Employees - Working from home with a virtual/distributed team

Working out of the office with a virtual/distributed team may require you to work differently. Below are some guidelines to follow while working from home.

1. Commit to doing the work…

1. **Collaborate with team members and your manager to ensure operational needs are met**.
2. Discuss clear goals, responsibilities and clarify expectations.
3. **Communicate proactively and provide frequent updates on progress**.
4. Follow through on commitments.
5. Actively cultivate connections with your team members and stakeholders to stay visible and engaged.

4. Protect privacy and confidentiality while working remotely…

1. Ensure there is a designated safe and secure space where private and confidential information and the organizations equipment can be securely stored when not in use (e.g. a locked filing cabinet)
2. Paper files should be maintained on PHSA's work premise if possible.
3. Save electronic files to a secure network folder and not your computer's hard drive.
4. Set your screen saver to time out after 15 minutes of inactivity.
5. Make sure your home Wi-Fi is password protected.

2. Establish a communication strategy with your manager and team…

1. **Set up a check-in and check-out procedure::**
   - A check-in procedure is required and includes who to contact (ex. alternate numbers and emergency contacts), when contact will be made (ex. start and end of each day) and the communication method of choice.
   - Failure to check in will result in the manager calling the employee's main number, alternate number, and emergency contacts
   - In the case of an emergency, managers will call employee immediately to confirm their safety.
2. **Discuss your hours of work and availability with your manager**.
3. Respond quickly to emails so they know you received the email and are working on it.
4. **Schedule regular meetings with manager and team members to check in**.
5. Use Skype for Business to address quick concerns or a phone call/video conference for longer conversations.
6. Keep your calendar up to date and visible to the appropriate people. Skype for Business icons can also be used to show your availability.

3. Set up your workstation safely…

1. Conduct a workstation assessment:
   - Identify and address all hazards (e.g. ensure floors, stairs, exits and hallways are free of obstructions and slip, trip, fall hazards).
   - Ensure power cords are in good condition.
   - Limit distractions in the workplace area.
2. If a work-related injury occurs, follow PHSA injury and incident reporting procedures.
   - Seek first aid or medical attention as needed.
   - Report incident to managers/supervisors and report your injury to the Workplace Health Call Centre at 1-866-922-9464.

5. Use the technology available to you…

1. Set up call forwarding from your office desk phone to your mobile device (if possible).
2. Update contact information so that you can be reached (ex. voicemails, signatures etc.)
3. **Have a plan for how you will access work files and tools from outside the PHSA network** (if you do not have Citrix access, office spaces will remain available for employees to access the network or plan to work with others who have Citrix access)
4. Log out of Citrix when not needed to do the work
5. Any additional costs associated with working from home are the responsibility of the employee

For more detailed information on working from home, please see the flexible work options playbook.