

Best Practices for You and the Organization



Provided By:

Haycor Computer Solutions

101 Citation Drive - Unit 7

Concord, Ontario L4B 2S4

www.haycorsolutions.ca



We have assembled a series of best practices recommended by an assortment of government and other credible organizations. In a year from now, it will be better to look back and regret overreacting than regret underreacting. In other words, it's better to be safe than sorry.

1. Practice What The Government Is Preaching

- SOCIAL/PHYSICAL DISTANCING
- Abide by maximum capacity laws (depending on province and city)
- Avoid meeting anyone in-person who is sick (especially with respiratory symptoms)
- Avoid as much physical contact as possible with people outside your household

2. Your Whole Company Should Follow These Widely Accepted Health Tips

- Wash your hands with soap and warm water for 20 seconds, especially when you enter and exit a building
- A fun way to spend these 20 seconds is singing the "Happy Birthday" song or any song you enjoy
- Sneeze and cough into your elbow or a tissue
- Eat well, sleep well and exercise – be sure your immune system is in tip top shape
- If you are showing ANY symptoms or simply don't feel well – PLEASE STAY HOME

3. Plan ahead and Prioritize Issues

- Even during the circumstances, planning could save you from a costly knee-jerk reaction
- Decide which operations are absolutely essential in order for your organization to function and survive, and focus perfecting them first
- Develop a communication plan for both staff and clients
- After prioritizing, determine what immediate decisions are most valuable to your organization
- Develop an action plan for worst case scenario (hope for the best, but plan for the worst)

4. Communication is Key

- There is going to be numerous quick decisions that will need to be communicated with both specific people the entire organization
- It is best practice is to schedule a daily meeting with people who you need to stay in constant communication with
- Every meeting should discuss personal good news to keep morale high, any noteworthy internal and external updates, what changes have been made to keep everyone informed, etc
- Continue to share anything that needs to be shared
- Always maintain open communication – even outside the daily meetings
- Regular communication to clients is essential to maintain their level of comfort and confidence in your organization, especially during times like these.

- The main concern of teleworking is the inability for staff to have face-to-face interactions with their colleagues. To keep teamwork alive, setting up secure and reliable communication systems are crucial. The chat and conferencing programs you use to stay in touch should offer virtual face-to-face touchpoints to mimic an office setting.
- There are several tools specializing to help your organization work remote. A few examples are Microsoft Teams, Google Hangouts, or Slack. These tools enable quick-chat, group-chat, client communications, and video conferencing

Resources:

Zoom - Video Conferencing: www.zoom.us

GoToMeeting – Video Conferencing: <https://www.gotomeeting.com/en-ca>

Slack - Instant Messaging: www.slack.com

Microsoft Teams - Instant Messaging and Video Conferencing: Included with the following Microsoft Office 365 Licenses: Business Essentials, Business Premium, E1, and E3 levels

Free Microsoft Teams Training (what is it, how to use it) from Bigger Brains:
https://www.youtube.com/playlist?list=PLID_YJ6GN1HnBqUK9XQcl3EB2J3AwdyOq

5. Securely Work From Home

- When sending people home to work, make sure they are connecting SECURELY!!
- Turning on Windows built in Remote Desktop software and exposing it to the internet is NOT recommended. The FBI warned the public that hackers are targeting these exposed entry points into business networks. Cybersecurity experts have noticed a spike of malicious network scanning looking for these vulnerable opening openings.
(<https://www.ic3.gov/media/2018/180927.aspx>)
- During times of crisis, certain people take advantage of the situation. There have been an increase in victims of Ransomware and losing access to all your corporate data
- We do not recommend using one of the “free” remote control programs available online. How much would you pay reverse a data-breach?
- Educate yourself and the whole organization to practice cyberhygiene

6. Look for Opportunities to do Something Extraordinary

- The worst thing a business can do is sit idly at a time like this
- Market Shifts: What do we see? How can we respond?
- Marketing & Sales Channels: What are the new channels to grab your audience’s attention?
- Products & Services: Which would be most valuable right now? Are there specific products and services that fit the market’s needs?
- Who can we help? In times like these, just look for ways that you are uniquely positioned to help people. That’s why we’re all here, right?



We wish you, your friends, family and co-workers health and safety during these troubling times.