

**CCHI ASSISTERS' FORUM**  
**Monday, September 21st, 2020**

**3:00 PM – 4:00 PM**

Please join using this link:  
<https://v.ringcentral.com/join/914761789>

Meeting ID: 914 761 789  
One tap to join audio only from a smartphone:  
+16504191505,,914761789#

**AGENDA**

- I. Introductions**
- II. CHAMPS 2020**

[https://zoom.us/webinar/register/WN\\_TrlwsnwOSMiK8PgAAbisPA](https://zoom.us/webinar/register/WN_TrlwsnwOSMiK8PgAAbisPA)

- October 8<sup>th</sup>, 5:30-6:30 pm. CCHI's Champions for Coverage Awards will be honoring assisters across the state, and other leaders in Healthcare. Registration is free, use the link above.

- III. Working Session – OERU and/or self-care**

Managing stress, and self-care in times of COVID:

- Use icebreakers during staff check-ins for non-work discussion. Keep work and personal conversations separate.
- After work hours turn off work related notifications to keep work space and home separate. Set boundaries for work time and personal time.
- Take advantage of break times to stretch, or rest eyes from computer/devices screen. Especially when working from home it is important to take a break.
- Schedule breaks or set reminders for breaks in-between zoom meetings.

OERU Working session

- Set rules in buildings and other guidelines to make sure workers feel safe, and protected.
- To get documents consumers were given options how to send documents. They could send documents electronically through email or through text in imessage. For android they are issues with encryption. Team worked with My Health LA and Covered California to approve use of WhatsApp for android. For in person drop-offs time slots were scheduled. These strategies have been able to keep business going and built trust in staff and communities they serve.

- IV. Announcements**

Next Meeting October 19, 2020 at 3:00 PM