



LETHBRIDGE COLLEGE

GUIDE TO WORKING REMOTELY

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Contents

Overview	3
For Supervisors	3
A. Determine if Working Remotely is Possible or Required	3
B. Arrange Necessary Equipment, Supplies and Systems	3
C. Share Procedure Manuals, Documents and Information	4
D. Establish Communication Channels	4
E. Access and Keys	4
F. Maintain a List	4
For Employees	4
A. Determine if Working Remotely is Possible and/or Required	5
Talk to your supervisor	5
Alternative Work	5
Self-Isolation	5
B. How to Prepare	5
Understand relevant policies	5
Gather everything else you'll need to be productive	6
Determine if equipment and/or supplies are needed	6
Ensure privacy and security	6
Test your equipment now	6
C. Working Hours and Expectations	6
D. Communicating with your Team and/or Supervisor	6
E. Working Safely and Healthy	7
F. Childcare / Dependent Obligations	7
G. Working Remotely Checklist	7
H. Working Remotely Timeline	8

Overview

This guide will provide direction and suggestions for employees and supervisors regarding working from home during Lethbridge College's response to COVID-19. Where work permits, supervisors and employees should consider if they are able to reasonably and appropriately conduct their work remotely (e.g. from home).

For Supervisors

Working remotely may be necessary to minimize the risks of community transmission of COVID-19. If an employee has been directed to self-isolate in accordance with Alberta Health Services guidelines and they are not ill or if they are medically at-risk (those who have medical conditions that place them at a higher risk), they may be directed to work from home or in a remote work environment. Review the following guidelines to determine how to work remotely in your unit.

A. Determine if Working Remotely is Possible or Required

Review the work assigned to your employees to determine which functions, duties and activities may be appropriately performed from a remote work location. Depending on the nature of the duties, you may be able to temporarily modify duties and limit remote work to critical and essential functions that can be performed online, via telephone or video conference, or other methods. If regular duties are not able to be performed, but alternative duties can be (e.g. develop a training manual), you may assign alternative work and reassess during the remote work situation.

NOTE: If your employee is ill and required to self-isolate, they will not be required to work remotely until their health enables them to do so.

B. Arrange Necessary Equipment, Supplies and Systems

Determine what equipment, access and supplies your employees may need to work remotely. If your employees do not have the appropriate technology (e.g. computer/laptop/tablet, video camera, telephone, etc.), contact IT to see what options are available, or assign other duties that don't require that equipment. Ensure that your employees know how to access the College's Microsoft applications remotely and how to use video conferencing tools. Ensure employees who require access to systems such as Ellucian Colleague System (HR, ST, CF, CORE, UT, WebAdvisor, Retention Alert, Instant Enrolment) understand how to access to the College's virtual private network (VPN) if necessary.

C. Share Procedure Manuals, Documents and Information

If your employees who are working remotely will require procedure manuals, templates, documents or other information that isn't readily available from a remote location, consider moving the required information to a SharePoint Drive. Consider scanning paper documents to electronic format for easy sharing if necessary.

D. Establish Communication Channels

Ensure that your employees know how to reach you via email, phone, cell, text or other method. Develop a contact list to share among your employees if required. Ensure that employees know how to use Microsoft Teams or other meeting tools to enable team communication when necessary.

When employees are working remotely, you will need to check in with them on a regular basis to assign work, review progress, monitor outcomes and ensure their health and well-being. Establish a protocol early as to who will contact who at what frequency to ensure ongoing communication as necessary.

Ensure your employees continually monitor the College's website for important communication and announcements.

E. Access and Keys

If your employees are working remotely, ensure that you have the required access to locked cabinets, rooms, etc., while those employees are away. Access may be difficult to arrange if key personnel are not at the College when you need them and a filing cabinet key is at home with the employee.

F. Maintain a List

Keep a list of all your employees and whether they are or are not working remotely so that you can ensure you maintain continuous contact. Keep a log of when people began working remotely either due to self-isolation or other reasons. You may be asked to provide this to OHS if necessary.

For Employees

Working remotely may be necessary to minimize the risks of community transmission of COVID-19. If you have been directed to self-isolate in accordance with Alberta Health Services guidelines and

are not ill, you may be directed to work from home or in a remote work environment. Review the following guidelines to determine if and how to work remotely.

A. Determine if Working Remotely is Possible and/or Required

Talk to your supervisor

Contact your direct supervisor to discuss your eligibility to work remotely. Eligibility will be determined based on the nature of the work performed, whether it can be completed remotely in a safe and healthy manner, whether appropriate tools and resources are available, and whether the College's campus remain open.

Alternative Work

Based on operational needs, your supervisor may authorize remote work or working from home. If your regular duties are not conducive to working remotely, your supervisor may assign other duties as necessary.

Self-Isolation

If you have been directed to self-isolate for 14 days and are not sick, you will be directed to work from home. If you are able to fulfill all or most of your normal duties remotely, continue to do that work. If your regular duties are not conducive to working remotely, your supervisor may assign other duties as necessary. If you are sick and unable to work, you will be focused on your health and recovery, and will not be required to work during your illness.

B. How to Prepare

Understand relevant policies

As a member of Lethbridge College's community, you are entrusted with using and managing the information technology resources responsibly, respectfully and in a manner that reflects high ethical standards, mutual respect, and civility, in accordance with the College's [Information Technology Security Policy and Procedures](#)

Determine what files and applications you may need

The files and applications you'll need to access remotely can vary depending on the nature of your work. Identify where your needed files are located (e.g. on a network shared drive or on an Office 365 Drive) and ensure that you will be able to access them remotely.

Identify and confirm the applications that you will require to work from home. Make a list of the applications and identify how to access them. Many common applications such as Microsoft 365 which includes email, Calendar and SharePoint can be accessed using only a web browser on any computer, tablet or phone. There are some work applications, such as Ellucian Colleague that will require a secure connection to the campus network. For these applications, you may require VPN to connect to them. Not all college employees will have access to VPN.

Gather everything else you'll need to be productive

If you will be using video conferencing tools, think about any additional hardware you may require. Does your computer have a built-in microphone and speaker? Do you need a headset for your phone? Are there additional things like power adapters that you'll need to bring home from the office? Can you access your voicemail through your email?

Determine if equipment and/or supplies are needed

Determine if there are special supplies or equipment that might be needed when working remotely. Speak to your supervisor about those needs.

Ensure privacy and security

When working remotely, ensure you follow the College's policies and procedures for ensuring the privacy and security of information. If you have a dedicated work space (e.g. home office), use that to conduct your business, answer phone calls, video conference, etc.

Test your equipment now

Don't forget to do a test-run to make sure your equipment and applications work as expected. If you have additional questions or concerns, contact your IT Help Desk at 403-320-3333 via email or on Teams at helpdesk@lethbridgecollege.ca

C. Working Hours and Expectations

Unless otherwise directed by your supervisor, if working remotely, you will be expected to work your regularly scheduled hours. Confirm with your supervisor if you need to adjust your start and end time. If you need to work longer than your regular shift, your supervisor must pre-authorize overtime. Your direct supervisor will set expectations, assign work and track measurable outcomes.

Depending on your role and reasons for working remotely, your supervisor may, at times, require you to physically report to work to meet operational needs.

D. Communicating with your Team and/or Supervisor

The ability to communicate and be responsive while working remotely is expected. Direct supervisors will set expectations around response times and preferred mode of communication. Ensure that you know the contact information for your supervisor and other key members of your team. Establish your necessary contact lists so that you will have them when needed.

E. Working Safely and Healthy

When working remotely, employees should factor their well-being into their home work environment. If you are not used to working remotely, you may experience challenges adjusting to a different environment. Loneliness or isolation can occur if you are working alone, or it may be hard to focus if there are other stimuli around you in your home environment. Follow these tips when appropriate:

- Connect virtually with your colleagues and others
- Build physical movement into your work day. Take regular breaks (five minutes of every hour) to look away from your computer and move about.
- Choose a location in your home that has limited distractions and ample lighting
- Maintain good posture where you sit
- Ensure a safe working environment within your home
- Stay consistent with your eating, sleeping and exercise routine as appropriate
- If you have peripheral devices such as an external keyboard, mouse, headphones and/or monitor(s), connect them to increase your comfort
- Maintain boundaries to prevent overwork – unplug at the end of the day

F. Childcare / Dependent Obligations

Because of COVID-19, remote work may be necessary if you are not able to arrange alternative child care while K-12 schools, daycare centres and other child care centres are closed. Staff must exhaust all options for alternative childcare if possible. However, discuss with your supervisor if work from home arrangements are appropriate and can be accommodated.

If your child or dependent is ill and needs you to care for them, contact your supervisor and discuss appropriate working from home arrangements. Depending on the need, you may discuss alternative duties, modified work, alternative schedules, leave with pay or other arrangements to balance the needs of childcare/dependent care and work.

G. Working Remotely Checklist

- ☐ Use a Lethbridge College laptop if you have one. Alternatively, use your own Windows or Mac personal computer (or tablet).
- ☐ Identify the applications you need to access from your home.
- ☐ Install any additional applications that you need on your computer.
- ☐ Test all of your applications to verify that they work.
- ☐ If you need specialized software or applications, contact the IT Help Desk for instructions.

Contact the IT Help Desk if you have any questions.

H. Working Remotely Timeline

Working remotely is a temporary solution to manage the community health risks with the COVID-19 pandemic. The College is working closely with Alberta Health Services and the Chief Medical Officer to implement measures as necessary. This temporary solution may be rescinded or concluded if:

- There are no longer reasonable grounds for this arrangement
- The health isolation time limit set by AHS has changed or expired
- The employee becomes ill and is unable to reasonably work
- Expectations and/or measurable outcomes are not being achieved