

Making Remote Working Work

Thursday, June 25, 2020 | 11 am Eastern Time



International
Labour
Organization

GLOBAL BUSINESS
AND DISABILITY
NETWORK

▶ #enable2work

▶ Masterclass "Making Remote Working Work"

25 June 2020 - 11:00 AM Eastern Time

This Masterclass webinar is for those responsible in multinational organisations for ensuring remote working liberates every employee's productivity, while enhancing their well-being and engagement.

Registration at <https://bit.ly/2LPRzpx>



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Agenda



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- Jürgen Menze, ILO Disability Inclusion Officer, Welcome
- Susan Scott-Parker, Business Disability International, CEO, Moderator
- Nasser Siabi, Microlink, CEO
- Christopher Lee, G3ict/IAAP, Managing Director

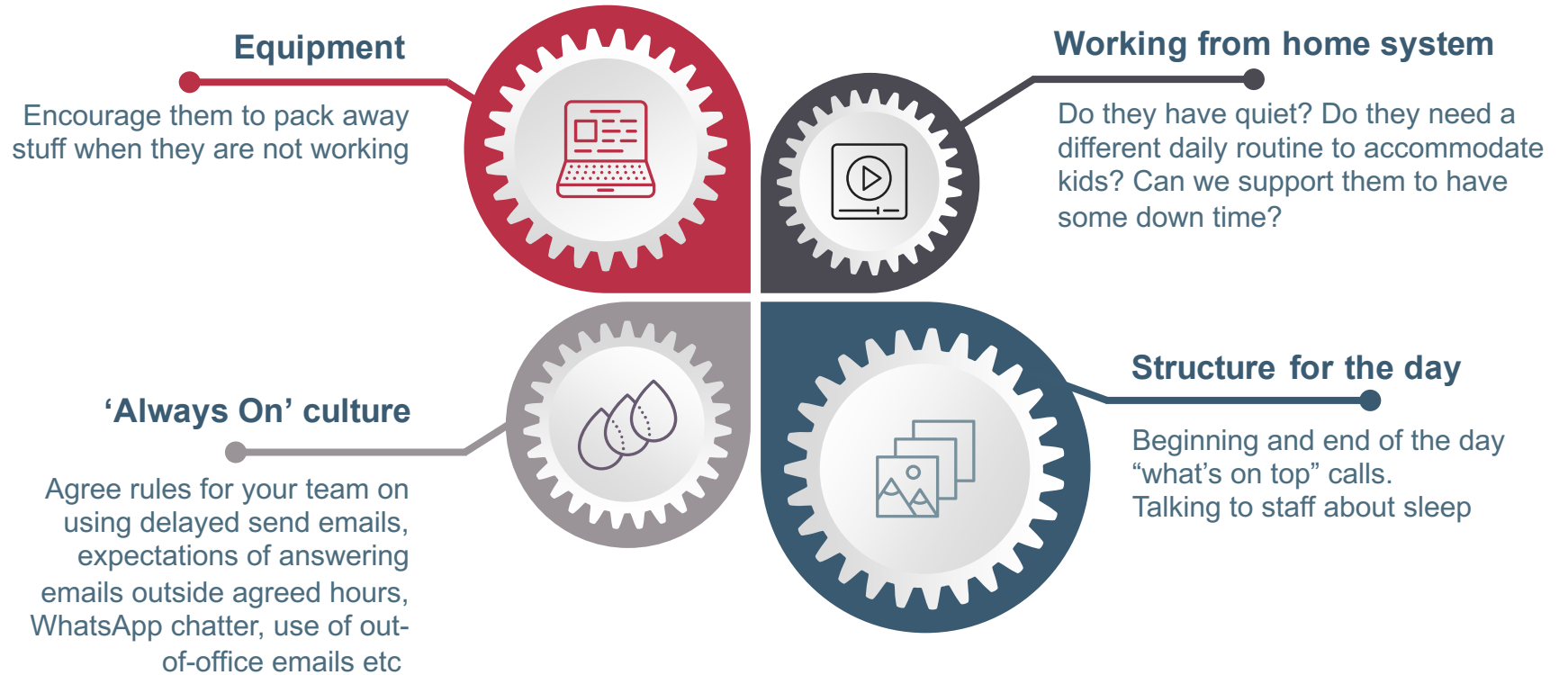


How Easy is it for People with Access Needs?

Susan Scott-Parker

I'm just trying to do my job.

TIME SPACE BOUNDARIES & ROUTINES



*Help your staff manage home working with reassurances and advice on separation techniques.
If you can't do it with space, you can do it with clear time boundaries.*

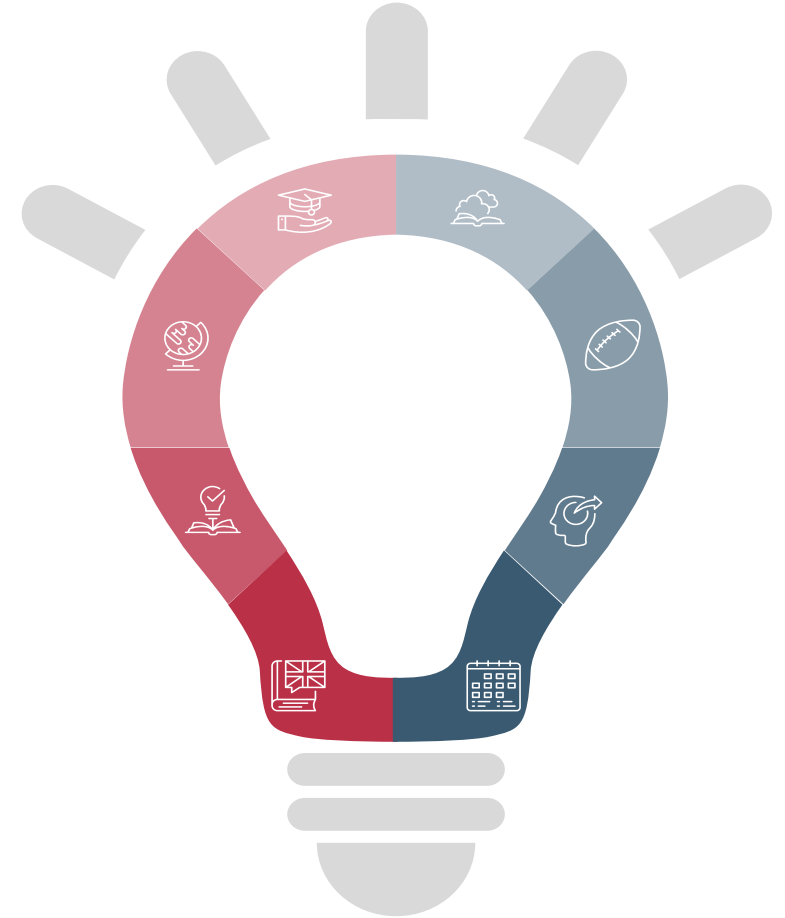


EMOTIONAL & COGNITIVE DEMANDS OF REMOTE WORKING & PHONE/VIDEO COMMS

Allow flexibility – for example turning off cameras for those who find it overwhelming, different screen view options for those who need to see faces.

ENERGISING TECHNIQUES & PACING

- This is a marathon not a sprint
- Recommend the Pomodoro technique
- Movement creates energy for those who are well
- Pace those back to back meetings
- Acknowledging impact of sleep

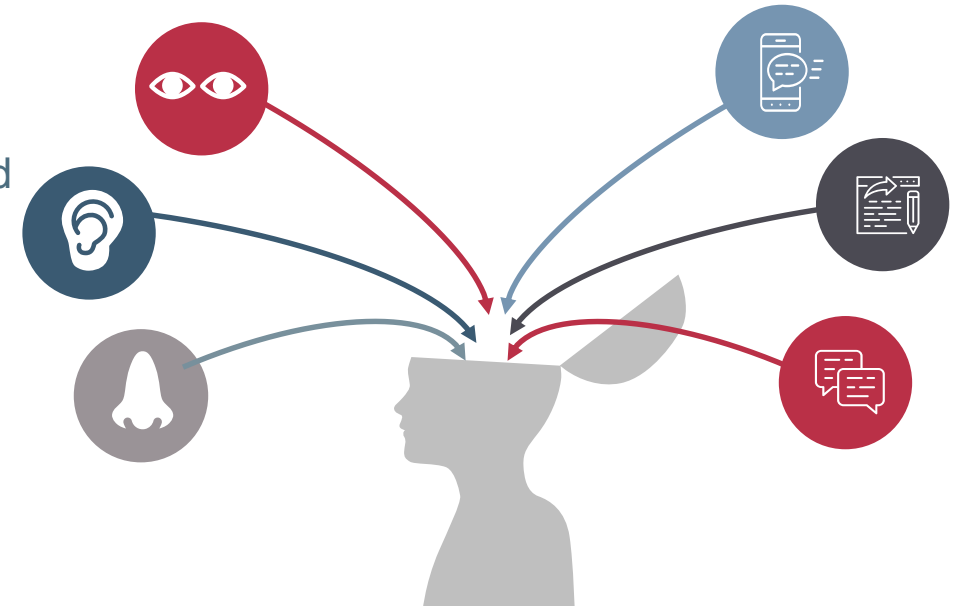




INCREASED RISK OF MISUNDERSTANDINGS

due to lack of contact and heightened anxiety.

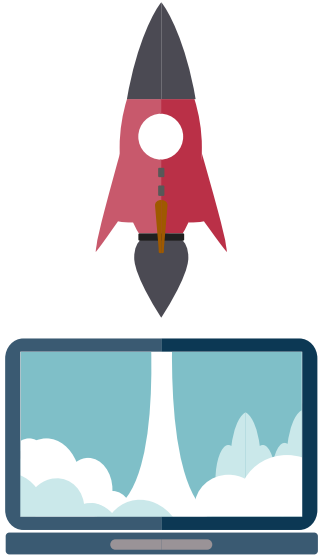
Practice “pre-forgiveness” – talk about this in advance so that it’s less disconcerting when it happens



DISTRACTIBILITY & HYPER-FOCUS

- You may need to work with individuals around when they can actually focus.
- General distractions can be managed by masking; headphones, music.
- The news is very distracting. Set timers for when you are allowed to check.
- Have a ‘dump pad’ for intrusive thoughts about things that must be done that day.

Have a ‘strategy session’ with your teams – people work very differently, so by sharing a wide range of ideas you are more likely to find one that works





CREATING THE HOME WORKSPACE & RELEVANT TECHNOLOGIES

Designating an area at home to work is the first step to successfully setting up a workspace.

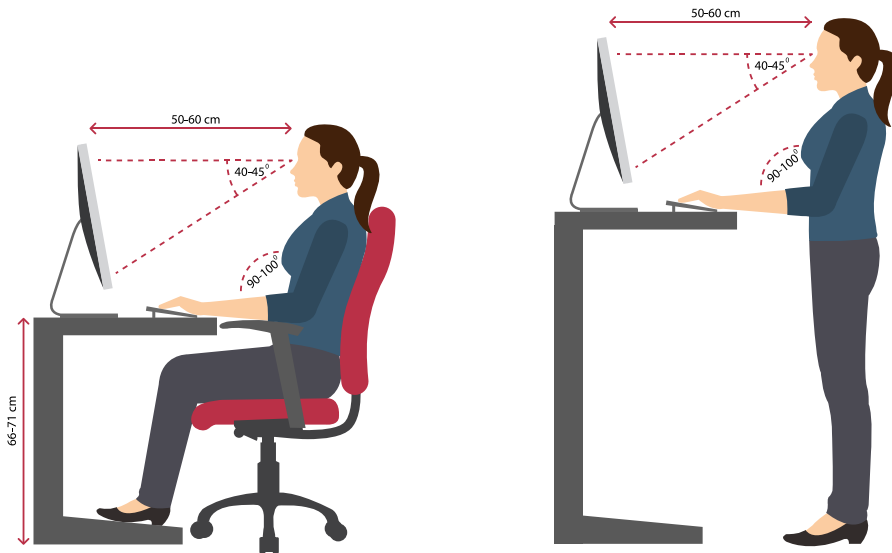
- A work environment prepares you mentally for work
- Plan for long-term comfort not ten minute usage
- Consider the health & safety aspect of your space
- Correct seating = Better posture
- Conduct your own DSE and organise your desk
- Take frequent breaks, 20 min work sessions
- Move or walk around



COMMON HOMEWORKER POSTURE PROBLEMS

Many Homeworkers we encounter often display a number of very similar postural issues that will affect their well-being and productivity

- The Slouch! Leaning forward over their laptop, often in a chair that gives them no back support and is at a height that is too low or high for their desk.
- The Recline! The arms are outstretched putting pressure on the neck and shoulders, back and hips.
- The Horizontal! Many think this is a relaxed way of working but it is particularly damaging to the neck and upper back.



GOOD HOMEWORKER POSTURE

Encouraging Homeworkers to follow a few simple rules will positively affect their well-being and aids their concentration and productivity.

- Work at a desk or table with adequate knee/foot clearance so that you can sit/stand close to your laptop.
- Use a separate keyboard and mouse with your laptop.
- Position the keyboard and mouse directly in front of you within easy reach.
- Position your laptop so that the top of the screen is level with your eye height. If you don't have a laptop riser, use a box file or some books to raise your laptop. Or plug in a separate monitor if you have one.
- If sitting, use an adjustable chair. Use a rolled-up hand towel for extra lower back support, if needed. If your chair is too low, sit on a cushion to raise your seat height.



WHAT IS AVAILABLE TO SUPPORT ERGONOMICS AND EQUIPMENT

Equipping yourself / employees with the right tools significantly lowers injury risk, increases productivity and fosters wellbeing.

- Provide yourself a **safe and productive working environment**
- **Source the right tools** for the job
- **Home Worker Kit** – AT Tools, Ergonomics and Screen Solution



Productivity tools



SPEECH TO TEXT



MAGNIFICATION



TEXT TO SPEECH



ACCESSIBILITY CHECKERS



SPELL CHECKERS



VOICE RECOGNITION



LITERACY TOOLS



Meeting Platforms | High-level Overview

Christopher Lee

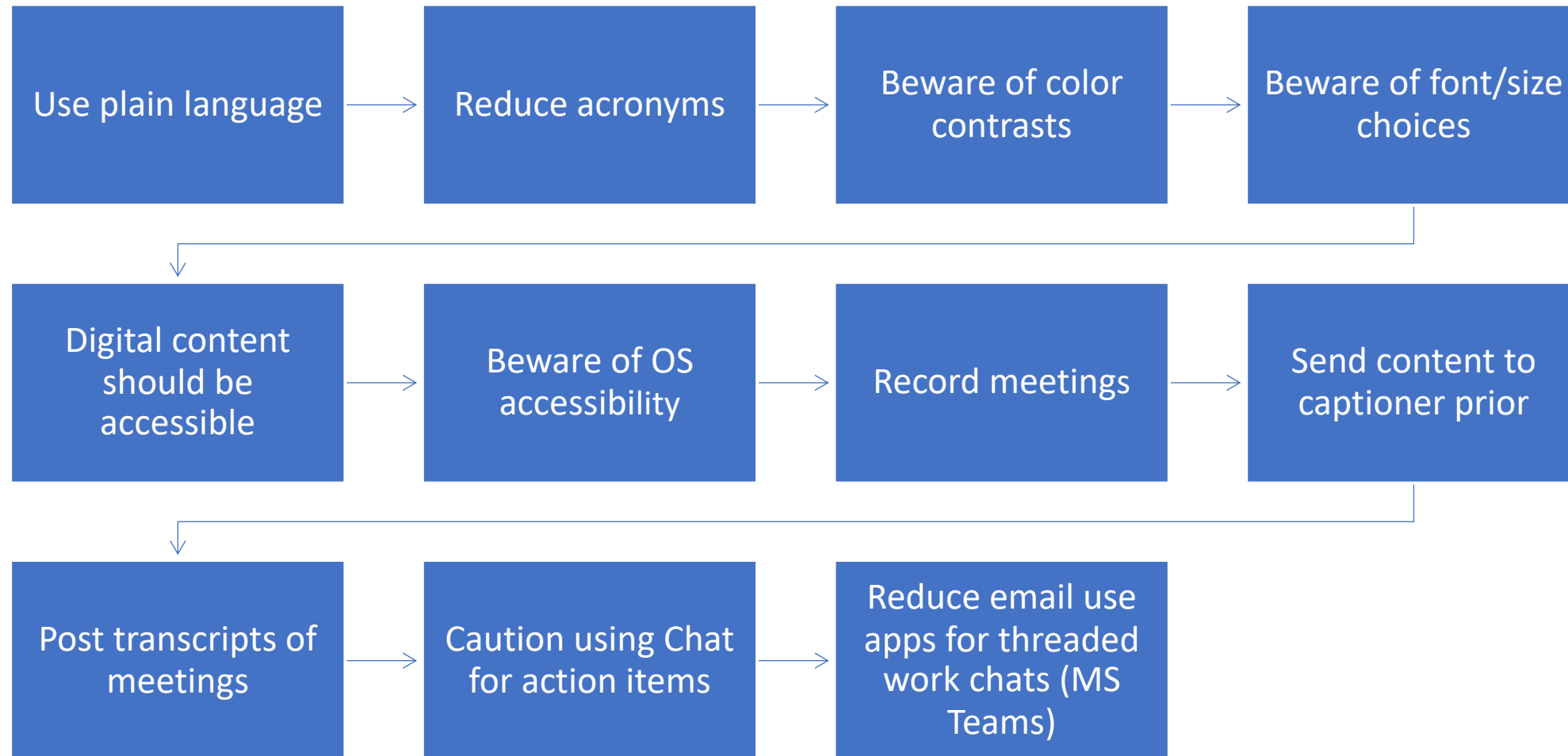
Making Remote Working Work | Important to Know!

- Common Practices
- Which video conferencing tools are most accessible
 - [Fable](#) survey conducted
 - Zoom
 - Microsoft Teams
 - WebEx

“When people with disabilities are excluded because a product is inaccessible, it’s not only frustrating, but it [also] affects our colleagues and clients that work with us.”

— Lynette Frison, screen reader user

Be in the Know | Common Best Practices



Video Conferencing | Zoom Features

Disability community
support Zoom (92%
Fable 2020 survey)

Variety of different
disabilities survey
feedback

Privacy concerns, use
password setting
feature

Works well with AT

Easy one-click sign-on
link and international
phone numbers

Closed Captioning (3rd
party) available

Keyboard accessibility
(supports keyboard
shortcuts)

Automatic transcripts

Screen reader support

Cloud recording

Video Conferencing | Microsoft Teams Features

Can encapsulate a full work environment (MS 365)

Live AI closed captioning (English)

Blur background for use of background image

Dedicated chats for each meeting

Interpreter can be added to a call

Navigate with a keyboard

Dark, light, and high contrast theme

Magnify in and out of Teams

Use text telephone (TTY)

Documents read aloud and broken down by syllables with Immersive Reader

Compatible with AT

Raise hand (coming soon)

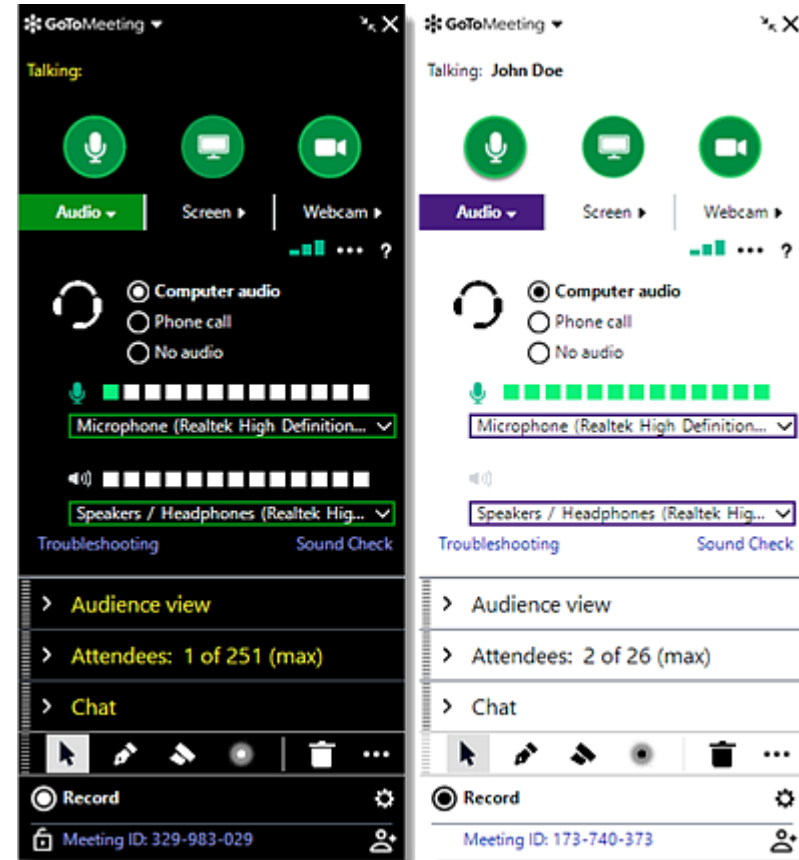
Video Conferencing | WebEx Features



- Accessibility Issues
 - Limited keyboard navigation support
 - Limited support for low vision
 - Limited support for screen reader software
 - WebEx works with the last version of JAWS

Video Conference | GoToMeeting Features

- Windows desktop app
 - Higher contrast mode
 - Font size & color scheme
 - Tab navigation
 - Keyboard shortcuts



Video Conferencing | Skype Features

Skype for Windows

- Narrator screen reader enables people who are blind to use their computer
- Skype work well with third-party screen readers such as NVDA and JAWS.
- High-contrast settings
- Magnifier is a feature

Skype for Mac

- VoiceOver built-in screen reader
- Invert colors or increase/decrease contrast settings benefit
- Magnified content is intended for low vision users

Google Handouts

Advantages

- Free
- Live captions available on desktop and mobile
- Anyone with a Gmail account can join a Google Hangouts call
- Screenreader accessible
- Can be used in web browser
- Keyboard shortcuts for video calls and within chat function.
- Good picture and sound quality
- Chat messaging function
- Supports up to 25 call participants
- No limit on call time
- Noise minimisation feature focuses audio on the speaker's voice and not background noise

Captioning

- Live Captions using artificial intelligence (AI) technology, have limitations.
- Some platforms have better captions than others, whereas some don't offer it at all.
- Live captions work best for one to one meetings or small group conversations.
- Captioning do helpful for people who are hearing-impaired, deaf or elderly. They also help improve understanding for non-native English speakers.

Video Conferencing | Virtual Sign Language Interpreters

- Use video remote interpreting and participate dialogue through webcam and computer audio
- Turn off multi- webcam video windows to reduce interpreter distraction
- Prepare meeting content so does not block the interpreter
- Ensure video conferencing navigation tool bar does not block the interpreter
- Provide breaks to switch out interpreters





General Open Question Segment

Susan Scott-Parker

Resources, 1 of 2 slides

- Meet Me Accessible – A Guide to Zoom Cloud Meetings from a Blindness Perspective, Jonathan Mosen (<https://mosen.org/zoom/>)
- IAAP free webinars
(<https://www.youtube.com/channel/UCuL8fMa2LEZm9Agrmkdvsbg>)
- AccessSIGCHI Accessible Remote Attendance
(<https://accesssigchi.com/accessible-remote-attendance/>)
- Best video conferencing apps and software for accessibility
(<https://bighack.org/best-videoconferencing-apps-and-software-for-accessibility/>)

Resources, 2 of 2 slides

- [Tips for meeting the video communication needs of patients who are deaf or have hearing loss \(Action on Hearing Loss\)](#)
- [Technical tricks to make video conferencing work better from a home office \(Blog post by Will Perrin\)](#)
- [Recommended Apps from Action on Hearing Loss](#)
[9 Useful apps for people who are Deaf or have hearing loss \(AbilityNet\)](#)
- [Best tablet devices for elderly people to start video calling \(The Guardian\)](#)
- [Coronavirus: How can we stay in virtual touch with older relatives? \(BBC News\)](#)
- <https://www.microlinkpc.com/news/microlinks-knowledge-accelerations-system-a-continuous-learning-platform/>
- <https://www.microlinkpc.com/news/become-better-readers-including-those-with-dyslexia-add-and-other-learning-challenges/>

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