



Communicate Frequently

Providing periodic updates lets employees know your credit union is staying on top of things and up-to-date on developments. Lack of information can make some employees feel that you have something to hide or aren't taking the situation seriously.



Empathize & Listen

Be sure your employees understand that their concerns are normal, and you want to hear about them. Provide them with multiple channels to discuss issues or voice concerns – e.g. manager, Human Resources, safety committee, mailbox, etc. Also offer a channel for anonymous concerns.

Follow-up individually, when possible, and do it on a timely basis.



Remind Employees About Available Benefits

Most organizations have employee assistance programs (EAP) that offer free resources and/or counseling sessions. An EAP can be extremely helpful to help build employee understanding and reduce anxiety.

If your EAP offers telehealth, remind employees that they can use this function. Under the Coronavirus Aid, Relief, and Economic Security (CARES) Act, these visits may be reimbursable.



Support Those at The Workplace

Be vigilant in your cleaning procedures and communicate your efforts to essential workers; practice social distancing in and around your locations; and provide Personal Protective Equipment (PPE) where possible to reduce stress about contamination.



Be Generous Where Possible

While not every employee request can be honored; relax normal practices and policies when possible to ease concerns. Your willingness to help employees cope can go a long way – even if it is only on a temporary basis.



Be Creative

Flexible scheduling, staggered start times, remote work, and rotating leave policies can reduce the number of staff at the workplace, allow employees to stay home to care for sick family members or care for children, and lower the overall risk exposure. Actively encourage sick employees to stay home without fear of reprisal.