

Employee Relations & Communication

- 1) Open communication: Ensure employees feel safe at work. Solicit suggestions for improvement. Ask, “Is there anything more we can do to help you feel safe?”
- 2) Form a Communications Team focused on collecting and disseminating info.
- 3) Feedback is critical. There will be issues and things that were not considered, combined with the fluidity of COVID the needs and requirements will change often, so feedback must be encouraged and acted upon quickly. This adds to the assurance and safety of the program as a whole
- 4) Employee only/restricted Website to keep employees informed (and/or flyers, bulletin boards, mailings, etc.) and/or a hotline to call into.
- 5) Need to explore how we can assist employees with daily needs. E.g., concierge services like grocery shopping, dry cleaning/laundry, meals....
- 6) Provide computer/accessory hardware at a discount and/or computer/IT consultants to help employees become technology equipped and enabled.
- 7) Ensuring that a facility is properly equipped with WiFi and loosening restrictions on access
- 8) Breaks & activities (e.g., walking) sufficient to get people acclimated to being back.
- 9) High-touch communication with sick employees. Processes for contact tracing.
- 10) Counseling and/or EAP services.