



Nonprofit: The Five Steps to
Readjusting, Repurposing
and Reopening Your
Workplace—A New Reality
for Human Services



Gallagher

Insurance | Risk Management | Consulting

COVID-19 and its impacts on daily life have been etched into our minds and may affect us for a long time. Human and social services agencies have stepped up, and continue to serve vulnerable communities across the globe. In some cases, certain aspects of your business were closed while others are more essential than ever.

As you continue to adjust and repurpose programs during this crisis and consider reopening others that were suspended, it is important to consider five important steps.

STEP 1

Eligibility to Reopen

- Check with all regulatory bodies. Are you legally able to reopen following federal, state, and local governmental guidelines and orders?
- Create a COVID-19 committee to assist in developing individual plans, case manager needs, and a risk assessment of your entity and operations.
- Talk to your Gallagher representative about forecasting services for COVID-19 data.

STEP 2

Employees and Volunteers

A solid plan needs to be developed to bring employees and volunteers back into the workplace. These plans need to include:

- Infection prevention measures, policies, procedures, employee screenings and training
- Social distancing and hygiene guidelines
- The use of personal protective equipment (PPE) such as masks, gloves and perhaps eye protection

STEP 3

Equipment and Facilities

Many of your facilities have been vacant and unoccupied for 60 days or more. It is imperative that you make sure that key building systems are properly operating and functioning. These include:

- Life safety and fire systems
- Heating, ventilation and air conditioning (HVAC) and other key building systems, such as power and water
- Facility preparation and layout changes

STEP 4

Supplies and Third-Party Vendors

This is a step that is easy to forget, but still critical. With all of the disruptions in the economy, it is necessary to check that all of your vendors and supply companies have or can get the supplies you require. Many of these items may be in great demand and not easy to obtain. Some items to consider include:

- Cleaning supplies
- Hand sanitizers
- PPE
- Signage

STEP 5

Communication With the Public

The key to reopening plans is communicating to employees, families and key community stakeholders. Some things to consider are:

- How are you going to communicate the policies and procedures to others? This can be accomplished using communication platforms such as your website, email, Facebook, Twitter, direct mail, local newspapers and volunteer committees.
- What do you need to communicate? Some things to include are social distancing guidelines, PPE requirements, changes in typical operations, etc.

While day-to-day operations will inevitably change, the importance of your mission remains a top priority. Each social services agency has been impacted differently by this pandemic — no matter what phase you are in, it is imperative you develop and execute a thoughtful plan. Please visit [Gallagher's COVID-19 Reopening page](#) for the latest information or refer to the [CDC](#).

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