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Working From Home Guide: COVID-19 (Novel Coronavirus)

COVID-19: Working From Home

The following Working from Home guide has been developed to help employees and supervisors navigate working from home during the COVID-19 pandemic. As per the Chief Medical Officer of Health's recommendations, the Agency has determined the positions that are able to work from home and where possible those employees will be working from home until such time as they are needed in the office or redeployed to perform other critical Agency services during the pandemic.

Version	Date	What's Changed
V.1	March 20, 2020	First Release
V.2	April 8, 2020	Added additional tips for working from home
V.3	May 4, 2020	Added costs guide to working from home.

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Working From Home Approval Processes

You are Program Manager and the Vice President of your service area will assess the ability for your position to work from home. Note: many positions in the organization cannot be accommodated in terms of working from home. The Agency will be flexible where possible. If these arrangements are not possible, and if you are self-isolating in accordance with AHS protocols, you will be granted leave. Please refer to the Compensation and Leave FAQs information posted on the Portal for options.

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Additional options to work from home will be considered on a case-by-case basis for employees who are unable to access the workplace due to the following:

- Quarantine: confirmed COVID-19 or awaiting test results
- Access restriction: self-isolation due to travel or potential exposure
- Caring for a family member who is sick with COVID-19
- Minor sickness
- Employee with underlying health conditions
- School or Daycare Closures. Working from home is a temporary solution. You need to be ready to come into the office or to be redeployed to other critical Agency services so please ensure you are working towards alternative childcare arrangements.

These foundational elements must be in place prior to being granted the ability to work remotely during the pandemic period:

- Employee is not sick. They are physically and mentally able to work.
- The employee and the work can be completed with supervision provided by telephone, email, Teams or other appropriate means of communication.
- Care for others is not interfering with the ability to get work done.
- Tools -The employee has the equipment and access to systems and information required to perform their duties and maintain the confidentiality of data such as client files or others overhearing private information. For example, no public Wi-Fi networks can be used.
- There are no occupational health and safety issues with the employee working remotely.

Supervisors and Program Managers:

- Set priorities and clear expectations and establish a check-in process with your team on a regular basis. Communicate progress and challenges. Use this time to ask clarifying questions and to check in on work completed.
- Program Managers: discuss working from home requests with the Vice President to obtain approval and then track and report on who is working from home daily using the process your Vice President has communicated to you.
- Computer Equipment: The Agency will pay/repair Agency issued hardware.
- Stationary Supplies: Staff will access stationary supplies with the approval of their supervisor.
- Office Furniture: The Agency will not be responsible for supplying office equipment other than the Agency issued hardware/software. If required the Director of Health, Safety, and the Disability Management Specialist will conduct an assessment to determine if an intervention is necessary.
- Utilities: The Agency will not be responsible for any utility reimbursement, such as internet, telephone, electricity, city services or gas.

Expectations for employees when working from home:

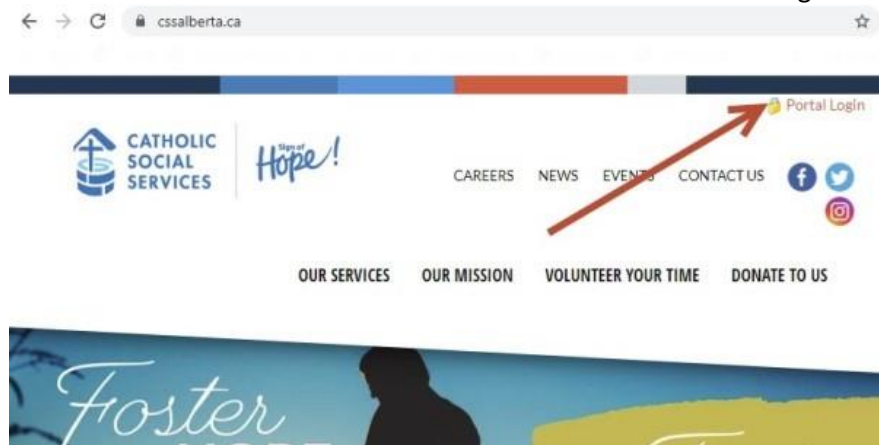
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- Children at home and other distractions: Set boundaries with family members. Close the office door and let them know that when the door is shut you are not available. Work together with your family to build a mutual understanding of your work space and how that is treated and respected.
- Maintain confidentiality and privacy of data. Ensure you have the appropriate physical space and equipment to ensure confidentiality is maintained.
- Check your email and Portal for regular communications
- If applicable, use Teams as directed by your supervisor. Instructions and a Guide will be available on the Portal shortly.
- Trust is one of the most important aspects of working remotely and is something that must be treated with respect, intentionally and remain consistent each day you work at the Agency. Some ways to build trust:
 - Work hard and meet deadlines
 - Listen and learn before you speak
 - Communicate openly with your colleagues and supervisor about work priorities and targets
 - Respond swiftly and professionally to all internal and external inquiries
 - Ask questions and reach out if you need help – don't let a deadline pass or leave a job incomplete because you were afraid to reach out for help
 - Be available
- Be a good communicator. A major challenge in remote work is miscommunication. Be mindful of this when working collaboratively or reporting on your work. Think about clarity over style and be intentional with the words you choose to represent yourself. We do not have the ability to see each other in person each day, so what someone writes in an email, or how someone speaks in a meeting, will be a major contributor to successful working relationships when executed respectfully and clearly. When in doubt, err on the side of professional over casual.

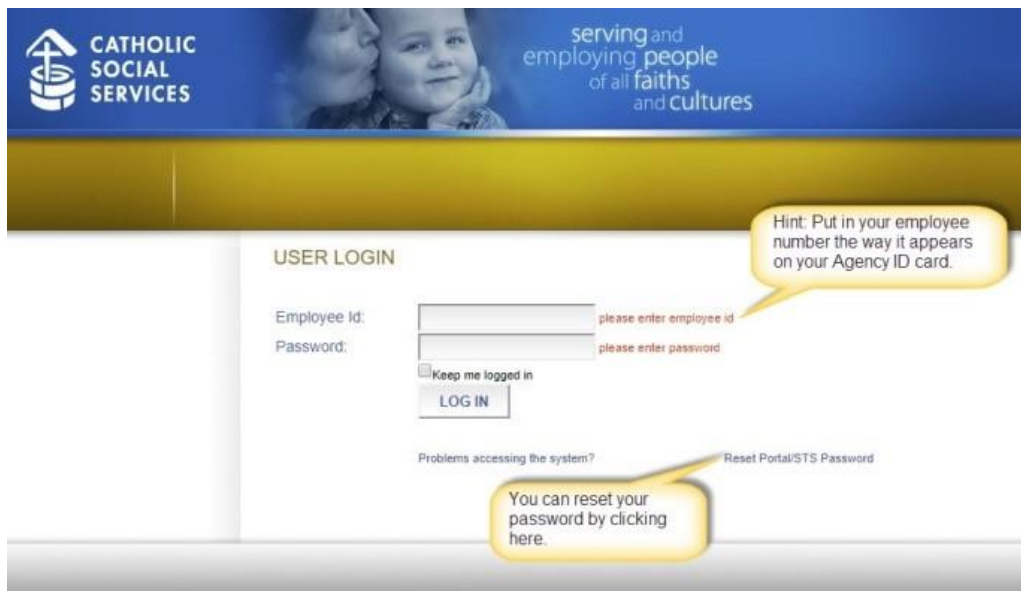
How to Access the Portal, Email and Other Systems from Home

The Portal is accessible from www.cssalberta.ca. Click on Portal Login in top right corner.

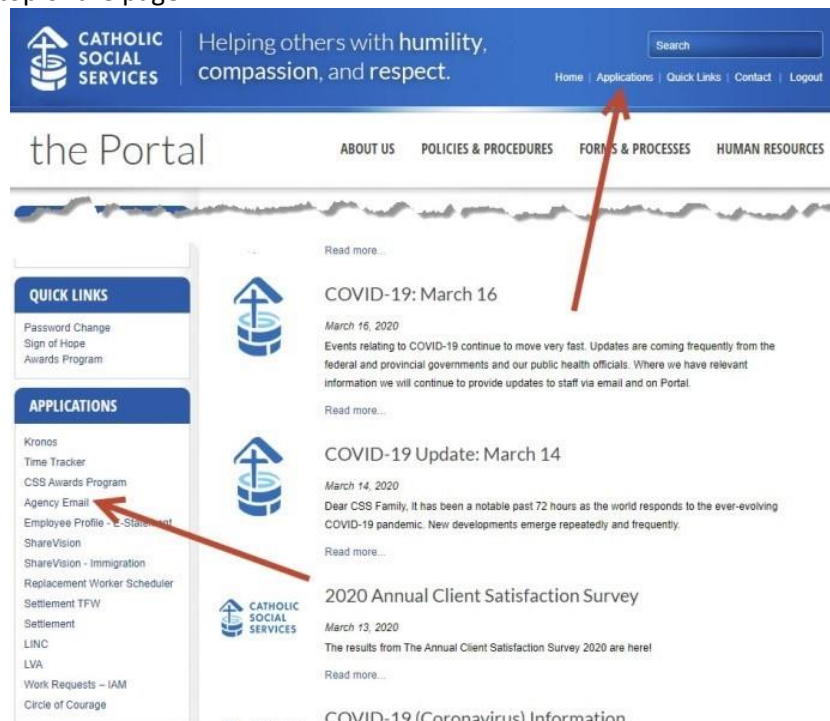


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To access your email, Kronos, ShareVision or other programs go to the Portal. Go to the left menu bar or go to Applications at the top of the page.

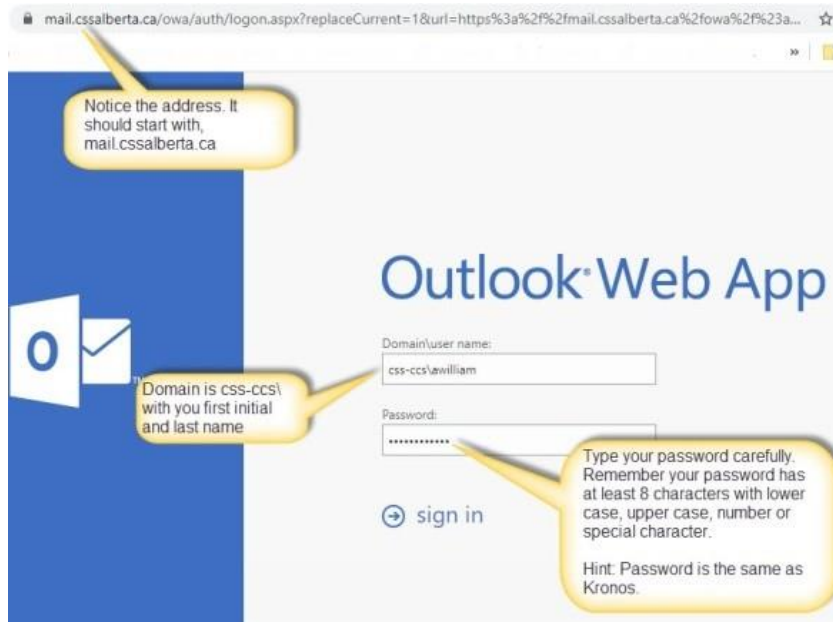


Clicking on the Agency Email link will take you to a log on page.

For email: to successfully get on you must put in the Domain name, css-ccs\ followed by your user name. EXAMPLE: **css-ccs\ljohnson**

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Physical or Electronic Files from Home:

If you need to work with physical files or electronic files from home, you must ensure that you have a process to ensure security and confidentiality of the information.

Memory Sticks

- Only use Agency provided memory sticks
- Do not use Agency memory sticks on your personal computer and then plug them into an Agency computer. This exposes us to viruses.

If applicable, Access Files from Home Using VPN

1. Click this  on the bottom right side of your laptop.



2. It will pop open a screen and at the top, click where it says **Work**.
3. Click **Connect**.
4. Login. Your username is usually your first initial and last name. Your password is your every day login password.

Forward your ShoreTel Phone to an Alternate Phone

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For ShoreTel 230 phone



1. Press the **State** button and select **Custom (#5)**. Press **OK**
2. Press the **Options** button and enter your voice message password followed by the # sign or press the **OK** button
3. Press the **Edit** button. Custom should be highlighted. Press the **Edit** button once more.
4. Call Forward Destination should be highlighted; there should be a four-digit number in that field, press the **Back** button to clear it and **enter 1 the area code and phone number of your cell phone**.
5. Press OK and Ok

In order for you to receive the call to your cell, you will need to be in the Custom Mode. Simple press the Mode button and select Custom. Whenever you want to stop the calls from going to your cell phone, press the Mode button and select Standard in order for the calls to ring in your ShoreTel phone.

ShoreTel 480phone

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1. Press the **Mode** button and select **Custom**.



2. Press the **Option** button and enter your voice message password followed by the # sign or press the **OK** button
3. The Call Handling option should be highlighted in blue, press the **Edit** button. It is going to take you back to the Call Handling mode options, custom should be highlighted. Press the **Edit** button once more.
4. Scroll to Always Destination, there should be a four-digit number in that field, press the **Backspace** button to clear it and enter **1** the area code and phone number of your cell.

In order for you to receive the call to your cell, you will need to be in the Custom Mode. Simply press the Mode button and select Custom. Whenever you want to stop the calls from going to your cell phone, press the Mode button and select Standard in order for the calls to ring in your ShoreTel phone.

Remote Voicemail Access:

You can access your agency voicemail remotely from a personal cellphone or landline.

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1. Dial: **780 424 4871**, followed by ***** and your extension number.

EXAMPLE: **780 424 4871**, followed by ***2776**

2. You will be prompted to enter your voicemail box password, which is the same 4-digit password you use to access your voicemail box from your desk.

*Please note: If you do not press * before your extension, it will call your agency phone and not lead you to the voicemail box.*

Tips for Working from Home

1. **Have a dedicated work space**

- Set up a space that is separate from the rest of your home – helps you get into the work frame of mind
- Don't work in areas of your home or in places that you associate with relaxation such as a sofa or bedroom
- Keep your workspaces neat and tidy
- Have a comfortable chair
- Avoid having the TV on

2. **Stay connected using technology**

- Use chat or video conferencing through Teams to keep things real and stay connected with others
- Make every call a video call where possible. This helps keep things "real" and motivates you to get up, get dressed and put your work face on.
- Be "present" when interacting via video and do not multitask. Pretend you are face to face in person.
- Be mindful of what you are wearing, especially with video calls. Business casual attire will make you feel like you are "at work".
- Use sound cancelling headphones, especially if you have children or dogs at home.
- Be responsible and reliable with your manager and coworkers.

3. **Structure your day like you are in the office**

- Set regular hours and a finish time.
- Manage your time wisely to avoid losing focus and burning out.
- Stay on schedule.
- Work when you are most productive.
- Motivation flows in and out throughout the day. It is important to understand when you feel most motivated and schedule your tasks around that.
- Tackle the most difficult tasks when you feel most motivated and save the easier ones for when your motivation is the lowest.

4. **Set realistic daily goals**

- Do not overestimate how much you can realistically accomplish in one day or how long tasks will be.

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- Set daily goals such as things that must be done today, things that you would like to get done but are not critical and things that need to get done but have no set deadline.
- Communicate with your manager/ team your weekly or daily goals to help you focus and stay on track.

5. Set clear boundaries for family members

- Communicate expectations with anyone who will be home with you such as rules around interruptions. For example, headphones on or door closed means “I am on a call and you must not interrupt me” or “I am busy and do not wish to be disturbed”.
- Do not use work hours to schedule appointments for family members, place online orders, etc. Family members need to respect that just because you are home, you are not “free”. Work time is still work time.

6. Take breaks

- Stand up, stretch, and get away from your desk.
- Take a walk.
- Resist the urge to use your break to do housework. Try to block out any mess in your environment.

7. Interact with people

- Communicate and collaborate with coworkers or meet for a virtual coffee or lunch.

For Additional Information, please contact:

- If you have general working from home, questions contact your Program Manager.
- Call Helpdesk for support if you are having trouble accessing portal, your email, or any applications from home.