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WHEN YOU ACCIDENTALLY
SHARE THE WRONG SCREEN
Face Mask Do’s & Don’ts

Do: Before and after handling the mask (to put it on, adjust or take off), practice proper hand hygiene. Either wash your hand or use sanitizer before and after you touch the mask — EVERY TIME — to reduce cross-contamination risk. The outside of the mask is considered dirty. Do no touch the outside of the mask.

Do: Mark the outside of the mask in some way so you can easily identify which side is the outside of the mask and handle it accordingly.

Do: Keep a paper bag handy for storing the mask every time you take it off, a plastic Ziploc-style bag is an alternative if a paper bag is not available. Always store a mask in a clean place. Never store it in a purse or pocket.

Do not: Touch the outside of your mask while it is on your face. Leaving the mask dangling or improperly fitted to your face creates opportunities for cross contamination.

Mask Use and Re-use How to:

1. Clean your hands using proper hand hygiene.
2. Loop elastic over your ears. Do not curl the mask above your chin. Pull it down so that it’s covering under your chin, secure it to your face by pinching over your nose. Be sure it’s on nice and secure.
3. Before removing the mask clean your hands.
4. Remove the mask using the ear loops.
5. Inspect it to be sure it can be reused. Has it been compromised? Is it wet? Visibly soiled? Was it used in an isolation room? If it is, go ahead and throw it away, then perform hand hygiene. If the mask is OK to reuse, prepare it for storage. (Next Step).
6. Fold the mask in half (lengthwise or widthwise) so the outside surfaces are touching each other. Please it carefully into your clean storage area/bag. Seal the bag. If you’re using a paper one; if you’re using a plastic baggie, leave it open.
7. Perform hand hygiene.
8. To re-apply the mask, first perform hand hygiene, then open the mask storage bag.
9. Grasp the mask by the elastic ear loops to remove it from the bag, then look to see where the outside of the mask is by locating your identifying mark.
10. Use the ear loops to put it on and tuck it under your chin. Secure it to your face at the bridge of your nose. Perform hand hygiene and stay safe and healthy.
GUIDE TO MORE EFFICIENT & FUN ONLINE MEETINGS...

There's a ton of information out there on holding online meetings. This guide is designed to help you facilitate online meetings. Facilitation is an important part of any meeting but the tools it takes to do it well are a little different online.

An important thing to remember when hosting an online meeting is that none of the participants will be able to tell what's going on for other people in the group in the same way that they could in real life (IRL). An enormous amount of the information we exchange in an IRL meeting comes from the body language, facial expressions, and tones of our colleagues. In a virtual meeting space, our abilities to accurately read these cues are diminished so we're not getting as much information as we normally would. Compensating for this may be one of the biggest and most important jobs of an online facilitator. And just like any other meeting, good facilitation happens BEFORE YOU EVEN ENTER THE ROOM, virtual or otherwise.

PRE-MEETING...

LET THE PURPOSE GUIDE YOU
* Decide on your purpose and if having a meeting truly aligns with that purpose. If you don't need active participation from others, it probably does not need to be a meeting.

SEND OUT AGENDA AND SUPPORTING MATERIALS AHEAD OF TIME
* Online meetings take longer than meetings IRL and we pay less attention when we're in them. You're more likely to get to your desired outcomes if folks know what the plan is and what's expected of them ahead of time.

GUIDELINES AND EXPECTATIONS
* Let people know how you will be facilitating and what the expectations are before the meeting. Here are some examples of common expectations:
  o Stay muted unless talking
  o If joining late, stay muted and type in the chat box that you've arrived. Same goes for leaving early
  o Using the camera unless we'll be moving a lot (as it can be distracting)

CHOOSE AN EFFICIENT STRUCTURE
* This will be determined by your purpose and desired outcomes. If you have a large group and want a lot of feedback, consider breakout rooms, voting, and polling mechanisms.

ASK FOR SUPPORT ROLES
* Some common helpful support roles are timekeeper, chat box monitor, and note-taker. You'll save time if you get these roles sorted ahead of your meeting.

If you've followed some of these guidelines before the meeting begins, you'll be well on your way to having a more efficient meeting. Of course, there's still a lot to do once you're in the virtual room together.
DURING THE MEETING...

🎯 PROACTIVE FACILITATION
Online meetings require a lot of facilitation to run smoothly. If you’re typically a facilitator that hangs back and lets the group choose the flow, this will be a bigger stretch for you. You will save the group valuable time, energy, and a lot of frustration, if you’re able to increase the facilitation and moderation that you provide.

vironments, you may need to decide how a speaking order or system will go.

CREATE SPEAKING ORDERS WHERE NEEDED...
- Interrupting a speaker online is far more chaotic and difficult to disentangle than it is IRL. To help your group stay on purpose and decrease frustration, you can help to minimize the number of times someone is interrupted (by someone other than the facilitator).

IF POSSIBLE, GIVE ANY INSTRUCTIONS VERBALLY AND IN A CHAT BOX

🎯 KEEP MUTED...
- Ambient sound is amplified in these spaces. You’re not being a buzzkill by muting everyone, you’re increasing folks’ abilities to focus and hear whoever is speaking.

🎯 LET PEOPLE KNOW ABOUT GUIDELINES AND EXPECTATIONS

🎯 USE THE FUNCTIONALITY OF THE APPLICATION
- Hand Raising
- Small Groups
- Polling and Voting
- Chat Box
  • Be clear about what you do and don’t want in the chat box and how you’ll be using it

🎯 USE VISUAL CUES
- Hand signals can greatly increase our connection to one another without audio interruptions

🎯 EXTRA PROCESS TRANSPARENCY
- Since folks can’t see your facial expressions or most of what you’re doing, telling them explicitly what’s going on will help decrease awkward silences and increase a sense of understanding and inclusion in the group process

🎯 CLOSINGS
- Review action items and open loops
- Leave time for a closing check-out

Of course, even when we’ve done our best prep and our absolute best to keep the group moving along, problems will come up. Here are a few of the most common that I’ve seen and some of my suggestions for addressing them.
TROUBLESHOOTING...

AWKWARD SILENCES

☀ Silences are common in any meeting and not a sign that anything bad is happening, per se. If you’re asking a tough question, sometimes that silence is just an indicator that people are thinking. Something you can do to help is to name that the silence is happening and your guess about why.

☀ Sometimes a silence is awkward because the participants don’t know what is supposed to happen.

- Did you ask an open-ended question to the group? If so, participants may be trying to figure out who will speak. I advise asking open-ended questions in small groups for online meetings or creating a speaking order if you want the answers all together.

- Perhaps you gave an instruction that was unclear, you might say something like, “I’m guessing based on the silence that my instructions weren’t very clear. Who would be willing to repeat back the instructions for the group?”

LOW/NO PARTICIPATION

☀ It’s easy and fast to disengage from what’s happening in an online meeting. A common reason for this to happen is that one speaker is speaking for a long time without the interest of the group. It’s ok to interrupt as a facilitator to help a group stay on purpose and keep the energy up.

☀ The group might not believe/trust that their input is actually wanted. This issue can frequently come up with hierarchical power structures and is unlikely to be resolved in a single meeting. However, the participation will likely increase in smaller groups.

ONE PERSON DOMINATING

☀ Sometimes a person is dominating a conversation because they are trying to help move the group along. You can help by asking a question and adding that you’d like to hear especially from folks who haven’t spoken.

☀ Interrupting is a key facilitation skill, whether virtual or IRL. Letting people know why you’re interrupting and why it serves the group can help ease the stress of interrupting.

MEETING SEEMS SLOW AND ARDUOUS

☀ It might be that the process you designed is a poor fit for the group. It’s ok to change course! You can say something like, “hmm, this is taking longer than I was expecting and I’m worried it’s not a good use of your time. I’d like to switch courses and do _____ instead”.

☀ Make an agreement with the group to revisit some of the topics if needed. Online processes can sometimes take longer than those that happen in person, be easy with yourself and lower your agenda expectations!
Sharing picture of you and your home office can be fun,
*Just be careful that you are not sharing more than you intended.*

**Don’t let someone’s Personal Health Information photo-bomb your selfies!**

Anyone see any problems with my “Fun” Photos?

**YOUR OCO E-MAIL IS STILL THE SAFEST WAY TO SHARE PHI**

When e-mailing PHI Outside OCO ADD oco-encrypt to the subject line

**PRIVACY RULES STILL APPLY.... DON’T ACCIDENTALLY SHARE PHI !!!**
WORKING FROM HOME
Tips for Employees

All of a sudden, out of the clear blue sky, some of our homes became our office. The trouble is that most of us had no experience on how to do it. First of all, take a deep breath...and know it will be okay. This is a learning experience for all of us! As an organization, we have already gained a lot of knowledge about the aspects of working from home...and, there will be more to come!

We all want to do a good job for OCO and the consumers we work with/for – that goes without saying. To help us balance work expectations PLUS all that happens at home try some of these helpful tips offered up from Cake HR by sage:

1. Make sure you have the right equipment! Thankfully, IT has that under control using every available resource they can find! Kudos to them!

2. Designate a Space for Work – it doesn’t have to be fancy, a simple area that is used only for work purposes. Make sure your work area is away from distractions (think TV and children’s play space). It might be helpful to keep this quote in mind:

   "Work where you work and sleep where you sleep"

3. Don’t work in your pj’s – get dressed each day!

4. Set your working hours and be sure to include some time where you shut everything off to focus only on the work that needs your attention.

5. Structure your workday by planning out which tasks need to take priority and how many hours you are going to spend on each job. Remember to schedule in time to take a meal or stretch breaks just as you would do in the workplace.

   Without a set structure, it is very easy to get distracted

6. Communicate, communicate and then communicate some more! In the absence of face to face communication, your work can get lost in translation. Make sure you are clear about the work you are completing. Take the time to ask your supervisor or manager if they understand what you have submitted and whether or not they have questions about it. Periodic video conferencing and/or phone conversations can be a plus if it is available to you.

   You cannot over communicate when you are working remotely!

7. Flexibility – Make sure your employer can accommodate you working flexible hours. You know when you are the most productive, however – if your employer needs to have you available during specific hours, flexibility may not be an option.

8. Avoid distractions. Ask friends and family not to contact you during your designated working hours.....just as if you were working in your regular work environment.

9. Take accountability – If you aren’t able to complete something remotely, be transparent about it. Communicate (See #5) any problems you are having with your manager, supervisor or team member – they may be able to assist you with some extra resources.

10. Take breaks to prepare you for the tasks ahead!

   BE SAFE AND STAY HEALTHY ~ We’re all in this together!
From Heather Buckley (C&DS Staff): Meet Kiley, she had a rough start (she was found tied to a tree and heavily pregnant down in Alabama) but she was a great mom to 9 puppies and she shows how resilient dogs can be. I adopted her and she came to her fur-ever home with me on Saturday March 28th and she is just the sweetiest, sassiest girl ever.

From Lenore Murdoch (Transportation Staff): Tribble is my 8 month old kitty, he likes "helping" me sew. I've been making masks for the Transportation staff and Trib is always there trying to steal fabric, hooking ties off the table, biting the thread, or attempting to sleep against the sewing machine. His help is questionable, lol.

Submit 2-3 pet photos with your pets name & a short story to Candra at cmcfarlandgawarecki@oco.org to be entered in future newsletters!