COVID-19: Temporary Work From Home Arrangement

To protect employees and members of the public from the spread of COVID-19, the City of Edmonton has developed a temporary work-from-home arrangement that can be applied under special circumstances. Note that this arrangement is temporary and limited to the timeframe of the suggested health isolation.

As a measure of social distancing and/or self isolation, all eligible* employees are advised to enter into a temporary work from home arrangement.

1. Eligibility*

In consultation with a direct supervisor, identify if the work completed by the employee can be reasonably and appropriately completed from an employee’s home. Work from home functions are at the discretion of the supervisor and require approval of a Director.

If the work of the employee is ineligible for the temporary work from home arrangement, please refer to the most recent employee guide on OneCity.Edmonton.ca/COVID-19 for more information.

2. Request

This temporary arrangement is to be requested through an employee’s direct supervisor. Approval will be at the discretion of the Director in connection with the circumstances and eligibility outlined above.

Employees are to code their time as TWH in exception time reporting when working from home within this temporary work from home arrangement.

3. Availability
Hours of work while working from home will meet the same expectations as set out from the supervisor as if the employee were working in their primary work location.

4. Responsiveness

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

5. Productivity measurements

It is the direct supervisor’s responsibility to set expectations, assign work and track measurable outcomes.

6. Equipment

Due to the temporary nature of this arrangement, the City will not be providing equipment above and beyond what is currently assigned to the employee or allowances to set up a home office.

- If accessing GMail or Google Suite, ensure Google Chrome is installed
- If requiring access to city applications, they may be able to do so through the City of Edmonton’s Portal. If only requiring GMail or Google Suite access, please do not use the portal.
- If access through the portal is not an option, setting up a Personal Remote Desktop (RDP) access may be an option.
- If the portal or RDP do not work, accessing applications via Citrix may be an option which is requested through Inside Information. Approvals will be provided on a case by case basis.

Personal use of computers, software or internet service are at the discretion of the employee. Access to Google suite, application portal and a private internet connection is required, City applications cannot be installed on personal devices. Should an employee choose to not use personal equipment and/or technology and they do not have access to City equipment and/or technology, the employee would be deemed ineligible for the temporary work from home arrangement.

Employees that need to bring their monitors home should ask for permission from their supervisors. The following considerations apply when taking equipment home:
- Employees are responsible for packing and transporting their own equipment. Employees may also bring their docking station, keyboard, mouse, and any necessary cables home.
- Business areas (supervisors and asset managers) are responsible for tracking which equipment has been taken home.
- Equipment that is security locked will require coordination with OCT to unlock. Business areas should identify all of the individuals in their area that need equipment unlocked before asking for support from OCT.

A “How To Guide” on remote access to technology to support work from home arrangements can be found [here](#).

7. Technical support

An employee can contact Inside Information for technology related issues with the understanding that the employee’s personally owned computer, software or internet service is the responsibility of the employee to maintain. Note that IT resources may be limited and there may be a delay in receiving support.

8. Conclusion of Work from Home

This temporary arrangement can 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.

9. Safe Work From Home

Approved work from home arrangements fall within the WCB insurance. Employees and supervisors will need to adhere to the City’s [Hazard Recognition and Control and Working Alone Standards](#) (reference document) for work from home arrangements. To ensure a safe working environment, employees are required to review the following [hazard assessment](#) 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.

10. Policies, directives, procedures and guidelines

City of Edmonton policies and procedures must be adhered to regardless of the employee’s working location.

In particular, work from home employees shall comply with the following (as outlined here):

- Secure and protect City of Edmonton information in electronic and physical format according to the current information management policies as outlined by administrative directives.

- Store documents in an appropriate location not accessible to family members or visitors to the alternative workspace and separate from personal documents.

- Store electronic information only on the City of Edmonton network; not on the local drive of personal computers or removable media (includes laptops, tablets and smartphone), whether provisioned by the City of Edmonton or privately owned.

- Report any loss or compromise of City of Edmonton information to immediate supervisor, as well as Inside Information as soon as possible.