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THE FAB FIVE:
General Areas to Address in your Return to Work Plan

Return to work will look different for every organization but there are some general planning areas that are applicable no matter how big your operation is. It is about preparing your workspace and making sure your employees are also prepared for a new environment, new protocols and required policy changes. Aside from specific orders or regulations put in place by BCHealth Authorities and WorkSafeBC (check their websites for more information including: https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation), the following general operational principles should be considered as part of your move forward plan. Whatever plan you put in place it is always good to have a solid communications plan that engages your team, ensures clarity of responsibilities, and keeps your customers informed.

Communicate transparently, listen/survey regularly.

ALWAYS – 1. Keep up the personal hygiene (e.g. constant hand washing) 2. Stay home when feeling sick 3. Enhanced environmental hygiene (e.g. more frequent office cleaning) 4. Keep your social distance (e.g. no handshaking or hugs outside of your family) and 5. Make physical modifications to your operation as needed (e.g. plexiglass between you and customers at POS).

PREP YOUR OFFICE

Cleaning plans prior to return. Remember inspections and mechanicals checks that might be required by others.

- ☐ Ensure safety of all employees by prepping your office for their return.
- ☐ Ensure all mechanical, A/C units along with fire safety systems all work well (you do not want to have to call contractors while you are trying to function).
- ☐ Clean with products from approved lists from federal health authorities (read labels to ensure you know what you are buying works).
- ☐ Ensure compliance with owner/ Landlord requirements and policies.
- ☐ Engage vendors in back-to-work plan so you know what they are doing.
- ☐ Review and prepare plans regarding changes to cleaning scope or any additional services.
- ☐ Ensure all inspections, remediations, repairs and communications are complete before reopening.

PREP YOUR TEAM

Develop and discuss policies for deciding who returns and when.

- ☐ Mitigate stress of returning to the workplace through change management planning and communications with your team.
- ☐ Consider why people can benefit from returning to work - Productivity from proximity to colleagues; socialization; amenities; and work tools & resources.
- ☐ Consider why people can benefit from continued work from home (WFH) – Health and family priorities; reduced commute time; technology enables WFH without major loss of productivity.
- ☐ Develop and execute detailed plan on how to return to work. How and when.
- ☐ Advise on alternate means of safe commuting.
- ☐ Prepare and post reminders of social distancing and cleaning protocols.

MANAGE COMING & GOING

Establish protocols for safety and health checks and consider office or building reception areas, shipping & receiving.

- ☐ Control the entry points including how deliveries are handled.
- ☐ Reconfigure gathering and lobby areas to ensure social distancing.
- ☐ Install plexiglass shields as appropriate to protect your employees/customers.
- ☐ Clearly communicate building protocols through signage and floor markings, etc.
- ☐ Consider temperature screening if possible.
- ☐ Provide sanitizer and wipes at key locations.
- ☐ Provide PPE as appropriate (i.e. when required by Health Authorities or when social distancing isn't possible).
- ☐ Disable touchscreens.

KEEP YOUR DISTANCE

Decrease density, modify your schedule and manage office traffic patterns.

- ☐ Consider phasing based on roles and priorities, including temp workers if needed: Alternating work weeks in the office and work-from-home /
- ☐ Staggered arrival & departure times / Enable teams to negotiate their own 'in-office' schedules.
- ☐ Introduce planning to support social distancing / 6 Feet Office Protocols.
- ☐ Monitor space usage.
- ☐ Specify seating assignments for employees to ensure staff adheres to minimum work distances.
- ☐ Redesign spaces, alternate desk/chair use, etc., for social distancing.
- ☐ Add panels between desks including height adjustable panels for sit/stand desks.
- ☐ Establish & enforce stringent cleaning protocols for shared spaces.
- ☐ Reduce capacity of spaces—e.g., remove some chairs from large conference rooms.
- ☐ Prohibit shared use of small rooms and convert them to single- occupant use only.
- ☐ Designate and provide directional signage for foot-traffic in circulation areas (lineups).

ENHANCED HYGIENE

Consider touchless in/out of office, establish clean desk policy, have a food storage plan, accelerate cleaning in common areas.

- ☐ Maintain enhanced cleaning and disinfecting practices. Supply disinfectants near or on each desk or work area, particularly those that are shared.
- ☐ Remove food/beverages – consider restocking with single-serving items.
- ☐ Enable DIY cleaning through hand sanitizer, disinfectant wipes, and other such products.
- ☐ Sanitize all workspace areas, including office, conference room, breakroom, cafeteria, restroom, and other areas prior to opening.
- ☐ Limit in person meetings and ensure social spacing.
- ☐ Consider low-touch or no-touch switches, doors, drawers and other fittings.
- ☐ Remove high-touch shared tools such as whiteboard markers, remote controls, etc. Institute a clean desk policy.
- ☐ Create secured, designated storage areas for personal items.
- ☐ Designate a specific enclosed room to isolate any person identifying themselves with symptoms.

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