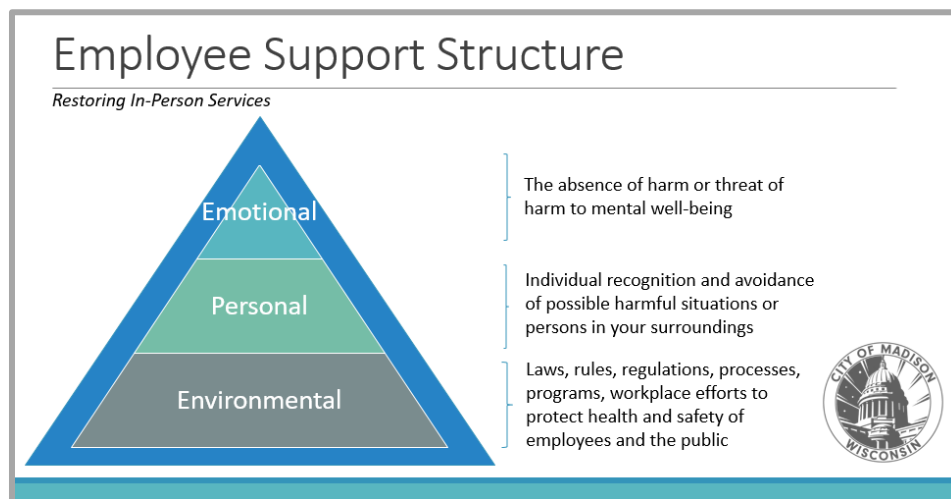


Return to Office Checklist

The following checklist is intended for Agency Heads at the City of Madison as we seek to continuously improve our ability to support employee safety in providing in-person services that leverages lessons learned from the COVID-19 pandemic.



Overall Support

- Provide your plan for restoring in-person services and return to office to your Agency's staff.
 - [EQUITY] Where applicable, prioritize equity in the community in near-term and long-term decisions regarding in-person services.
- Notify COVID-19updates@cityofmadison.com of in-person services that have resumed so they can be noted on the City's service status webpage.
- Provide minimum four week notice to staff before expecting them to return to in-person service.
- Host routine staff meeting(s) where you:
 - Show appreciation for staff who provide in-person services.
 - Ask staff how they are doing:
 - "How are you feeling about providing in-person services?"
 - "What would support you in continuing to or returning to in-person service delivery?"
 - Share results of employee vaccination survey. Need the data? Contact: [Harper Donahue](#)
 - Reinforce Mayor's all email users messages and provide any Agency specific guidance.
 - Remind staff the Metro routes will likely stay about the same until route redesign changes are made; leverage telework and flex scheduling requests to supervisor accordingly.
 - Review content in other sections of this document.
 - Review [Frequently Asked Questions](#).
 - [EQUITY] Ask staff, including your Department Equity Team, for input on decisions you need to make that will impact them.
- Nominate staff who are doing a great job for the bi-monthly [TeamCity Award](#).
- Provide an adjustment period for returning to in-person service delivery giving flexibility and grace to address any needed changes, meeting people where they are, and gently guiding them toward appropriate workplace norms.

Return to Office Checklist

- [EQUITY] Gather qualitative data from external customers. Next time you talk to someone outside the city ask them about your services to get feedback.
 - “How were my services in the last year? Were any changes particularly helpful? Any further recommendations for improvement?”

Emotional Safety Support

- Share EAP resources with your staff:
 - Phone Number: (608) 266-6561
 - [EAP General Website](#)
 - [EAP COVID-19 Resource Roundup](#)
 - [Webinar: Towards a New Workplace Normal in the Age of COVID-19 \(FEI\)](#)
 - [EAP Return to Work Guidance for Managers and Supervisors](#)
 - See Page 17 for additional resources
- Encourage Supervisors to hold 1:1 and/or team meeting(s) using the [guide on Pages 10-12 of the EAP Return to Work Guidance for Supervisors and Managers.](#)
- (In Progress) Encourage staff to attend the *Building Resiliency Series*. Registration will be managed through the [course offerings page](#).
 - Wednesday Mornings July 7 – August 11 @8:00-9:00AM
 - Thursdays at Noon July 8 – August 12 @12:00-1:00PM
- (In Progress) Review conversation guides for Staff Meetings re: Org Culture and New Norms

Personal Safety Support

- Share relevant policies and FAQs in writing and verbally reinforce messaging:
 - [Teleworking Policy APM 2-34](#)
 - [Telework Agreement Form](#)
 - (In Progress) Alternative and Flexible Work Scheduling APM 2-35 – ETA 5/30/21
 - (In Progress) Alternative Work Schedule Request Form – ETA 5/30/21
 - [COVID Related Policies & Procedures](#)
 - [Frequently Asked Questions Related to COVID-19](#)
- Request telework agreements and flexible schedule requests by a to-be-established date set by the Agency Head.

Environmental Safety Support

- Complete and disseminate facilities checklist ([on network](#)) ([off network](#)).
 - As these documents are developed they will be centrally stored in SharePoint ([on network](#)) ([off network](#)).
 - Need access? [Contact Kara Kratowicz](#)
- Encourage staff to check symptoms every day before work and stay home if they are sick.
- Review the [Face Covering policy](#).
- (In Progress) Share and discuss the facilities safety toolkit. The toolkit will be posted to EmployeeNet and link added to this document when available.
- (In Progress) Encourage staff to attend a *Customer Service Conversation*. Registration will be available on the [course offerings page](#). These conversations will be organized by HR-Organizational Development in collaboration with agencies who continued to providing excellent customer service throughout the pandemic. Target end June for first offering.