



GUIDANCE

Back to work and UI during COVID-19

The New Mexico Department of Workforce Solutions is issuing the following guidance regarding work and Unemployment Insurance Benefits during the COVID-19 pandemic:

Non-Essential Businesses

All businesses deemed non-essential are asked to close their doors for the duration of the Governor's Public Health order. Workers should not go back to work at these employers until restrictions are lifted, unless a non-essential worker can participate in a safe way such as telework. A list of essential employers can be [found here](#).

Safe Working Conditions

Employers are asked to provide safe working conditions for their employees in the workplace. General guidance includes the following:

1. Limit operations to remote work to the greatest extent possible.
2. Arrange workplace to provide for 6-feet of distance between individuals wherever possible.
3. Close common areas where personnel are likely to congregate wherever possible or modify them to minimize contact.
4. Provide for all meetings to take place remotely whenever possible.
5. All employees should be provided with appropriate face coverings and should wear them in the workplace.
6. Train all employees on daily cleaning and disinfecting protocol, hygiene, and respiratory etiquette (e.g., covering coughs).
7. Make handwashing, sanitizer, and other hygiene support available to employees.
8. Screen employees before they enter the workplace each day (verbally or with a written form or app). Send employees home who are experiencing the following COVID-19 symptoms related to COVID-19 and direct them to obtain free testing through the New Mexico Department of Health.
 - *Fever, cough, shortness of breath, chills, repeated shaking with chills, muscle pain, headache, sore throat and/or loss of taste or smell.*
9. Prohibit employees with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-isolation period
10. Minimize non-essential travel. Adhere to CDC guidelines and state orders regarding isolation following out-of-state travel.
11. Adhere to all CDC and OSHA guidelines.

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Guidelines for retailers include the following:

Required

1. Adhere to COVID-19 Safe Practices for All Employers.
2. Adhere to maximum occupancy limits per the State's Public Health Order.
3. Utilize signs, stanchions and/or floor decals to support 6-foot social distancing, including one-way aisle traffic and separate entry/exit wherever possible.
4. Utilize signage to communicate occupancy limits and encourage customers to wear face coverings.
5. Maintain a schedule of stringent daily cleaning and sanitizing.
6. Once every two hours (or more frequently), clean and disinfect high-touch items such as doors, fitting rooms and credit card terminals.
7. Establish safety protocols to allow for contactless curbside pickup and home delivery wherever possible.

Best practice

1. Install large plexiglass sneeze guards at cash registers wherever possible.
2. Arrange for contactless payment and receipt options to the greatest extent possible.
3. Screen employees and customers with a no-contact thermometer; individuals with a temperature reading above 99.1°F should be denied entry.
4. Offer face coverings and gloves to customers.

OSHA guidance can [be found here](#). Industry specific data is also available. Examples include:

- Child Care Facilities: [https://mcusercontent.com/445d6645c6710d1569fc3125c/files/e6ad6d9f-29f5-4751-88df-6ded94a60ea5/2020.3.24 Health and Safety Standards for Child Care Facilities MB.pdf](https://mcusercontent.com/445d6645c6710d1569fc3125c/files/e6ad6d9f-29f5-4751-88df-6ded94a60ea5/2020.3.24_Health_and_Safety_Standards_for_Child_Care_Facilities_MB.pdf)
- Restaurants: <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19>
- Residential Housing: <https://www.cdc.gov/coronavirus/2019-ncov/community/shared-congregate-house/guidance-shared-congregate-housing.html>

As the State prepares to reopen the economy in phases, additional guidance for specific industries will be issued.

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Quitting or Declining to Return to Work Without Good Cause

Workers who have been placed on a temporary layoff at an essential employer related to COVID-19 should return to work if called back to remain eligible for benefits. Not returning to work without good cause when work is available could be considered fraud and a “refusal of work”, if the refusal to return is for the purpose of obtaining unemployment insurance benefits. Refusal of an offer of suitable work will potentially disqualify an individual from receiving unemployment insurance benefits.

Not returning to work because of general fear of COVID-19 is not considered good cause. However, if a worker can present documentation from a medical provider that returning to work would be a high risk for severe illness for either the worker or someone they are a caregiver for, that would be good cause during the Pandemic. Examples of people in that category can include:

- People 65 years and older
- People who live in a nursing home or long-term care facility

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

Those who are on quarantine for COVID-19 related issues at the direction of a medical provider are eligible for paid sick leave under the Families First Coronavirus Response Act with guidance available here: <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>

Declining Suitable Work

Under the law, if an unemployed person is offered a comparable job to their previous job at comparable wages and hours at a legally opened business and refuses to accept the job offer, they will be disqualified from benefits.

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Benefits obtained through fraud must be repaid. Claimants who commit fraud may be subject to additional penalties to include prevention from receipt of future benefits, assessment of monetary penalties in addition to the benefits that must be repaid, and possible referral to the Office of Inspector General for criminal prosecution.

Working Reduced Hours

Workers who are called back by their employer, but working reduced hours, may still qualify for benefits. These workers should continue to file weekly claims at www.jobs.state.nm.us and report all earnings. If a worker is earning more than their previous weekly benefit amount, they will not be eligible for benefits for that week. Workers whose employers have an approved Short-Time Compensation plan can also receive a partial unemployment benefit.

Reporting Job Offers

Employers should report hires to [State Directory of New Hires](#) (SDNH) under the Human Services Department. The Unemployment Insurance system performs a weekly crossmatch and will detect work items for potential fraud cases of those receiving benefits while earning wages.

If an essential employer offers full time work to an Unemployment recipient who then refuses, they can report the situation to uitax.support@state.nm.us. The following information will be needed:

Claimant Name: _____ SSN: _____

Business Name: _____ Employer's UI Account #: _____

Name of person who offered work: _____ Date work was offered: _____

How was the work offered (telephone, in-person, e-mail, etc.)? _____

What type of work was offered? _____

Indicate city/town/state and division/unit of the work offered: _____

Was the work **Full-Time** or **Part-Time**? Please circle.

Indicate the number of hours per week and shift of the work offered: _____

Indicate rate of pay of offered work: _____ Indicate date work was to start: _____

Indicate reason(s) given by claimant for refusing the offer of work: _____

Had the claimant done this type of work before? (Please circle) **Yes** or **No**

If **Yes**, please answer the following questions.

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1) What was the previous job, rate of pay, and the last day of that work?

2) Where was the previous work performed? _____

Employers should encourage employees to stop certifying once a full-time job is established. Claimants do not need to contact NMDWS. Simply stopping the submission of weekly certifications is sufficient.