THE TEMPORARY REMOTE PLAYBOOK for employees

5 strategies to enhance your work anywhere approach — as temporary remote work continues.

University of Kentucky
5 STRATEGIES FOR CONTINUED REMOTE WORK

1. Consider your home workspace.
   From a perspective of healthy ergonomics, productivity and family

2. Level up your tech.
   Your know-how and possibly your equipment

3. Spend time on things that matter.
   Work priorities and your well-being

4. Connect with your colleagues.
   Ideas to re-create informal social time

5. Ask for help.
   Support with ergonomics, technology or well-being so you’re not alone
CONSIDER YOUR HOME WORKSPACE

As remote work has become a longer-term reality, you might be able to make small adjustments to feel more physically comfortable, lessen distractions and set boundaries between work and home.

LOCATION

Recommendations

- Designate a specific place
  - If possible, use a room with a door so you can leave your work behind at the end of the day.

- Find the best possible lighting
  - Have a window? Avoid directly facing it where you’ll get glare, or close the blinds if you do face it.
  - Working in a basement? Use task lighting behind your screen to avoid a stark difference.

- Find a surface at the best possible height
  - Your elbows should be at a 90-degree angle with shoulders relaxed.
  - Kitchen tables are typically too high and could hurt your shoulders and neck.
  - Any surface is better than none at all—use our hacks to improve the ergonomics of your setup.

EQUIPMENT SETUP AND POSTURE

Hacks for better ergonomics

- Make your chair the right height
  - When possible, use a chair with adjustable height.
  - If your chair is too low, try sitting on a cushion to get to the correct height. A rolled-up towel or small blanket can provide lower back (lumbar) support as well.
> Instead of your regular dining room chair, the best solution is to get an office chair with adjustable height, adjustable seat pan and backrest.

• Make your screen the right height

> Your monitor (or laptop screen) height should be set up so that your line of sight is within the top third of the screen. If your screen is too low and you don’t have access to a monitor stand, use books or a ream of paper to elevate the screen.

• Get the little extras that make a big difference

> If you can get an external keyboard and mouse, that works best for flexibility and space to spread out your shoulders and avoid having your forearms angled inward to access a small laptop keyboard. When using a laptop, you will need external equipment to elevate the screen. An external keyboard should sit below your laptop or in front of your desktop screen.

**Online training:** Interested in learning more? Get training from Occupational Health and Safety by viewing their classes under the office ergonomics category.
• When wearing bifocals or trifocals, lower the monitor’s height until viewing the monitor does not require the head to tilt upward.

• Take breaks to stretch every 30 minutes.

• Give your eyes a break from the screen.
Pro tip: Taking time to set up a workspace at home that follows ergonomic guidelines and is free of clutter and tripping hazards will help prevent injuries at home. If you are injured while working remotely, the protocol is the same as if you were on-site. For serious and life-threatening injuries, immediately call 911. For non-urgent injuries, report it to your supervisor and to Corvel’s 24/7 Workers Care hotline at 1-800-440-6285. For more information, read about our workers compensation benefit.

FAMILY

Balancing childcare and remote work
Because of limits on schools and day cares related to COVID-19, we understand you may have child care responsibilities while working. Here are a few tips:

• Establish a daily schedule and maintain routines
  > Set and maintain a regular work time, but also keep in mind you might need to flex your schedule and work in blocks of time.

• Lead by example
  > Your children are watching you to see how you manage your worktime and family time. Make sure they see you taking care of yourself including your own stress and anxiety.

• Set clear expectations and boundaries
  > Make sure your family knows your work schedule and when you will not be available.

Reflection checklist
✓ What routines or practices help me separate work and home?
✓ Do I have limits for work talk? What about work time?
✓ Are my limits realistic?
✓ Am I communicating what I expect and need?
✓ Am I overcommitting?
✓ Am I asking for help when I need it?
LEVEL UP YOUR TECH

Without question, having some technology knowledge and equipment is essential to remote work.

KNOW-HOW

You’ll want to understand what technology is used across the university to stay connected to work. For these tools, the knowledge base articles from Information Technology Services offer helpful step-by-step tutorials.

TOP FIVE TOOLS TO KNOW

1. **VPN** - A VPN allows you access behind our network firewall. Some of your regular computer tasks may require a VPN, but many do not.

   *Requires a VPN to access:*
   - Shared drives
   - SAP
   - Remotely accessing another computer on site
   - Setting up call forwarding

   *Does not require a VPN:*
   - UK email
   - Microsoft Office 365 applications
   - Canvas
   - Virtual Den

   ![VPN Access](image)

   **How do I request VPN access?**
   Connecting to your work computer from off site: Windows or Mac
   How do I map to a shared folder or drive: Windows 10 or Mac

2. **Access to your work phone** - You have a few options to stay connected to your work phone. You could set up your work calls to forward to another phone number. You could also listen to your voicemail online.

   ![Voicemail Access](image)

   **How Do I Forward My Work Phone to My Personal Phone?**
   **How Do I Forward My Work Phone to My Personal Phone when I am off campus?**
   **Accessing Voicemail From the Web**
3. **Microsoft Teams** - Microsoft 365 offers many applications, but Teams is a great all-in-one solution. This is a collaboration platform that combines chat, voice calling, digital meetings, notes, file storage and access to Microsoft 365 applications all in one location.

- What is Microsoft Teams?
- Where can I find information about Microsoft Teams training and support?
- How to Install Microsoft Teams
- How to Create a New Channel in Microsoft Teams
- How to Call a Phone Number from Microsoft Teams
- How to Schedule a Meeting in Microsoft Teams
- How to Edit Office 365 Files in Microsoft Teams
- More useful articles about Microsoft Teams

**On-demand professional development:** Log in to myUK, go to Learning and search for the course titled *Microsoft Teams: Chats, Calls and Meetings. Offered by HR Training and Development.*

4. **Zoom** - Zoom is a modern-enterprise, video-communications platform that provides an easy and reliable experience for video- and audio-conferencing calls and chat.

- How do I log in to Zoom?
- How do I host a Zoom meeting?
- HIPAA-compliant Zoom for HealthCare employees
- Alternate hosts and co-hosting Zoom meetings
- How to secure your Zoom meetings
- How to access a password-protected Zoom meeting
- Zoom technical support
- How to update your Zoom client
- More useful articles about Zoom

**Weekly webinar from Zoom on best practices:** View the webinar schedule to sign up for an upcoming live session or watch a previous session.
5. **Virtual Den** - Virtual Den is UK’s virtualized computing environment powered by Citrix technologies. Virtual Den allows students, faculty and staff to launch and access commonly used applications and virtual desktops from any Internet connected computer without the need for VPN.

What is Virtual Den?
How do I sign-in to Virtual Den?
What virtual applications are available on Virtual Den?
How do I install Citrix Workspace: Windows or Mac
Accessing SAP using SAP GUI on Virtual Den
More useful articles about Virtual Den

**EQUIPMENT**

When you use computers or other hardware owned by the university, you are guaranteed tech support, repairs and security.

**CAMPUS HARDWARE**

How to temporarily check out university-owned equipment:

- Assess your needs: computer, docking station, displays or other office equipment.
- Download the Off-Campus Equipment Report Form.
- Request approval from your department using the form.

Can I take equipment from my regular university work location?
Can I remotely access my UK workstation from my personal computer?
Can I use my personal device to work remotely on behalf of the university?

**UK HEALTHCARE HARDWARE**

Department leaders will loan employees certain remote work equipment and may purchase additional computing equipment from their departmental budgets, as needed.

To request the purchase of a new computer or move an existing computer to a remote work location, go to the IT Service Portal (Click "Services" at the top; Click "Desktop;" for new computer select "Hardware – New Device;" to move a computer to a remote work location select "Hardware – Move."

For all other IT issues, please go here and select Report an Issue at the top; a Field Service Technician will contact you.
SPEND TIME ON THINGS THAT MATTER

Clear expectations, communication and boundaries will help you manage your time at work and outside of work.

WORK
Get clarity from your supervisor.
With many changes happening, your productivity mindset may also need to change. Talk with your supervisor about:

- Expectations
- Work assignments
- Whether you need flexibility
- Which projects can and cannot be delayed
- Deadlines and realistic adjustments

Communicate often with your supervisor and teammates.
Connecting with your colleagues requires more intentionality than when you’re all in the office together. Follow these tips:

- Determine how and when you will check-in (for example, on Microsoft Teams at 2 p.m.).
- Stay connected to maintain healthy relationships and to avoid isolation.
- Attend meetings and arrive on time.
- During meetings, be prepared to contribute to the agenda rather than multi-tasking.
- Keep your supervisor updated on how you are doing.
- Ask for clarification and help with projects.
- Establish an information-sharing process with your colleagues to keep each other informed (e.g. regular meeting times and using Microsoft Teams).

Set yourself up to be productive.
A routine can really help. Consider these ideas:

- Set and follow a schedule.
- Get dressed to feel ready psychologically.
- Use a designated workspace if possible.
Reflection checklist

- Is my routine and schedule working or do I need to change it?
- Am I communicating what I need?
- What is reasonable to complete in a day?
- What has to get done first?
- What can I control?
- What needs to go on the to-do list?
- When is it time to re-prioritize, re-evaluate processes or projects?

On-demand professional development! Log in to myUK, go to Learning and search for the courses titled Leading Virtual Meetings. Offered by HR Training and Development.

WELL-BEING

Healthy boundaries are empowering.
You’ll protect your self-esteem, maintain self-respect and enjoy healthy relationships when you set boundaries.

Boundaries = guidelines, rules or limits that a person creates to identify for themselves what are reasonable, safe and acceptable ways for other people to behave around them and how they will respond when someone steps outside those limits.

Setting boundaries benefits you at work and home.
From work colleagues to loved ones, boundary-setting conversations are important. If you need to set more boundaries but you haven’t, acknowledge what might be stopping you. Whether it’s fear, guilt, anxiety or not knowing how, it’s worth it to begin the process. You and the other person will feel less frustration, anger and resentment, and both of you will get your needs met.
Tips for boundary-setting conversations:

• Communicate clearly and calmly with respect. You don’t need many words.
• Do not justify, get angry, apologize or send mixed messages.
• It takes practice and determination. Set boundaries in your own time.
• Do it for your own good, even if you feel nervous.

Prioritize self-care to avoid burnout and stress.

• Take breaks.
• Schedule time off including vacation and well-being days.
• Switch off when you’re away from work.
• Don’t go straight to work after you wake up.
• Know when it’s time to sign off for the day.
• Get inspired from our video library of short well-being breaks.

For hourly (non-exempt) employees

1. You must take your breaks required by state law:

   15-minute breaks for each four-hour period worked.

   Meal breaks of 30 minutes for each workday over five hours long.

   Complete relief from work duties during breaks and lunches.

2. Overtime must be agreed upon with your department in advance. State law requires that you receive pay at time-and-one-half for any hours worked above 40 in one workweek.

Reflection: What fulfills me and rejuvenates me mentally, physically and emotionally?

Telehealth therapy

Five free sessions a year! As an employee, you or a family member can see a licensed mental health professional with Work+Life Connections. It’s easy to schedule online appointments.
CONNECT WITH YOUR COLLEAGUES

With a little bit of effort and intentionality, you’ll stay connected with your team.

HOW TO STAY CONNECTED

• Use video with Teams or Zoom.
  > Seeing people invites connection, even if the video quality isn’t perfect.

• Choose to call instead of email.
  > This especially makes sense when it would prevent a long email thread.

• Use virtual backgrounds in video meetings.
  > On Zoom and Teams, you have the option to upload your own background image or choose a stock photo rather than showing your remote setup. You can choose from stock images or upload your own to show your interests and personality.

• Remember the little things that matter.
  > Message a colleague if you come across something that reminds you of them.

• Make personal connections.
  > Share memes, photos and random fun and consider creating a Teams channel dedicated to this to keep the conversation going.

• Give shout-outs.
  > On Teams, you can use the praise feature to recognize a colleague for a job well done.

• Use pre-and post-meeting time to catch up.
  > If you’re hosting a meeting, you can open the room early or stick around.
ASK FOR HELP

The university offers many resources to support you working remotely.

ERGONOMICS

• Occupational Health and Safety contact: melissa.claar@uky.edu

If you tried the tips in this playbook without relief, get in touch. Ask about virtual assessments offered via Zoom, or send in photos of yourself at your home office.

TECHNOLOGY

• Information Technology Services (ITS) can be contacted 24/7 for expansive support options, including the ability to provide support over the phone and screensharing software.

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WELL-BEING

• HR has an in-house team of dietitians, exercise specialists, health coaches, mental health therapists, social workers and financial planners available for one-on-one appointments.

  Ann Bassoni, LCSW, Work+Life Connections Therapist
  Carrie Davidson, EdD, ACSM-EP-C, RYT-200,
  Jackie Hanson, MS, CHWC, KORU, Health Coach
  Rhonda Henry, MSW, CSW, Work+Life Connections Therapist
  Ryan Mason, PhD, MS, CSCS, Exercise Specialist
  Karen Bryla McNees, EdD, RD, Dietitian
  Vanessa Oliver, MS, RD, LD, Dietitian
  Amy Rodquist-Kodet, MA, CHWC, Health Coach
  Terri Weber, Elder Care Specialist
  Eric Wilkinson, MSW, LCSW, Work+Life Connections Therapist