

## **Work from home- Best Practices March 18<sup>th</sup>, Noon**

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**Description of issue:** Employers want to let their employees know the policy on working from home and expectations/best practices.

### **General best practices:**

- Address who can work from home and who still needs to come into work
- For those who need to come in to work, highlight social distancing/other measures you are taking
- For those who need to stay home, highlight key social distancing measures to keep your employees safe while working from home
- Provide resources to your team for follow-up questions or best ways to work from home
- Remind teams of tools for video/online meeting options
- Explain why you are taking these steps

### **Detailed sample communication below:**

#### **Sample A:**

#### **Colleagues:**

As a major employer in the communities in which we operate, our corporation supports the actions that our health, government and school officials have taken to limit the spread of COVID-19. Doing our part to manage this disease is the right thing to do for our employees, families, and neighbors. Please note the following flexible/agile work announcement:

- Every employee who can apply flexible/ agile work from their home must do so immediately. This will significantly reduce the number of employees in our facilities and make social distancing more feasible for those employees who need to remain at work for mission critical work.
- We are attaching a remote working guide for those of you who are able to work from home.

#### **Remote Working Guide:**

Choose a location:

- With sufficient lighting throughout the workday
- That allows you to stay focused throughout the workday
- Where background noise is minimized and will not distract you
- Where internet connection is stable,
- With an appropriate background for video calls
- With seating that you will be comfortable in for extended periods of time
- Where you can appropriately protect sensitive information

Other remote best practices:

- **Develop a daily routine:** Prepare yourself as if you would be going into the office. Maintain a morning routine such as getting dressed, preparing breakfast, reading the news, before sitting down to work
- **Be accessible during your work hours:** Stay connected by email and phone. Communicate your standard hours to team members and key stakeholders. Update your calendar to reflect those hours
- **Maintain strong productivity levels:** Consider whether or not you are more productive in the morning or in the evening. This is the beauty of remote work, getting to work during your best hours, whatever they may be
- **Schedule the work day:** Remain effective by setting priorities for the day, week, etc. Maintain a schedule of key meetings and set blocks of time for getting work done just as you would in the office.
- **Take breaks and set time for lunch:** Schedule and take breaks during the day. Get up to refill your water, take 5 minutes to stretch. At the designated time for lunch, step away from your workspace and change your focus and energy
- **Determine the end time to each workday:** Wrap up each day as you would at the office. Prepare for the next day, put down your work, close your computer- know when to log off
- **Socialize with coworkers virtually:** Stay connected with your team members, schedule video calls vs. phone calls. Also schedule 15 minutes of “water cooler” discussions throughout the day.

## Sample B:

### Work from home expectations

*Action to take: Ensure everyone on your team who can work from home is working from home.*

As leaders, health and safety is at the forefront of every decision we make - especially during the COVID-19 outbreak. Last week, we encouraged employees who can work from home to do so.

**Beginning Monday, March XX and continuing until the COVID-19 risk subsides, work from home is our standard operating procedure for any office employee who is not required to be on-site for customer-facing work or other required work.**

Given the nature of our business, we realize there are people and teams who must stay on-site. If your leadership team has stated that you must be on-site, please adhere to the following:

- Only work from your primary location and avoid travel between locations, if possible
- Prohibit visitors and practice social distancing while at work
- Shift your meetings to Microsoft Teams or phone calls and limit in-person meetings
- If you are feeling ill or think you have been exposed to coronavirus, please speak with your leader and have them call XXX-XXX-XXXX, for directions

**Why is this so important?** Contributing to social distancing by having as many people as possible work from home helps slow the spread of the virus for the overall community. Slowing the spread is crucial to offset the peak loads that could cause significant issues within critical healthcare systems. This effort has come to be known as ["flattening the curve"](#).

**What about people who spend most of their days doing work "in the field?"** For our field teams, please continue to practice social distancing and new PPE standards for customer interaction. Additional guidance on field work practices will be coming over the next several days (as needed). If you have questions about you and your team's need to be on-site, please speak directly with your vice president.