



Best Practices for Working Remote

Starting with the Basics

The coronavirus pandemic has created a “new normal” when it comes to working remote. There’s an old saying: Necessity is the mother of invention. We are all on a journey that reinvents business operations. Here are best practices for you to consider for you and your team:

1. Establish a workspace

You may not have space in your home to set up an office, but at least find a corner of a bedroom or a place at the dining room table that you can consider your workspace.

Be sure to have a comfortable chair and adequate light to have a workspace that lends itself to productivity. *(You’re probably not going to get that curled up on the sofa!)*

2. Maintain a routine

Thinking about working in your pajamas or in sweat pants? Forget that! Successful remote workers take their jobs seriously, and they make time to shower and dress for work, just as if they were going to the office.

As you establish your new routine, be sure to schedule regular virtual meetings or conference calls with your co-workers to touch base on key projects, share updates on the things you are working on, and ensure you are holding yourselves accountable. Communication is key in ensuring success in a remote work environment.

Also, remember to step away from your computer for an occasional break or to eat lunch. It’s also important to keep a healthy diet and incorporate some physical activity into the day.

3. Leverage technology

Leverage technology to make the work-from-home experience more productive.

Use Skype, or an alternative, for instant messaging or video conferencing for face-to-face meetings with your teams or with other departments.

Need a more-advanced platform for holding virtual meetings? Consider using Zoom, a free platform (*to start, for meetings up to 40 minutes*) that allows you to video conference and screen share. Go to <https://zoom.us>, then click on the “Sign Up. It’s Free” button to get started.

There are some great training videos on how to use this tool if needed at <https://support.zoom.us/hc/en-us/articles/217214286-Watch-Recorded-Training-Sessions>.

4. Remember data security

- Take care to not allow family, friends, etc. to use work computers, laptops, iPads, etc., that contain Personal Health Information (PHI) or Personal Identifiable Information (PII).
- Company business should not be shared with anyone outside of your regular business contacts.
- Do not allow anyone to stand over your shoulder and read what is on your computer screen.
- Hard copy (*paper*) documents should be stored in a locked file cabinet if you find it absolutely necessary to use/store them.
- Documents containing PHI/ PII should be shredded when no longer needed. If you do not have a shredder for home use, keep the documents securely filed and then shred them when you return to the office.

5. Shut down for the day

With your computer up and running at home, you might be tempted to finish one last project or answer one more email. Next thing you know, it’s 10 p.m.

It’s important to establish a clear end time to work days. Power down and close your computer at a reasonable time each evening.

Everyone needs a break from their work responsibilities to regroup, refresh and deal with other aspects of life. This is especially important as we face the extra stress that comes with living with a global pandemic.