Employee Communication:

- Remind employees of the importance of their work and the company’s role in supporting public health and safety during this time and thank them for their dedication

- Provide clear communication on company roles and expectations for continued work on-site or remote
  - Provide information on approved available digital tools for remote use and guidance to ensure connections and communications remain secure

- Establish a point of contact for fielding employee inquiries or contamination concerns and a communication method or platform for where news, resources and updates will be shared

- Provide information on how to identify the symptoms as provided by the CDC (see below), conduct a risk assessment and clear instructions on who that information should be reported to and how they should record that information and associated actions in the event of a confirmed case
  - Information regarding an employee who tests positive for COVID-19 and their condition must be kept confidential and limited to personnel with a need to know
  - The earliest an employee that has tested positive may return to work is 7 days after diagnosis and 3 days after symptoms have subsided (see below - Illinois Dept. of Public Health per CDC interim guidelines for Healthcare Workers)

- Identify staff availability to cover absences

- Assess and reinforce safety processes and procedures with increased checks to ensure safety measures are not overlooked with increased absences

- Develop policies and training to all cleaning staff on site prior to providing cleaning tasks

- Ensure company social media channels and comments are being monitored to address any employee concerns or comments and direct them to utilize the company established communication channels

Operations Risk Assessment and Mitigation Efforts:

- Identify areas where supply chain disruptions are expected and redundancy should be added

- Identify options for logistics/movement of goods in the event that restrictions are placed on interstate travel

- Conduct analysis on projected cost increases and extended product lead times

- Develop project/product delay communications to keep upstream/downstream informed

*Developed as a resource guide for members of the Mechanical Contractors Association of Chicago in conjunction with MCAA.*
Media:

● Develop statement that includes justification for continued operations

Example draft statement:

“We have taken extraordinary measures to ensure the safety of our employees. Our operations [insert company specific description] are essential to the health and safety of our community and country. Our employees recognize the critical role we play in the containment and recovery process during the COVID-19 pandemic. These are challenging times and we appreciate their commitment to getting the job done.”

● Have information readily available to share on:
  ○ How your operations are essential to human health and safety
  ○ Health and safety measures in place
  ○ Resources the company has made available to employees
  ○ Actions to ensure social distancing, increased cleaning measures, etc.

Local Leaders/First Responders:

● Identify a single point of contact from your company to communicate with local leaders/first responders
● Provide an update on current operations
● Remind them why your business is essential
● Ask that they keep you informed of any potential local ordinances or requirements
● Identify the best way to communicate future updates and field their questions

RESOURCES:

Illinois Dept. of Public Health FAQs: Ill. DPH FAQs on Covid-19

Guidance on conducting a risk assessment

CDC: Symptoms
Description of symptoms, how to protect yourself and what to do if you are sick

U.S. DHS: CISA INSIGHTS Risk Management for Novel Coronavirus
Guidance on infrastructure protection, actions for supply chain, cybersecurity for your company, workforce and consumers

CDC: Communication Resources
Resources including video, fact sheets, posters, tools and resources available for use and distribution

MCAA: COVID-19 Resource Center - MCAA

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