



Flu Season Resources

The Human Resources managers we speak with are particularly concerned about employee illness and absence and addressing productivity issues. As we move into this unique 2009/2010 flu season, ACT has prepared a few tools for your use:

- **Sample Employee Communication** – Most of us are getting a lot of information from many sources. Use this as a starter for your customized communication to employees on how to approach this flu season.
- **Additional Resources** – For you and/or the rest of the company.
- **A Special Offer on Web Conferencing** – ACT has a new offer to share on web conferencing.
- **A Guide: How Best to Use Conferencing While Working Remotely** – You may already encourage your employees to work from home regularly to cut down on commuter costs/environmental impact. You may be encouraging folks to stay home if they are not feeling well or taking care of a loved one at home who is sick. In either case, if an employee is well enough to work, conferencing can be an effective way to remain productive.

Sample Employee Communication

According to the World Health Organization, as of 4 October 2009, worldwide there have been more than 375,000 laboratory confirmed cases of pandemic influenza H1N1 in 2009.

In an effort to minimize business disruption that may be caused by the flu this season and to keep our work environment as healthy as possible, please follow these procedures:

- *If you are sick with flu-like illness*, stay home for at least 24 hours after your fever is gone. If you do have H1N1 flu, you can give it to others starting about 24 hours before you develop symptoms and ending about seven days later.
- *In the office*, during flu season, please make every effort to wash your hands thoroughly and frequently with soap and water or use an alcohol-based hand sanitizer. Flu viruses can survive for two hours or longer on surfaces, such as doorknobs and countertops.
- *Reduce exposure within your household*. If a member of your household has the flu, designate one other household member to be responsible for the ill person's close personal care.
- *Cover your nose and mouth* with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- *Avoid touching* your eyes, nose and mouth. Germs spread this way.
- *Utilize ACT* audio and web conferencing services to stay productive while you are at home if you're well enough to work.
- If you work from home due to illness – yours or a family member – please *keep your manager informed*.

Additional Resources

Stay Informed

- Centers for Disease Control and Prevention (CDC), Georgia, USA: <http://www.cdc.gov/H1N1FLU/>
- CDC FluView weekly updates: <http://www.cdc.gov/flu/weekly/>
- World Health Organization (WHO), Switzerland: <http://www.who.int/csr/disease/swineflu/en/>
- Mayo Clinic, Minnesota, USA: <http://www.mayoclinic.com/health/swine-flu/DS01144>

Know the Symptoms

From the Mayo Clinic, Minnesota, U.S.A.

H1N1 flu symptoms develop three to five days after you're exposed to the virus and continue for about eight days, starting one day before you get sick and continuing until you have recovered.

- Fever
- Cough
- Sore throat
- Body aches
- Headache
- Chills
- Fatigue
- Diarrhea
- Vomiting

Spread the Word, Not the Flu!

Take advantage of free resources from the CDC. Download printed materials – some are suitable for employee education. <http://www.cdc.gov/flu/freeresources/index.htm>

Be Aware

According to WHO, as of 4 October 2009, worldwide there have been more than 375,000 laboratory confirmed cases of pandemic influenza H1N1 2009.

Unlimited Web Conferencing as Low as \$49/Month

Let Conferencing Keep Your Employees Healthy This Flu Season!

During this extraordinary flu season, ACT is offering promotional pricing on reservationless web conferencing services:

- Meet as many times as you want for one low price.
- Save even more with annual plans.
- Regular audio conferencing fees not included

Visit www.actconferencing.com/UW or contact your ACT representative to sign up!



Unlimited Web Meetings for just \$49 per month.*

IT-friendly – no software downloads

Increase collaboration and decision making with ReadyConnect® Web Meeting. Improve conference effectiveness by sharing and updating documents and applications in real-time, with real business benefits:

- Maintain productivity if employees need to stay home due to the flu
- Engage participants with hand raising, polls, chats and live video
- Record meetings to create reusable training and sales materials
- Manage conferences with easy-to-use online controls
- Reduce administrative costs by consolidating audio and web with ACT Conferencing



Host unlimited ReadyConnect® Web Meetings for just \$49 per month, or save even more with an annual service plan. For details, call your ACT representative at 866-206-9708 or visit www.actconferencing.com/UW.

*Regular per-minute audio conferencing fees not included.

How Best to Use Conferencing When Working Remotely

This list is designed for reservationless audio and web conferencing. For more helpful hints and tips, visit <http://www.actconferencing.com/customer/resources/guides-resources.aspx>.

Before a Conference

- **Set meeting goals and objectives.** Distribute an agenda – three or four topics is ideal – in advance.
- **Create and upload visual aids** — presentations, surveys, quizzes and so on – in advance if you are using ReadyConnect® Web Meeting. To avoid delays at meeting time, consider asking participants to perform a browser check using the URL in the meeting invitation to be sure they don't have firewall issues.
- **Dial in ahead of time.** As a host, dial in at least five minutes before the meeting start time.
- **Ask participants to dial in five minutes early as well.**
- **Switch off mobile phones.** They can cause interference. At a minimum, keep mobile devices a few feet away from you as they can create a 'hum' when they are active.
- **Avoid headsets and speaker phones.** They often create poor sound quality. Lead the meeting from a quiet office or conference room.

During a Conference

- **Conduct a roll call** by pressing *#3 (to see who is on the call).
- **Participant Involvement.** Ask participants to:
 - Introduce themselves if they do not know each other
 - Identify themselves before speaking
 - Lift the handset to ask questions for best sound quality
 - Mute their lines when not speaking to minimize background noise
- **Share your enthusiasm!** Your voice is 78% of your effectiveness on the telephone.
- **Record a conference** by pressing *#2 on your telephone keypad.
- **Activate broadcast mode** by pressing *#5 to ensure a productive meeting with no interruptions.
- **Lock the conference call** by pressing *#4 to avoid interruptions from latecomers and to enhance call security.
- **Activate conference continuation** to enable participants to continue speaking if the host leaves early.
- The host can press *#9 at the beginning of the meeting or before disconnecting.
- **For help:** Signal an operator by pressing *0 on your telephone keypad.

After a Conference

- **Summarize goals and actions** at the end of the call and set a date and time for a follow up meeting.
- **Access a recording** by dialing the replay number on your ReadyConnect Account Confirmation form. Use your confirmation number and participant passcode.