

RETURN TO WORK COMMUNICATIONS PLANNING

Presented by Harrah & Associates

The coronavirus disease (COVID-19) pandemic has challenged existing practices in the workplace, and many employers are implementing return to work plans—which often include updating expectations for employees and partners. When utilizing effective communications, organizations can equip employees to contribute to post-coronavirus efforts. By being proactive and establishing effective communication plans, employers can not only help prevent the spread of COVID-19 but put employees at ease, knowing that necessary steps are being taken to best ensure their health and safety. As return to work updates often influence various workplace changes, organizations may also want to consider how to effectively communicate with customers, vendors, guests and local officials. To get started, employers can review how topics on this checklist fit into their communications strategy.

| Employee Relations | YES | NO | N/A |
|---|--------------------------|--------------------------|--------------------------|
| Are employees being referred to a primary channel of communications for COVID-19-related updates? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have employees received communications regarding expectations for hand-washing? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have employees received communications regarding expectations for proper social distancing? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If employees are expected to wear face coverings or masks in the workplace, have expectations been communicated? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If face coverings or masks are not provided to employees, have details been communicated for any face covering or mask cost reimbursement programs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have employees received communications regarding policies in place to protect employees in COVID-19 high-risk categories? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have employees received communications regarding any updates to remote work policies? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have employees received communications regarding any updates to business travel policies? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have updated expectations for meetings been communicated to employees? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have employees received information on existing or new leave policies? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization provided communications on updated virus-resistant cleaning procedures, including any expectations of employees? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization provided employees with health and wellness resources? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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RETURN TO WORK EMPLOYEE COMMUNICATIONS PLANNING

| Training Employees | YES | NO | N/A |
|---|--------------------------|--------------------------|--------------------------|
| Are employees trained on what COVID-19-related symptoms to look for? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are employees trained on proper hand-washing, including how and when to wash their hands? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If using face coverings or masks, have employees been trained on proper procedures? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are employees trained on cleaning and disposing of personal protective equipment, including face coverings, masks and gloves? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have cleaning teams been trained on coronavirus-resistant best practices, including cleaning surfaces with use of disinfectants that are listed by the Environmental Protection Agency (EPA) to use against SARS-CoV-2, the virus that causes COVID-19? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are employees aware that thorough cleaning procedures do not replace best practices, such as social distancing? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Monitoring COVID-19 Symptoms | YES | NO | N/A |
|--|--------------------------|--------------------------|--------------------------|
| If conducting COVID-19 screenings on-site, have employees received communications clarifying the process of screenings? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If conducting COVID-19 screenings on-site, have been employees been assured that all screenings will be conducted using safe practices and in full compliance with all federal and local laws? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are employees aware of follow-up steps should they display COVID-19-related symptoms? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Customers, Vendors and Guests | YES | NO | N/A |
|--|--------------------------|--------------------------|--------------------------|
| Are ongoing business updates communicated to customers? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Has ongoing dialogue been established with vendors? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have any updates to visitation or guest policies been shared both internally and externally? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RETURN TO WORK EMPLOYEE COMMUNICATIONS PLANNING

| Local Health Officials | YES | NO | N/A |
|--|--------------------------|--------------------------|--------------------------|
| Is your organization following guidance from local health officials and establishing ongoing dialogue as necessary? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Is your organization prepared to utilize local health resources in the event of a positive COVID-19 test and recommend health resources to affected employees? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Future Preparedness | YES | NO | N/A |
|---|--------------------------|--------------------------|--------------------------|
| Does your organization have a planned response in place in the event of an employee testing positive for COVID-19? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have disinfecting and cleaning plans been communicated to employees in the event of an employee testing positive for COVID-19? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your planned response include notifying employees and guests of a positive COVID-19 test? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your organization have a preparedness plan for communicating updates for any future partial or full closings of the workplace? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Use this checklist as a guide when planning your organization’s post-coronavirus communications plans. For any checklist items you select “NO,” consider if any changes could help ensure return to work plans are communicated effectively. For assistance with COVID-19-related topics, contact Harrah & Associates.