Columbia College: Employee Guide for Working Remotely

Overview

This guide is meant to provide clarity on direction, suggestions, and expectations regarding working remotely (ie. from home) as part of Columba College's response to COVID-19. Working remotely is a temporary measure we are putting in place to help us manage the health risks presented by the COVID pandemic. This temporary solution may be rescinded or concluded if Columbia College feels there are no longer reasonable grounds for this arrangement.

Employees

1. Identify What Work Needs to be Done On Site

Your supervisor/ manager will determine what work employees can do remotely and what work must be done on site in person. Decisions on what work can not be done remotely will be based on what critical services need to be maintained in person. Employees are to ensure that you have the resources needed to complete work remotely, and contact your manager/supervisor if you should need to come to campus when you have not been directed to.

2. Building The Foundation for Working Remotely

Understand Policies
Please familiarize yourself with the following policies:

- [Employee Code of Conduct ADM-P270](#)
- [Email and Online Best Practices ADM-P367](#)
- [Electronic Communications Policy for Staff ADM-P265](#)
- Columbia College Cyber Security Policy
- Columbia College Data Protection Policy

Identify What You Need (Digitally)
Fill out the "request for remote access form". This will help you identify the applications and files that you will require to work from home. The type of files and applications you require access to along with the nature of your work will determine what level of access you require. Some files/applications can be provided to you on a USB; however, some will require a secure connection to the campus network (ie. you may need VPN access). No sensitive or personal information (for example employee, student or prospective student) is to be saved to your personal device's hard drive or storage.

Security and Settings
If you are not using a laptop provided by the College, you will need to take extra precautions to ensure your work stays secure. If downloading and storing College information you will need to

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make sure that your personal computer meets the criteria below before storing or accessing Columbia materials:

- Is running Windows 10 or later,
- Is password protected,
- It is on a secure network

Be active in ensuring privacy and the security of information. Try to set up a dedicated home work space where you can conduct business, securely store materials, confidentially answer phone calls, conduct video conferences, etc.

Gather Everything You Will Need To Be Productive
Digitally, ensure all Department/Student Related programs/applications you need to work are downloaded and properly working. Think about what any additional hardware you will require (such as a mic, camera, etc.)

Identify any non-digital materials you will require access to. You will need to sign these materials out to take them home, a process is currently being developed for this and will be released shortly. Please be cognizant of the fact that signed out materials are property of the College – ensure they are well taken care of (Please don't spill coffee on them, etc.) and stored confidentially.

Be Prepared: Do A Test Run!
Do a test run of your set up. Test that all program's/applications, equipment, and other resources are working as expected and that you are able to access what you need to. If you have any additional questions or concerns contact IT.

3. Expectations for Working Remotely

This temporary arrangement should have no or minimal impact on services to students, your duties, responsibilities or your ability to contribute to your team.

Procedures and Policies
While working remotely, we expect continued compliance to all guidelines, polices, procedures, codes of conduct, etc.

Hours of Work
Unless your manager/supervisor has directed otherwise, when working remotely you will be expected to work your regularly scheduled hours. Confirm with your manager/supervisor if they would like to adjust your hours. As always, any hours worked in addition to your regular hours will need to be _pre-approved in writing by your supervisor_; if you do not receive pre-approval these hours are not authorized and will not be considered. Your manager/supervisor will set expectations, assign work, and track measurable outcomes. Please be aware that even if you have been granted permission to work remotely at home, your supervisor may from time to time require you to physically report to work to meet operational needs. If for any reason you are unable to preform duties while working remotely, you will need to ensure it is entered a time off request (vacation time, unpaid, sick, etc.).

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Communication

You are expected to communicate and be responsive during your scheduled times of work. Managers/supervisors will set expectations regarding response times and preferred modes of communication. Ensure that you have the contact information of your team members, manager/supervisor, and any other individuals you will foresee needing to contact while working remotely. **If your health changes in any way please inform HR and your manger immediately**.

Environment

The remote working environment should be appropriate to the work being preformed. For example if you are on a call or video conference, you should be in a quiet environment free of distractions. Be active in ensuring privacy and the security of information. Try to set up a dedicated home work space where you can conduct business, securely store materials, confidentially answer phone calls, conduct video conferences, etc.

Working Safely

If you are not used to working remotely, you may experience challenges in adjusting the environment including: feelings of isolation and loneliness, difficulty concentrating, getting distracted by various occurrences in your household, etc. You may find these tips helpful:

- Connect virtually with colleagues and others
- Build physical movement into your work day
- Choose a "dedicated work space" in the home that has limited distractions and good lighting
- Stay consistent with you routine (sleeping, eating, exercise, etc.)
- Utilize the College's EAP (Employee Assistance Program)

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