ORGANIZATIONAL RE-ALIGNMENT

Post COVID-19 Workplace Communication Policies and Procedures Checklist

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Companies today are experiencing one of the biggest changes in history in how people work. Ensuring employee and customer safety when your workforce reopens is going to be vital – and building and maintaining employee and client trust is a huge factor.

If you can be as proactive as possible, your organization will be poised to do the best it can to recover. The check list below is meant to be as comprehensive as possible, so not everything may apply correctly to your situation. This checklist will serve to get to those important decisions and policies that you will need to make moving forward. **An organization is only able to move forward and grow when everyone is in sync.**

Post COVID Workplace Project Initiatives

- ☐ Develop a project initiative and communication plan to include methods for workforce interaction
- ☐ Find the right online method for your organization: Google Hangouts, Zoom, Discord, Callingpost.com, or GotoMeeting
- ☐ Send messages now, before employees are required to do anything else, whether in person or online, about how to *do* these things:
  - If they are going to work online, give them the right equipment and make sure they are given lessons on how to use everything
  - If they are physically coming to a location, make sure they know what they need to do before they set foot on the premises and every step of the way to maintain safe practices
- ☐ Develop a Coping with Loss Plan: Employee Assistance Program (EAP) resources to help with the death or illness of a coworker
- ☐ Health Benefit Plan updates, resources, and changes clearly noted and readily available
- ☐ Standards of behavior while working remotely and in the office
- ☐ Frequently Asked Questions (FAQ) Informational
- ☐ Welcome Back office celebrations exampling social distancing and inclusion
- ☐ Notice of Reduction in Force (RIF) Due to Coronavirus
- ☐ Transition planning for those affected by the RIF
- ☐ Notice of Temporary Layoff or Furlough Due to Coronavirus

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Telecommuting Policy and Procedures

- ☐ Is Teleworking Right for Me and Quality Assurance Assessment training
- ☐ How to Set Up a Home Office That Works training
- ☐ Qualities of a Good Telework Manager training
- ☐ Meeting with manager to review telework options, schedule, and telework agreement
- ☐ HIPAA training and checklists and verification process and procedures
- ☐ Ergonomic Guidelines
- ☐ How performance will be measured and monitored for teleworking employees

Technical Considerations for Telecommuting Employees

- ☐ Home office safety factors and requirements: your employees may not all have an extra office space and might need equipment or resources from you in order to do work remotely
- ☐ Setup equipment at home and test functionality: test network at speedtest.net
- ☐ Procedures for employees that must physically be present in between remote working and safety measures they must take to keep social distancing as easy and safe as possible in the workplace: screen share, email, or via text
- ☐ How to return equipment if an employee transitions back to in-office working or terminates employment (voluntary or involuntary)
- ☐ How to submit Resources Quality Assessment Form to manager

Stay Safety Policies and Procedures

- ☐ Additional paid sick leave and options so that nobody feels pressured and brings sickness into work
- ☐ Policies on how to care for and test for illness at the workplace
- ☐ Social distancing guidelines at work
- ☐ Mask/face covering/glove wearing at the workplace when new procedures call for it
- ☐ Designing and managing wellness programs
  - Emotional support for employees coping with the stress of this “new normal”
  - Physical relief and health programs
  - Bonus programs for your employees like free online learning and entertainment resources for children of employees who might no longer have access to daycare or the school system
- ☐ Safety procedures for accessing common areas in the workplace
- ☐ Sanitation practices for equipment, doors/tables, common areas, and restrooms and who is primarily responsible for each task/how often it must be done

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Workforce Adjustment Message

- ☐ Back to work message to workforce:
  - Motivational
  - What to expect
  - How to prepare for your first day
  - How the company will take care of employees, including new bonuses and safety practices designed to protect health of workforce

Post COVID-19 Re-onboarding Training Online, webinar, and Instructor-led workshops

- ☐ Leadership Training and Post Covid-19 Practice Management
- ☐ Employee re-onboarding training to ensure alignment
- ☐ Safety and teamwork and inclusion practices
- ☐ Re-onboarding Employee Manual

Additional Organizational Re-alignment Considerations

- ☐ Redesign workspace to accommodate 10 or less employees in a common area
- ☐ Develop alternate working group schedules to minimize the number of people in the office at one time
- ☐ Check-in Face-to-Face (Virtually) Google Hangout allows up to 250 employees for free and more if paid, use virtual check-ins from within the workplace
- ☐ For workgroups that are used to having access to team members in real time, create virtual weekly huddles
- ☐ Check-in process for patients in healthcare settings posted
- ☐ Posters with CDC guidelines in addition to those with LARGE print
- ☐ Include safety instructions for your check-in process to include those with small children
- ☐ US AIEDIT® Acknowledge (Greet the patient by name, introduce yourself, give an accurate time expectation, explain step-by-step what to expect next, and thank the patient and family member for choosing your client or hospital to minimize anxiety)
- ☐ Employee and Patient Check-In policies and procedures for front desk employees
- ☐ One main entrance in and one main entrance out (Visual instruction or a greeter to avoid frequent pass of people)

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If you need assistance with developing your organization's Post COVID Organizational Re-Alignment Project Initiatives, and policies and procedures, **we are happy to help remotely!**

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