Work From Home FAQs

Am I eligible to work from home?
The City is taking the following preventative measures to help prevent the spread of the virus. Specifically, anyone who can reasonably and appropriately conduct their work from home is strongly encouraged to do so - some considerations (e.g. OH&S) and supervisor approvals are required.

Is my work considered reasonable and appropriate for working from home?
Your direct supervisor would be able to identify what work is reasonable and appropriate for a work from home situation. If your supervisor asks you to come to work, it means the work environment is safe and your supervisor has determined that it is reasonable and appropriate to have you attend work. In the event a supervisor requires support in the assessment of an employee’s work and their eligibility to work from home, the supervisor is recommended to reach out to their Senior HR Business Partner.

Who should I talk to about my eligibility?
Contact your direct supervisor to discuss your eligibility. Work from home functions are at the discretion of your direct supervisor and require the approval of your Director.

What if my job requires me to be at my physical work location or I’m ineligible to work from home?
Please refer to the Compensation and Leave FAQ, as one of the specific scenarios may apply.

What if I am asked to work from my physical work location due to operational requirements but I don’t feel safe to come to work?
If you are asked to come to work, it is because your work environment is safe, AHS directives are being followed, and social distancing measures are in place.
What if I have been directed to work from home but I would prefer to work from my physical work location?

Employees are encouraged to work from home but can choose to work from their physical work location as long as they are following the social distancing measures as outlined in the COVID-19 Social Distancing Measures FAQ.

Am I allowed to work from home from a home office located outside of my physical home in a different province, i.e a home office at a family member’s house?

Working from home in a different province will only be supported in exceptional circumstances once reviewed by the supervisor and approved by the Branch Manager. Approvals will be assessed on a case by case basis until such time that the borders are closed. Travel is only permitted via personal vehicle. Employees are responsible for all costs associated with the travel to the location, they are to travel on their own personal time, and are required to travel back to their physical work location on their own time as directed by their supervisor.

May I work less or more hours while working from home?

No, hours of work should meet the same expectations set by the direct supervisor as if the employee were working in their primary work location.

What if I have dependent children who are unable to care for themselves during school closures?

The Government of Alberta has announced that daycares are closed, and K-12 and post-secondary classes are cancelled. We recognize this has a significant impact on staff who are also parents. For further information, access the Compensation and Leave FAQ.

May I adjust my start and end time of my shift while working from home?

Start and end times may be adjusted with approval of the employee’s direct supervisor. If you need to work longer than your regularly scheduled hours, speak to your supervisor who may pre-authorize overtime as appropriate.

Do I need to communicate with my team and/or direct supervisor while working from home?

The ability to communicate and be responsive while working from home is expected. Direct supervisors will set expectations around response times and preferred mode of communication.

What are the expectations while working from home?

Your direct supervisor will set expectations, assign work and track measurable outcomes. Please note that your supervisor may, at times, require you to physically report to work to meet operational needs.
I am working from home, can I bank my EDOs?
During this stressful time, we recommend that you take advantage of your EDOs to do what you enjoy and what makes you well. It provides you the ability to “unplug” from work, even when working from home. At this time, EDOs should not be cancelled or banked unless there is supervisor approval due to an operational requirement. Any banking of EDOs approved by supervisors must align with the terms of the appropriate Collective Agreement. This direction may be reviewed as we move through this constantly changing environment.

Will the City provide special equipment or an allowance to set up a home office while working from home?
No, due to the temporary nature of this arrangement, the City is not able to provide equipment above and beyond what is currently assigned to employees or financial resources to set up a home office.

Am I only allowed to take home assigned laptops?
Other equipment, as approved from your supervisor, can be taken home. Please refer to the Temporary Work From Home Arrangement.

How do I access my email, Google Suite and/or other City applications while working from home?
Please refer to the How To Use Remote Technology guide and the most recent employee guide on onecity.edmonton.ca/COVID-19 for more information.

May I use my personal computer or laptop?
Personal use of computers, software or internet service are at the discretion of the employee. However, City applications cannot be installed on personal devices.
Use of Personal Devices for Work
Use of Personal Devices for Work - FAQ and Definitions

What if I don’t possess or choose not to use my personal equipment and/or technology and do not have access to City equipment and/or technology?
The employee would be deemed ineligible for the temporary work from home arrangement. Your supervisor will ensure that your physical work location is safe, AHS directives are being followed, and social distancing measures are in place.

Should I be concerned about FOIP when using my personal equipment?
FOIP applies to City records not to personal devices. City records stored on your device may be subject to a FOIP request. However, staff using their personal device should utilize Google Apps and the Application Portal, neither of which automatically download documents or information to your device.
Protection of Mobile Sensitive Data
Acceptable Use of Communication Technology
I need tech support. Who do I contact?
Employees can contact Inside Information for technology related issues at Inside.Information@edmonton.ca or 780-944-4311. Please note that IT resources may be limited and there may be a delay in receiving support.

What if I break a piece of COE equipment while working from home?
There is no change to equipment responsibility if working from home. The same process for damaged equipment at your physical work location is followed if an employee damages equipment at home.

What are some steps I can take to stay safe while working from home?
To ensure a safe working environment, employees will be provided with a hazard assessment to review within their home and will be required to implement appropriate controls. In the event the employee will be working alone, they will be required to implement a working alone check-in procedure with their supervisor.

I am starting to feel isolated socially from the people I work with, while at home. What should I do?
Reach out to team members and your leader to set up regular video google hangouts. Schedule a routine check in every morning or every afternoon to see faces and get caught up. Maintain a schedule to help you feel like you have a routine and don't forget self-care - eat healthy and exercise. Employee Services is currently working on resources and supports when working as part of a virtual team.

Am I covered by WCB insurance while I work from home?
Yes, approved work from home arrangements fall within WCB insurance.

Do I need to use a special code when exception time reporting in PeopleSoft?
Yes, employees are to code their time as TWH in exception time reporting when working from home within this temporary work from home arrangement. This code is to be used by all employees that are working from home, please see the Compensation and Leave FAQ for different scenarios and eligibility of working from home under self isolation circumstances.

Do I still have to follow City policies and directives while working from home?
Yes, City of Edmonton policies, directives, procedures and guidelines must be adhered to regardless of the employee's working location. As employees continue to work from home and interact with colleagues virtually, it is important to remember the importance of sustaining and maintaining a respectful workplace and continuing to follow the City's Respectful Workplace Administrative Policy. Adapting to a temporary normal can be challenging, especially for those who are used to having in-person meetings and conversations with colleagues and supervisors.
The Safe Disclosure Office remains open to speak with employees regarding any Respectful Workplace concerns. To make an appointment to speak with the Safe Disclosure Office please email questions@safedislosure.ca or call 1-844-298-6782. While in-person meetings are not being conducted at this time, you may still schedule an appointment and speak with an adviser over the phone. For additional resources, please see Safe Disclosure Office.

Is this work from home arrangement permanent?

No, this Work From Home arrangement is temporary and may be concluded for any of the following reasons:

- There are no 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, in which case the employee would be considered under the health isolation or sick time procedure.

This arrangement is temporary and employees will be provided instructions as any changes need to be made to the arrangement.

Where can I find more information about the temporary work from home arrangement?

Please refer to the most recent employee guide on onecity.edmonton.ca/COVID-19 for more information.