

Strategies for Effective Return to Work Plans

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Please note: this presentation is being recorded

Outline

1. Planning
2. Implementing
3. Operating

Planning to Return to Work

Planning

- **Crisis as an opportunity**

- Consider what has worked and what has not worked over the last number of months
- What are the lessons learned?
 - Practices to keep
 - Practices to change/get rid of



Planning

- **Develop your roadmap**
 - Uncertainty and volatility are standard for the foreseeable future
 - Know your legal requirements

Planning

- Develop your roadmap
 - Determine your threshold questions - when, who and how
 - Conduct a hazard assessment
 - What are the risks of returning?
 - How do we mitigate these risks?

Planning

• Projected Needs

- Consider your anticipated needs/demands for services
 - What operations will be limited?
 - What operations will continue?
 - What operations will be closed?
- Determining your workplace needs will help shape your return to work strategy

Planning

• Evaluating Workforce Needs

- Prior to making any decisions regarding a return to work, be sure to consult your Collective Agreement and/or workplace policies
- Consider your obligations for recall from layoff
- Return from layoffs may need to be staggered and done according to your projected needs

Planning

- Can employers require employees to continue working from home?
- Can an employee choose to continue working from home?



Preparing

• Policies

- Consider Occupational Health and Safety and other workplace policies
 - Do they have to be amended or updated for the current circumstances?
 - Do your policies and procedures address the activities and equipment that your workers are undertaking?
 - What equipment do you need?

Planning

- Consider your procedures

- What services will you be providing?
- How can your procedures be amended to minimize contact with the public and encourage social distancing?



Preparing

• Communication Strategy

- Coordination with Union
- Coordination with managers, department heads and committees
- Communication with Employees
 - Is additional training necessary?
- Communication with public
 - Customers/clients;
 - Suppliers; visitors, etc.



Implementing your Return to Work Plan



Implementing

- **Communicating with employees**
 - Who is your COVID team?
 - What resources and supports can you have in place for your employees?
 - What equipment are you providing?
 - What measures are mandatory?

Implementing

- Public facing/external workplaces
 - How can you make arrangements to minimize interactions with the public?
 - Barriers (glass)
 - Disinfection and cleaning procedures
 - Signage/traffic coordination



Implementing

- **Internal/Shared spaces**
 - Cleaning procedures and schedule
 - Communal spaces (bathrooms and kitchens)
 - Masks - Mandatory or recommended
 - Workstation arrangements
 - Staggered shift schedules

Implementing

- Addressing areas of friction
 - Legal obligations v practical concerns



Implementing

- Family status and issues involving childcare



Implementing

- **Employee concerns**

- Different levels of concern regarding infection
 - Vulnerable persons in the household
 - Medical conditions/immune compromised employees

Implementing

- Changes to conditions of employment
 - Constructive dismissal concerns
 - Permanent or temporary?

Return to Operations



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BARRISTERS SOLICITORS

Return to Operations

- **Strategy and planning**

- Your communication strategy is key
- Have a plan - and know when to abandon it
 - Fluid situation requires flexibility and creativity
 - Stay informed of changes and updates from Government and Health authorities
- Develop response protocols for infections and other incidents, which may include restrictions on workplace access being re-imposed.

Return to Operations

- **Phased Approach**
 - Keep workplace policies and your collective agreement top of mind
 - Know your legal obligations

Return to Operations

• Feedback and Evaluation

- Provide a secure and confidential feedback system for employees and the public
- Employees should be aware of your efforts to address and improve policies and procedures



Return to Operations

- Operations
 - Developing buy in is key
 - Employers AND employees benefit from a safe and healthy workplace
 - Everyone has to do their part



Questions?

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