

Return to Workplace Workforce Plan Outline

NOTE: This document is in support of the return to workplace_ workforce project plan document

Policies

1. Draft or review the **Return to Workplace Policy**
 - a. Check national and local guidelines on restrictions for return. Returns may be staggered and/or schedules adjusted. Restrictions may be added to reflect gatherings and seating arrangements
 - i. Go to State Department of Health website
<https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>
 - ii. Go to DOL website
<https://www.dol.gov/coronavirus>
 - b. Coordinate with IT, Facilities, Finance and Leaders to ensure that everyone is involved with appropriate decision-making changes that may have any cost and business implications
2. Review Existing **Return to Work Policies**
 - a. Most companies may already have an existing Return to Work Policy after a sick leave, disability, etc. Take a moment to review that policy and update it as needed to include those who are affected by the virus.
 - i. Go to EEOC website
<https://www.eeoc.gov/coronavirus/>
 - ii. Go to SHRM website
<https://www.shrm.org/ResourcesAndTools/Pages/communicable-diseases.aspx>
 - b. Update or draft an Infectious Disease Response Management Plan should an infectious disease breakout within the workspace.
 - i. Go to joint CDC-FEMA website/businesses
<https://www.coronavirus.gov/>
 - ii. Go to OSHA website/guidelines for Preparing Workplaces for Covid-19
<https://www.osha.gov/SLTC/covid-19/>

Communications

Having a clear and well-defined communication plan is crucial to ensure a successful return to work plan

1. Develop strategy plan and timeline
 - a. Develop a plan to roll out communications to specific audiences. Having a plan with a timeline to follow will ensure that all appropriate communications are sent in a timely manner
2. Identify available delivery methods
 - a. Determine the different vehicles that are available to deliver messages
 - b. Email, Digital Media, Video, Intranet, Company Blogs, chat, etc.
3. Identify different audiences
 - a. Determine the different audience groups that may need different messages
 - b. Leaders and Upper Management, Professional, Remote, Front Line Workers, etc.
4. Identify Type of messages

- a. Reviewing the different audience groups and based on the changes in the business, identify the main types of messages that need to be delivered
 - b. As you determine the changes that need to take place in your work environment and update/create your policies, you will be able to identify the various types of communications that may be needed for the business. Some ideas may include:
 - i. Welcome Back, What's Next, System Changes, The Next 60 Days, What to Do When...
 - ii. Preparing and planning for your Return, What to Expect When You Return, Adjustments to Schedules/Shifts, Continuing to Work Remote and Staying Connected, etc.
5. Draft messages
 - a. Start drafting your templates for each target audience with the delivery vehicle in mind
 - b. The messages do not need to be finalized right away. They may be reviewed and updated prior to sending out.
 6. Review and Finalize Messages
 - a. Follow your communication policy and protocols. Have the message content and plan reviewed and approved.
 7. Launch Communication Plan
 - a. Send out your first communication

Functions/Departments

Work with Functional Leaders

1. Assess department and operational needs
 - a. Review the needs of each function and department within the business. What does it mandate to be functional and what adjustments need to be made to accommodate any changes?
2. Review office space
 - a. Review the office space per any regional restrictions. Such as how far apart are workstations, cubicles, conference room seating, etc...
3. Assess Employees Status (Ability to return to office or remain remote)
 - a. Review all Employees within each function and department and update their status
4. Review Work Schedules, shifts, etc.
 - a. Determine/estimate how many will be returning to the office and how much space will be needed to obtain required distancing
 - b. Does a schedule need to be created to allow some employees in the office and others to work remote? Is there the option to have employees rotate either in shifts or assigned days to be onsite?
5. Review/Determine Timing of Employees returning to office
 - a. Based on each employees current status, what is the timing for them to be able to return to the office? Can they work? Do they need to remain working from home?

Systems

Work with IT

IT should be involved with any and all discussions related to systems, network, online tools, etc. as well as any and all changes to work stations and employee statuses

1. Review systems, tools and resources in place

- a. Review all systems and tools that are currently being used to support remote teams. Continue to use/leverage these tools or make necessary adjustments
2. Resource Gap Analysis
 - a. Determine if there are any additional tools, online collaboration tools that could/should be used or leveraged?
 - i. TIP: Many tools and resources are currently being offered at discounted rates or free trials to test out.
3. Inform/Notify IT of all Employee status changes
 - a. IT should be notified of any status change on employees:
 - i. Active or Inactive
 1. If Active - Work location - who is onsite, remote or doing both
 2. If Inactive - are they:
 - Furloughed
 - Medical Leave (ee is sick and unable to work)
 - or Laid Off

Facilities (Per Location)

Work with Facilities Team (if applicable)

Larger companies may have a dedicated person onsite that manages and oversees facilities and logistics. Work with that person to prepare a plan and identify any necessary changes related to workstations, breakrooms, janitorial/cleaning services, copy room, etc.

1. Workspace adjustments
 - a. In line with your Function/department review of Office/workstation space. Review for overall work environment
2. Breakroom rules
 - a. Review all break room set up/size
 - b. Determine if policy needs to be implemented
 - i. Based on location and number of employees utilizing the break room, determine if a specific policy is needed and communicate expectations to ensure a healthy sanitized/safe place for all onsite employees to leverage
3. Janitorial/Cleaning regimen
 - a. Review janitorial services and schedule
 - b. Implement additional cleaning/sanitizing schedule
4. Meeting/Conference room guidelines
 - a. Meeting conference rooms and how many people can be in each room and maintain acceptable distance? ...

Workforce Plan Review – 30/60/90 days

As things continue to change and we re-enter into the workforce with our “new normal” we need to continuously review, reevaluate our situation and adapt. This