1. **HAVE A PLAN**
   Think ahead and stay well-informed so that you can answer employees’ questions. Compile FAQs and share with employees.

2. **COMMUNICATE**
   Let employees know that they can expect regular updates from you. Communicate even if the situation remains unchanged.

3. **EMPATHIZE**
   Let employees know that you see their stress and that it’s okay to be anxious. Provide resources for those experiencing stress or anxiety.

4. **REASSURE**
   Let workers know that you are trying to keep them safe. Refer to reports indicating that not everyone becomes infected, and most with the virus recover.

5. **UNDERSTAND**
   Understand that work and workers will be impacted. Let staff know that expectations will shift accordingly, but that it will be ok.

6. **RECOGNIZE**
   Stress can lead to anxiety and even panic. Recognize when it has become unmanageable for individual workers. Encourage self-care in the workplace.

This list is based on information provided by: The Canadian Mental Health Association (cmha.ca)