



COVID-19

Resource Guide for Trucking & Logistics Employers
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As the COVID-19 situation continues to evolve, we will work to update this guide as required to support trucking and logistics employers.

COV-19 Resource Guide for Trucking & Logistics Employers

Trucking HR Canada is here to support trucking and logistics employers in navigating their response to COVID-19. This document includes resources for business continuity to assist employers in trucking and logistics, both big and small, in their response and employee communication efforts. This guide includes resources on remote working, taking care of our drivers, leadership and employee communications during a crisis, health and safety, self-care and wellness, and government relief programs and funding.

General Resources and Information on COVID-19

Some general resources and information on COVID-19 that employers can share with employees to keep them informed based on the leading authorities on public health, and more.

1. [World Health Organization \(WHO\) COVID-19 Microsite](#)
2. [World Health Organization Situation Reports](#)
3. [Q&A on COVID-19](#)
4. [US Center for Disease Control and Prevention COVID-19](#)
5. [COVID-10 HR Communications and Resource Guides](#)
6. [Business Continuity Planning Templates](#)
7. [Canadian Trucking Alliance COVID-19 Daily Bulletins on Services for Drivers by Province](#)
8. [Canadian Centre for Occupational Health and Safety](#)
9. [Canadian Chamber of Commerce's Pandemic Preparedness Guide](#)

Communications

Employee communications becomes even more critical in a crisis and with most employees working remotely from home. Communicating with employees and as you prepare your workplace response, consider the following:

- **Ensure regular communication with all employees.** Whether by e-mail, or other virtual means, having regular meeting times to ensure everyone is kept abreast of the most recent changes, issues, and emerging information is important.

- **Communicate any changes in safety measures and policies your organization is implementing.** For those not in the workplace, ensure you have a means of communicating these changes and any new protocols.
- **Establish and communicate clear guidelines on working from home arrangements, and your expectations as an employer.** More tips and resources are provided below regarding remote working arrangements.
- **Remote work may mean some roles change or are altered.** Make sure that changes are clearly communicated to the staff affected, as well as the entire organization.
- **Review your current leave provisions and modify for the circumstances** as needed. And be sure to communicate these changes to all employees.
- **Confirm that you can continue meeting payroll** and communicate that with your employees. If there are any changes in procedures relating to payroll, and / or benefits be clear in these communications, and reassure your employees.
- **Have contingency plans in place to support any employee you may need to layoff** – be sure to connect with them and connect them with the government programs (see in this guide Relief for Small Businesses, Individuals & Employees) put in place to help them.

Communication with Customers

Everyone is looking to keep a fluid and responsive supply chain. As you are working to maintain effective communications with your customers, be sure to keep them informed of any internal policy changes as well and communicate how this can impact service standards. Also, your own occupational health and safety protocols should be effectively communicated too to ensure the safety of your employees, and the continued servicing of the supply chain.

Take Care of your Drivers

Our drivers are currently Covid-19 heroes – lets all work to make sure they know this, and demand they be treated as such. Encourage your team to send a note to thank a trucker through CTA's program [Thank a Trucker](#). Let's ensure that our communications on COVID-19 are distributed to our drivers in as close to real time as possible so we can give them the information that they need to protect them and ensure their health and safety remains our top priority. This includes ensuring that they have all the supplies they need including disinfectant, sanitizer, food, etc.

Health and Safety Considerations:

Health and safety considerations for federally regulated employers and recommendations by Centre for Disease Control are included below.

1. Employment and Social Development Canada: [Contains information on Hazard Prevention Responding to COVID-19 in a Federally Regulated Workplace](#)
2. U.S. Department of Labor Occupational Safety and Health Administration: [Guidance for Preparing Workplaces for COVID-19](#)
3. Centre for Disease Control: [Show Me the Science: How to Wash Your Hands](#)
4. Centre for Disease Control: [How to Protect Yourself](#)
5. See the Appendices: Setting Up a Home Office Health & Safety Checklist in the City of Hamilton's [Telecommuting Procedures](#)
6. [Canadian Centre for Occupational Health and Safety](#)

Leadership and additional Communication Resources

Some resources on the type of information to communicate, team collaboration, and leadership best practices for leading in a crisis are included below.

1. McLean and Company: [Collaborating Effectively During COVID-19](#)
2. Harvard Business Review: [8 Questions Employers Should Ask About COVID-19](#)
3. Harvard Business Review: [Lead Your Business Through the COVID-19 Crisis](#)
4. Harvard Business Review: [How to Reassure Your Team When the News is Scary](#)
5. Center for Creative Leadership: [Crisis Leadership](#)

Remote Working

Employers can issue a Work from Home Policy or a COV-19 Response Protocol (for Temporary Work from Home). Some areas to be addressed include employer expectations around:

- **Working Hours:** need to outline if the work hours remain the same, whether they are flexible, or if reduced hours apply
- **Expectations around communications:** employees are responsible to maintain effective communication with Supervisor, co-workers, and customers. This involves regularly checking voicemail and email)
- **Review roles:** acknowledge that some staff may be working fewer hours or have their workload change. Assess which activities that are normally done in the office may be adjusted to accommodate working from home. And develop a clear policy on what jobs can be accommodated at home and which ones are required to have someone in the office. Some positions are self evident but there may be a number of “office” positions that can only be done in the place of business and are ineligible for remote working.
- **Confidentiality:** when working from home employees need to maintain the confidentiality of business information to secure work files and documents, laptops, and protect the confidentiality of customer and employee information.
- **Expenses of working from home:** clear terms on whether any operating expenses associated with employees using their home as an alternate workplace are covered such as insurance, utilities, high speed internet, office supplies, laptop, etc.
- **Dedicated workspace in their home** to perform their job responsibilities without interruption; employees can be provided with guidelines around health and safety and ergonomic practices and it is their responsibility to ensure their home workspace is safe and follows good ergonomic practices.

Some links to support employers rolling out **remote working** to support employees who may be new to remote working are included below.

- [How to Transition to Remote Work in a Hurry](#): Wade Foster, CEO of Zapier, shares tips for how to transition to remote work without warning.

- [Guide to Working Remotely](#): Another worthwhile resource from the Zapier team. This compendium of blog posts provides valuable advice for teams working remotely.
- HR Dive: [Steps to Prepare a Remote Work Policy](#)
- BBC: [How to Work from Home the Right Way](#)
- City of Hamilton: [Sample Telecommuting Policy](#)

Self-Care & Mental Wellness

With self-isolation and financial uncertainty, our workforce is at high risk for mental health issues. Employers can share resources on self care, hygiene, and mental wellness. By holding wellness webinars with employees working from home and increasing hygiene and self care practices this can help employees increase resilience during this challenging time.

1. [Trucking HR Canada's Gearing up for Mental Health Resource Guide](#)
2. Centre for Disease Control and Prevention: [Managing Stress and Anxiety](#)
3. [Feeling Anxious About COVID-19: A Psychologist Offers Tips to Stay Clear Headed](#)
4. Conference Board of Canada: [Mental Health Checklist Insulating for isolation: a mental health checklist for getting through Quarantine](#)
5. Conference Board of Canada: [Fear and Mental Health Videos for COVID-19](#)
6. Washington Post: [A Psychologist's Science Based Tips for Emotional Resilience During the Coronavirus Crisis](#)
7. New York Times: [A Brain Hack to Break the COVID-19 Anxiety Cycle](#)

Relief for Small Businesses, Individuals & Employees

The Government of Canada is taking massive action to provide financial relief, deferred tax deadlines, and business loans to entrepreneurs, individuals, and employees. Trucking and logistics businesses looking to learn more about eligibility, and how to apply can find information sources here:

1. Businesses can click [here](#) for information about supporting your employees and your business. This site will be continually updated as Covid-19 evolves.
2. Download the [Canada Business App](#) to find tailored supports to address your specific needs and questions about COVID-19.

3. Employment and Social Development Canada: [Employment Insurance Program Response to COVID-19](#)
4. Canadian Federation of Independent Business (CFIB): [Resources for Small Businesses](#)
5. Contact your Bank. Canada's banks have made a commitment to support businesses and individuals through these difficult times in a responsible, fair, and compassionate way. To help provide some stability for businesses through this time of uncertainty, [the Office of the Superintendent of Financial Institutions \(OSFI\)](#) is lowering the Domestic Stability Buffer requirement, releasing more than \$300 billion of additional lending capacity for Canadian financial institutions.