1. Overview

   1.1. This document is intended to provide guidance to employees who are working remotely in response to COVID-19 or by authorization of their Dean, Director or Vice-President and a Human Resource representative.

2. Authorization

   2.1. The primary work location for all College positions is in the Regional Municipality of Wood Buffalo, specifically on Campus locations. Exceptions to the primary work location may be granted based on the employee's employment contract or by authorization on a temporary basis.

   2.2. Remote work arrangements may be approved in response to the following:

   Scenario #1: In response to COVID-19 related reasons or to minimize the risk of transmission of COVID-19.

   Scenario #2: An employee requests a remote work arrangement for a specified period of time.

   Scenario #3: The employee's employment contract specifies a permanent work location that is not on campus.

   2.3. In the case of Scenario #1, the College Nurse will be notified of the remote work requirement to ensure effective health protocols are in place. If the employee is sick and unable to work they will be coded as casual or general sick leave, as appropriate.

   2.4. In the case of Scenario #2 and Scenario #3 the Leader, in consultation with Human Resources, will consider the following criteria when evaluating the positions suitability for remote work:

   a) The remote work arrangement will have no adverse impact to students.
   b) The remote work arrangement does not impact employee productivity or deliverables. Certain positions will not be eligible for remote work arrangements due to the nature of work.
   c) The employee's team members are not adversely impacted by the remote work arrangement.
   d) The remote work arrangement does not result in overtime or any other additional department expenses.
   e) The employee can arrange for a safe remote work environment (i.e. see Section 4).
   f) The remote work location has sufficient technology requirements to maintain productivity (i.e. see Section 3).
   g) The timeline for the remote work is defined according to the department's needs.

   2.5. Remote work arrangements that fall under Scenario #2 will be documented using the Remote Work Agreement form. This form will be stored in the employee's personnel file in the Human Resources department.

3. For Supervisors

   3.1. If an employee is authorized to work remotely the Supervisor will implement the following steps.

      3.1.1. Determine What Work Needs to be Completed at Campus:
      Review the work assigned to the employee to determine which duties and activities will be completed remotely (e.g. review the Role Description/Job Fact Sheet).

      3.1.2. Arrange Necessary Equipment, Supplies and Systems:

      Determine what equipment, access and supplies your employees will need to work remotely. Please work with the Information Technology Department to assign the necessary equipment. All mobile devices that could retain College records must be secure in accordance with the Mobile Communication Devices/Cell Phone Policy. Employees whose work functions permit, and who choose to work remotely, will require a minimum standard of access to technology as follows:

      Internet requirements for home use:

         a. A high-quality Zoom or Teams stream can take up to 3 Mbps. Given the proliferation of Internet connected devices in a typical household, added bandwidth is typically required to ensure a high-quality stream is maintainable.

         b. It is important to review your Internet Service Providers (ISP) upload speed is at a minimum 10 Mbps. The upload speed advertised by your ISP will usually be slower than the download speed. If you have multiple Internet connected devices (computers, cellphones, gaming consoles, tablets, etc.) you will need to ensure that you have more bandwidth than that available. The following table provides further guidance:

	Home with 1 or 2 Internet connected devices	Home with 3+ Internet connected devices
Minimum bandwidth	Upload - 10Mbps	Upload - 25Mbps
Recommended bandwidth	Upload - 25Mbps	Upload - 50Mbps

      NOTE: Do not save College sensitive or personal information to your personal devices hard drive or storage. All employees will have access to network drives, One Drive and Microsoft Teams for the storage of College information.

OneDrive:
Keyano College has access to OneDrive, a cloud hosted file storage solution. This is like Q: and U: drive storage but available from off campus. IT is planning on rolling out computer integration with OneDrive, which will synchronize your desktop, documents, and pictures folder to OneDrive, which will act as a backup feature for these folders. If you are interested in this feature before it is generally available, please contact the ITS.helpdesk@keyano.ca for help setting it up.

To learn more about OneDrive and how it works, please watch this video from LinkedIn Learning (you can log in using your Keyano login credentials): https://www.linkedin.com/learning/onedrive-for-business-essential-training-2?u=90288826

Virtual Desktop Infrastructure:
Ensure that your employees know how to access the Virtual Desktop Infrastructure (VDI) or have access to VPN. All employees should attend a training session to learn how to properly use Virtual Tools or can contact ITS.helpdesk@keyano.ca for assistance.

Employees have the ability to work remotely using Microsoft Teams to chat, share files, meet virtually for a video meeting or an audio meeting. The College's enterprise applications can be accessed from the Virtual Desktop Infrastructure (VDI) if their work requires them to work within Avanti, PowerCampus, Great Plains or other systems. If there is an application that is not available in the VDI, please contact the IT Helpdesk to discuss whether the specialized software can be added. Please review the IT Remote Access at Keyano College document.

3.1.3. Share Procedure Manuals, Documents and Information

If your employees who are working remotely will require procedure manuals, templates, documents or other information that isn't readily available from a remote location, consider moving the required information to Microsoft Teams for sharing or ensure that employees can access secure network drives through Virtual Desktop Infrastructure. Consider scanning paper documents to electronic format for easy sharing if necessary.

3.1.4. Establish Communication Channels

Ensure your employees know how to reach you via email, phone, cell, text or alternate method. Develop a contact list to share among your employees if required. Ensure employees know how to use the virtual meeting tools (e.g. Microsoft Teams Chat) to enable team communication when necessary.

When employees are working remotely, you will need to check-in with them on a regular basis to assign work, review progress, monitor outcomes and ensure their health and well-being. Establish a protocol early as to who will contact who at what frequency to ensure ongoing communication as necessary.

SUGGESTION: Set up a daily meeting using Microsoft Teams to maintain regular contact, assign work, discuss issues and manage operations. Best Practice is a morning check-in. Keep this meeting short. Do a round table so each team member can provide a quick update on successes or issues from the previous day and plan for the current day. If an

issue needs further discussion, the supervisor and employee should meet 1:1.

Ensure your employees continually monitor the College's website for important communication and announcements.

3.1.5. Access and Keys

When your employees are working remotely, ensure that you have the required access to locked cabinets, rooms, etc., while those employees are away. In accordance with our Protection of Privacy Policy, employees should not take physical records offsite and must ensure the security of all records.

3.1.6. Working Alone Hazard Assessment

If employees who are working remotely are working alone or if the absence of several employees creates a working alone situation at the office, ensure that you follow all the Working Alone Policy. While employees work remotely, approved work will be covered by WCB insurance. If they get injured while working at home, please notify Health Services as soon as possible within the required 72 hours timeline.

Establish regular contacts with your employees in both situations to monitor their health and safety while working. Schedule a virtual meeting to perform the necessary hazard assessments to ensure workers are working safely using the **Remote Work Hazard Assessment form**.

3.1.7. Request Employees Update Information in Avanti Self Service

Ensure all Employees have updated their information in the College's Human Resources System – Employee Self-Serve. It is very important employees update their work phone, home cell phone, home email, work email and emergency contact information.

3.1.8. Direct Employees to Opt In for School Messenger SMS notification

School Messenger is the mass notification system for Keyano College. This system will contact Employees, Students and College Community Members (Tenants) when an important or urgent notification is sent. Supervisors must continue to maintain an up-to-date list of all of your employees for day-to-day communications.

Please direct your employees to follow the instructions on the www.keyano.ca website for access to School Messenger.

Email Notifications: All employees will receive emails to their Keyano email address and home email address (if updated in Employee Self Serve).

SMS notifications: SMS notifications can be sent to work cell phones and employee personal cell phones. Employees must have their phone information updated in Avanti. Then they must Opt-in to notifications by texting "Y" or "Yes" to 978338.

3.1.9. Payroll and Time Tracking

Employees and Supervisors will continue to use the online Time and Attendance system to record absence notifications or other exception time (e.g. overtime, etc.).

4. For Employees

4.1. If it is determined an employee will work remotely the employee will implement the following steps.

4.1.1. Determine what work needs to be done on campus:

Talk to your supervisor
Your supervisor will determine what work employees will need to perform in person on campus and what work can be done remotely. Contact your direct supervisor to discuss how to complete your work remotely. All work must be completed in a safe and healthy manner. Ensure that you know what tools and resources are required to perform your work remotely and contact your supervisor if you should need to come to campus.

Self-Isolation
If you have been directed to self-isolate for 14 days and are not sick, you will be directed to work from home. If you are able to fulfill all or most of your normal duties remotely, continue to do that work. If your regular duties are not conducive to working remotely, your supervisor may assign other duties as necessary.

4.1.2. How to Work Remotely

4.1.2.1. Understand relevant policies - As a member of the College community, you are entrusted with using and managing the information technology resources responsibly, and respectfully.

4.1.2.2. Access to Applications, Files and Microsoft Teams

The Virtual Desktop Infrastructure (VDI) system allows you to use your own device or a college laptop to connect to the college systems and network drives. It grants you access to business applications and resources you would typically use on campus. This includes software like MS Office suite, PowerCampus, Great Plains and resources like the Q Drive, Connect, etc. The VPN client (FortiGate VPN) allows you to connect a Keyano laptop to the Keyano network remotely. Please review the IT Remote Access at Keyano College document.

If you require an additional application, please contact the IT Help Desk (ITS.Helpdesk@keyano.ca). They will decide if the application can be added to the VDI.

Microsoft Teams: Is Keyano College's hub for teamwork. We recommend that all team members attend a hosted training session on Microsoft Teams to become

familiar with using this collaboration tool. Microsoft Teams will enable you to chat, share files, host a meeting with video or audio and stay connected with your co-workers. All of the information is stored in the cloud so the information is accessible for any device no matter where you are. Please speak with your supervisor if you need assistance or training using Microsoft Teams.

4.1.2.3. **Email** - The recommendation for email is to use the link to [Keyanomail](#) (webmail). The webmail interface is quite close to that of Outlook and has most features you need including the Calendar and contacts, notes etc. While MS Outlook is available on the VDI client, we highly recommend that you not use this.
If you have a Keyano laptop, we recommend using the MS Outlook software on that device directly rather than through this VDI client.

4.1.2.4. **File security and privacy-** Avoid copying work related files directly on to your personal computer or device. This could be both a security and privacy concern. Use the files and resources within the VDI client itself.

4.1.2.5. **Gather everything else you'll need to be productive -** Working with virtual tools will require you to have a headphone and a camera. Not all employees will need these. Does your computer have a built-in microphone and speaker? Do you need a headset for your phone? Are there additional things like power adapters that you'll need to bring home from the office? Can you access your voicemail through your email? Or do you have the instructions for accessing your voicemail from your cell phone. Do you need to forward your office phone to an off-campus phone?

4.1.2.6. **Determine if equipment and/or supplies are needed -** Determine if there are special supplies or equipment that might be needed when working remotely. Speak to your supervisor about those needs.

4.1.2.7. **Ensure privacy and security-** When working remotely, ensure you follow the College's policies and procedures for ensuring the privacy and security of information. If you have a dedicated work space (e.g. home office), use that to conduct your business, answer phone calls, video conference, etc.

4.1.2.8. **Test your equipment now -** Don't forget to do a test-run to make sure your equipment and applications work as expected. If you have additional questions or concerns, contact the ITS Help Desk.

4.1.2.9. **Setting up your office space (Ergonomics) -** It is important that you work with your Supervisor to ensure your office space it set up safely ro prevent injury. The **Keyano Working from Home Ergonomics Guide** will assist with an assessment of your workspace. For additional assistance please contact Health.Services@Keyano.ca.

4.2. Working Hours and Expectations:

4.2.1. Unless otherwise authorized by your supervisor, when working remotely, you will be

expected to work your regularly scheduled hours. Confirm with your supervisor if you need to adjust your start and end time. If you need to work longer than your regular shift, your supervisor must pre-authorize overtime. All shift and overtime premiums continue to apply in accordance with your respective collective agreement, if applicable. Your direct supervisor will set expectations, assign work and track measurable outcomes.

    4.2.2. Depending on your role and work performed while working remotely, your supervisor may, at times, require you to physically report to work to meet operational needs.

4.3. Communicating with your Team and/or Supervisor
    4.3.1. The ability to communicate and be responsive during the work day while working remotely is expected. Direct supervisors will set expectations around response times and preferred mode of communication. Ensure that you know the contact information for your supervisor and other key members of your team so that you can stay connected to one another. Establish your necessary contact lists so that you will have them when needed. You must ensure the privacy of all personal contact information collected and comply with the Protection of Privacy Policy.

4.4. Working Safely and Healthy
    4.4.1. When working remotely, employees should factor their well-being into their home work environment. If you are not used to working remotely, you may experience challenges adjusting to a different environment. Loneliness or isolation can occur if you are working alone, or it may be hard to focus if there are other stimuli around you in your home environment. Follow these tips when appropriate:

- Connect virtually with your colleagues and others.
- Build physical movement into your work day and take regular breaks (five minutes of every hour) to look away from your computer and move about.
- Choose a location in your home that has limited distractions and ample lighting.
- Maintain good posture where you sit.
- Stay consistent with your eating, sleeping and exercise routine as appropriate.
- If you have peripheral devices such as an external keyboard, mouse, headphones and/or monitor(s), connect them to increase your comfort.
- Maintain boundaries to prevent overwork – unplug at the end of the day.

If you are feeling in distress or need health assistance, please contact the College's EFAP available anytime by calling 1-800-663-1142.

While working remotely, approved work will be covered by WCB insurance. If you get injured while working at home, please notify your supervisor immediately.

For additional questions or guidance regarding this document, please contact your Supervisor or Human Resources.