

POST PANDEMIC BUSINESS RESUMPTION CHECKLIST

This guidance document is a self-assessment tool intended for [Business Returning after Shutdown of Operations](#) and includes links to credible resources and valuable information to assist you where you have identified gaps.

Business Returning after Shutdown of Operations

1. Assemble a Team

- Establish a post pandemic business resumption team and chain of command comprised of members from various lines of business
- Consult with your JHSC, senior leadership, union leaders, human resources department and a health & safety professional (internal or external) to create/update pandemic plan to reflect resumption activities
- Establish process for monitoring the new normal i.e. staff changes, directives from government or public health organization, Scale back measures, vaccinations etc. and plan accordingly
- Establish a process to track or monitor alerts from credible organizations such as the [Public Health Agency of Canada](#), the [Ontario Ministry of Health](#) and the [World Health Organization](#)

2. Assess Risks

- Complete a current state assessment i.e. determine the number of staff members impacted by pandemic, staff members needing time off due to sickness or personal issues related to pandemic, business impact
- Conduct Scenario planning for return to work i.e. gradual return of limited staff members, alternating shifts, remote meetings, smaller groups in meetings/training and public events, virtual delivery of services, screening process, chance of resurgence of virus etc.
- Establish controls such as physical distancing mechanism, rotating shifts, staggered entry and exit, break times etc. to prevent infection and exposure of staff
- Review the [risk-informed decision](#) making guidelines for workplaces and businesses during pandemic
- Identify all high risk positions (high possibility of exposure or vulnerability) and develop specific work plans with controls in place
- Review critical positions and the need to upskill staff or cross functional training due to staff shortage
- Review succession plan, short term contract staff needs, fulfill critical positions etc., if staff impacted by pandemic
- Develop and implement plan to encourage and enable physical distancing at workplace and communicate accordingly

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3. Plan to Return to Work

- Establish **cleaning guidelines** and process for cleaning and disinfecting all public areas and workspaces
- Establish return to work protocols. i.e. visitor screening, **Self-assessments**, flexible hours, **social distancing** etc.
- Test the emergency response plan, Alarm testing, emergency lighting etc. prior to returning to work
- Establish return to work plans or work from home plan for staff at home due to sickness or taking care of someone who might be sick
- Establish return to work plans or work from home plan for staff at home due to school or daycare closure
- Continue screening of all staff as per guidelines from health officials
- Ensure all infection control procedures such as hygiene practices and cleaning practices are in place at all external venues and public work locations
- Create temporary pandemic policies and procedures to include Travel, working remotely, infection control, sick leave etc.
- Develop contingency plan for potential resurgence of virus. i.e. reinstate the pandemic planning team and protocols

4. Communication

- Develop communication plan for all staff and managers with clear instructions on gradual return to work, safety measures and next steps
- Establish contact with key vendors, suppliers and business partners to ensure they have operating capacity post pandemic and plan accordingly
- Update social media and corporate website with messages related to resumption plan
- Contact all vendors, suppliers and customers and inform them of measure being taken to ensure health and safety of employees and customers

5. Business process

- Establish process for knowledge management, so that key documents and information can be accessed if key individuals are absent
- Make plans (in consultation with unions and Senior management) for shifting staff from less critical jobs to more critical areas in the event of a staff shortage, or surging demands for some products or services

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5. Business process

- Identify key suppliers and develop contingency plans to ensure a continuation of supplies
- Develop contingency plans for running business with staff shortage when employees are caretakers of family or friends
- Evaluate impacts of pandemic response and resumption measures on business plans, market strategy, corporate and staff performance, and take action in every division to revise and communicate any changes
- Determine and develop any work related training needs for staff members resulting from being away from work
- Triage process for postponed or new customer projects and prioritize based on urgency of work, availability of resources, and risk assessment of the work to be completed
- Determine which customer solutions/products/services can be gradually returned to normal delivery methods
- Determine new services or new ways of doing business which might be needed during resumption phase or as the new way or working

6. Health & Safety/Employee Wellness

- Establish process and complete screening for all staff prior to return to work
- Establish infection reduction/control procedures and communicate with staff (hand washing, cough/cold etiquette, physical distancing, post signage etc.)
- Manage distribution and stock of PPE amongst staff, if needed
- Develop safe work practice and communicate proper use of PPE including putting on and taking off PPE such as masks and gloves. Provide educational material/training to employees on PPE/Bio Hazard disposal and use
- Provide mental health support for counseling needs and stress management via current benefit provider or utilizing mental health resources provided by credible sources:
 - [Mental health resources](#)
 - [Preparing for employee resistance to coming back to work](#)
 - [Anticipating changes to daily practices](#)
 - [Self-Care and Resilience Guide](#)
 - [WSPS COVID-19 Mental Health Resources](#)
- Establish HR policy/process to address needs of staff members who might need extended time off due to impact of pandemic i.e. mental health support and compensation, temporary staffing
- Provide resources for managers on coping strategies and supporting staff's mental health during pandemic

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6. Health & Safety/Employee Wellness

- Monitor and maintain all records of illness or incidents as it relates to pandemic i.e. sick days, hazard reports, incident reports, HR records etc.
- Establish and communicate safety measures and policies for staff visiting customer sites or public places
- Evaluate the effectiveness of pandemic planning activities, business continuity and emergency planning i.e. lessons learned, success stories, gaps etc.

For additional [pandemic resources](#) such as job aids, business resources please visit www.wsps.ca.

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