Agency Considerations for a Hybrid Environment

Pre-Return: Practices and suggestions to consider as more employees return to the workplace.

Determine Building Requirements

☐ Review established COVID-19 safety protocols for the building location

☐ Clarify access to building services based on established COVID-19 safety protocols (cafeteria, gym, bank, etc.)

☐ Revisit guidance for common areas (break rooms, refrigerators, shared coffee machines)

☐ Provide building signage to share rules and new practices

☐ Verify public transportation accessibility

☐ Share parking options and availability

☐ Confirm visitor building access rules

Determine Policy Updates

Review and update policies in the following areas:

☐ Telework and Remote Work

☐ Work Schedules and Core Hours

☐ Absence and Leave

☐ Workplace Conduct

☐ Parking

☐ Travel

Create a Communication Plan

Who should receive the communication

When certain communication is distributed

How often to provide updates and **what** each update will say

Which methods for communicating (email, intranet, other virtual platforms)

What are the **record-keeping** obligations for general and individual-specific communications

Communication Considerations

☐ The value of returning to the workplace

☐ Ongoing feedback for employees

☐ What to expect the first day back

☐ Location of the Workplace Safety Plan

☐ Agency COVID-19 workplace safety protocols (e.g., masking)

What about employees hired after maximum telework began?

1. Identify
Determine which employees have not yet accessed a physical agency workplace to date

2. Welcome
Develop an onboarding process to welcome them the first day on location

3. Assist
Provide support to supervisors of new employees

4. Clarify
Clearly communicate COVID-19 workplace safety expectations

Training Topics for Supervisors

Policy and Process Changes

☐ Updated policies on telework, remote work, leave, and scheduling

☐ How to handle accommodations

☐ How to handle employees who refuse to return to work

☐ Updated office space policies (e.g., common spaces, conference rooms, hoteling, etc.)

☐ How to manage staff performance in a hybrid work environment

☐ Consider what technology is available for employees to host hybrid and virtual meetings

Manage the Transition

☐ Change management and resiliency

☐ How to handle the first day and week back

☐ Navigate difficult conversations about the pandemic's impact

☐ Create space for employee adjustment to working onsite again

☐ Manage employee expectations for the new 'business as usual'

☐ Consider the logistical and emotional aspects of return for employees (commutes, dependent care, exposure concerns, etc.)