting for coronavirus, the EPA recommends using the longest recommended contact time and/or most concentrated solution per the label.

- Be sure to follow the label directions for FOOD CONTACT SURFACES when using the chemical near or on utensils and food contact surfaces.
- Use protective gloves and eye/face protection (e.g. face shields and/or goggles) when mixing, spraying, and wiping with liquid cleaning products, like diluted bleach.

### Other Protective Measures

- Provide ways for workers to express any concerns and ideas to improve safety.
- Alert store managers or shift supervisors of strategies on handling customers or workers who are not following social distancing practices or demonstrate signs of illness during the visit. For example, it might be helpful to move a coughing customer out of line to a separate checkout station distant from others.
- Update store Accident Prevention Program (APP) to include awareness and prevention measures for diseases and viruses.

### Resources

L&I's COVID-19 webpage:  
[www.Lni.wa.gov/agency/outreach/novel-coronavirus-outbreak-covid-19-resources](http://www.Lni.wa.gov/agency/outreach/novel-coronavirus-outbreak-covid-19-resources)

King County Public Health Grocery store guidance with downloadable posters here:  
[www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/retail/grocery-stores.aspx](http://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/retail/grocery-stores.aspx)

WA Food Industry Association:  
[www.wa-food-ind.org/Covid-19](http://www.wa-food-ind.org/Covid-19)

### Get help

For a free safety and health consultation go to [www.Lni.wa.gov/SafetyConsultants](http://www.Lni.wa.gov/SafetyConsultants) or call 1-800-423-7233 or visit a local L&I office.

Upon request, foreign language support and formats for persons with disabilities are available. Call 1-800-547-8367. TDD users, call 711. L&I is an equal opportunity employer.

PUBLICATION F414-163-000 [04-2020]



# Division of Occupational Safety & Health - DOSH

## General Workplace Requirements for COVID-19

### Mandatory general requirements for all employers

(more detail provided on L&I publication F-414-167-000)

1. Social distancing (at least 6 feet apart or other controls)
2. Frequent and adequate hand washing
3. Routine and additional cleaning and sanitizing
4. Establish procedures for sick workers
5. Employee education (in language of preference) on COVID-19 workplace hazards

#### Coronavirus (COVID-19) Prevention:

General Workplace Requirements – SUMMARY

The Department of Labor & Industries (L&I) requires employers to provide safe and healthy workplaces and to implement the Governor's order to prevent the spread of the coronavirus.

#### Mandatory General Requirements for Employers\*

##### Social Distancing

- Ensure employees keep at least six feet away from coworkers and the public when feasible.
- If social distancing isn't feasible, barriers and other proven prevention methods must be used to prevent transmission of coronavirus.
- Cloth face coverings, masks or respirators must be used for work where social distancing is not possible.

##### Frequent and Adequate Hand Washing

- Provide fixed or portable hand washing facilities with clean and hot or tepid water, soap, and paper towels.
- Require hand washing when arriving at work, taking breaks, using the bathroom, before and after eating, drinking or using tobacco products, and after touching contaminated surfaces.
- Provide hand sanitizer stations/supplies, wipes, or towelettes in portable containers to facilitate frequent hand sanitizing (between hand washing) after handling objects touched by others.

##### Routine and Additional Cleaning and Sanitizing

- Establish a housekeeping schedule that includes frequent cleaning and sanitizing.
- Ensure adequate supplies for scheduled cleaning, and for deep cleaning and sanitizing after a suspected COVID-19 case.
- Disinfect high-touch surfaces often.
- Ensure employees use protective gloves and eye/face protection when handling chemicals.

- Make sure shared work vehicles are cleaned and disinfected each time different occupants use the vehicle and regularly if the same person uses it.
- Keep Safety Data Sheets (SDSs) for all disinfectants on site.

##### Establish Procedures For Sick Workers

- Require sick workers to stay home or remain isolated if they are in farm housing.
- Identify and send home or isolate workers who develop signs of COVID-19 illness.
- Cordon off areas temporarily until they are deep cleaned and sanitized after reports of an employee with suspected or confirmed COVID-19 illness.

##### Employee Education on COVID-19 Workplace Hazards

- In the language best understood by employees, ensure they know:
- The signs, symptoms, and risk factors associated with COVID-19 illness.
  - How to prevent the spread of the coronavirus at work.
  - How to effectively wash hands with soap and water for at least 20 seconds.
  - The importance of covering coughs and sneezes, and not touching the face with unwashed hands.

\* This is a summary. For more details, see F414-164-000 Coronavirus (COVID-19) Prevention: General Requirements and Prevention Ideas for Workplaces.

PUBLICATION F414-167-000 [05-2020]



Upon request, foreign language support and formats for persons with disabilities are available. Call 1-800-547-8367. TDD users, call 711. L&I is an equal opportunity employer.

# Division of Occupational Safety & Health - DOSH



## Face Coverings Guidance

### Which Mask for Which Task?

COVID-19 Prevention at Work:  
When to Use Face Coverings and Respirators



Division of Occupational Safety and Health  
www.lni.wa.gov/safety-health 1-800-423-7233

Washington State Department of  
Labor & Industries

### Negligible Risk

Cloth face coverings may be required in some circumstances when the risk for transmission is "negligible."

For example, a cloth face covering is required when working outdoors separate, to pass work

**Examples**

- Teleworkers
- Small business workers providing services to clients who are not in close contact
- A contractor delivering materials to a drop-off location

### Low Risk

A reusable cloth face covering is required when risk for transmission is low.

Risk for transmission is low when you are around or travel with others at least six feet apart, up to several times per day.

**Examples of low-risk activities**

- Light manufacturing or operations
- Custodial work in non-public areas
- One or two workers providing services to clients
- Waiters and bartenders
- Mechanics

### Medium Risk

Disposable masks are required when risk for transmission is medium. Examples of disposable masks include dust masks used for hobbies, but not approved by the National Institute for Occupational Safety and Health (NIOSH); surgical-style masks not approved by the FDA; and masks such as KN90s or KN95s approved in other countries.

Risk for transmission is considered medium when you stay at least six feet away from others except for several times throughout the day when the six-foot distance is broken for several minutes and prevention measures such as physical barriers aren't feasible.

Risk is also considered medium when three to six people work in a room providing personal services to healthy clients who wear a cloth face covering.

**Examples of medium-risk jobs and medium-risk activities:**

- Commercial fishing crews.
- Field workers being transported to a nearby planting site.
- Grocery-store-produce stockers who work during store hours around customers.
- Manicurists working with clients wearing cloth face coverings.
- Kitchen workers in restaurants.
- Ride-service drivers who only pick up masked passengers.
- Transit operators.

### High Risk

Respirators are required when risk for transmission is high.

Respirators approved by NIOSH include: elastomeric respirators with facepiece; elastomeric respirators with facepiece; powered air-purifying respirators (PAPRs) with cartridges; FDA-approved N95s or surgical masks; or other respirators with NIOSH-equivalent approval.

### Extremely High Risk

When risk for transmission is extremely high you must wear NIOSH-approved N95s, half- or full-facepiece elastomeric respirators with cartridges, or PAPRs (Powered Air-Purifying Respirators) with cartridges; FDA-approved N95s or surgical masks; or other respirators with NIOSH-equivalent approval.

You must also use additional personal protective equipment (PPE), including:

- Goggles or face shields to protect your eyes or face during face-to-face interactions.
- Surgical masks or other types of masks (as supplies allow) for the client to wear, when feasible, during face-to-face tasks for as long as possible while you are present.

Transmission risk is extremely high when you work in residential or non-hospital or clinic settings within six feet of people with COVID-19. You may come into close contact with their exhaled or expelled saliva, mucus, or tears that may contain the coronavirus.

Transmission risk is also extremely high when your work brings you into direct contact with people's mouth, nose, or eyes, even if they appear to be healthy or asymptomatic.

**Examples of extremely high-risk jobs:**

- Emergency Medical Technicians (EMTs).
- Long-term care facility workers who care for clients ill with COVID-19.
- Occupational or physical therapists providing therapy to quarantined clients.

**Examples of extremely high-risk tasks:**

- Conducting visual eye exams or tonometry.
- Taking mouth or nose swab samples at drive-up testing stations.



This is a NIOSH-approved N95 filtering-facepiece respirator. Use this, or a more protective respirator in high- or extremely-high risk situations to protect yourself from saliva particles in the air. It also provides some protection when a person coughs or sneezes near you, but isn't liquid-resistant like an FDA-approved surgical mask or N95 respirator.

This unaltered photo provided by author Banaj, [https://commons.wikimedia.org/wiki/File:3M\\_N95\\_Particiulate\\_Respirator.JPG](https://commons.wikimedia.org/wiki/File:3M_N95_Particiulate_Respirator.JPG)



This is a non-NIOSH approved disposable mask for use in medium-risk situations. You wear this to protect yourself and others from saliva particles in the air and it offers some protection when a person coughs or sneezes near you. Your employer will inform you about proper use and care.

This unaltered photo provided by author byrev, [https://commons.wikimedia.org/wiki/File:Cone-88240\\_1920.jpg](https://commons.wikimedia.org/wiki/File:Cone-88240_1920.jpg)

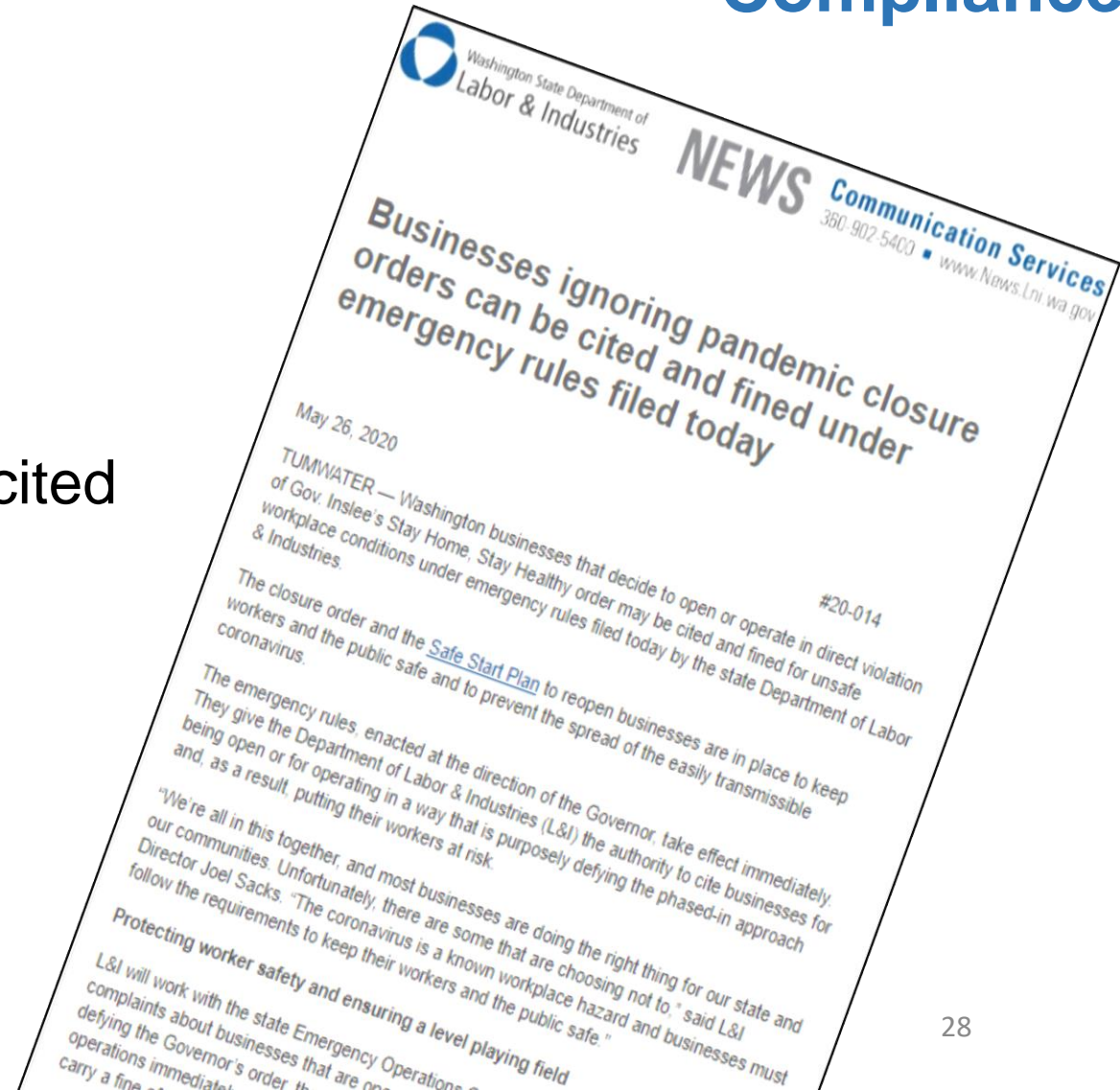
# Division of Occupational Safety & Health - DOSH



## Compliance

### DOSH Compliance

- Workplace inspections
- Governor's Safe Start Plan
  - Businesses in violation can be cited
  - Fines of \$10,000 or more



# Workers' Compensation Insurance Premiums



## Employer Assistance Program (EAP) – Delayed Payments

**If your business has been impacted by the COVID-19 pandemic:**

- L&I is waiving late penalties and interest for **first quarter 2020** if qualifying businesses file on time and pay their premiums within 90 days
  - Similar opportunity for **second quarter** likely; watch L&I's website for updates
- Payment periods longer than 90 days can be requested, but penalties and interest may apply
- To participate, file quarterly reports timely, paying what you can at that time
  - Then email [DialerCollections@Lni.wa.gov](mailto:DialerCollections@Lni.wa.gov), requesting delay
  - Include L&I account number

# Workers' Compensation Insurance Premiums



## Reported Employee Hours

### **If paying employees who aren't working:**

- You don't need to report non-working hours
- If you typically report a standard 160 hours per month, or 480 hours per quarter, for your salaried workers
  - You can temporarily report actual hours instead
- Keep good records of both work and non-work hours

# COVID-19 Related Workers' Compensation Claims



- In most cases, exposure and/or contraction of a virus would **not** be considered an allowable workers' comp claim
- Under certain circumstances, COVID-19 claims from health care providers and first responders will be allowed
  - For illness or quarantine
- Other workers, claims will probably not be approved
  - Will evaluate on a case-by-case basis
- COVID-19 related claims won't affect employers' experience ratings



## **By law, employees can choose to use their accrued sick leave in the following circumstances:**

- Business is closed by a public official due to a health-related reason
- Care for a child whose school or childcare is closed for a health-related reason
- Employee is required to leave work because of a COVID-19 exposure
- Employee is seeking a medical diagnosis, care, treatment, or preventative medical care for themselves or family member (for COVID-19 or any illness)





# Federal Paid Sick Leave

## Families First Coronavirus Response Act - FFCRA

**Federal paid sick leave required for COVID-19 related purposes**  
*(provided as an FYI; L&I doesn't administer)*

- In addition to WA paid sick leave; not instead of
- Law effective 4/1/2020 through 12/31/2020
- 80 hours for full-time workers; prorated for part-time
- 100% tax credit through IRS payroll taxes
- See FFCRA at [www.dol.gov](http://www.dol.gov) for more information

# COVID-19 Related Resources



- [LNI.wa.gov](https://lni.wa.gov) – Coronavirus page
- [LNI.wa.gov/smallbusiness](https://lni.wa.gov/smallbusiness)
- Email: [smallbusiness@LNI.wa.gov](mailto:smallbusiness@lni.wa.gov)
- Phone: 800-987-0145

A screenshot of the Washington State Department of Labor &amp; Industries website. The header includes a language menu with options for English, Español, and several Asian languages. The main navigation bar lists categories like Safety &amp; Health, Claims, Patient Care, Insurance, Workers' Rights, and Licensing &amp; Permits. A prominent banner features the text "Coronavirus Resources" and "L&amp;I's coronavirus guidance: Answers to common questions" with a "LEARN MORE" link. To the right is a "Sign In to My L&amp;I" form with fields for Username and Password, and a "SIGN IN" button. Below the banner are three buttons: "Verify a Contractor's or Tradesperson's License", "File a Quarterly Report", and "Create a Safety Program". At the bottom, there is a search bar and a "Search For:" dropdown menu with options for "All" and "Forms &amp; Publications".



# Small Business Requirements and Resources: Business Relief

- Washington State Department of Revenue
- Customer Experience Team

# COVID-19 Online Resources



## COVID-19 Pandemic

**Business Relief:** Revenue is ready to do everything it can to help "businesses stay in business." [Learn more.](#)

**Fraud Awareness:** Updates on COVID-19 related scams and how to protect your confidential information. [Learn more.](#)

Alivio para los negocios durante la pandemia de COVID-19 | COVID-19 Aumento de estafas para los contribuyentes



[Laws & rules](#)

[Careers](#)

[Contact](#)

[About](#)

[Log in](#)

Search dor.wa.gov



[Home](#)

[Open a business](#)

[Manage a business](#)

[Taxes & rates](#)

[File & pay taxes](#)

[Education](#)

[Forms & publications](#)

### I want to...

[Get or renew a license](#)

[File taxes online](#)

[Find a sales and use tax rate](#)

[Look up a business](#)

[Learn about reseller permits](#)

### Due date reminder

Annual 2019 returns are due June 15.

Quarter 1, 2020 returns are due June 30.

### Phishing scam targets SAW users

Beware of scammers sending fake SecureAccess Washington (SAW) emails trying to steal your account credentials. [Learn more.](#)



## Businesses

[Open a business](#)

[Get or renew a business license](#)

[File a return](#)



## Tax professionals

[Find a law or rule](#)

[Get a binding ruling](#)

[Learn about voluntary disclosure](#)



## General public

[Apply for a sales tax refund](#)

[Claim your cash or property](#)

[Learn about property tax](#)



# Office and Workload Impacts



- Offices remain closed to the public.
- Phone or live chat M-F, 8am-5pm, **360-705-6705**
- [dor.wa.gov/ContactUs](https://dor.wa.gov/ContactUs)
- *Always available: Website and My DOR*

## Processing backlogs in incoming/outgoing US mail

- General correspondence
- Tax returns, permits, and business applications
- Payments by check or money order
- Petitions, administrative review requests, and legal documents

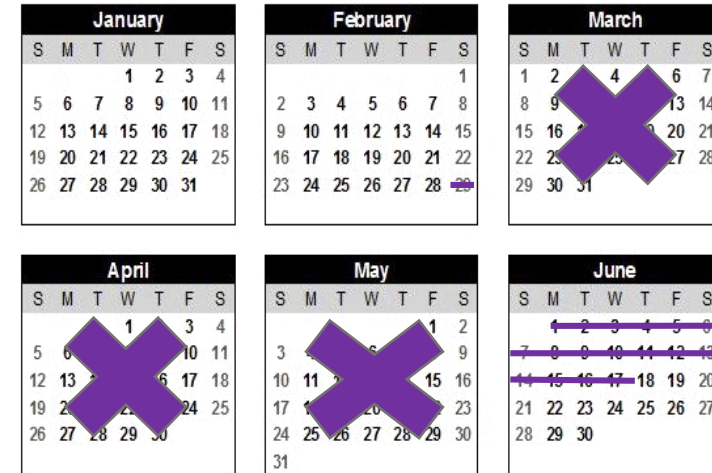
# Tax Returns and Outstanding Balances



## Tax Returns

- Extensions must be requested **before** due date.
- Extensions **only** postpone payment due date.
- File tax returns even if you are unable to pay.
- Returns filed **and paid** by due date (or extension date) will not incur interest or penalties.
  - Penalties are applied the day following the due date.
  - Interest is accrued daily on unpaid balances.

2020



## Outstanding Balances

- Interest waived February 29 through June 17

# Tax Return Extended Due Dates



## 2020

### Annual 2019 Return

- April 15 due date **extended to June 15**

### Quarter 1, 2020

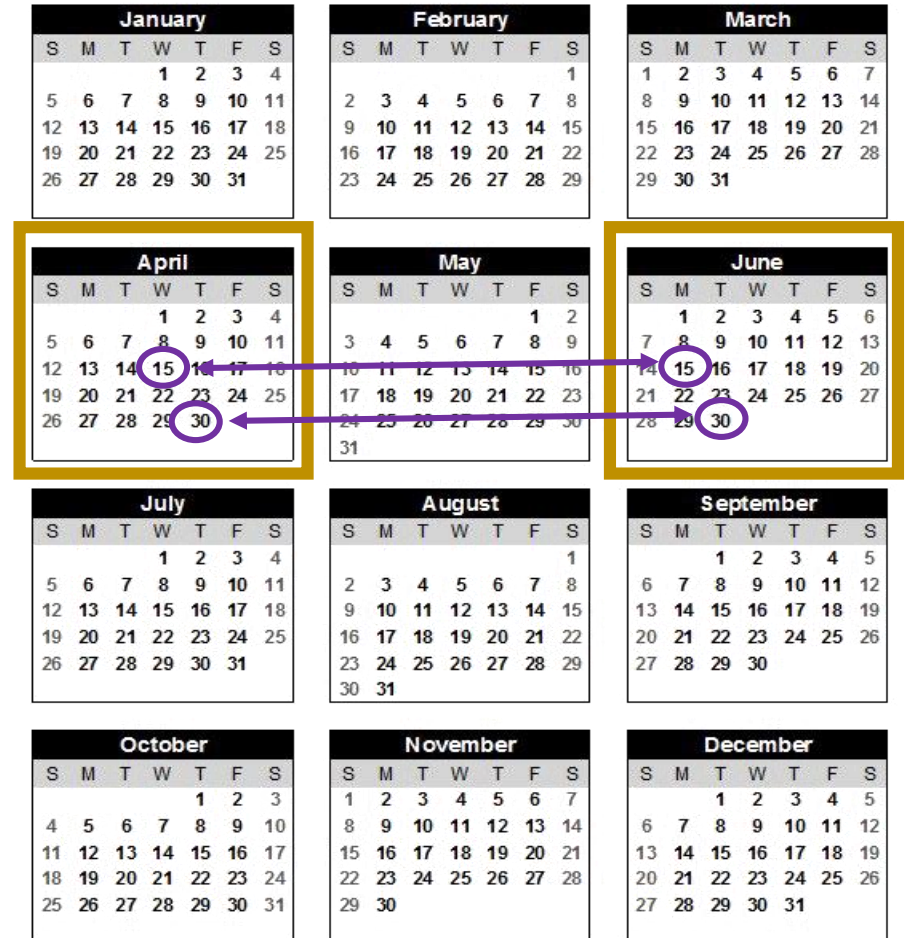
- April 30 due date **extended to June 30**

### Quarter 2, 2020

- July 31 due date **not extended**

### Monthly

- 25th of the following month (**no change**)



# Licenses and Endorsements



## License Renewals

- We do not have authority to extend your business license expiration dates

However...

- We are waiving business license delinquency fees on late renewals.

## State and Local Endorsements

- Check with the [state](#) or [local](#) regulatory agency that issued your endorsement to determine if continued operation is allowed.
  - [dor.wa.gov/StateEndorsement](http://dor.wa.gov/StateEndorsement)
  - [dor.wa.gov/CityEndorsement](http://dor.wa.gov/CityEndorsement)





# Other Programs

## Estate Taxes

- Estate Tax team **360-534-1503**
- [dor.wa.gov/EstateTax](https://dor.wa.gov/EstateTax)

## Property Tax

- Contact local county Treasurer's office
- [dor.wa.gov/CountyContacts](https://dor.wa.gov/CountyContacts)

A screenshot of the Washington State Department of Revenue website. At the top, there is a search bar with the text "Search dor.wa.gov" and a magnifying glass icon. Below the search bar, the heading "County assessor and treasurer websites" is displayed. A note follows: "Note: Property tax is administered by local governments. County assessors value and assess the tax and county treasurers collect it. For questions about paying your property tax or your property valuation, please contact your local county officials." Below the note is a table with three columns: "County", "Assessor", and "Treasurer". The table lists 11 counties: ADAMS, ASOTIN, BENTON, CHELAN, CLALLAM, CLARK, COLUMBIA, COWLITZ, DOUGLAS, FERRY, and FRANKLIN. Each county has a link to its assessor's website and a link to its treasurer's website.

County	Assessor	Treasurer
ADAMS	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
ASOTIN	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
BENTON	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
CHELAN	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
CLALLAM	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
CLARK	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
COLUMBIA	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
COWLITZ	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
DOUGLAS	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
FERRY	<a href="#">Assessor</a>	<a href="#">Treasurer</a>
FRANKLIN	<a href="#">Assessor</a>	<a href="#">Treasurer</a>



- Additional information for restaurants
  - Sales of meals to:
    - Red Cross and US Govt.
    - First responders
    - State and local governments
  - Providing free meals
  - Curbside and delivery sales
  - Sales of uncooked meal kits
- Sales of alcohol for sanitizing purposes
- Curbside and delivery sales of spirits
- [Dor.wa.gov/taxrelief](https://dor.wa.gov/taxrelief)

# Additional Online Resources



## Business Relief During COVID-19 Pandemic

### Alivio para los negocios durante la pandemia de COVID-19

#### Our offices are temporarily closed

While our offices are temporarily closed to adhere to social distancing requirements, our team is working remotely and ready to serve you. Most in-person services provided at DOR offices are available online and we encourage businesses to take advantage of these services for faster processing. While offices are closed, there will be delays in processing incoming and outgoing U.S. mail. This includes things such as general correspondence, processing paper tax returns, applications, and/or permit requests, posting payments to accounts that are made by check or money order, petitions or request for administrative review, and acknowledgment of any legal documents.

Legal process is accepted at our [Tumwater office](#) between 8AM and noon, Monday – Friday.

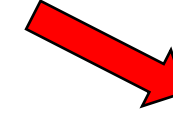
*Updated May 5, 2020*

Revenue is taking the following measures to provide relief to COVID-19 impacted businesses during the state of emergency (February 29, 2020, through the end of the state of emergency, yet to be determined). These actions address a broad range of taxes and programs: business and occupation tax, real estate excise tax assessments, leasehold excise tax, and forest tax. Check back for updates.

#### What if I am unable to pay my monthly, quarterly or annual return?

For businesses negatively impacted by the COVID-19 Pandemic, if an extension has not already been granted, a one-time extension may be available upon request. We request that all businesses still **file** their returns by their original due date, even if they are unable to pay.

Businesses may request a one-time extension for paying tax returns prior to the due date by sending a secure email in your [My DOR account](#) or by calling Revenue's customer service team at 360-705-



#### Additional resources

##### WA State relief

[WA: COVID-19 Business Resources](#)

[WA Department of Commerce  
Crisis Planning Tools & Resources](#)

##### Federal relief

[IRS: Corona Tax Relief and  
Economic Impact Payments](#)

[SBA: Small Business Guidance &  
Loan Resources](#)

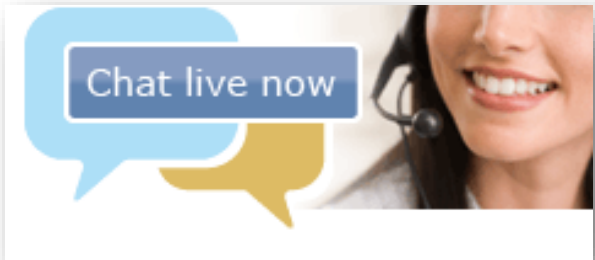
##### Guidance for COVID- related temporary business activities

[Additional information for  
restaurants – COVID 19](#)

[Sales of alcohol for sanitizing  
purposes](#)

[Curbside and delivery sales of  
spirits](#)

- Telephone Information Center
  - Excise Tax **360-705-6705**
  - Business License **360-705-6741**
  - Live Chat at [dor.wa.gov/contactus](https://dor.wa.gov/contactus)



- [DORCommunications@dor.wa.gov](mailto:DORCommunications@dor.wa.gov)
- My DOR secure messaging
- [dor.wa.gov/ContactUs](https://dor.wa.gov/ContactUs)

## Contact

All offices are temporarily closed. All of the in-person services provided at DOR offices are available online and our call center agents are ready to assist by phone or chat.

**Live chat**



**General topics**

[Find my Letter ID.](#)

[I have a quick question.](#)

**Business licensing**

[Apply or renew a license or endorsement.](#)

[I have a licensing question.](#)

**Tax assistance**

[I have a question about electronic filing.](#)

[I need help completing my tax return.](#)

[I need a binding tax ruling.](#)

[I need to file an unclaimed property report.](#)

**Hours**

Monday through Friday from 8 a.m. to 5 p.m.

Closed on holidays.

**Main numbers**

360-705-6741 Business licensing

360-705-6705 Tax assistance

360-704-5900 Remote sales and consumer use tax

**Local offices ([map](#))**

<a href="#">Bellingham</a>	<a href="#">Spokane</a>
<a href="#">Bothell</a>	<a href="#">Tacoma</a>
<a href="#">Kent</a>	<a href="#">Tumwater</a>
<a href="#">Port Angeles</a>	<a href="#">Vancouver</a>
<a href="#">Richland</a>	<a href="#">Wenatchee</a>
<a href="#">Seattle</a>	<a href="#">Yakima</a>



# Department of Enterprise Services

- **Shana Barehand:** [shana.barehand@des.wa.gov](mailto:shana.barehand@des.wa.gov)
- <https://des.wa.gov/business>
- <https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-registration-search-tips>
- <http://fiscal.wa.gov/Checkbook.aspx>
- <https://data.wa.gov/>
- Questions: [WEBSCustomerService@des.wa.gov](mailto:WEBSCustomerService@des.wa.gov) or **(360) 902-7400**, 8:00 a.m. to 5:00 p.m., Monday – Friday.



# Unemployment Benefits, Return to Work, Paid Family and Medical Leave...



**Employment  
Security  
Department**  
WASHINGTON STATE

# Business-friendly program presenters



- **Jason Barrett**, Lead Policy Analyst, Paid Family and Medical Leave
- **Cyal Christmas**, Manager, Tax Audit & Collections, UI Customer Support
- **Breanna Williams**, Senior Policy Analyst, UI Policy

# Washington **Paid Family & Medical Leave**

 **Employment Security Department**  
WASHINGTON STATE

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Paid Family and Medical Leave





# Eligibility



- Qualifying events**
- Welcoming a child through birth, placement, foster or adoption
  - Serious health conditions or injuries (your own or a family member's)
  - Certain military-connected events

Claim Filed August 2nd



- Family members**
- Spouse/domestic partner
  - Child
  - Son/daughter-in-law
  - Grandchild
  - Grandparent
  - Parent (in-law and step)
  - Sibling

Qualifying Period					
\$7000	\$4500	\$6000	\$4700	\$6000	Current Quarter
Apr. May Jun.	Jul. Aug. Sep.	Oct. Nov. Dec.	Jan. Feb. Mar.	Apr. May Jun.	Jul. Aug. Sep.
393 hours	126 hours	291 hours	178 hours	291 hours	unreported

The qualifying period is the first four of the last five completed calendar quarters.

# Duration of Leave in a Claim Year



- Family Leave = 12 x typical workweek hours
- Medical Leave = 12 x typical workweek hours
- Combination = 16 x typical workweek hours
- w/ Pregnancy Disability = add 2 weeks of medical leave

RCW 50A.15.065, WAC 192-500-070, RCW 50A.05.010(9) & (14)



## **Paid Family and Medical Leave:**

- If you are sick or caring for a family member who is sick.
  - Eligibility requires a Certification of Serious Health Condition form signed by a healthcare provider.
- Individuals cannot receive benefits from Paid Family and Medical Leave and Unemployment Insurance in the same week. This includes both state and federally funded unemployment.

Other federal provisions are available that will cover similar and other COVID-19 related circumstances:

- **FFCRA – Expanded Paid Sick Leave, Emergency Family Leave Expansion Act.** Individuals need to talk to their employers about the leave offered in this provision: <https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave>
- **CARES - Pandemic Unemployment Assistance**  
[www.esd.wa.gov/unemployment/cares-act](http://www.esd.wa.gov/unemployment/cares-act)

# ESD Website Resources



## Imposter fraud

Do you suspect someone has filed for unemployment benefits using your information?

Report it

### eServices

Sign in to eServices to apply for and manage unemployment claims, pay taxes and more. Select "Sign in" for a complete list.

[Sign in or create account](#)

User guides: [for individuals](#) | [for employers](#)

Need help? [See technical support](#)

Employers: [Read first before signing in](#)

### Coronavirus (COVID-19)

**COVID-19 action alerts:** [Subscribe for email updates](#) about our response to COVID-19

[Learn more](#) about ESD's response on the [COVID-19 page](#).

**Need other support to cope during COVID-19?**

Get the latest information and learn about other resources that may be available to you at Washington State's COVID-19 website. Visit [coronavirus.wa.gov](https://coronavirus.wa.gov).



A screenshot of the top portion of the Washington State Employment Security Department website. It shows the navigation menu with links for HOME, UNEMPLOYMENT, PAID LEAVE, JOBS &amp; TRAINING, UNEMPLOYMENT TAXES, EMPLOYER RESOURCES, LABOR MARKET INFO, and NEWSROOM. There are also sections for "New to unemployment?" and "Already applied?" with "Start here" and "Login now" buttons respectively. A "Report it" button is visible in the bottom right of this section.

### Affected by COVID-19

The CARES Act changes who is eligible for unemployment. Get started here to learn more about Pandemic Unemployment Assistance.

- [Self-employed & independent contractors](#)
- [Sick or caring for a family member?](#)
- [Lost work, or part-time worker?](#)

### Employers: We can help

We have adapted changes to reduce the burden on employers during the crisis.

[Learn More](#)

### Imposter fraud

Do you suspect someone has filed for unemployment benefits using your information?

[Report it](#)

#### eServices

Sign in to eServices to apply for and manage unemployment claims, pay taxes and more. Select "Sign in" for a complete list.

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### How to get help

We're here to help. But with 20,000 calls coming into our phone center each day, wait times are very long, and many of you are struggling to reach us.

[Learn more](#)



## Different types of potential fraud

- **Data breach:** This has NOT happened and NO data has been taken from ESD.
- **Unemployment fraud:** A claimant lies on their claim to obtain benefits in their own name.
- **Imposter fraud** – When someone’s personal info has been stolen from some other source and is used by a criminal to file for benefits and rout those payments to their own bank account.

Learn more at [esd.wa.gov/fraud](https://esd.wa.gov/fraud)



## Four ways we detect imposter fraud:

1. Our system controls spot an irregularity and flag it.
2. We crossmatch claims data in a new national fraud detection system.
3. It is reported by the victim's employer.
4. It is reported by the victim.

How to report:  
[esd.wa.gov/fraud](https://esd.wa.gov/fraud)

## Three points to know:

1. If you are a victim of imposter fraud, your access to benefits is unaffected.
2. Victims are not responsible for the money paid in their name on fraudulent claims.
3. The only domain we are using is **esd.wa.gov**. Fraudsters are doing spear phishing attacks and trying to take advantage of this moment by asking businesses to upload their employees' info to other sites.

# Key Reminders



1. If you receive a questionnaire from ESD about your claim, complete it! Don't ignore it!
2. ESD will maintain a practice of slowing our payments by 1-2 days to give us time to root out fraudulent claims and, in some cases, to collect verifying information from legitimate claimants. Note that this is the practice of many states.
3. ESD has not experienced a data breach. No data has been stolen from ESD. Data breaches elsewhere have exposed many Americans' personal information to criminals, who are using that information to file false unemployment claims across the country.
4. Read all the information on the [Unemployment benefits fraud page](#).

# Unemployment Insurance Reporting



## Report and Payment Leniency

- An unprecedented number of Washingtonians are applying for unemployment and your reports are crucial to finding out if they can establish a claim.
  - Please do everything you can to provide information on time.
- We may waive penalties for responses that are late because of COVID-19.
  - You will need to request a [penalty waiver](#) in writing.



# Relief of Benefit Charging



## Relief of Benefit Charging

- **Standby** – Legislation passed \$25M to provide tax relief to small businesses impacted by COVID-19.
- **SharedWork** – As of March 27, 2020, the federal government is covering those UI benefits 100% through the end of the year.
- **Reimbursable** - The federal government will pay 50% of their benefit charges.
- We're offering some leniency for requests received after the 30-day period.
  - Employers must establish good cause for not sending their request on time.

# Emergency Laws and Rules



## Work search requirements

- Optional beginning March 8, 2020 and ends June 20, 2020, unless extended by legislation.
  - Please go to [www.esd.wa.gov](http://www.esd.wa.gov) for notifications.
- Most **separations** occurring March 23, 2020 or later, due to COVID-19 are considered a **lack of work**.
- Claimants and employers can request up to twelve weeks of **standby**.
  - Standby is **ONLY** a work search waiver.
- Claims filed March 8, 2020 until June 20, 2020 are not required to serve a **wait week**, unless extended by legislation.
  - Please go to [www.esd.wa.gov](http://www.esd.wa.gov) for notifications.



## Expanded unemployment benefits programs:

### **Pandemic Unemployment Assistance (PUA)**

Separate benefit program to cover many people who do not qualify for regular unemployment, including:

- Self-employed people
- Independent contractors
- Part-time workers (with fewer than 680 hours)
- Available Feb. 2 - Dec. 26, 2020

### **Pandemic Emergency Unemployment Compensation (PEUC)**

- Extension of regular unemployment benefits of up to 13 weeks.
- Available weeks ending April 4 - Dec. 26, 2020.
- Total of 39 weeks of benefits.
- 100% federally funded. Employers cannot be charged.

### **Federal Pandemic Unemployment Compensation (FPUC)**

- Extra \$600 per week – must be eligible for at least \$1 of weekly benefits after deductions.
- Payable for weeks ending April 4 - July 25, 2020.
- Available for everyone on regular unemployment or PUA, except those on training benefits.
- 100% federally funded. Employers cannot be charged.

# PPP and Unemployment



**PPP loan** - you must report the gross amount of money when used.

- The claimant (you) files during the week to which the payments were assigned, the money is deductible.

**Unemployment example** -

- The claimant (you) works 20 hours and earns \$20 an hour.
- File the weekly claim reporting having worked a total of 20 hours and earned \$400.

**PPP loan forgiveness requirements are not the purview of ESD.  
All other questions must be directed towards the  
Small Business Administration.**



## ESD and Paid Family & Medical Leave



**esd.wa.gov**  
**paidleave.wa.gov**



**paidleave@esd.wa.gov**



**833-572-8400** – UI hotline ( 7a.m. to 4 p.m. Mon. – Sat.)

**833-318-6022** – Online weekly claims ( 7a.m. to 4 p.m. Mon. – Sat.)

**855-829-9243** – Employers

**833-717-2273** – PF&ML

# Helpful Web Pages for Employers and Workers



1. **Strategies that work:** <https://esd.wa.gov/unemployment/help>
2. **COVID-19 Page:** <https://esd.wa.gov/newsroom/covid-19>
3. **FAQ for businesses page:** <https://esd.wa.gov/newsroom/covid-19-employer-information>
4. **Unemployment benefits fraud:**  
<https://esd.wa.gov/unemployment/unemployment-benefits-fraud>
5. **Operation 100%:** <https://esd.wa.gov/unemployment/adjudication>
6. **WorkSource resources:** <https://www.worksourcewa.com/>

# Contact Summary



**Rafael Colón**

**[rcolon@esd.wa.gov](mailto:rcolon@esd.wa.gov) / 360-878-4088**



**Celia Nightingale & Andrew Bryan**

**[smallbusiness@lni.wa.gov](mailto:smallbusiness@lni.wa.gov) / 800-987-0145**



**Carlin Wright**

**[carlinw@dor.wa.gov](mailto:carlinw@dor.wa.gov)**



**Shana Barehand**

**[shana.barehand@des.wa.gov](mailto:shana.barehand@des.wa.gov)**



**<https://www.doh.wa.gov/Emergencies/Coronavirus>  
800-525-0127**



**Michael Ervick (ORIA)**

**[michael.ervick@gov.wa.gov](mailto:michael.ervick@gov.wa.gov) / 360-725-2663**

# Thank you

