RETURN TO WORK
playbook toolkit

A GUIDE TO PREPARE FOR THE RETURN OF YOUR WORKFORCE

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Return To Work Playbook Toolkit
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Guidance

As an organization the most important responsibility is to protect all employees. You need to take precautions to adapt your work environment into a safe environment for all.

It is important to assess each employees needs; some employees may have high risk conditions that could put them at greater risk when interacting with other employees.

This is a quick toolkit to help you prepare your organization for the New Normal. If there are additional questions you can reference the precaution guidance provided by the CDC.

https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html

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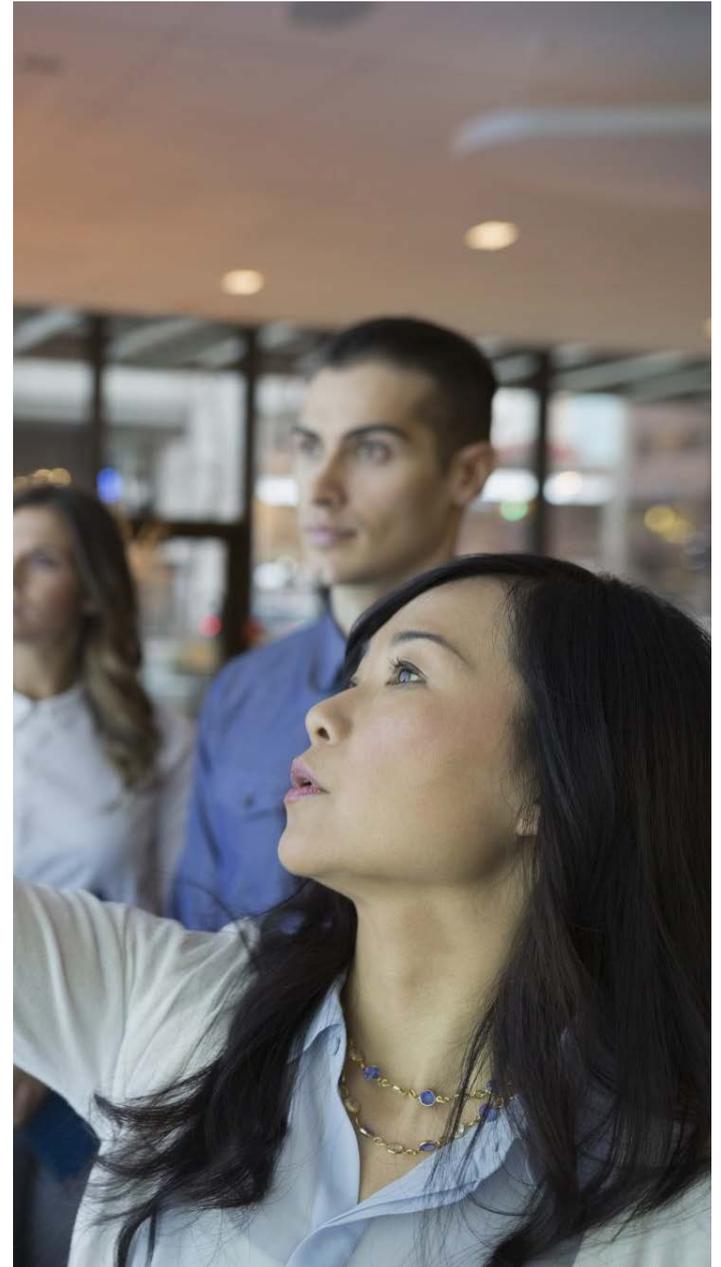
Preparing the Workspace

01

Important Questions To Answer

In preparing your organizations new rules you will need to determine the following to aid in the preparation of your new normal:

- Where do your employees interact in groups? i.e. Conference Rooms, Cafeterias, Common Areas

- What areas have repeated use by individual employees? i.e. Restrooms, Mother's Lounges, Kitchenettes

- Are there shared supplies or tools? i.e. Printers, Photo Cutters, Staplers

- Is there any underutilized space that could be used to add 6-foot distance between workers?

- Are the employee's workstations within 6 feet of one another?

- Is your seating open concept, cubicles or closed office? Can the area be reconfigured?

- Where possible, can more seating be offered outdoors?

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Employees Use of Office Space

Once you have evaluated your physical workspace, audit the workspaces for the following:

- Are some areas of the building more densely populated?

- Consider a staggered work schedule. i.e. M,W and every other F

- Do some areas require more preparation than others?

- Instead of everyone returning at once, plan a staggered return.

- Review the number of Conference Rooms, set max capacity for each ensuring safe distancing. Create additional meeting space if you can do so safely. Set up virtual meeting capabilities for meetings that require attendees exceeding the capacity of the room.

- Consider the normal working hours. Consider if the working hours could be staggered for onsite employees to provide much needed space for social distancing.

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Managing a Safe Environment

02

Proposed Actions for a Safe Environment

Each organization will need to adjust their environment based on the assessment of their work area. The rules for a 10-person office with 1,000 square feet of work space will be different than that of a large organization with 1 million square feet of work space. The only thing they have in common is there WILL be changes. The top categories that all organizations should consider are:

- Place hand sanitizer stations if possible

- Determine if masks are necessary, if and when they should be used.

- Provide equipment cleaning materials where shared items are used.

- Require associates to clean their desk daily

- Increase frequency of cleaning in restrooms, mother's rooms and other heavily used common areas.

shared refrigerators and microwaves.

- Encourage eating at employees desks, outside in small groups or alone.

- Consider "One way" routes where possible in building

- Use plexiglass to separate workspaces

- Limit non-essential visitors

provide regular updates and guidelines

- Manage entry/exit to office – will you require temperature checks?

- Provide training of new protocols

- No fan or personal heat usage

- Do not close the door in conference rooms

- Configure the office to deliver safe distancing of 6 feet.

Mask Usage

Mask regulations can vary state by state and industry. It is important to understand the requirements. Ensure you follow federal and local regulations and create face mask rules. It is very important to determine what is reasonable and enforceable for each organization. Important considerations if you are requiring face masks:

- Are they required at their desks or just in conference rooms and shared work areas?

- Are you going to procure and provide face masks? If so how frequently?

- What type of masks are you going to provide cloth or disposable? Policy if face masks are lost.

- If you are going to require face masks you need to be clear what the policy is and any consequences for those not following the policy.

Cleaning and Disinfecting

It is important to provide cleaning supplies that are readily available to all employees. It is especially important to provide them in common areas and conference rooms.

- Create policies around cleaning after usage and ensure policies are posted throughout the office.

- Procure enough cleaning supplies for all of the previously identified areas and back up materials if they get lost or for when they run out.

Follow disinfectant guidance provided by the EPA and the CDC:

https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Conference Room Clean Up

Proposed conference room clean-up policy is recommended. Establish a policy and post it in each room. Remind the team specific items to clean as a reminder. Below are items to consider when creating your policy:

- Tabletops

- Chair handles

- Back of Chairs

- Remote Controls

- Doorknobs

- White Boards

- Erasers

- Dry Erase Markers
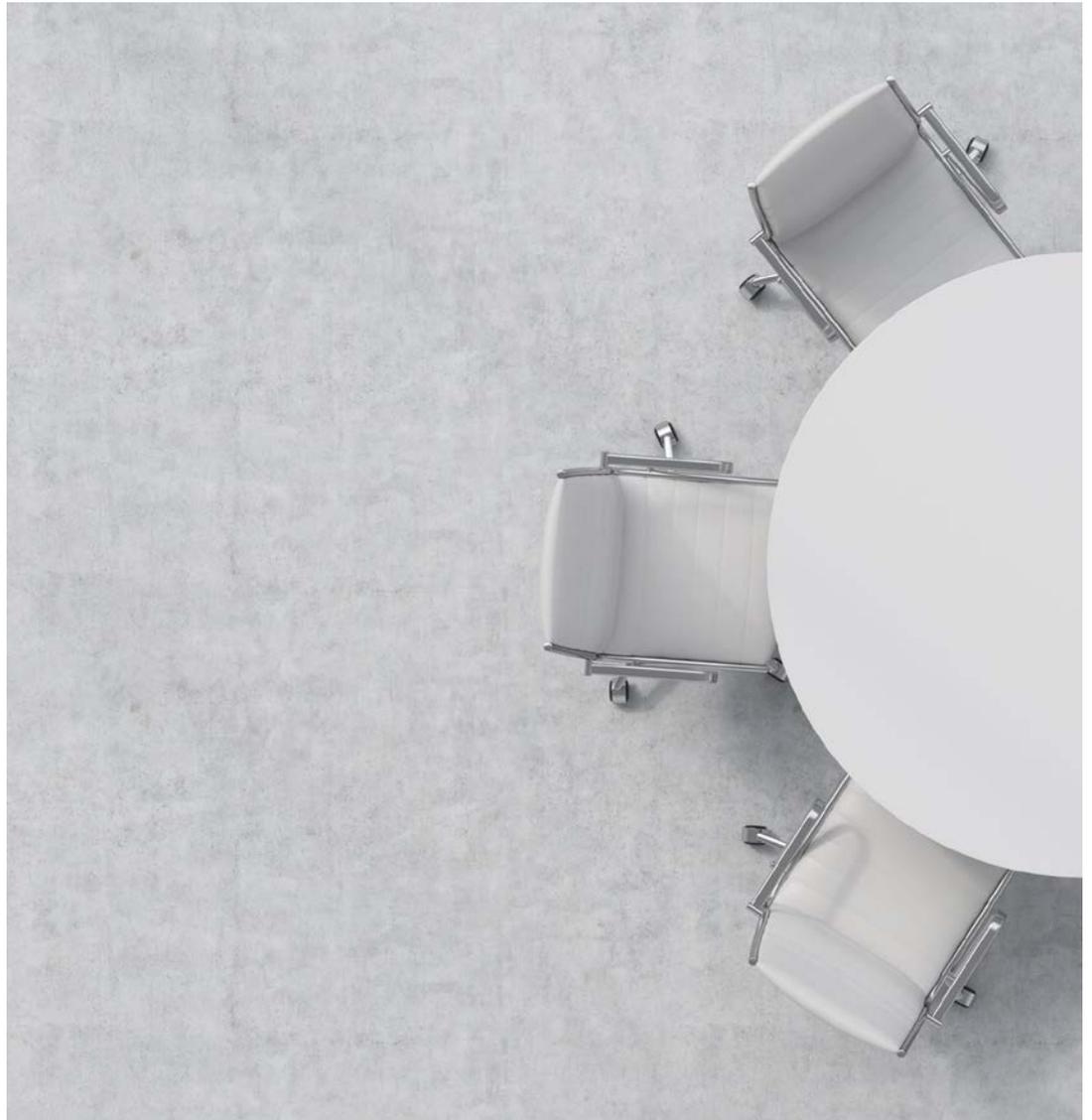
Prepare the Workforce

03

Communication Tools

Create a Welcome Back Associate Kit for employees either by sending it to their home before they return to the office or placing it on their desk upon their return. Make it fun include the facts they need to know, tools they need to stay safe i.e. masks, hand sanitizer along with any other fun items such as a free lunch coupon.

We offer this as a service, if you would like us to prepare your team's Welcome Back kits we are here to help.

WELCOME | *for* ASSOCIATES
forward kit

The Welcome Forward Kit for Associates is a mix of digital and physical items to help prepare team members for a return to work, articulate critical procedures that must be followed, and includes some creative "feel good" items to lighten the stress level that we've all been feeling.

We can customize the Kit for in-person teams (mail ahead or desk drop the items) or virtual teams (create a digital hub or micro-site).

Working in tandem with our Welcome Forward Kit for Leaders and as part of c o n t i n e w i t y, the comprehensive suite of offerings we've created to lead you through the new normal, team members can be re-engaged, re-ignited and returned to a safe, healthy, and productive work environment more quickly.

Fun & Creative
We use physical props, objects, and toys to communicate via metaphor

Example: Eraser to "erase" negativity

Tactical & Strategic
- Policies and procedures document to highlight new safety measures
- Hand Sanitizer

continewity topics include:
- Managing Remote Teams
- Change Intelligence
- Establishing New Norms
- Using New Business Tech
- Process Re-engineering
- Project & Priority Re-alignment
- Talent Optimization
- Crisis Communications

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Communication Tools

Empower your Managers with a Welcome Back Toolkit so they can be knowledgeable and know what to Say and Do as a leader.

We offer this as a service, if you would like us to prepare your team's Welcome Back kits we are here to help.

WELCOME
forward kit

We called our post-COVID communications planning tool welcome forward, not welcome back because let's face it. There is no going back to the way things were. And some of your team members have been working tirelessly to keep things moving. You're all heading forward together into the new normal and we're here to help.

WELCOME FORWARD KIT

continewity

With the worst of this crisis behind us, the last thing you need to be worried about is what to say; you're together again with a renewed spirit and dedication to your business plan. It's just celebrate and keep going, right? Not quite. We broke things down in an easy to follow blueprint for communicating the critical messages clearly and effectively, with the right tone and the right tools to keep your teams connected and aligned with leadership.

As part of c o n t i n e w i t y, the comprehensive suite of offerings we've created to lead you through the "new normal," our Welcome Forward kit is a no-brainer for smart communications.

messaging

continewity topics include:

- Managing Remote Teams
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- Using New Business Tech
- Process Re-engineering
- Project & Priority Re-alignment
- Talent Optimization
- Crisis Communications

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Communication Tools

The transition to a virtual work environment has created a large need for virtual instruction and training. We have a proven system for Auditing, Revising and Implementing a digital learning environment.

We offer this as a service, if you would like us transition your instructional materials to a digital environment, we are here to help.

NEW LEARNING
approaches for the
new world

The world is adjusting to a new reality.
COVID-19 has altered every aspect of our
lives and introduced abrupt challenges and
for traditional training methods.
We see these as opportunities.

Opportunities for digital transformation, to bring your learners in the virtual classroom and engage them with a digital experience. Virtual classrooms and distance learning can be difficult to navigate, and some of your content may not seem "remote friendly."

Change 4 Growth can offer a clear path to navigate these uncharted waters, to take existing learning content into new virtual formats.

1 **audit**
We prepare a detailed inventory of all your current state learning materials, including but not limited to: classroom and instructor facilitation guides, participant guides, hand-outs, workbooks, audio and video files, and survey / feedback forms.

2 **strategy**
Our approach to crafting a sustainable learning solution for you involves a deep dive into how (and why) the current curriculum was created. Why was this course built, what are the deliverables and what are the end goals to be achieved by the learning objectives?

3 **revise**
When we help you transition to a virtual environment to facilitate distance learning, we won't just toss everything and tell you to start over. We'll review each training piece to decide what is misleading, outdated, or repetitive so we can maximize the value of existing content and minimize your cost.

4 **conversion**
We have a motto when executing the conversion of your existing materials to a new online learning approach:
Reinvent not just convert | Reconstruct not just adopt | Reduce not repeat

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Communication Tools

It is important to establish new rules for your organization's "New Normal." Keep them simple, enforceable and clear. Provide them to each employee and post them at primary locations.

It is important to ensure your employees know you care. They need to understand that all of the changes are there to protect them and their fellow employees.

Work with each employee and create a return to work plan that works for them and the company.

Encourage continued remote work for those individuals who can, have a desire, and who have been successful working remotely.

Encourage associates to take their laptops home each night to ensure business continuity in case of any unexpected exposure.

Establish Return to Work Goals that everyone can rally around!!

Let's Talk!

We are here to optimize you and your workforce in your return to work. If you have a question or simply want to know more about contiNEWity, feel free to contact us at info@change4growth.com.

We're standing by at the ready.

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