

A portrait of Kiesha Jones, a Black woman with short dark hair, wearing a black and teal patterned top. She is looking directly at the camera with a slight smile.

# Kiesha

**Kiesha Jones**  
Senior Claims Analyst  
Guardian to Kamryn (5)

## **Describe your family responsibilities during the quarantine.**

Being a care giver to older members of our family that do not live with us opened our eyes to a new unique way to provide care.

We had to adjust the way we go grocery shopping – because we were limited to the items we could get at one time and having to shop for multiple households made us re-think the days and times we were going.

We had to strategically plan and protect.

We had to adjust our daily routine. Having a 5-year-old in the house full time, we had to set up activities for him that were fun but educational, and allowed us the needed time to work without interruptions

## **Was it difficult to work from home during quarantine?**

Once we got a routine, working from home was not difficult at all. You learn to prioritize and work your day so you do not feel overwhelmed.

## **How did you overcome the unique challenges you faced?**

Communication is key in my household – we take time to talk through things that come up and look at the best way to handle a situation before it becomes an issue. We would ask ourselves how can we make this the “norm” without it being awkward?

## **In addition to your personal responsibilities, you were handling claims in a very uncertain environment. What were our clients' biggest concerns during the quarantine?**

Can we still help? Some clients were surprised to get a person on the phone. Many clients said that with many businesses working from home, they were getting voicemails more often than a live person, and it was refreshing to talk to someone going through the exact same thing they were.

## **How did Deeley help put our clients at ease?**

By letting them know it was business as usual. That gave our clients reassurance that felt good during a time when so many things were uncertain. It gave them stability, in one area of their life, that wasn't taken away.



### **What has been the most surprising thing you learned or discovered during the pandemic quarantine?**

Doing more with less is reality! We may not be able to sit around the table and hash out a client's needs, but we can still accomplish the same level of service from our own homes.

### **Anything else you'd like to share about your 2020 experience so far?**

This year has taught me that we truly must appreciate the little things in life we often take for granted. Change happens, and instead of resisting, we should accept the change and look for positive outcomes.

Take time to engage in conversation. We have been living in a microwave society, going here and there. Now is the time to reflect and talk.

Take time for YOU! The world took a pause – Learn who you are during this time of reflection.