

Remote Work Considerations for Pools

As of April 27, 2020



Moving from a traditional office-based work environment to remote staffing has a number of implications for public entity pools. This document includes some resources and issues useful to review and consider. Access the latest version [here](#).

If you have resources or issues you suggest be added to this list or questions about the considerations outlined, contact AGRiP Executive Director [Ann Gergen](#).

Staffing Considerations

- How to determine which employees can (or cannot) work remotely and whether on a permanent or partial basis
- Work hour expectations and time-keeping expectations, especially but not exclusively for non-exempt employees
- Remote work policies and expectations for all employees (may include work hours and time reporting, expectations for time in the office, changes to PTO or leave policies, guidance about children or pets at home, use of private office space and office equipment, internet bandwidth requirements, etc.)
- Guidance and training on how to provide effective supervision of a remote team, including how to hold virtual meetings and build collaboration
- Needed workflow changes to accommodate remote work, such as changes to approval processes, document storage and shared folders, etc.
- Cybersecurity issues including network security, device security, document storage, payment approvals, etc.
- New staff recruitment, interview, hiring and onboarding practices

Capital Considerations

- Short- and long-term office space and meeting needs, building ownership or rental considerations
- Equipment needs including personal computers, telephone and voicemail systems, printers, office furniture (be sure to keep ergonomic needs in mind), etc.
- Software needs for effective remote work, meetings and processes



Member Engagement

- Plans for your pool's annual conference, regional meetings, training events and other related events (although some events will likely continue in person, there may be changes if pool operations are fully remote)
- Member portals and online resources to meet increasing demand from and expectations of members
- Implementation of new strategies to make strong member connections and effectively build new member relationships through a primarily online or virtual environment
- New strategies and techniques to retain existing pool members using online engagement; methods to conduct virtual member visits

Related Operational Needs

- Changes to pool underwriting evaluations, appraisals, inspections or related exposure or valuation processes
- Changes to pool claims adjusting and investigation
- Methods to meet reporting requirements and other process changes necessary to meet pool audit expectations, reinsurance reporting, regulatory filings or related reporting
- Impact of remote work considerations being made by administrative partners of your pool (outsourced pool administrators or third-party claims administrators moving to remote operations); conversely, impact of your pool's move to remote work on any administrative relationships
- Communicating renewal information with reinsurers and conducting reinsurance meetings via virtual means

Leadership Needs

- Meeting communication preferences and adjusting to a new management style in order to be effective in a remote staffing environment
- Need for active outreach to staff; how to train staff members working remotely to engage your pool's leader effectively
- Methods to prevent employee feelings of isolation or low morale for those unused to or uncomfortable with remote work



Resources

- Pool operational guidelines and resources about remote work
 - [COVID-19 Preparedness and Response Plan](#) (MMRMA)
 - [League Empowerment and Performance Program Tip Sheet](#) (LMC)
 - [FAQ regarding returning employees to work](#) (LMC, scroll down to subsection)
 - [Work Remote Guidelines](#) (WMMIC)
 - [Public Entity Pools as Employer of Choice](#) (AGRiP conference presentation, see resource list and links)
- Pool messaging to members about remote work
 - [Message to members](#) (MMA)
 - [Spring newsletter announcement](#) (MSGIA)
 - [Announcement](#) (NDIRF)
 - [Open letter to members](#) (CJPIA)
 - [Operations update](#) (PERMA)
 - [Service update](#) (Comp Alliance)
 - [Web page](#) (CIRSA)
 - [Operations FAQ](#) (Arizona School Risk Retention Trust & Arizona School Alliance for Workers' Compensation)
 - [Pop-up message to members](#) (ASCIP)
 - [Memorandum](#) (SCSBA)
 - [Message on resource hub](#) (OMAG)
 - [Message to members](#) (Ohio School Plan)
- Remote work information from AGRiP's QEI Patrons
 - [Working from Home Safely and Effectively](#) (Sedgwick, Legacy level)
 - [Impacts of Mental and Emotional Health on Employee Wellbeing](#) (Aon, CEO level)
 - [Driving Connection & Engagement in a Remote Workforce](#) (Arthur J. Gallagher, CEO level)
 - [The New Normal: How to Manage a Remote Workforce](#) (Businessolver, CEO level)
 - [Ergonomic and Safety Guide for Employees Working from Home](#) (Chubb, CEO level)
 - [Working Remotely](#) (Keenan microlearning series, CEO level)
 - [Dealing with COVID-19: Employee safety while working remotely](#) (Willis Towers Watson, CEO level)
 - [10 Techniques For Leading A Home-Based Team](#) (Future Point of View, VP level)
 - [Teleconference Tips](#) (Tandem Collective, VP level)
 - [Working From Home? Here Are Seven Tips to Help You Through it](#) (AssetWorks Risk Management Inc., Executive level)
 - [How to Protect Your Remote Workers From Cybersecurity Threats](#) (Vector Solutions, Executive level)



- Other useful resourcesⁱ
 - [Managing a Remote Employee Culture](#) (The Jacobson Group)
 - [The Rise of Telecommuting: Embracing the Virtual Workforce](#) (The Jacobson Group)
 - [Remote Work and Wellness Resources](#) (Schools Insurance Authority)
 - [COVID-19, Work-From-Home and the Risks of Data Leakage: Here's How to Protect Your Company](#) (Martin J. Frappolli in *Risk & Insurance*)
 - [Working From Home Can Be Stressful; Tips For Brokers & Insurers](#) (Alastair Walker in *Insurance Edge*)
 - [How HR leaders can make remote work pain free](#) (Nancy Ryerson in *Benefit News*)
 - [Cybersecurity Challenges of a Sudden Remote Workforce](#) (Center for Internet Security)
 - [How To Embrace Remote Work: The Complete Guide To Setting Up Your Team For Remote Work Success](#) (Trello)
 - [A Guide to Managing Your \(Newly\) Remote Workers](#) (Barbara Z. Larson, Susan R. Vroman and Erin E. Makarius in *Harvard Business Review*)
 - [Coronavirus \(COVID-19\) Resource Center](#) (Withum)

ⁱ Some of these might include marketing references to software tools or other proprietary resources. It's not AGRiP's intent to endorse a service, tool or service provider. Rather, we believe there's value for pools in these materials irrespective of any marketing messaging.

