Making Remote Working Work
Thursday, June 25, 2020 | 11 am Eastern Time

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.

Agenda

• 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.
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
**IMPACT & SKILLS**

**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*
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.
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

- Use plain language
- Reduce acronyms
- Beware of color contrasts
- Beware of font/size choices

- Digital content should be accessible
- Beware of OS accessibility
- Record meetings
- Send content to captioner prior

- Post transcripts of meetings
- Caution using Chat for action items
- Reduce email use apps for threaded work chats (MS Teams)
Video Conferring | 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
- Cloud recording
- 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

<table>
<thead>
<tr>
<th>Skype for Windows</th>
<th>Skype for Mac</th>
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<tbody>
<tr>
<td>• Narrator screen reader enables people who are blind to use their computer</td>
<td>• VoiceOver built-in screen reader</td>
</tr>
<tr>
<td>• Skype work well with third-party screen readers such as NVDA and JAWS.</td>
<td>• Invert colors or increase/decrease contrast settings benefit</td>
</tr>
<tr>
<td>• High-contrast settings</td>
<td>• Magnified content is intended for low vision users</td>
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<tr>
<td>• Magnifier is a feature</td>
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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
Resources, 1 of 2 slides

• Meet Me Accessible – A Guide to Zoom Cloud Meetings from a Blindness Perspective, Jonathan Mosen ([https://mosen.org/zoom/](https://mosen.org/zoom/))
• IAAP free webinars ([https://www.youtube.com/channel/UCuL8fMa2LEZm9Agrmkdvsbg](https://www.youtube.com/channel/UCuL8fMa2LEZm9Agrmkdvsbg))
• AccessSIGCHI Accessible Remote Attendance ([https://accesssigchi.com/accessible-remote-attendance/](https://accesssigchi.com/accessible-remote-attendance/))
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)
Making Remote Working Work

Susan Scott-Parker | ssp@businessdisabilityinternational.org
Nasser Siabi | nasser@microlinkpc.com
Christopher Lee | cmlee@accessibilityassociation.org