

# Sheridan

## Employee Work Remotely Guidelines during the COVID-19 Pandemic

March 16, 2020 – Version 1

Effective March 18<sup>th</sup>, 2020, employee attendance on campus will be limited to employees providing essential on-site services. All other employees will be assigned to work remotely, as appropriate. Sheridan is taking extraordinary measures in an abundance of caution in response to COVID-19. The health and well-being of our community is always our top priority and social distancing is one way we can all contribute to containment and flattening the curve. These guidelines will assist managers and employees in establishing protocols for working remotely in this unique circumstance.

### Underlying Values

- Working from home is a planned activity
  - All staff members are to adjust and adapt their working tasks to maximize the effectiveness of working from home
  - Work from home arrangements are subject to unexpected change and must be flexible to respond to operational needs
- While you are not in the office, you still are expected to engage with your colleagues as appropriate. You are at all times a valued member of the department, your working teams, and an important participant in collaborative work and shared activities.

### General Guidelines

Here are the general guidelines relating to Work from Home:

- Injury / Safety
  - Please ensure you have a safe workspace at home free from hazards.
  - Please complete the following [Home Office Health & Safety Checklist](#) and return to your manager.
  - In the unlikely event, you are injured at home while working, please report the [incident](#) to your manager as if it occurred on-site
  - For safety reasons, you cannot meet with work clients or coworkers in your home or provide your home address for contact to conduct work from home.
- Communications
  - You are expected to maintain your availability via phone or e-mail should you need to contact or be contacted by your colleagues, clients or managers.

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- Communication must be maintained to the same standards as are normally maintained in the office.
- You are expected to forward your Sheridan phone extension to your Sheridan cell phone, if applicable.
- Your Sheridan phone extension will automatically forward voice message to email.
- Calls are to be returned promptly and consider using a blocked number where applicable.
- You may develop your own strategy for voice communications (land line or cell phone) as long as this is communicated to your manager.
  - E.g. Cisco Unity Messaging (voicemail to E-Mail)
- Technology
  - Ensure you have connectivity and access by reviewing [“Technology Supports for Remote Work”](#)
  - Most IT systems are available off-campus without additional access required.
  - Employees who cannot sufficiently maintain connectivity to work remotely must contact their manager to explore alternatives, if any.
- Meetings
  - All scheduled meetings must include a virtual participation option. <https://it.sheridancollege.ca/service-catalogue/voice-video/conferencing.html>
- Lunch
  - You are expected to utilize the same lunch break as you do on-site.
- Working Hours
  - You are expected to work from home for hours agreed to with your manager.
- Overtime
  - Overtime remains a pre-scheduled activity with approval of your manager. Overtime payments will not be made unless overtime was approved and scheduled by prior arrangement with management.
- Personal Interruptions
  - If there are personal matters (medical appointments, family obligations) that occur during your work from home day, they should be reported to your manager with much notice as possible as you would when working on-site. Where interruptions are significant, employees and managers shall discuss options for accounting for the missed time (e.g. make up time, vacation, lieu).
- Sickness
  - If you are unable to work due to sickness during a work from home day you should report your absence following normal procedures.
- Resources
  - All Sheridan resources whether accessed on-site, from a remote location or by using personal and/or individual equipment must comply with all college guidelines and policies.

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- When not using a Sheridan owned device or if you require alternative arrangements to conduct work, please consult with your manager to ensure policy and procedure compliance.
- Privacy / Confidentiality
  - When working on client work from home you are expected to comply with all relevant college policies including those related to privacy and confidentiality.
  - You should refrain from working in public places such as coffee shops, using public wireless access connections and leaving passwords/unlocked computers readily visible.
- Work from Home Supports
  - Course Recommendations for Successful Resilience & Remote Work:
    - [Building Resilience](#)
    - [Working Remotely](#)
    - [Managing Virtual Teams](#)
    - [Time Management: Working from Home](#)
    - [Cultivating Mental Agility](#)

## Bibliography / References

Knight, R. (2017, 05 05). *How to Convince Your Boss to Let You Work from Home*. Retrieved 05 10, 2017, from Harvard Business Review: <https://hbr.org/2017/05/how-to-convince-your-boss-to-let-you-work-from-home>

## Policy / Procedural References

[Acceptable Use Policy](#)

[Employee Technology Policy](#)

[Records and Information Management Policy](#)



## Home Office Health & Safety Checklist

Department	Employee
Location (Employee's Home Address)	Date Completed

### Emergency contact information:

Employee's Emergency Contact Info	Manager's Cellphone Number
Nearest Local Police Services Contact Info	Nearest Local Fire Services Contact Info
Nearest Hospital and Address	

### The employee:

- completes checklist
- submits the checklist to the supervisor

### The supervisor:

- Reviews, signs and forwards a copy of the checklist to Human Resources

### Please note:

**Contact 911 in case of emergency.** If an employee suffers an injury while working at home, it must be immediately be reported to the supervisor and will be investigated accordingly.

### Home-based workstation conditions

Considerations	Response	Action Required/Comments
Floors and Stairs are free of slip, trip and fall hazards (e.g. loose tiles, torn/ ripped carpets, loose wires/cables)	<yes/no>	
Walking/working areas are well lit	<yes/no>	
Employee knows and uses <a href="#">Ergonomic Principles</a>		
Employee limits carrying heavy/ large items	<yes/no>	

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Power cords and plugs are in good condition and used safely (e.g. grounding pin is intact; power bars and extension cords are plugged directly into wall)

<yes/no>

## Personal safety

Considerations	Response	Action Required/Comments
Do you feel safe working in your home?	<yes/no>	
Are there any issues that Sheridan should be made aware of with regards to your safety while working from home?	<yes/no>	
A "check-in" schedule has been determined with your manager <b>Note:</b> 911 may be called if failure to check-in as per agreed schedule.	<yes/no>	

## Emergency procedures

Considerations	Response	Action Required/Comments
First aid supplies adequate	<yes/no>	
Smoke and carbon monoxide alarms in operating condition	<yes/no>	
Exits and walkways to the outside are clear and unobstructed	<yes/no>	
Access to a phone to call 911 or other emergency services is available	<yes/no>	

## Additional comments

<Additional comments from the employee>

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

## Supervisor's comments

<Additional comments from the supervisor>

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Supervisor – Please retain this document in your files

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## Technology Supports for Remote Work

Area	Advice
Virtual Private Network (“VPN”)	<p>Some applications and services may require a VPN client to ensure they are accessible off campus.  <a href="https://it.sheridancollege.ca/service-catalogue/networks/vpn.html">https://it.sheridancollege.ca/service-catalogue/networks/vpn.html</a></p>
Email	<p>Email is accessible off campus without the use of VPN. For the easiest experience, access via Outlook Online (web-based client) is recommended.  <a href="https://it.sheridancollege.ca/service-catalogue/email-calendar/employee/index.html#office365">https://it.sheridancollege.ca/service-catalogue/email-calendar/employee/index.html#office365</a></p>
Files	<p>Access to file shares on Adminshare or your personal ‘G Drive’ will require VPN when off campus.</p> <p>It is recommended that employees move their individual files to Microsoft OneDrive for ease of access from a variety of devices and locations without the need for VPN:  <a href="https://it.sheridancollege.ca/service-catalogue/servers-data/server-hosting-onedrive.html">https://it.sheridancollege.ca/service-catalogue/servers-data/server-hosting-onedrive.html</a></p> <p>Likewise, Microsoft SharePoint Online can be used to store files for shared access by multiple people via the web or the OneDrive client: <a href="https://it.sheridancollege.ca/service-catalogue/web-hosting/sharepoint.html">https://it.sheridancollege.ca/service-catalogue/web-hosting/sharepoint.html</a></p>
Applications	<p>Applications available to employees can be accessed via AppsAnywhere: <a href="https://apps.sheridancollege.ca">https://apps.sheridancollege.ca</a></p> <p>Some applications require VPN access to function when used off campus, including the following:</p> <ul style="list-style-type: none"> <li>▪ Jobs.Sheridan</li> <li>▪ ISP</li> <li>▪ OneCard</li> <li>▪ Clockwork</li> <li>▪ Idea Generator</li> <li>▪ Timetabler</li> <li>▪ AIMS</li> <li>▪ C-Cure</li> <li>▪ Theatre Manager</li> <li>▪ Tableau</li> <li>▪ Caterease</li> <li>▪ MainBoss</li> </ul>
Calls / Collaboration	<p>Cell phones to be utilized by staff to whom they have been assigned.</p>

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	Additional tools will be communicated shortly by IT.
Meetings	Meetings can be held using Cisco WebEx: <a href="https://it.sheridancollege.ca/service-catalogue/voice-video/conferencing.html">https://it.sheridancollege.ca/service-catalogue/voice-video/conferencing.html</a>
Faxes	Business units that regularly receive faxes should advise their clients and partners to contact them via other means (email, etc.)

If you require this document in an accessible format, please contact [HR@sheridancollege.ca](mailto:HR@sheridancollege.ca)