

# Teleworking tips, tricks, best practices, & resources

Tips, Tricks, Best practices, & Resources	Links
<p>We have asked supervisors to use Microsoft Teams to video chat or text/email daily to check in, see how they are doing, and just make contact. Some supervisors are having quick daily or weekly huddles via Teams also. If we get the sense an employee may be feeling isolated or don't sound like they are in a good place, we will talk with them and encourage them to contact EAP. We are also encouraging them to stay in contact with their coworkers using chat/Teams, etc.</p>	
<p>Our agency has created a new display on our intranet to recognize and celebrate our efforts. All employees are invited to send in their telework selfies (keeping in mind public disclosure) and share their thoughts and experiences from around that state to be included in the new display. They are also interested in new telework ideas and suggestions employees may have to share with everyone as well as photos, thoughts, ideas and kudos.</p> <p>As for our division, we are connected via "Jabber" to regularly check in with one another and we have a standing weekly staff meeting via Zoom.</p> <p>Should some employees find themselves with a little downtime or just looking for a "break" from daily tasks, staff is encouraged to do electronic file/email clean up, catch up on any upcoming required trainings and to update any desk manuals that may need it.</p>	
<ol style="list-style-type: none"> <li>1. Surround yourself with inspirational things</li> <li>2. Track your accomplishments</li> <li>3. Take exercise breaks</li> <li>4. Schedule coworker breakfast chats/ virtual lunches</li> <li>5. Eat a healthy snack</li> <li>6. Take 15 minute breaks outside</li> <li>7. Eat lunch away from your desk</li> <li>8. Clearly define work time</li> <li>9. Utilize natural light</li> <li>10. Keep to-do lists visible</li> </ol>	

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<p>Walked my dogs at lunch, got out into nature. I've got the back sliding door open right now to listen to the birds (to remember there is a natural world out there) as I work away – sweet music! We are having a twice-weekly 30 minute mandatory staff meeting to check in with everyone, which will help.</p>	
<ul style="list-style-type: none"> <li>• Staying engaged with staff through Skype meetings &amp; 1:1 phone calls</li> <li>• Creating a shared space where they can stay connected</li> <li>• Frequent communication from top down is important</li> <li>• Using technology that allows staff to virtually see each other can be helpful</li> <li>• Sharing tips on self-care and sharing photos of daily life also helps stay connected</li> <li>• Leadership checking with staff 1:1 to make sure they feel supported and to check in to see how their response or COOP work is going</li> </ul>	
<p>American Society of Administrative Professionals (ASAP) is free to become a member and they are hosting several tips and tricks to teleworking</p> <p><a href="https://www.asaporg.com">https://www.asaporg.com</a></p>	<ul style="list-style-type: none"> <li>• <a href="#">Tips for working remotely</a></li> <li>• <a href="#">Using Microsoft Teams: Tips, Tricks, &amp; Best Practices</a></li> <li>• <a href="#">Remote Meeting Tools to Check Out</a></li> <li>• <a href="#">Remote Employee Checklist</a></li> <li>• <a href="#">Building Resilience in the Face of Change</a></li> </ul>
<p>The Office of Cybersecurity's COVID resource page</p>	<ul style="list-style-type: none"> <li>• <a href="https://cybersecurity.wa.gov/news/covid-19-resources">https://cybersecurity.wa.gov/news/covid-19-resources</a></li> </ul>

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<p>Our social distancing efforts are beginning to “flatten the curve” here in Washington. Models from the University of Washington suggest that we may see 1,000 deaths from COVID-19 in this state, and it is clear that more people will die if our social distancing efforts stop right now. That’s why, today, Gov. Inslee extended his “Stay Home, Stay Healthy” order for another month until May 4. By staying home, we are keeping our communities as healthy as we can. We are slowing down the spread of the virus and buying more time for the state to build hospital capacity.</p> <p>We must continue this isolating act of community togetherness—staying in our homes as much as possible to protect ourselves and people we love. While we are at home, let’s pay attention to the reasons we are doing this. Connect with the people you love. Make online purchases from the small businesses that give your community life. Order takeout from the restaurants you miss the most. Notice the gifts we’ve given the earth in this time—the skies in famously smoggy Los Angeles are clear and blue. The carbon monoxide emissions in New York City are down 50% compared to last year this time.</p> <p>Let’s take care of ourselves and our relationships. Think about how you want to emerge from this crisis. Rested, looking forward to opportunities to be with your loved ones, ready to keep the air clean by working at home more often. Take care of your body with nourishing foods, lots of sleep, deep breaths, and exercise. Focus on the parts of your life that bring you energy and joy: clean, cook, nurture, garden, sing, play games, create, love, read, write. Stay connected with others and maintain your social networks. Go for a walk and wave to your neighbors from six feet away. Ask them if they are well and if they need anything. Take care of your mental health. If you feel so overwhelmed you struggle to get through the day, call your health care provider, therapist, or mental health provider and set up a telemedicine appointment. Check out the resources to help support your mental health or that of a loved one.</p> <p>And if you are in crisis, don’t hesitate to call the 24-Hour Crisis Line at 866-427-4747 or text HEAL to 741741 to get confidential text access to a trained crisis counselor any time of the day or night.</p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Care for Your Coronavirus Anxiety</u></a></li> <li>• <a href="#"><u>How to Help Someone with Anxiety or Depression during COVID-19</u></a></li> <li>• <a href="#"><u>Resources to Support Mental Health and Coping with the Coronavirus</u></a></li> </ul>

## **EAG Resources Gathered by EAG members to share re: COVID-19 March/April 2020**

Here's some updates on the governor's [Stay Home, Stay Healthy order](#).

### **RE: Health and Wellness**

One of the most important things we can do right now is take care of ourselves and keep our immune systems healthy. Our agencies need us to stay healthy so that we are able to continue to serve the constituents in our state. Your family needs you to stay healthy and not spread germs. Your community needs you to stay healthy so you can help a neighbor and/or support community efforts. The level of stress, worry and anxiety you have contributes to your overall wellness and can impact your immunity. Many of us are regularly working through breaks and lunches, and putting in long hours in makeshift office set ups. Be well.

### **Various COVID-19 Resources Gathered:**

1. [Coronavirus.wa.gov](https://www.coronavirus.wa.gov)
2. [Doh.information@doh.wa.gov](mailto:Doh.information@doh.wa.gov) (DOH has asked our callers that if we can't answer a specific COVID-19 question, to have the constituent email their question so that a subject matter expert can provide an answer).
3. Any media inquiries: [WAJIC@mil.wa.gov](mailto:WAJIC@mil.wa.gov) (for calls into DOH)
4. DOH number for the public: 1-800-525-0217, pass # for COVID-19 info
5. 24 hr crisis line: 1-866-427-4747 or text HEAL to 741741
6. Also, a daily recurring zoom call set up by WA State Public Health Assoc (@noon, 7 days a week, starting 3/20). Feel free to jump on and leave anytime.:
  - Topic: Public Health Support Group
  - Every day - May 1, 2020 12:00 PM PT
  - Join Zoom Meeting
  - <https://zoom.us/j/939426791>
  - Meeting ID: 939 426 791
  - By phone: (669) 900-9128
7. [dol.gov/agencies/whd](https://dol.gov/agencies/whd) (resource for family labor laws)
8. <https://ofm.wa.gov/state-human-resources/coronavirus-covid-19-hr-guidance-state-agencies/emergency-telework-during-covid-19-pandemic> (resource from OFM)
9. [Employee Assistance Program](#) - a free, confidential program created to promote the health, safety and well-being of public employees
10. [EAP Work/Life Resources](#) - resources are available to employees through EAP including financial "do it yourself" documents, access to financial counseling, legal counseling, over 100 legal forms, and discounted services. (NOTE: DOH employees were notified to enter the organization code "DOH" to login, so please check with your agency on your specific login code).

11. [EAP COVID-19 Resource Page](#) - with handouts and links related to maintaining wellbeing while coping with this crisis.
12. Check with your agency on other resources, for instance, DOH has a SharePoint page for all things health and wellness related (might not be accessible outside of agency): [WELLNESS@HEALTH](#) and specifically [Mental Health and Crisis Resources](#)
13. One page cheat sheets for ZOOM, GTM, etc can be shared resources amongst colleagues, don't reinvent the wheel!
14. Go-To-Meeting Webinar [checklist resource](#) for winning presentations.
15. Some agencies might be offering incentives for employee wellness right now. For instance, In recognition of the need to promote employee wellness right now, DOH is temporarily authorizing 30 minutes of work time per day for staff to perform wellness activities (announced 3/24/20). This may include things like physical exercise, meditation, walks, and mindfulness practice.

# SELF-CARE WITH EAP



WASHINGTON STATE

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# Taking care of your mental health in times of stress and uncertainty

- Make a list of ways you will seek support when symptoms get worse.
- Remember that you've gotten through mental health challenges before.
- Offer yourself some compassion. Say aloud: "I'm doing the best I can."
- Keep going to therapy.

# Challenge yourself to stay in the present.

Trauma and anxiety bring you out of the present and get you stuck in the past or future.

## Practice Mindfulness

- Free apps
- Attune to your senses
- Guided Meditation
- Free [Trauma-Sensitive Yoga Classes](#) online

## [Square Breathing](#)





# Take Care of your Physical Needs



- Trauma “gets stuck” in our body. Choose to move. Staying active is as good for the brain as it is for the body.
- Eat a brain-healthy diet to improve mood, help with sleep, get energy, and support the immune system.
- Sleep matters more than you think. Practice good sleep hygiene. Avoid screen time 2 hours prior to bed.

# Separate what is in your control from what is not.

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- Wash your hands.
- Remind others to wash theirs.
- Take your vitamins.
- Set boundaries around when and how often you consume media.
- If teleworking, work some outside. Take walking breaks. Video connect with colleagues more frequently.
- Decide who you want to show up as today.



# Do what helps you feel a sense of safety.

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- What music helps you feel calm?
- What smells bring you peace?
- What objects bring comfort?
- Public health and government officials are preparing for worst-case scenarios because that's their job. But as individuals, we don't need to expect the worst. The majority of people who have covid-19 recover. The smartest scientists are working on a vaccination.

Get outside in nature—  
even if you are avoiding crowds.

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Check out the Japanese practice of *shinrin-yoku* – “Forest Bathing”

# Kindness is contagious

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"Here's the deal. The human soul doesn't want to be advised or fixed or saved. It simply wants to be witnessed - to be seen, heard and companioned exactly as it is."

~ Parker Palmer ~

# Practice Gratitude

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Don't just think about what you are grateful for...write it down. Tell someone.

# Stay connected and reach out if you need more support.

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Loneliness is as unhealthy as smoking. Prioritize face-to-face social connection, virtually.

# Resilience can be learned

A night sky with a starry background and a mountain range silhouette. The sky is dark blue and purple, with many small white stars. The mountains are dark and rugged, with some snow or light-colored patches on their peaks and ridges. The overall scene is serene and majestic.

four core components — connection, wellness, healthy thinking, and meaning



BREAKING:

GETTING OUTDOORS **NOT CANCELLED**

MUSIC **NOT CANCELLED**

FAMILY **NOT CANCELLED**

READING **NOT CANCELLED**

SINGING **NOT CANCELLED**

LAUGHING **NOT CANCELLED**

HOPE **NOT CANCELLED**

LET'S EMBRACE WHAT WE **HAVE.**

unsinkable.

# When do I need help?

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## Trauma (or Secondary Traumatic Stress)

- Re-experiencing (flashbacks, nightmares)
- Avoidance (thoughts, people, situations)
- Negative cognitions and mood (blame, fear)
- Arousal & reactivity (irritable, reckless, concentration, sleep issues)

## •Anxiety

- Is your worry excessive in intensity, frequency, or amount of distress it causes?
- Do you find it difficult to control the worry (or stop worrying) once it starts?

## •Depression (is it social distancing, or depression?)

- Little interest or pleasure in doing things
- Feeling down, depressed, or hopeless

# EAP is here to support you

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- Free for you and your family
- Confidential
- Easy to access
- Expert professionals
- Practical help
- From everyday concerns to serious issues
- Caring and respectful
- Culturally relevant
- Supporting the WHOLE person



[eap.wa.gov](http://eap.wa.gov)  
877-313-4455

# Guided Meditation

## RAIN: A Practice of Radical Compassion



# Resources

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CDC – [Emergency Responders: Tips for taking care of yourself](#)

SAMHSA – [Tips for social distancing, quarantine, and isolation during an infectious disease outbreak](#)

SAMHSA – [Tips for caregivers, parents, and teachers during infectious disease outbreaks](#)

AFSP – [Taking Care of Your Mental Health in the Face of Uncertainty](#)

CDC – [Manage Anxiety & Stress](#)

WHO – [Coping with stress during the 2019-nCoV outbreak](#)

GREATER GOOD BERKELEY – [Five science-backed strategies to build resilience](#)

APA – [Building your resilience](#)

Tara Brach – [RAIN: A practice of radical compassion](#)

# EMPLOYEE RIGHTS

## PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT

The **Families First Coronavirus Response Act (FFCRA or Act)** requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

### ► PAID LEAVE ENTITLEMENTS

Generally, employers covered under the Act must provide employees:

Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid sick leave based on the higher of their regular rate of pay, or the applicable state or Federal minimum wage, paid at:

- 100% for qualifying reasons #1-3 below, up to \$511 daily and \$5,110 total;
- ⅔ for qualifying reasons #4 and 6 below, up to \$200 daily and \$2,000 total; and
- Up to 10 weeks more of paid sick leave and expanded family and medical leave paid at ⅓ for qualifying reason #5 below for up to \$200 daily and \$12,000 total.

A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work over that period.

### ► ELIGIBLE EMPLOYEES

In general, employees of private sector employers with fewer than 500 employees, and certain public sector employers, are eligible for up to two weeks of fully or partially paid sick leave for COVID-19 related reasons (see below). *Employees who have been employed for at least 30 days* prior to their leave request may be eligible for up to an additional 10 weeks of partially paid expanded family and medical leave for reason #5 below.

### ► QUALIFYING REASONS FOR LEAVE RELATED TO COVID-19

An employee is entitled to take leave related to COVID-19 if the employee is unable to work, including unable to **telework**, because the employee:

- |   |   |
|---|---|
| <ol style="list-style-type: none"><li>1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;</li><li>2. has been advised by a health care provider to self-quarantine related to COVID-19;</li><li>3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;</li><li>4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);</li></ol> | <ol style="list-style-type: none"><li>5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or</li><li>6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services.</li></ol> |
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### ► ENFORCEMENT

The U.S. Department of Labor's Wage and Hour Division (WHD) has the authority to investigate and enforce compliance with the FFCRA. Employers may not discharge, discipline, or otherwise discriminate against any employee who lawfully takes paid sick leave or expanded family and medical leave under the FFCRA, files a complaint, or institutes a proceeding under or related to this Act. Employers in violation of the provisions of the FFCRA will be subject to penalties and enforcement by WHD.



**WAGE AND HOUR DIVISION**  
UNITED STATES DEPARTMENT OF LABOR

For additional information  
or to file a complaint:

**1-866-487-9243**

TTY: 1-877-889-5627

[dol.gov/agencies/whd](https://dol.gov/agencies/whd)



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