



# Tips for addressing the “new normal” with personnel during COVID-19

**We are living in a new normal and one of the best things you can do for your personnel is to address and help everyone adapt.**

New routines, new anxieties, and even new laws abound. Check out some tips about what to be proactive about with personnel and tips on how. This can look different for everyone and while some will thrive in their new environments, others may benefit from tips and tools on how to structure their days.

## **Handling anxiety around the unanswerable questions**

While many staff may be feeling increased anxiety around questions that can't be answered such as job security, office closings, etc., rather than ignoring their concerns because there are not answers, direct them to tools to help manage anxiety and deal with stressful situations such as JFNAs resources for self-care [here](#).

## **Providing relevant information on Telehealth and insurance changes**

Make sure to check in with your insurance provider to learn about any changes they have made to their policies. Many are now offering telehealth including for mental health services which may be very helpful to staff. Being proactive about communicating these types of resources can help staff feel at ease!

## **Consistent communication and information sharing**

Consistent communication is key especially during challenging times. Try to identify a communication plan that staff can count on. Whether that is once a day hearing from you or someone else, even if there is nothing to report.

[Click here](#) for a sample from Cleveland.

### **Supporting direct supervisors and managers**

Direct supervisors and managers may be getting questions from their team members they don't feel equipped to answer. Try sharing tips with them proactively about how to navigate these difficult conversations and empower them.

### **Prioritizing workloads and projects**

For many of us, our workloads look completely different now than they did even a week ago. Create a safe space for personnel to talk about that, ask questions about what to prioritize and think strategically with them on how their skills and time can be redeployed.

### **Creating new “office” rituals**

Set up digital gatherings or daily rituals or suggest that team leaders do this for larger staff. Give everyone an opportunity to connect digitally that isn't about current work. Feel free to suggest time limits so no one is overwhelmed and make them optional so no one feels obligated. Think creatively, perhaps a lunch with pets for those working with their furry friends who can join on screen, or breakfast or coffee breaks for those working from home alone!

### **Checking in and supporting WFH**

Review JFNAs tips for working from home with children or as a care giver and create policies that support your team or share them out. Check in about how WFH is going. Provide staff with tips from JFNA here. *Working from home can look different for everyone and while some will thrive in their new environments, others may benefit from tips and tools on how to structure their days. Share resources from JFNA on WFH or WFH with kids.*

