



COVID-19: Tips for Managing Change

As we slowly resume services, we will be adjusting to a new normal. Here are some tips and tricks for creating a safe work environment while maintaining company-wide motivation and morale!

Conduct inspections and introduce fun incentives for compliance - as a team



- Conduct inspections to identify how many staff are following new rules
- Don't single anyone out, motivate everyone to do better so the team does better
- Review compliance scores at team meetings
- Break compliance score into components (e.g. mask wearing, social distancing)
- **Set goals to motivate team until new protocol becomes routine, reward team when goals are achieved**

Limit staff per room, incorporate signage



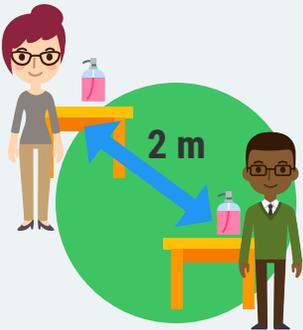
- Determine how many staff can safely distance while working in each shared space, **indicate number on entry point signage**
- For small instrument rooms/supply rooms/stalled washrooms, limit room capacity to one person at a time
- Add dry-erase signs to doors so employees can note when rooms are occupied, provide each employee with their own dry-erase marker

It is everyone's duty to make sure EVERYONE complies



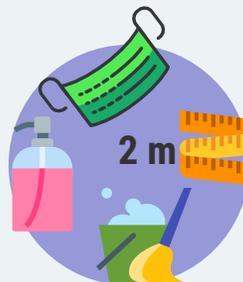
- Encourage employees to politely remind each other to follow rules - **do not let workplace hierarchies/seniority preclude this**
- Report non-compliance
- Everyone has a right to take initiative to limit exposure for their own comfort - it's your job to protect yourself from potential exposure and protect your colleagues
- When reminded of something, say thank you and comply - no need to be upset/embarrassed - everyone is adapting to new protocols in place
- **Have compassion - don't be hard on yourself/others if mistakes are made - adjusting will take time!**

Find new ways to maintain workplace socialization



- Separate seating in break rooms by 2 m and provide sanitizing wipes to clean tables before and after use
- Have staff bring their own dishes and cutlery, remove communal dishware
- Stagger lunch breaks
- Allow employees to select time slots to coordinate lunch with a colleague they want to catch up with or encourage video chats during lunch for staff to maintain a social component of their work day
- **Create a positive environment**
- Be mindful of potential contamination of cell phones - make sure to sanitize your hands before and after using your phone and consider wiping your cell phone with an alcohol-based wipe or spray multiple times per day

Do practice runs and remember everyone is learning



- Conduct practice runs to help staff feel comfortable - practice reminding each other to wear PPE, saying "thank you" in response to reminders, keeping a safe social distance at high-traffic areas (e.g. reception/water-cooler)
- **Be patient - check in with staff to see how they are feeling/adapting to the change**
- Suggest staff develop workplace self-care strategies to help manage new stresses related to change