



ADMINISTRATIVE GUIDELINE

SUBJECT: COVID-19 Work from Home Guideline

Objective

To provide guidance to staff on the library's approach to temporarily working at home during the COVID-19 outbreak.

Scope

Any work from home arrangement is temporary and limited to the timeframe as deemed necessary by the Library during the COVID-19 outbreak. This arrangement will be in place until May 2, 2020 and may be extended.

Guidelines:

1. General

This arrangement can be initiated by the employer; it can be changed or concluded by the employer at any time.

Work from home arrangements shall be mutually agreed by the employee and employer.

Employees working from home are expected to be capable of meeting work expectations.

Staff must adhere to the expectations set in VPL policies including:

- [Code of Conduct](#)
- [Computing and Telecommunications - General](#)
- [Computing and Telecommunications – Cloud Computing Services](#)
- [Computing and Telecommunications – Email Usage](#)
- [Computing and Telecommunications – Mobile Technology](#)
- [Computing and Telecommunications – Mobile Technology Acceptable Use Guidelines](#)
- [Protection of Privacy](#)
- [Respectful Workplace](#)

Staff must adhere to WorkSafe BC requirements as outlined in the guideline.

Staff must be able to meet the Systems requirements as outlined in the guideline.

2. Eligibility

An employee is eligible to work from home to complete essential services work or on projects identified by the Directors' Group.

3. Safe Work from Home:

Employees must ensure that they maintain a safe working environment for the duration of their temporary working from home arrangement. For example, employees should ensure their work space is free of tripping hazards, has adequate lighting and is free of noise and distraction.

Injuries sustained at home while engaged in work shall follow the same process as injuries sustained at their regular work location.

4. Systems Requirements:

- Use a home internet or wireless connection with a password-protected router.
- Use VPL equipment if provided.
- If VPL equipment is not provided, use a computer that is not shared with others.
 - If only a shared computer is available, VPL documents must not be saved to the hard drive and Mail from Home must be logged out when the employee leaves the computer.
- A VPL provided secure USB must be used to transfer any files that are too large to send via email, or that are deemed particularly sensitive, between home and the worksite.
- Place any VPL documents that are downloaded into a single folder. At the end of the work from home assignment, this folder must be deleted and removed from the Recycle Bin.
- Mail from Home must be used for work-related emails. If the employee has not used Mail from Home before, they must ensure that it is set up and the current password obtained prior to the work at home assignment beginning.
- Work email must not be forwarded to a personal email address.
- Cloud services must not be used to store or transmit work-related documentation unless they are on the approved cloud service list and the Cloud Policy is followed at all times.
- Staff with remote network access must set up secure printing prior to the work at home assignment.
- Staff with remote network access must ensure that no documentation is stored on their desktop or C: drive prior to and for the duration of their work at home assignment.

5. Technical Support:

Where the number of staff working at home exceeds available inventory, employees may need to work on their own equipment. In these cases, the System Requirements above must be strictly adhered to at all times.

VPL will endeavor to make appropriate equipment available for staff who are in work at home situations. This equipment may include but is not limited to:

- VPL laptop without remote network access
- VPL laptop with remote network access (designated positions only)
- VPL tablet
- VPL cellphone

Requests for other equipment, such as monitors, will be considered on a case by case basis. VPL does not provide printers for remote work.

6. Hours of Work:

Hours of work while working from home will be the same as if the employee were working in their primary work location, unless an adjusted schedule has been approved by their Manager.

7. Responsiveness:

Timely communication while working from home is expected. Direct supervisors will set expectations around response times and the preferred mode of communication.

Procedures:

This temporary arrangement will be confirmed by the employee's Manager.

Human Resources will retain a list of staff working from home. Names will be provided to Human Resources by the Directors and Managers.

Once approved to work at home, employees will consult with the assigned supervisor to create a weekly work plan, which will be sent to the supervisor for review.

Employees will contact their supervisor at the beginning and end of each work from home shift to confirm that they are starting and ending work. This is a work alone requirement as per WorkSafeBC OHS Regulations. The supervisor shall document any work alone checkin.