



ABLE OPPORTUNITIES, INC.

INNOVATIVE BUSINESS MINDED EMPLOYMENT 1ST MODELS

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The Move to Virtual Services: Supporting Direct Service Staff

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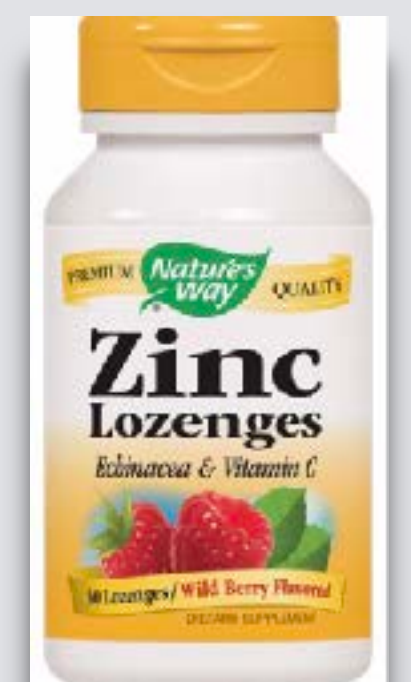
Address the Circumstances

- ▶ **Pull Yourself Together? In a global pandemic?**
 - ♦ **Welcome all of it, we are complex. Sometimes super productivity is up, sometimes overwhelm.**
- Gentle is the way**
- ▶ **Grief is unavoidable, give yourselves space**
- ▶ **Support each other, set regular times to check in**
- ▶ **We don't have experience with this, ask your team to join you in creating solutions**



Work Space at Home

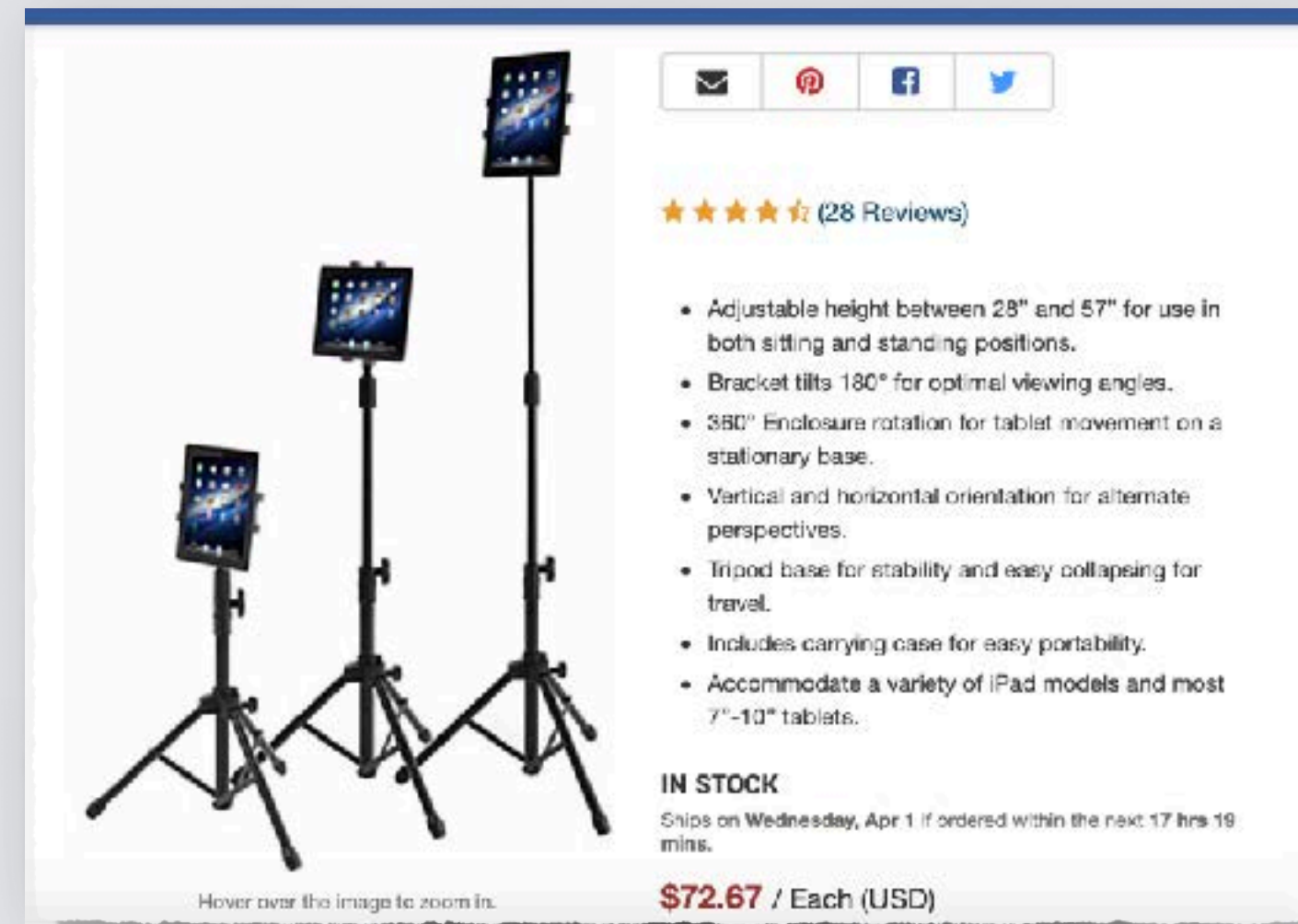
- ▶ **1st Get Comfortable! Be thoughtful about ergonomics**
- ▶ **Make a station for water and snacks**
 - ♦ **energy bars help reduce crumbs**
 - ♦ **zinc lozenges - support mucous membranes, your 1st line of defense**
- ▶ **Prep meals the evening before if possible**
- ▶ **Reduce background clutter**
 - ♦ **BG feature in Zoom, on start video menu**
- ▶ **Set office hours and post on your home office door**



Stands Make for Better Ergonomics



**Magnetic stands
make it easy to set
phones on any
surface & adjust tilt**

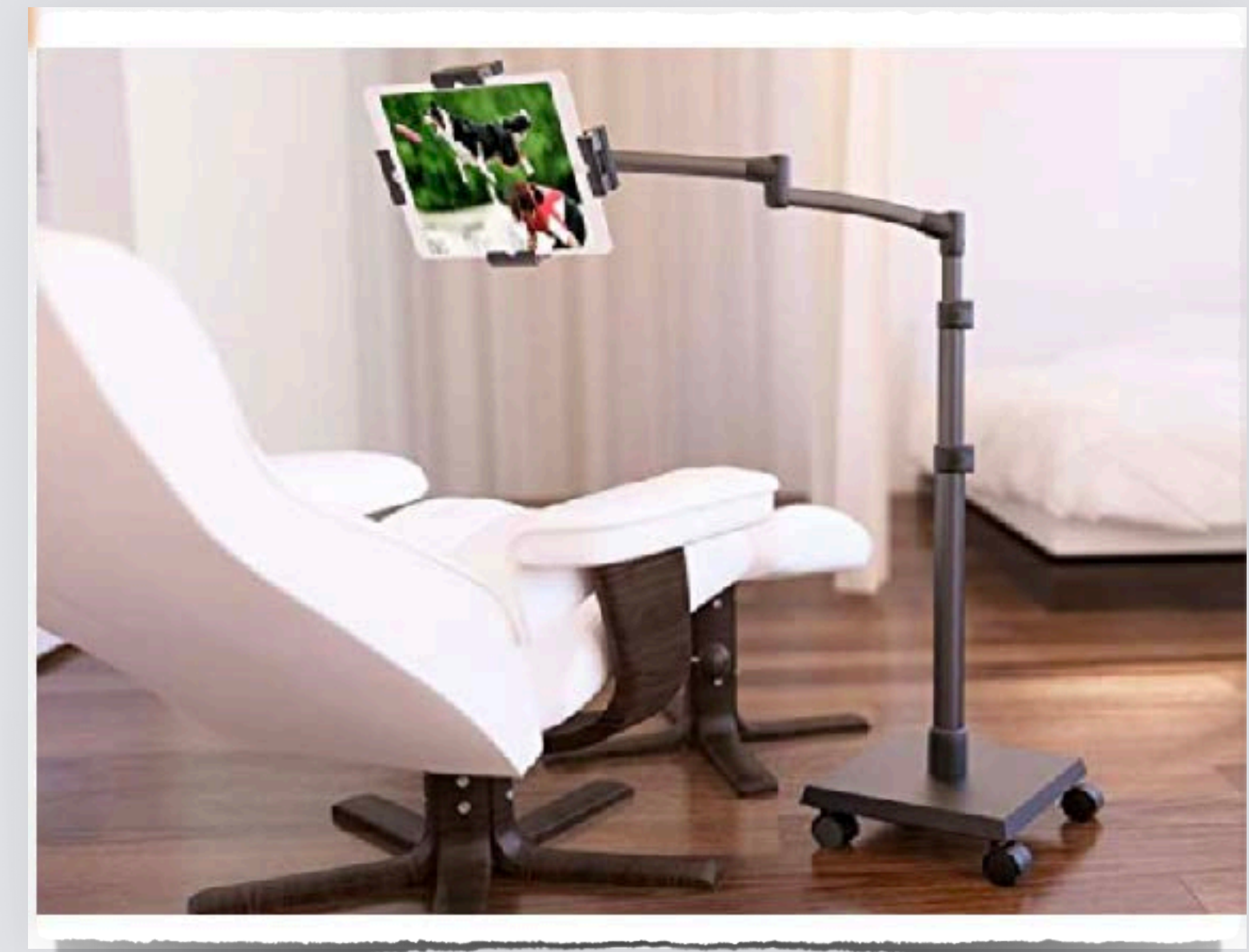
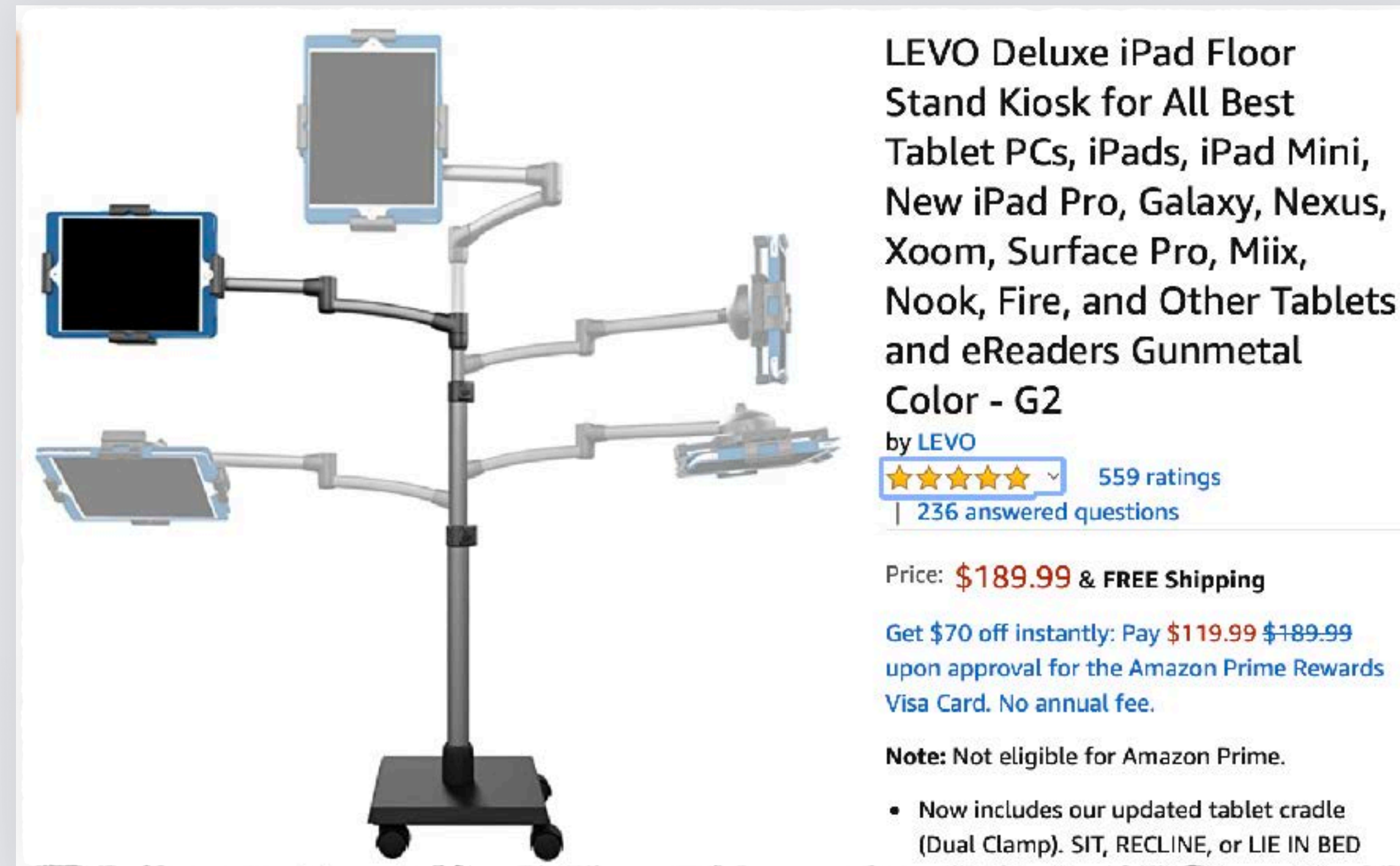


**Floor stands allow for
clear desktops, easy
placement and
screen tilt**



**Clamps allow for
attachment to
desktops / tables**

Able Opportunities, Inc. Staff Use this Stand



Heavy base, making it very stable and easy to adjust, rolls from table work to lounge chair for Zoom connections

Adjustments

- ▶ Learn the technology to teach the technology
 - ♦ <https://www.ableopps.com/free-materials>
- ▶ Pace is VERY different over a screen, why?
- ▶ Eyes use more muscles, ears use more nerves
- ▶ 30' meet, stretch, 5' break, burst exercise, 30' meet
- ▶ 45' meet, stretch, 10' break, burst exercise, 45' meet
- ▶ If you have group consensus of permission, record your sessions, so people can review later- attention will be challenged
- ▶ Comment/question and response, turn taking is engaging



- ▶ Train staff to Model Self Care, your customers need to see it
 - ◆ Often raised without immersion in peer models, name it, show it
- ▶ Stay creative to stay engaged, embed rewards/wins
 - ◆ ex. whoever finds the slide without the CC symbol gets...
 - ◆ Timekeeper notifying stretch breaks every 30 minutes
 - ◆ Add singing to stretches, dancing for burst exercise
- ▶ Repeat structure of meetings / classes, & keep video short
- ▶ Offer group and 1:1 follow up sessions
- ▶ Set a community of practice, collaborate to your best skills



5' BREAK

You can do as you need, to care for yourself. You are welcome to stay and join us for some seated stretch and exercise

- * Core- Find the Rhythm & Hold the Core
- * Seated Whacky Jacks
- * Quick Punches
- * Hands Clasp Diagonals
- * Torso Twist Figure 8
- * Body Twist
- * Shoulder Rounds, Shake Out Arms



featuring Michael Franti & Spearhead, Say Hey

WORKING ON SCREENS

- ▶ **Make materials easy on the eyes**
- ▶ **Helvetica and Ariel easiest to see**
- ▶ **Use contrast of Colors**
- ▶ **Reduce Glare- avoid pairing black & white (see template example)**
- ▶ **Accessible images- add descriptions to all images in presentations**



HOW'S THIS CONTRAST?

OR THIS FONT?

OR THIS COLOR?

Use Arial or Helvetica fonts, bolded, minimum 50 pt

Soften the BG color to avoid the glare of black on white

Clean & Concrete Visuals for Access

Good Contrast



Poor Contrast



Clean & Concrete Visuals for Access

Front Lit



Back Lit



- ▶ **Make appointments with each staff: review their comfort with tech?**
- ▶ **Review company policies, now at home, do you need a locked cabinet?**
- ▶ **Report forms adjusted to track information during this pandemic?**
- ▶ **Prep for mailing corresponding materials**
- ▶ **Send reminders, train people to click into meetings**
 - ♦ **Jay's grandpa was trained by staff outside his glass door**
- ▶ **Use games to teach tools, raise your hand for...ex. choosing background**
- ▶ **Get feedback, name the challenge, let customers and families help you**
- ▶ **Adjust your expectations, re-adjust, re-adjust, re-adjust**



- ▶ **Provide very clear details about deliverables, building in checks & balance- talk after an hour into a project, request to see a 1st model**
- ▶ **Define project management and communication tools:**
When & where does the team connect about:
 - ▶ **URGENT (for me it's text), FLAGGED for feedback, topics for TEAM DISCUSSION, daily QUESTIONS**



- ▶ **Create routine:**
 - ▶ **video call for a briefing / huddle every Monday**
 - ▶ **work appointments / projects tracked on group calendar**
 - ▶ **weekly video paid lunch gathering if team is interested**
 - ▶ **team debrief collaboration meeting every Friday**



Create Template for Customer Meetings

Customers need us to:

- ▶ **Begin each class asking how they are doing, and adjust to their needs**
- ▶ **Stay present, start with a stretch and a deep breath, model self care**
- ▶ **Offer a mix of content, some focusing on work, and some on well being**
 - ♦ **EX. 1:1 Job Development, Group Work Ethics Class, Exercise/Stretch Class, Covid-19 Updates & Stress Management Class, Group Check In Meetings, Facilitated Video with CoWorkers**
- ▶ **Offer organized, structured meetings, that follow the same routine**
- ▶ **Lay out clear next steps and assignments**

Review Customer Plans



- ▶ Use this time to elevate self advocacy and celebrate mastery
- ▶ Complete a deeper satisfaction survey
- ▶ Train customers how to use technology, learn programs and develop trainings they can lead

- ◆ Ex. Eric's Work Ethics
 - ◆ calm flag
- ◆ Ex. Becca's culinary skills



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