

COVID-19 Working From Home & GoToMeeting Guidelines

To: ORH Management Team

Subject: COVID-19 Pandemic Response: Working from Home Guidelines, Expectations & MS Teams/GoToMeeting Processes

Date: March 24, 2020

Working from Home

The management staff will be asked to work from the office on certain days in rotation and then work from home on the remaining days. If you have vacation left, we encourage you to book PTO with your supervisor to use it now.

Set Up – Getting Ready to Work from Home

1. Each member of the management is to identify to their supervisor if they require any equipment to be able to work effectively from home asap.
2. General Requirements are:
 - a. Computer or Laptop
 - b. Webcam and microphone
 - c. Internet and the ability to connect to cloud based programs such as ShareVision, SharePoint, MS Office 365.
3. It is recommended that you identify a place in your home where you can concentrate on work while minimizing distractions.

Expectations

1. The expectation is that you keep normal working hours (8-4).
2. If you need to alter these hours on any given day, please seek approval from your supervisor.

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3. For part time employees that do not regularly work 8-4, please submit your work plan to your supervisor on Monday morning each week for approval.
4. We expect all staff to be available for regular daily calls unless other arrangements have been made with your supervisor.
5. You will be asked to complete a work plan each week to outline projects and specific goals/tasks for the week.
6. You are expected to “check in” and “check out” when you begin work and sign off for the day.

Checking In and Checking Out Each Day

1. Each morning please check in with your supervisor to say good morning and ask if there are any immediate pressures using the MS Teams application.
2. Before you sign off for the day, check in with your supervisor using Teams to ensure there is no last minute questions or information they need from you.
3. When checking out you can provide a general summary of what you worked on that day, accomplishments, and if you encountered any challenges.

Staying Connected - Pre-Scheduled Meeting Times

1. Each weekday morning the Executive Team will meet at **09:10** using the GoToMeeting room “Exec Team” (see address below)
2. Each weekday the entire management team will meet at **13:10** using the GoToMeeting room “Management Team” (see address below). NOTE: pass code to enter this room is 1111.
3. The start times are offset from the hour as a best practice recommended by GoToMeeting. This will help us connect faster.
4. We will continue to use the MS Team chat function for quick messages.

Ad-Hoc Meeting Process

1. Currently, we only have one user account for GoToMeetings and meetings. If you need to hold an ad-hoc meeting, please use MS Teams.
2. We are currently working on more user accounts for GoToMeeting.

Connecting to GoToMeeting

Join by computer, tablet or cell phone. Downloading and using the app is recommended for a better quality connection.

1. **We have set up rooms for the following types of meetings.** The url address for these “meeting rooms” will remain the same throughout the pandemic.
 - a. Executive Meeting Room: _____
 - b. Management Meeting Room: _____
 - c. Report Meeting Room - _____
2. **We will assign a lead and note taker for each call.**
 - a. The lead moves the group through the agenda and guides discussions.
 - b. The lead will also monitor the chat for questions.

Meeting Rules

1. **Be on time.**
2. **Test audio, video, lighting** at least 15 minutes in advance of the meeting to ensure everything is working well. Alert Lauri if you have technical difficulties by sending a message in Teams.
3. **Choose a location with little or no background noise.**
 - a. Find a quiet physical environment
 - b. Turn off phones and other devices.
4. **Be careful with drinks while on a web-conference.**
 - a. **It is easy to get distracted and accidentally spill coffee, drink on laptops etc.**
5. **Start with Microphone Muted.**
 - a. Use the mute button on your tablet or computer when you are not speaking (buttons are located near bottom of screen).
 - b. Simply turn off the mute feature when you want to contribute to the conversation.
 - c. Use the chat feature to pose questions when we are meeting as a large group. This is a more efficient way to be heard because there is often a delay when two people try to speak at the same time.
6. **If using your phone to call in rather than using computer audio:**

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- a. Turn off your call waiting or enable the do not disturb feature on your phone to allow for focused time for meeting participation.
- b. Everyone on the teleconference can hear the beep if someone tries to reach you, which is distracting.
- c. Never put your phone on hold during a teleconference if calling from work. Doing so forces participants to listen to hold music and will disrupt the meeting.

7. **Address people by name when you speak to them**

- a. The lack of visual cues makes this practice essential for efficient discussions/decision making and flow of meeting.

8. **Look into the camera when you are speaking, not at your screen.**

- a. This helps others feel engaged.

9. **Avoid stepping away from the call.**

- a. People could be addressing you without realizing that you are not there.
- b. If you must leave the meeting, in an absolute emergency, send a message in chat indicating so.

10. **Be camera-ready** to fully participate and get the most value out of our meetings. Seeing everyone is important to keeping connected. This does not mean you have to be fancy but we do want to see your face. Casual dress code.

11. **Use your body language, voice, eye contact** to inspire others to take positive action; remember to look at the camera, not at your screen, when you are speaking.