



COVID-19 Human Resources Checklist

Communications

- Who will be responsible for sharing the initial communication about COVID-19?
- Who will be responsible for sharing on-going communications?
- What will be the frequency of communication?
- What communication methods will be used?
- Is there an employee/management emergency call-down list with cell phone numbers?
- Have you reminded employees to update their contact information?
- What sources will HR use to obtain their knowledge of the swiftly changing pandemic?
- If policies are updated during the pandemic, who will be responsible for the communication and training?
- What resources will be available for employees to call for immediate assistance on using and interpreting any of the policy issues which may arise?
- What communications will occur with employees who are off-work due to this virus?
- How will communications occur with employees working remotely?
- What HR or other resources are going to be assigned to prepare and disseminate communications?
- Are you providing regular updates to your management team?
- How can you minimize the number of employees at face-to-face meetings?
- Can you minimize situations where people are crowded together and use email, phones, text messages and video-conferencing to communicate with each other?
- If an employee tests positive for COVID-19, what information will be shared? How will it be shared?
- Do you have a planned response to the media should they appear on-site? Who will deliver this message?

Visitor Protocol

- Do you have a policy outlining visitor protocol? When was this policy last updated?
- Have you assigned someone to manage this protocol?
- Will your facility continue to allow visitors?
- How will you provide notice that only essential visitors and vendors will be admitted and define what that means to your company (if necessary)?
- Will you place restrictions on visiting hours? Do you have an estimated time frame for the duration of these restrictions?
- Do you have signage on all your entrances with your restrictions?

- For those admitted, will you provide a screening through a questionnaire regarding exposure through travel to other countries, etc., recent illness and/or temperatures or other symptoms to either allow entry or not to facility?
- Is there a sign-in/sign-out process currently in place for visitors? Will this process need to be changed?
- Will you provide guidance to visitors and vendors allowed entry on guidelines for washing hands, social distancing during meetings, etc.?
- Are protocols effectively communicated to everyone in the organization?
- If you have concerns that a visitor is sick, or may have been in contact with someone else who is sick, what do you do? Who should you contact?
- Does the facility have restrictions which limit visitors' access to certain areas of the plant?
- Are all visitors required to have an escort throughout the facility?

Employee Illness

- Do you have a plan to handle an employee who tests positive for COVID-19?
- How about a plan for handling his/her co-workers?
- What about vendors and contractors who had contact with the infected employee?
- How will you handle an employee who reports symptoms?
- What about an employee who discloses that he/she has been exposed to the virus, but has no symptoms?
- Do you have a plan to immediately isolate an employee if they are diagnosed at work? To disinfect work areas? Identify and contact those who may have been exposed?

Safety

- Do you have a comprehensive infectious disease preparedness and response plan?
- Are basic preventative infection measures such as frequent handwashing, encouraging employees to stay home if they are sick, and covering your mouth when coughing or sneezing communicated to all employees?
- Can you discontinue requiring an employee touch to clock in or out – such as biometric practices?
- How will you protect employees who have been exposed to COVID-19, or another illness?
- How will you maintain employee well-being?
- Can you ensure social distancing for employees that must come to the facility?
- Can you require smokers to spread out and not congregate in smoking areas?
- Do you have a protocol for who will respond to on-site emergency situations?

Policies

1. Consider policies that are immediately impacted by the coronavirus emergency:
 - Protocol for visitors and vendors on-site
 - Leaves of absence and time off
 - Work hours, overtime, clock-in and clock out
 - Breaks and lunch times
 - Time off policies
 - Travel policies
 - Hygiene, PPE, uniform guidelines
 - Attendance

- Information technology
- 2. Leaves of absence and time off policies:
 - Will you revise your leaves of absence policies to accommodate employees who either are experiencing illness or caring for a member of their family who is ill?
 - How will these revisions be communicated?
 - How will these employee leaves be tracked?
 - What guidelines can you provide for employees to have time-off as they need for their own illness, to care for a family member who has been impacted, care for children who are out of school, or who needs to quarantine due to exposure?
 - Can you allow open ended vacation and other paid time off to allow employees payment for time needed off work? What is the request and approval process?
 - What unpaid time off can you allow? What process will be used for requests and approvals?
- 3. Work time, overtime and clock in and out policies/practices:
 - Can you declare any policy adjustments to limit overtime?
 - Can employees be required to clock in and out as close to actual work time as possible to minimize any unnecessary time in the plant?
 - What processes should be used to request and obtain approval of flexible scheduling options?
- 4. Travel policies:
 - Can you eliminate all non-essential travel for employees and define what may need to be considered essential?
- 5. Hygiene, PPE, Uniforms:
 - Have you posted requirements for hand washing?
 - Can you make soap and disinfectants readily available and advise employees to use them?
 - Can you require employers to clean and disinfect applicable PPE, or replace other as needed to maintain cleanliness of glasses, gloves, sleeves, etc.?
 - Can you require employees to frequently wash work clothes and uniforms to prevent spread of the virus to self or others through exposed clothing?
- 6. Attendance:
 - Will your attendance policy need to be revised to manage COVID-19-related absences?
 - Should absences spike, do you have an effective reporting system?
 - Are you planning changes to your attendance-related discipline system?

Work Schedule

- Are you able to stagger breaks and meal periods to minimize groups in break areas at the same time? Expand the meal period?
- If customer demand is changing, how can you minimize the number of employees who need to come into the plant at one time (e.g., identifying work teams that rotate across cells/schedules/shifts)?
- What job functions at each location can be performed remotely?

- If office coverage is needed, have you considered a rotation schedule to minimize number in office?

Terms & Conditions

1. Compensation

- Is there an individual on the HR team or in Administration identified as process owner for compensation and payroll matters?
- Will your customer demand require you to consider layoffs? What timing and process will be used to consider layoffs?
- If layoffs are needed, who will provide communication and by what methods? What recall guidelines do you want to consider and communicate?
- If layoffs are needed, have you identified resources available for employees to contact for unemployment benefits assistance? Have these been communicated?
- Are you familiar with state and federal laws regarding layoff notice?
- What legal support will be needed?

2. Benefits

- How are benefit changes and updates being provided to employees who may or may not be at the facility? Who will be responsible for these and by what methods will they be provided so that all employees are included?
- Are you coordinating benefits related communications with your carriers?
- What is the timeframe to implement any needed changes with your benefits providers?
- Will company holidays be honored, and for whom? Bereavement? Others?
- Are there other time off benefits that employees can access for pay or for unpaid time off if needed? What are they, what processes need to be developed and communicated?
- Are there HR resources who can be available by phone or email to help answer employee questions or concerns? Have you discussed extended call center hours with your benefits providers if administration has been outsourced?
- Are there EAP or other mental health services that are available so that employees can access counseling services remotely?
- Does your company medical plan include telemedicine benefits? Have these services been widely communicated?

Environment

1. General

- Have you provided resources and a work environment that promotes personal hygiene (e.g., tissues, no-touch closed trash cans, hand soap, alcohol-based hand sanitizers, disinfectants and disposable towels)?
- Do you have a plan to ensure that adequate supplies are maintained?
- Have you placed hand sanitizers in multiple locations including entrances, conference rooms, cafeterias and breakrooms?
- Have you placed COVID-19 posters at the entrance to your workplace and in other high visible workplace areas?
- Have you posted handwashing signs in restrooms?
- Can you reconfigure conference and other meeting rooms to social distance?

2. Equipment-Sharing

- Have you discouraged employees from using other employees' phones, desks, offices or other work tools and equipment?
- When equipment is in a common use area, e.g., copy machines, do you ensure regular sanitization protocols are established and practiced?

3. Cleaning and Disinfecting

- Do you require your cleaning companies to perform increased environmental cleaning such as doorknobs, light switches, countertops, etc.?
- Do you have a copy of The Environmental Protection Agency (EPA) disinfectant list? See: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Do you provide disposable wipes to disinfect commonly used surfaces?
- Do you follow CDC recommendations for cleaning and disinfecting after persons suspected/confirmed to have COVID-19 have been in the facility? See: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- Cleaning staff training:
 - Is cleaning staff trained on proper cleaning and disinfecting methods, materials and supplies?
 - Is cleaning staff trained on proper use of PPE while performing cleaning tasks?
 - Is cleaning staff trained to recognize the symptoms of COVID-19 and provided instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus?
- Are you conducting an audit of restrooms and locker rooms?
- Is current frequency of cleaning and restocking adequate? Have you reviewed your vendor contract for any changes that may be needed?
- Are cleaning supplies securely stored?
- Do contractors and customers have access to facilities where they can wash their hands with soap and water?
- Do you have a back-up cleaning vendor? A back-up vendor for cleaning supplies?

4. Cafeterias/Food Sharing

- Is strengthened health screening for cafeteria staff in place?
- Are strict hygiene practices in place and followed by cafeteria staff?
- Are heightened cleaning and sanitizing protocols in place and followed?
- If your cafeteria uses self-serve salad bars, buffets or drink stations, have you discontinued this service? Do you provide "grab-and-go" offerings, boxed meals and canned or bottled drinks?
- If employees eat in the cafeteria, do you use the seating arrangement to encourage social distancing?
- Have you considered eliminating food sharing events?

5. Vending Machines

- Is vending machine stocking and frequency adequate, given any restrictions in cafeteria services or dining options?
- Is frequency and method of cleaning vending machine surfaces adequate?

HRIS/IT Systems

- Have you stress tested your IT system to determine if it can handle increased usage from remote locations?
- Have you assigned someone responsibility for monitoring and then determining how new local, state and federal laws will impact your HRIS system?
- How much time is needed to change your payroll system given potential new legislation and/or new work schedules?
- Will any of your HRIS/IT policies need to change?
- What supplies will employees need (headphones, upgraded internet access, etc.) to work remotely? How will these supplies be procured? Will there be a set budget per person?
- Will your standard procurement process work in this situation?
- Is your access secure? Do you have a VPN (virtual private network)?
- How will time be entered? Confirmed?
- Do you have the capability to conduct virtual meetings? Has system been tested?
- If payroll is processed internally, does your payroll staff have the capability to run payroll processes remotely? What needs to be done to prepare for this possibility?
- Will your customer needs require changes in work schedules? If so, how will time recording be accomplished for payroll purposes? What are the implications on your payroll system? What is your process and who will be impacted? What training or communication needs to be developed and provided?
- If working will be done remotely, what requirements need to be developed for managing work hours and reporting for employees working remotely?
- Do you have the ability from a systems standpoint to pay for any mandated leave required by law?

Training

- Have you cross-trained on critical business processes?
- Have you trained key personnel on how to respond to a report of the virus?

Other

- Have you identified back-up employees for each critical function within your organization?
- Are your critical business processes documented?
- What new forms must be developed?
- Have you discussed contingency plans with vendors in the event their HR operation is disrupted?
- Should you discuss impact on your unemployment insurance rates with insurance carriers?
- How will your Workers' Compensation insurance be impacted?
- Will you require screening of new hires, and or temporary employees? What will be the process?