

CHECKLIST FOR FORMING A COVID-19 RECOVERY TEAM

Consider these areas when forming your recovery team to assist with reopening

- Include employees from all departments to adequately represent your service areas and their specific needs.
- Include a human resources professional, who can ensure decisions comply with federal and state laws, as well as a union representative.
- Appoint a coordinator who understands emergency management and community planning.
- Establish the scope of work of the team upfront—what processes need to be established, how will the team communicate, how will the team know that its assignment is complete and it is time to disband.
- Ask the team to engage your workforce and your community to both gain input and alleviate concerns.
- Plan for a phased-in approach to reopening, following the directives of the state, emergency management, and public health agencies.
- Look beyond the current crisis and recovery and ask the team to consider the future of services in your community, given revenue reductions and new safety guidelines.
- Overcommunicate—especially internally. Keep staff up to date on new operating procedures, policy revisions, etc., to help ease employee anxieties.
- Use all methods at your local government's disposal to communicate with residents. Use your website, social media channels, building signage, and other forms of outreach, and make sure residents know that business can be conducted online and staff are there to help!