

Introduction	1
Top Ten Tips	2
FAQs	2
Collection of How-To Guides:	2
IT FAQs	3
Other FAQs	3
Home Office Setup	3
Set up a Home Office	3
Technology	4
Tools for Remote Work	4
Helpful Applications	4
Virtual Meetings	5
Workflow Adjustments	6
Opportunities for Support & Creativity	7
Self-Care	7
Team & Community Care	7
Misc	7

Introduction

When working from home, we lose the daily face-to-face contact that we so enjoy at the office. Below are some tips and suggestions to help us stay productive during this time. We're in a time of unprecedented change, chaos, and turmoil where many of us are facing anxiety, fear, frustration, sadness, and a disruption to our daily lives and routines. While we must remember that we're privileged to be able to work remotely, the adjustment process is still hard! Please remember that we are all in this together. We're all learning how to reconfigure our jobs and lives around a new set of realities. Be patient with yourself and with your coworkers. This guide will help walk you through a few tips, tricks, and tools you can use to make the process of remote work easier.

Thank you to our colleagues Connor Simonoff, a BU social work intern with The Fenway Institute, and Dana Pardee, Director of Epidemiology Projects at The Fenway Institute, for putting this guide together.

Top Ten Tips

1. Prepare for your day the same as always, as if you are heading into the office (shower not necessarily required, however a hair brush is recommended, as are pants 😊).
2. In your team's group chat or Dialpad chat, do a roll-call first thing in the morning to let your team know you're on-line and officially getting a start to your work day (if you don't have a team Dialpad channel, suggest creating one).
3. Don't skip planned meetings because "remote". All meetings will go on via Zoom, WebEx, or UberConference.
4. Mute yourself when joining conference calls, and stay on mute unless you are actively speaking.
5. **Use video as much as possible** when joining video calls. It helps keep the feeling of connection with the group.
6. Over-communicate. If you step away from your computer, put a simple "Be Right Back" in your Dialpad status, or let the team know.
7. Plan a few 10-20 minute breaks throughout the day. Get up, stretch, go for a walk around the block. Just let your team know (see above).
8. Drink water, don't over-snack.
9. Keep a To Do list for the day, make tomorrow's To Do list the last thing you do for the day. Use Trello to help track and communicate your To Do's.
10. Make sure you let the team know when you're signing off for the day. Signing off is important, set work boundaries!

FAQs

Collection of How-To Guides:

- *How to Log into Citrix from Home:* <https://fenwayhealth.org/wp-content/uploads/How-to-Log-into-Citrix-from-home.pdf>
- *How to Use a Remote Desktop:* <https://fenwayhealth.org/wp-content/uploads/Using-Remote-Desktop-RDP-to-connect-to-your-office-PC.pdf>
- *Joining a Zoom call:* <https://zoom.us/join>
- *Creating an Uberconference Call:* <https://fenwayhealth.org/wp-content/uploads/Starting-your-Uberconference.pdf>
- *Dialpad - Linking your Cellphone:*

<https://help.dialpad.com/hc/en-us/articles/115003405546-Manage-your-Dialpad-Devices>

→ *Dialpad - Install the App:*

<https://www.dialpad.com/download/>

→ *Dialpad - Using a Web Browser:*

<https://fenwayhealth.org/wp-content/uploads/Accessing-Dialpad-from-Home-in-browser.pdf>

→ *Office 365:*

<https://fenwayhealth.org/wp-content/uploads/How-to-Access-and-Utilize-Office365-Applications.pdf>

IT FAQs

→ *IT FAQ Website:*

<https://fenwayhealth.org/it-faq/>

→ *Who do I contact if I have issues with my computer, Dialpad, WebEx, etc.?*

Contact helpdesk, and let your supervisor know you're having issues.

→ *What if I'm having trouble with my password/unlocking?*

<https://fenwayhealth.org/wp-content/uploads/Reset-Password-or-Unlock-from-Home.pdf>

Other FAQs

→ *What are we doing about huddles and other all-employee meetings?*

We will continue these virtually while everyone is working remotely.

→ *Working Hours:*

The usual workday is 8 hours, excluding 30 minutes for lunch. Core working hours for individual departments may vary, but those are the hours that we need everybody online and engaged as a team. Flexibility on either end (morning and evening) is based on supervisor discretion.

Home Office Setup

Set up a Home Office

Physical Space

Find a quiet space at home that allows you to work with minimal distractions. Try to have that place be a dedicated "work zone" to better establish a routine and work mindset. Remember to practice good ergonomic posture even at home! Don't spend all day on your bed or the couch as these positions can be taxing to your back. Try to use

a mouse, keyboard, and monitor when possible as laptops often are not ergonomically designed. The Ergonomics Guy on YouTube has wonderful videos on breaking down how to set up a variety of work spaces:

<https://www.youtube.com/channel/UCijQcb7nck8-T2XvCfAmcNw>

Setting Expectations

Set expectations with other people in your house (family, roommates, kids) about when they can and cannot disturb you and try to stick to a schedule. Consider using “in a meeting” or “do not disturb” signs to let people in your house know that you shouldn’t be interrupted. Communicate early and often with other folks in the home to set expectations. Also, be sure to communicate with your supervisor if you have challenging at-home circumstances like kids home from school!

Technology

Testing 1, 2, 3...

Take some time practicing with your technology and logging in to necessary applications (Citrix, Webmail, REDCap, etc.). Set up Dialpad on your cellphone or keep the application open on your computer to make sure you don’t miss important communications. If you have issues with WiFi, let your supervisor know. Let your supervisor or Helpdesk know if you run into any issues with technology. Explore the beginning of this document for how-tos and help guides.

Data Security

Data security must always be kept in mind when working from home. Never leave your laptop unattended, do not allow others to access your laptop, and do not work in an area where others can view your screen. If accessing PHI or secure files, log in to your Desktop remotely via Citrix.

Tools for Remote Work

Helpful Applications

Trello

Trello Boards are to-do list collaboration spaces where a group can keep track of many aspects of their work including to-do lists, tasks, or other pieces of information. Trello Boards are infinitely flexible and are digital versions of a Kanban board.

<https://trello.com/guide/trello-101>

TomatoTimer

At the office, it's easy to get up and take a lap, see a friend, grab some coffee, refill your water bottle, but those things can be harder to do at home. If you are finding yourself sucked into work without taking breaks, consider trying the Pomodoro technique, which emphasizes several short breaks throughout the day (such as a 5 minute break every 25 minutes). TomatoTimer is a virtual timer you can use to remind yourself to take a break.

<https://tomato-timer.com/>

Distraction-Busting Apps

What if you're having the opposite problem: constantly feeling like you're being distracted by the kids, the dog, the cat, your roommate, or just the internet in general. There are dozens of different options for services that will help you focus when your very-distracting home environment gets the better of your productivity. Try a few of these:

<https://sereneapp.com/> (macOS)

<https://getcoldturkey.com/> (macOS / Windows)

<https://www.forestapp.cc/> (Android & iOS)

Virtual Meetings

Prioritize Face-to-Face Communication

Video conference is highly recommended whenever possible. Even for quick calls, jump on an UberConference video call to have the conversation face-to-face. Moving forward, add a Zoom, WebEx, or UberConference link to all meeting invites.

Practice Good Virtual Meeting Etiquette

When joining a call or a video chat, announce yourself by saying hello and your name so that people know who has joined. Then, put yourself on mute for the duration of the meeting unless you need to speak/participate. When using video chat, a headset/headphones is strongly recommended as it can cut down on feedback and the echo effect. Also, be sure to sign on to meetings a few minutes early so that you can ensure your technology is working correctly.

Meeting Leaders: Special Considerations

If you're leading a meeting, take special care to adjust how the meeting is lead to make it run smoother virtually. Distribute an agenda ahead of time. You can also share it on screen, but knowing the order of the meeting is crucial for the group. Establish a single method of how to determine who will speak next. For example, Zoom has a "raise your hand" feature and a chat box. Some teams may ask people to type a single character (like a ! or a ?) in the chat box to indicate that they want to speak. Overlapping chatter

on virtual meetings is extremely challenging and is common since it isn't possible to read the body language of the rest of the group to determine who is planning to jump in next. Consider putting your zoom meeting view on "Gallery" instead of "Speaker" to be better able to see everyone's faces/bodies and tune into their body language more. If doing a free-flowing check-in or check-out in your meeting, make sure to call on each person one at a time so that no one gets lost or talks over each other.

Workflow Adjustments

Communicate, Communicate, Communicate

When you're working from home, overcommunication is key. Tell your coworkers when you're taking a break, going for lunch, or when you are working on something or finished with something. Establish with your team what the best way for communicating these things are: should it all be routed through the team leader? Will a chat message on Dialpad work? Are emails the best way to go? Without the visual cues of a file handed off to a colleague, hearing a coworker make a call to a participant/client, or seeing people coming and going from the office, you will have no idea what people are currently working on. Establish a way to communicate these needs and don't be shy about OVER communicating at first.

Practice Flexibility, But Also Set Up Routines

It's good to be flexible as we're getting into the groove of this new remote work thing, so be sure to cut your colleagues a bit of slack here and there. But it's also best to remember that most humans thrive upon routines and so setting in place new workflows, routines, rituals, and processes is actually very important when working remotely.

Think Through Common Workflows

Not every workflow will work as well remotely. As a team, set aside some time to think through your weekly tasks and the workflows associated with them. What will work and what won't? What needs adjusting? As much as possible, assign specific tasks to specific people so that there isn't any confusion.

Remember to Engage Socially

Social interaction in small doses is an important part of the work day. Consider doing a virtual team lunch where people can eat together via video chat. Or, engage folks by doing a "Picture of the Day" where the whole team either wears their fanciest shoes, strikes a pose, or something else fun. Fancy Fridays or other theme days are great as well. Encourage your team to check in about how they're doing at least once a week and to let their pets join conference calls when possible. Try to have a channel or group

chat space (or time) for “watercooler” conversation to provide the same drive-by socializing that happens at the office.

Opportunities for Support & Creativity

Self-Care

Practice Basic Self Care

Remember to practice basic self care. Drink water, eat nourishing food, get adequate rest, move your body, brush your teeth, shower, take your medications, and take care of yourself mentally. You know, the basics! It’s important in times of change to consciously remind yourself to do these things.

Practice Deeper Self Care Too!

It’s also important in stressful times to make sure we are taking care of ourselves more deeply. Put on your own oxygen mask first, so to speak! Make sure you are taking time for mindfulness, meditation, and holistic activities that nourish you like crafts, nature walks, or music.

Team & Community Care

Take Care of Each Other

Make sure that you take the time to check in with your coworkers one-on-one and see how they’re doing. This is a challenging time for many of us and we all carry different things. Have patience with each other during this stressful time! Remember to think about self-care as a team. What can you do as a group to help an employee who is struggling? How can your group develop emotional buddy systems for venting and processing? Think creatively!

Zoom Out and Look at the Big Picture

Try to center your clients and the community as much as you are able to as a team. What can your team do to help those in need? Does your group have any special talents that you can offer? Can you use your social media to offer messages of hope and resilience? What do your clients need right now? Do other teams at Fenway Health need something that you can offer?

Misc

[How to Work From Home](#)

[Five Ways Science Shows Us How To Work Better Virtually](#)

[8 Essentials to Get the Most Out of Working From Home](#)