

16:51:33 From Jamie Smarr : I'm interested in how colleagues are dealing with construction projects that were underway. The United States has been a mess, because localities differing practices

16:55:43 From Greg Dewling : Alberta, Canada - construction was considered essential service. Our \$100M worth has not slowed down. Normal operations with new safety protocols of course

16:57:02 From Chris Persons : Washington state was the same as Alberta. Our two projects have moved forward. With some slow downs for new safety measures.

16:57:24 From Scott Langford : Construction continuing in Australia with obligations for social distancing on site. Varying degrees of safety measures implemented in practice but message to industry has been be safe or be shut down.

16:58:08 From Stephane Giguere : Ontario same on the Construction side as Alberta

16:59:00 From Stephen Bennett : We are pushing ahead with all our property development work. It is very slow going though as our development applications move through the various approvals processes.

16:59:14 From Greg Dewling : What are we missing with remote work? Productivity is up, but, what are the long term implications that we need to guard against?

16:59:42 From Martina Jileckova : Further to Greg's point, we were able to finish our latest development (just getting occupancy) ahead of schedule and below budget - our construction manager was able to speed up the finish as our construction workers were keen to continue to work.

17:00:08 From Jamie Smarr : The estimate I saw was that 5% of people worked remotely prior to COVID-19 and post-wise, the number will approach 30%. This tells me a lot of office space may have to be repurposed for housing.

17:00:58 From Greg Orchard : New Zealand - construction was not considered an essential service and all sites closed down during highest level lock down. The construction sector developed a covid-19 safe work protocol (in conjunction with government) that has been adopted and implemented enabling sites to re-open.

17:01:01 From Martina Jileckova : What are we missing working remotely? Culture (onboarding, team building, creative problem solving).

17:01:07 From Steve Bodkin : We have continued with appropriate protocols.

17:02:06 From Scott Langford : If people begin to work from home permanently (or mostly) and office space is reduced, might employees expect additional compensation (pay) if they are providing the productive space in their own homes? Is anyone providing allowances or compensation for this already?

17:03:10 From Ken Marchingo : Hi Scott, we are paying a small allowance each week for the WFH employees starting from when we sent folks home...

17:03:14 From Laura Hall : Yes. We have given a stipend.

17:03:32 From Greg Dewling : What about ergonomic work spaces? What responsibility do we have to ensure there's a safe workspace if it's in their kitchen, etc.?

17:04:01 From Greg Dewling : We have given a \$10/week stipend for internet access costs.

17:04:05 From Stephane Giguere : Martina: communicating involves many senses. Remote works does not allow non verbal, impromptu conversations flow. You need to schedule a meeting even for informal chat

17:04:58 From Laura Hall : We sent out educational flyers and have sent folks home with their favorite chair/tools from the office...

17:06:35 From Greg Dewling : We have deployed laptops to everyone. Our phone system is software based through the computers.

17:06:48 From Deidre Schmidt : language issues are a big deal for us too

17:07:42 From Greg Orchard : We have allowed people to take all necessary tools and equipment home.

17:08:47 From Julie Fadden : There have been opportunities too during this time, our community garden is producing fruit, veg and honey for tenants and we are now teaching tenants to grow their own food or share their garden space with those willing to do the work and share the produce. also, the stockpile of vacant properties can be used to reduce the 1000 homeless people in Liverpool

17:09:09 From Laura Hall : We have also sent all home with laptops/company phones. Our offices are still open, but not to the public. We have weekly Zoom calls with team in the field. We have weekly communication (call, Zoom call, email)/updates on our response to Covid-19.

17:09:41 From Ken Marchingo : Hi Greg, we have all of our staff send photos of their home workspace so that it can be assessed for Work Heath Standards, our obligations in law here require us to be satisfied that it meets standards, and we have over 60% of our folks on HHS

laptops, and all staff WFH only on HHS devices, if no laptops so a few chairs loaded with keyboards and, screens and boxes were wheeled out of the buildings!

- 17:09:48 From Laura Hall : Our office phones can plug in at home or in different offices so they can travel with staff.
- 17:10:44 From Greg Dewling : Thanks Ken. We've provided lots procedures, policies and protocols . . .I like the picture feedback.
- 17:10:47 From Jim Steele : We created a form for WFH employees to agree to ... including the materials we supply to them.
- 17:10:50 From Laura Hall : We continue to try to maximize tech/online solutions for residents, staff and communication with the public.
- 17:11:27 From Chuck Wehrwein : Interesting, most employees considered working from home (sometimes) a benefit before the crisis
- 17:11:38 From Julie Fadden : We are definitely not paying them to work from home - they save travel costs etc and their home work balance is improved
- 17:11:52 From Jamie Smarr : There's definitely a policy opportunity for the United States. The Department of Homeland Security defined construction as an essential service/activity. This did not, however, keep some localities from banning all construction activity anyway (like Boston where we had a project shut down). We are hoping that this kind of thing is clarified before the next outbreak comes
- 17:11:57 From Chuck Wehrwein : Travel cost savings are significant
- 17:12:07 From Stephen McIntyre : We have provided each employee (with some opting out) a \$250 Wellbeing Contribution to purchase office equipment (eg monitor, chair etc) to set up their home office. We also provided a video through our online training platform that each employee was required to watch before starting WFH about how to set up a safe home office environment.
- 17:13:18 From Julie Fadden : We will provide equipment ie a desk for someone who was working off the ironing board
- 17:13:18 From Nicola Lemon : Photos are a must of desk space.inter team communication and that co-creativity is a challenge working remote but we have used Workplace (facebook for work) We were using this before
- 17:14:24 From Deidre Schmidt : How are folks balancing accountability with sensitivity to the challenges that folks are working around?
- 17:15:11 From Jamie Smarr : We have a policy of no Zoom calls/conference calls after 2pm daily, recognizing that people have other responsibilities like child care/family activities while we are on stay at home restrictions and with schools/childcare closed

17:15:34 From Greg Dewling : We've chosen to trust the team until we can't. Focus is on outcomes.

17:16:28 From Stephen Bennett : Same as Greg. We are only concerned about results, and choose to trust first until we have a reason not to

17:16:35 From Julie Fadden : We have had boxes of cupcakes delivered out to staff and packed lunches to sheltered tenants and fruit and veg boxes to 150 vulnerable tenants

17:16:41 From Scott Langford : We did allow staff to take screens, chairs etc and have given some allowances short term. I suspect that many of our staff working from home are bearing up in the "crisis" spirit in terms of their workspace (spare rooms, kitchens, lounge). If it became the new normal then we'd have to make a more substantial investment and for some staff the practicalities of the spaces in their own home will become more burdensome over time.

17:17:16 From Laura Hall : My video and mic are often off, because I have 3 family members working in the same space and are VERY distracting! ;-) I love our company office more than ever!

17:17:20 From Greg Dewling : Wellness competition for May. Virtual Water cooler breaks. Just had a virtual luncheon . . . sent an uber eats voucher to all staff.

17:17:33 From julie blake : The transition back to the office is staged and starting a roster. This is challenging as chairs/monitors at home. What do people use while doing both is an increasing issue.

17:19:09 From Julie Fadden : The new way of working will need us to train and equip those tenants who don't currently use the technology to communicate with us

17:19:10 From Greg Dewling : What have you eliminated that was so important before? Signing hard copy documents? Other processes?

17:20:20 From Nicola Lemon : We have set up a buddy program for our over 55's. we equipped them with what they needed, internet access/lap top and now they call their buddies by zoom whenever they want following our initial introduction

17:20:24 From Julie Fadden : We have used Workplace to keep informal communication going across the company

17:20:30 From Jim Steele : We have good plans now for offices. The hardest part will be interactions in our buildings. Most tenants are good, but there are a lot that do not distance well. And our buildings have narrow halls etc etc. We are getting good ideas as we reach out to our site staff.

17:20:31 From Greg Orchard : We offered the opportunity for people to go back to the office this week - people have preferred to wfh. We have 3 people in one office nationally for operational reasons

17:20:41 From Jamie Smarr : We have struggled to make connections in our senior housing without endangering life and safety. Our seniors are most resistant to technology. In fact very resistant. They are used to seeing site-based staff.

17:22:39 From Nicola Lemon : for our over 55's we had already been running silver surfer programs (ie how to use the internet when you have grey hair)

17:22:57 From Jim Steele : Agree with Martina - phone calls have been the best way to communicate. And they really love it.

17:23:01 From Julie Blake : We have eliminated home inspections and doing via photos and telephone. Many tenants embracing this. Us calling people on phone has been a delight as we can have more contact as not driving around which is inefficient in Australia due to distances.

17:23:24 From Sue Masters : We have a buddy system for staff to check in each morning. We have daily afternoon teas (talking work discouraged) and recently hosted our First Friday of the Month drinks. We have also established a separate forum for parents who are homeschooling to share and support one another.

17:23:50 From Laura Hall : We lucked out at our senior properties...we are currently running a tech program with a grant and gave out devices over the last 12 months - tablets, ipads and had implemented a training/educational program with access to wifi...

17:24:44 From Geraldine Howley : we have produced a health and well being pack to all our staff. Happy to share .

17:25:00 From Julie Fadden : I have stopped home visits to tenants until January. With regard to rent arrears we have removed the need for home visits for this as the work is largely transactional and can be dealt with over the phone, via text and email and letters

17:29:04 From Stephane Giguere : check this initiative : www.connectedcanadians.ca

17:29:14 From Stephane Giguere : Ken: can you share the thesis?

17:30:05 From Sue Masters : That would be great Geraldine. We too have developed a dedicated intranet page with staff resources and regularly post articles, videos, tips.

17:31:36 From Sue Masters : We have called all our "vulnerable" (20%) tenants and the response was incredibly positive.

17:32:40 From Jim Steele : We use a product called "StandOut" by ADP - for team leaders to engage with their team members. It has been a good communication vehicle during covid ... we have about 80% full acceptance ... we started in February.

17:34:22 From Jim Steele : Hey Ken - we don't tell blonde jokes. Is silver surfer allowed?

17:37:07 From Julie Fadden : Our sheltered tenants have kept their distance even when having a picnic in the grounds with the packed lunches we gave them - they will have another treat next week when they will each receive a box of cupcakes to enjoy

17:38:16 From Julie Fadden : ringing our most vulnerable tenants every couple of days has helped stabilise mental health spikes during the shutdown

17:39:50 From Deidre Schmidt : I have to drop, all! Stay strong and healthy! Thank you for sharing your wisdom so freely.

17:40:13 From lisa alberghini : Thanks, Deidre, for sharing yours as well!

17:46:10 From julie blake : We have traditionally managed customer engagement with group activities but realise there is a cohort who prefer a 1:1 interaction and they were missing out.

17:46:49 From Martina Jileckova : It would be good to define what we mean by systemic change and it would be great to have this conversation in the future.

17:48:58 From Geraldine Howley : I agree , that would be a good session. Sorry I have to go now.

17:55:11 From Laura Hall : Thanks all! I need to drop off, but I really appreciate the conversation. I hope all stay well!

17:56:16 From Scott Langford : Thanks all, love hearing your insights. Keep up the good fight and look forward to speaking soon. I have to go to get ready for another call. Cheers

17:56:30 From Jim Steele : Just a note to Lisa: You do a GREAT job of facilitating. Thank you!

17:57:37 From Stephen McIntyre : Thanks for a stimulating session this morning. Look forward to doing it again soon. I need to head off now.

17:57:44 From Chuck Wehrwein : Take great care everyone, your work and the way you go about it is inspiring!

17:58:10 From Sue Masters : Thank you all. Fascinating discussion. Need to drag teens out of bed so they can log on for school.

17:58:40 From Jamie Smarr : I was just reviewing data that indicates Brazil, which is about to enter winter, is rapidly rising with case counts. Let us all pray that this virus does not take on the nature of a seasonal flu :-{

18:00:07 From Stephane Giguere : Need to go. it was a great session! Stay safe all. Stephane

18:00:49 From Martina Jileckova : Hi all, I am sorry, I have a hard stop at 4 pm - look forward to connecting with everyone hopefully soon and much enjoyed the discussion today. Be well (and use guilt if humour fails!). My very best, Martina

18:01:42 From Nicola Lemon : Thanks all. I have an 8AM meeting now. Thursday starts! Thank you for the conversation, lots of food for thought.

18:01:43 From Greg Orchard : Need to go - Thanks for including NZ - great insights - Thanks for sharing.

18:02:22 From julie blake : Thank you for sharing. Time to get teenagers to school for me (yes they are open in Oz). All the best.

18:02:32 From Greg Dewling : Thanks all. Signing off now. Take care all!

18:04:11 From Jim Steele : Thanks all.