

COVID-19 CONTINUITY OF OPERATIONS (COOP) CHECKLIST

1. Continuity of Operations (COOP) Project Team

As you begin the process of returning employees to their usual on-campus workspace, be sure to consider all angles and implications of a returning workforce. It can be helpful to create a Re-Entry Task Force as part of this process. Including representatives from all areas of your business ensures needs, concerns, and challenges are identified and considered as decisions are made and re-entry processes begin. Suggested list of departments/partners to include:

- Operations
- Communications
- Patient Billing Services
- Education & Training
- Fleet & Facilities Maintenance
- Human Resources
- Information Technology (IT/IS)
- Safety & Risk (OSHA, compliance, HIPAA)
- Legal
- Human Resources/Workforce

2. Position Analysis

As you work with your task force to determine who, when, and how to return employees to their usual on-campus workspace, it may be helpful to work through an analyze of each position. We suggest using the SWOT analysis tool as you determine which positions should return, when or how the position might change to better meet the needs of your organization. Below is a sample table with some example considerations.

<p>STRENGTHS:</p> <p>What is the biggest benefit of returning this position/employee to an on-campus workspace?</p> <p>What has been the biggest benefit of this position/employee working off-site?</p>	<p>WEAKNESSES:</p> <p>What has been the biggest challenge with this position/employee working off-site?</p> <p>What will be the biggest challenge in returning this position/employee to an on-campus workspace?</p>
<p>OPPORTUNITIES:</p> <p>Is there a potential benefit in having this position/employee work off-site permanently?</p> <p>Is there an opportunity to change the structure of this role so it better suits the company needs?</p>	<p>THREATS:</p> <p>What is the biggest concern with returning this position/employee to an on-campus workspace?</p> <p>What is the biggest concern with this position/employee continuing to work off-site?</p>

Sample considerations:

- **Productivity:**

- Has productivity for any position/employee increased or decreased while working off-site?
- Is it possible to maintain on-site productivity with a staggered re-entry plan?

- Is it possible to maintain on-site productivity and return employees to on campus workspaces with staggered shifts?
- **Cost:**
 - Has the cost of any position/employee increased or decreased while working off-site?
(IT support, supplies, lost productivity, time off, etc.)
 - Will the cost of maintaining a sanitary workspace for returning employees be cost prohibitive for our organization?
 - Are necessary cleaning products and equipment available?
- **Technology:**
 - Do we have the necessary technology for employees to reasonably work off-site while maintaining information security, communication, etc.?
 - Do we have the IT support available to troubleshoot any issues?
- **Physical Space:**
 - Have we reviewed the CDC's Guidance on [Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
 - Is our office/building set up in a way that we can return people to work while practicing recommended social distancing measures?
 - Will we need to install any physical barriers, hands-free door systems, or other otherwise reconfigure our office layout as employees return to campus?
 - Do we need to install handwashing, physical distancing signs throughout our facility?
 - Have all physical spaces been disinfected, and is there a schedule to maintain a clean and sanitary environment?
- **Equipment:**
 - Do we have enough equipment so that we can limit shared equipment use between staff, or are we able to limit equipment use to certain staff only? *(i.e. copiers, fax machines, phones, etc.)*
 - If implementing a staggered shift arrangement or office/work from home plan, is there sufficient equipment to ensure functionality and productivity?
 - Do we have possession of or access to all necessary PPE for employees returning to an on-campus workspace? *(i.e. face coverings/masks)*
- **Fleet & Facility Maintenance**
 - Do we have necessary supplies to keep our non-clinical fleet vehicles clean and disinfected?
 - Do we need to change air filters, etc. to reduce exposure and cross contamination in the building?
 - If we added new chemical disinfectants, are the MSDS sheets in present, up to date, and accessible for all employees?
 - Have all employees responsible for using chemical disinfectants been trained proper use to avoid injury?

- **Mental Health & Wellness**

- What is the cost of continuing a remote workforce? Are there mental health resources available to them through health insurance, employee assistance programs, or other wellness programs?
- Is it feasible to have regular check-ins with employees to ensure they are coping with increased stress, lack of childcare, and change of workplace structure?
- As employees return to on campus workspaces, do we need to implement temperature screenings upon arrival?

- **Continue to work off-site requests**

- Some employees may request to continue working off-site. Is there a process in place to screen and evaluate those requests?

3. Resources

- [Guidance on Preparing Workplaces for COVID-19](#)
- [CDC Guidance on Cleaning and Disinfecting Your Facility](#)
- [World Health Organization Getting your workplace ready for COVID-19](#)