

## POST PANDEMIC BUSINESS RESUMPTION CHECKLIST

This guidance document is a self-assessment tool intended for [Businesses Returning to the Workplace after Working Remotely](#) and includes links to credible resources and valuable information to assist you where you have identified gaps.

### Businesses Returning to the Workplace after Working Remotely

#### 1. Assemble a Team

- 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](#)
- 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 update your current pandemic plan to reflect resumption activities
- Establish a process for monitoring the new normal i.e. staff changes, new directives from government or public health organization, Scale back measures, vaccinations etc. and plan accordingly

#### 2. Assess Risks

- Complete a current state assessment to determine the number of staff members ready to return to work i.e. staff members needing additional time off due to sickness or personal issues related to pandemic
- Conduct Scenario planning for return to work i.e. gradual return of limited staff members, alternating shifts, remote meetings, smaller groups in training and public events, virtual delivery of services, screening process, chance of resurgence of virus etc.
- 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
- Review succession plan, short term contract staff needs, fulfill critical positions etc., if staff impacted by pandemic
- Develop and implement plan to encourage physical distancing at workplace and communicate accordingly

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### 3. Plan to Return to Work

- Update any temporary policies and procedures to include return to normal activities i.e. -Travel policy, infection control, sick leave etc.
- Develop a contingency plan for potential resurgence of virus. i.e. reinstate the pandemic planning team and protocols
- Coordinate office/IT equipment return process and setup prior to opening business
- Establish and communicate protocol for cleaning and sanitization of returned items prior to setting up in workplace
- 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 plans for staff still at home due to sickness or taking care of someone who might be sick
- Establish return to work plans or work from home plans for staff still at home due to school or daycare closure
- Continue screening of all staff similar to initial phase of pandemic and 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 work locations

### 4. Communication

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

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### 5. Health & Safety/Employee Mental Wellness

- Establish a process and complete screening for all staff prior to return to work
- Reinforce infection reduction/control procedures 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 (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
- 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.
- Determine any work related training needs for staff members resulting from being away from work
- Triage of postponed or new customer projects and prioritize based on urgency of work, availability of resources, and risk assessment of the work to be completed
- Establish and communicate safety measures and policies for staff visiting customer sites or public places

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### 6. Business process

- Establish a process for knowledge management, so that key documents and information can be accessed when 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
- Identify key suppliers and develop contingency plans to ensure a continuation of supplies
- Develop contingency plans for staff shortage when employees are caretakers of family or friends still recovering
- Evaluate impacts of pandemic response and resumption measures on business plans, market strategy, corporate and positional objectives, and take action in every division to revise and communicate any changes
- 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 of working
- 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](http://www.wsps.ca).

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