

STAFF CARE:
SUPPORTING YOUR
WORKFORCE IN A
TIME OF CRISIS

Road to Re-Opening

Agenda



HOUSEKEEPING



SVCF
PRACTICES



PANEL
DISCUSSION



Q&A



CLOSING, NEXT
STEPS



“ When I was a boy and I would see scary things in the news, my mother would say to me, ‘Look for the helpers. You will always find people who are helping.’ To this day, especially in times of ‘disaster,’ I remember my mother's words, and I am always comforted by realizing that there are still so many helpers-so many caring people in this world.

”

- Fred Rogers

What we know...

- ▶ 3.5 months in, this is still a new situation for all of us
- ▶ We all seem to be reinventing wheels
- ▶ We don't have muscle memory
- ▶ Staff are looking for guidance and resources
- ▶ There are a lot of questions
- ▶ We don't know or have all the answers
- ▶ Staff are passionate and mission-driven
- ▶ Sifting through information is increasingly hard and time consuming

SVCF has...

- ▶ Been working remotely since mid-March
 - ▶ 99% of the team has the ability to work remotely
 - ▶ Question: How do you ensure that working remotely is inclusive?
- ▶ Communication
 - ▶ Increased cadence of all staff emails, all staff meetings, team meetings
 - ▶ Used multiple channels to convey information – email, slack, meetings
- ▶ Employee Engagement
 - ▶ Return to Office Survey
 - ▶ Adapted rituals to a virtual environment – Coffee Talk, Social Hour

SVCF has...


- ▶ Trainings
 - ▶ Managing Remotely
- ▶ Benefits and Flexibility
 - ▶ Initially provided staff with additional sick leave
 - ▶ Highlighted existing benefits, added a mindfulness app
 - ▶ Established hours of operation and allowed for flexibility to meet individual needs
 - ▶ Proactively reached-out (and circled-back) to staff who may have needed additional support

Communication

- ▶ Share accurate, timely, and transparent information
- ▶ Communicate consistently, even if there isn't anything new
- ▶ Increase the cadence (and if you're scaling back, let staff know)
- ▶ Two-way communication
 - ▶ Mechanisms for feedback
 - ▶ Do staff know who to go to when they have questions or want to provide feedback or insight?
 - ▶ Stressing open door policies
 - ▶ Q&A during meetings
 - ▶ Staff surveys
 - ▶ Shout-outs

Making staff wellbeing a priority

- ▶ Staff want assurances that organizations are going to put people first
 - ▶ Health and Safety, especially if the organization did not move to WFH
 - ▶ Quick response to implementing public health measures
 - ▶ Working From Home
 - ▶ Flexible schedules, when appropriate
 - ▶ Re-opening plans
 - ▶ Value-driven and people-centric
 - ▶ Question: For those working remotely, what is the driver to return to the office when work is effective, efficient, and impactful in a remote environment?
- ▶ Staff are doing extraordinary work during an extraordinarily complex time
- ▶ Attention or inattention to employee well-being can and will have reputational consequences



“The measure of a country's greatness is its ability to retain compassion in times of crisis.”

— Thurgood Marshall

Panelists

- ▶ Vikki Davis, VP of Human Resources, Peninsula Family Service
- ▶ Letitia Campbell, Senior Operations Manager, Love Never Fails
- ▶ Rosan Gomperts, LCSW and Director, Stanford Faculty Staff Help Center, Stanford University
- ▶ Barbara Wilets, VP of Human Resources, Second Harvest Food Bank

Questions