Success Stories and Lessons Learned from Maryland Businesses

Reflections of Remote Work During COVID-19

Session 2 5.5.20
WEBINAR FAQ
“AS-NEEDED”

- Select Computer or Phone Audio
- The Questions window can be used for both technical issues and Q & A
- All sessions will be recorded and will be available post-webinar at CommuterChoiceMaryland.com
- Slide decks will also be available at the Commuter Choice Maryland website
Post COVID-19 how many days a week would you like to have the option for remote work?

POLL #1

A. 1 Day a week
B. 2 Days a week
C. 3 or more days a week
D. On an as needed basis
E. N/A my workplace does not offer remote work as option
WHAT IS COMMUTER CHOICE MARYLAND?

► COMMUTER CHOICE MARYLAND is the Maryland Department of Transportation’s Travel Demand Management Program
  
  ▶ Promotes alternative options to driving alone to work such as public transportation, ridesharing (vanpooling & carpooling) walking, biking, remote work (teleworking), and flexible work schedules
  
  ▶ Helps reduce congestion, conserve energy, protect the environment and facilitate economic opportunity
COMMUTER CHOICE MARYLAND EMPLOYER VIDEO

Video Link: https://www.youtube.com/watch?v=ruDzLipJK-Y&feature=youtu.be
Free Business Toolkits

Available at: CommuterChoiceMaryland.com
Quarterly Webinar Topics

Past Webinar Topics

1. MD Commuter Tax Credit & Commuter Benefits
2. Implementing Options: Telework, Alt. Work Schedules, and Vanpools
3. Business Benefits of Bike & Walk Friendly Workplaces
4. Employee Commute Options when Planning a Business Relocation
5. Learn About Tools to Apply Commuter Benefits

Available at: CommuterChoiceMaryland.com
What topics would be of interest to you for future webinar sessions?

A. How to plan & implement a Commuter Benefits Program
B. Best practices from Maryland businesses
C. Business Tax Credits - MD Commuter Tax Credit
D. How to use available Toolkits
E. Other

(Email us CommuterChoice@mdot.Maryland.gov)
Bonnie Grassi

- Director of Human Resources of The Retina Group of Washington
- Over 20 years of experience of Human Resources Experience
- Known for combining solid business sense and technical expertise solving organizational and operational issues
Shifting the paradigm - Remote Work

Bonnie Grassi
The Retina Group of Washington
COMPANY PROFILE

- Ophthalmology - Medical Practice
- Retina surgery specialty with over 200,000 patient visits per year
- 35 Doctors
- 17 offices in DC/MD/VA
- 300 employees
  - Ophthalmic Technicians
  - Operations Staff
  - Central Call Center
  - Business Administration
WHAT JOB FUNCTIONS MAY BE SUITABLE FOR REMOTE WORK?

- Call Center
- Billing
- Accounting/Payroll
- HR
- IT
- Business Administration-corporate leadership
- Doctors - Telemedicine when feasible for non-urgent consultation
POLL #3

Does your workplace have a telework policy and agreement?

A. Yes
B. No
POLL #4

How important do you think it is for your workplace to Develop a Telework Policy and Agreement?

A. Very important
B. Somewhat important
C. Not important or needed
SET IT UP AND MANAGE IT

- Develop a Telework Policy and Agreement
  - Time reporting
  - Productivity and expectations
  - Work environment
  - Confidentiality
- Technology
  - Equipment and software (laptops, phones, etc.)
  - Remote access to systems
  - Training
- Staff Management - How is staff responding and how will management handle it
  - More conference calls
  - Use of team email blasts
  - In some cases there may be an increase productivity
  - Some like it, others miss the face to face interaction

RGW
THE RETINA GROUP OF WASHINGTON
POLL #5

Does your workplace plan on providing the option for remote work post COVID-19?

A. Yes
B. No
C. Not sure
D. Doubt it because my workplace does not offer this option regularly
CONTINUING THE NEW PARADIGM?

- Some of the practices that we may continue include remote work and flexibility around that, but also how we staff our offices.
- I have heard managers who previously were not in favor of remote work, now report that productivity has improved.
- I think overall, it is too soon to tell what pieces of our contingency planning will survive.
KEYS TO PLANNING

- Plan the work, work the plan, evaluate and adjust
- Plan ahead - Have contingency plans - be proactive.
- Think about worst case scenarios for the business
- Think about how to maintain work flow, work teams and projects using meetings and interactive software
- Communication Plans
- Flexible, Creative, Resourceful and Adaptable
Questions?

Please type your questions in the question window.
Thank You!

We Are Always Here to Help!

Contact Details:
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