Hiring During COVID-19: Adapting to Change
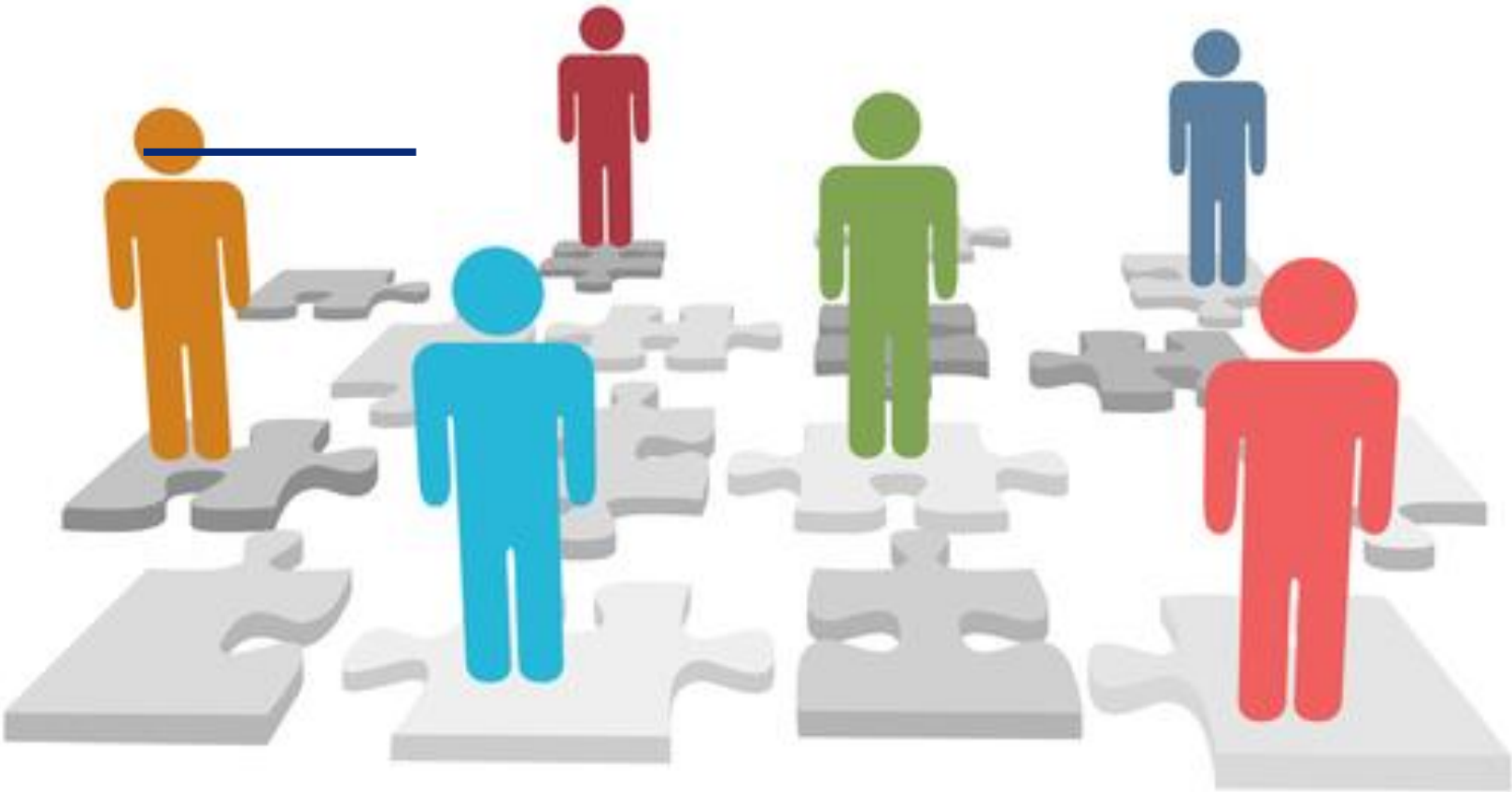
APRIL 16

Lutherwood
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Human Resources Checklist:

☐ Do we need to hire new employees now, look internally or increase recruitment due to immediate needs due to illnesses and longevity?

☐ What technological systems are in place now in the business that can be utilized or better utilized for change in human resources? (For example: ZOOM, TEAMS, Skype, WebEx)

☐ Along with interviews, what other assessments can be accessed to further gauge suitability of candidate? (For example: behavioural assessments, on-line testing)

☐ Are my health and safety practices and processes in place as set out by the government and public health?

☐ Which employees and staff are able to work remotely? What is the impact?

☐ Are there appropriate information management and protection policies in place if working remotely?

☐ Are there existing pandemic policies and procedures in place? If so, how will this be communicated to staff, employees and new candidates? Will I need to speak with an employment lawyer to assist in navigating new information from the government and/or WHO in regards to hiring and Emergency benefits?

☐ What are the systems needed to more effectively communicate with new hires, existing employees, leadership teams, and external communities in regards to business operations, policies and procedures?

Adapting to Telephone and Virtual Interviews in Changing Circumstances

☐ Ensure candidates feel just as comfortable and important through the telephone and/or online interview process as in person

☐ Continue to pay attention to what candidates are saying through body language, vocal inflections (tone, cadence), and non-verbal cues

⬛ Provide more detailed behavioural questions that relate to aptitude, personality and soft skills

⬛ Have a strategy in thinking about the skills required from the person to meet the need of the position and the company

⬛ Communicate regularly with the candidate at each stage of the process to ensure candidate is informed (assists in both to feel connected during a difficult time)

⬛ Remove all distractions when interviewing remotely

⬛ Speak with the candidate more about the company's mission, values and to reassure the company's health and safety practices during the interview

⬛ Account for any time lags in virtual interviewing, to pause after the candidate's responses

Onboarding New Hires

⬛ How will background checks, new hire paperwork, Police Record Checks continue? **To note in the Waterloo Region, all Police checks are unavailable during the pandemic. See attached link. https://www.wrps.on.ca/en/services-reporting/background-or-record-checks.aspx

⬛ Will new hire welcomes and orientation take place online through website, other technology, virtual tour etc.?

⬛ Will there be compensation pay for employees working directly with the public? (emergency pay plus wage)

⬛ Is there enough Personal Protective Equipment available? If not currently using them due to the nature of the job, how can the business access them prior to start of the new hire?

⬛ What other information or resources do you need as a business from Lutherwood? Please identify.