

A Guideline for Temporarily Working from Home During COVID-19

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This guideline is not designed to replace any formal DHB remote working policy – it is designed to provide some practical support for setting yourself up at home and to ensure we are clear about our expectations.

Working from home is an arrangement that allows our people to perform their work, or suitable alternative tasks, at a site other than their usual place of work (usually their home).

The overarching principles behind our approach during our COVID-19 response are;

- The efforts of all health workers are a highly valuable part of our response
- Wherever practical, maintaining a linkage to useful work will be good for your health & wellbeing
- It is recognised that periods of self-isolation are a necessary part of the public health response but can mean uncertain times
- Where you can perform your usual role from home you should do so
- Otherwise alternate roles/tasks which use your skills can be assigned – the current situation is unique and we may ask you to perform different activities to what you would normally. These assignments will not contravene any clinical certification / registration / scope of practise requirements
- If you have underlying health concerns which you believe means you should be working from home, you need to be assessed as such by occupational health team prior to establishing a working from home temporary arrangement.

These temporary working arrangements are designed to provide flexibility to both the DHB and team members. It needs to be recognised that your usual place of work will remain the primary place of work once we get clear of the current circumstances. It is also intended that usual role / work duties will remain what they were prior to the response as well. To be clear, the terms and conditions of employment for an employee do not change when working from home under this guideline. This includes hours of work. Unless otherwise agreed, the number of hours an employee works per week will not change while you are working from home.

Any arrangements made to work from home, especially on alternate duties, should be entered into with the approval of your Line Manager and their Manager. The authorisation to work from home is at the discretion of the DHB. If circumstances change in our COVID-19 response, or if the DHB considers that the arrangement is negatively impacting your work or wellbeing, the DHB may need to review the arrangement and it may be necessary to change it. Working remotely may not be suitable for all employees and/or positions.

In general, you should assume that DHB's policies, procedures and practices apply when working from home. Failure to follow company policy, practices, procedures and rules may result in the changes in the arrangement and normal approaches to managing any breeches will apply.

Working from home and Health & Safety – what do I need to do?

No matter where or when an employee works, ensuring your health and safety is a shared responsibility between you and the DHB. When working remotely you are responsible for maintaining a designated workspace that is clean, appropriately set up, and safe.

In the event of a job related incident or accident during work hours you need to immediately report the event to your Line Manager. Please note the DHB does not assume responsibility for injury to anyone other than yourself with whom a working remotely agreement stands.

Given the current circumstances, people are expected not to hold business meetings with clients or colleagues at their residence.

IT Requirements for working from home

The DHB may provide you with devices to help you work remotely. These may include a laptop, phone or other equipment relevant to your role / tasks.

If you're working from home and have your own computer the DHB will help you setup your own computer with remote access

If remote access is required, a request form found in Our Hub will need to be completed and signed by your Manager and emailed to Service Desk.

- it is encouraged that you use a home computer for remote access
- HBDHB laptops required for remote access will be allocated to critical functions only

See Appendix 4: Recommended Communication Methods

Consideration will need to be given to the IT requirements to support the arrangement (devices / licenses etc.). Our IT resources will need to be prioritised to critical areas of the response (as defined by the IMT structure of each of the DHBs).

Security & Privacy

The same level of security protection applied to information technology equipment within the office is to be applied to equipment used off site. This includes the following:

- Do not leave equipment unattended in public places.
- Use appropriate password protection

- Store information in such a way that only you can access it.
- Report all information technology security breaches to the Digital Enablement service desk.
- When working at home, you are also responsible for ensuring the same level of security protection to all documents/information taken to the remote work site as is applied to documents/ information within the DHB office.
- Manage privacy considerations carefully – ideally you should work in an office or separate room away from non-employees. You are reminded that you have obligations under your existing confidentiality arrangements which apply to both employee and patient information. These obligations remain in force when you are working from home. If you want a reminder of what's in that agreement please contact HR.
- Equipment provided by the DHB will be covered by the DHB's insurance policies. The DHB will take responsibility for the repair or replacement of damaged or stolen office equipment in the event of theft or damage where reasonable steps have been taken to protect the technology equipment.

Expenses

The DHB will not pay for costs such as heating, lighting, electricity, gas, water, rent, or wear and tear at the remote work site.

If a work mobile is not provided, you and your Line Manager will need to agree the most effective way of handling calls whether that is the use of zoom or reimbursement for calls. If reimbursement is (pre)approved, you must submit an expense reimbursement request with a log of business calls on a monthly basis.

It's really important to stay connected

These are difficult times and we suggest you maintain as normal a relationship as possible between yourself and your manager.

- Set up a regular pattern of frequent check-ins. This could be by phone or video conference. Both will increase the quality of connection and are preferable to sole reliance on email. Maintain expectations that team members dial into team meetings and other collective conversations.
- Part of these connections and conversations should have space to include general wellbeing and what is going on. This helps maintain a sense of connection, some awareness of what might be going on in your life and gives us a sense of your baseline of wellbeing.
- Managers should where possible respond quickly to, and be available for a team member's questions. It's okay to say I'm busy now but will come back to you soon.
- Communication needs to be clear and concise for those at home. Provide the 'why', the context and relevant information. Look to agree a call-in time for the team regularly. Make sure staff know what's going, what's happening at the moment. This is a fairly tricky time for many and maintaining an understanding of what is going on at work & in the wider health response will be important.

- Face to face interactions may still need to occur and should be planned in advance.
- As a team discuss some of the possible impacts of working from home and plan together how you can support each other with these.

In Summary

Before working from home, you and your manager should;

- Discuss the working from home arrangement (for how long, doing what and technology required).
- Refer to OSH/VDU User Guide [see Appendix 1]- then complete the form
- Send an email between each other which outlines what has been discussed / agreed;
 - For how long (14 days for self-isolation, until further notice etc.)
 - What you are going to be doing – same role or alternate duties
 - How you will stay in touch
 - What regular meetings will remain in effect
 - A copy of the completed OHS/VDU assessment
 - Anything else

And finally - Top Tips for making it work.

1. Get up at your usual time
2. Get dressed!! A day in your PJs feels good until it doesn't anymore.
3. Enjoy a longer than usual breakfast because you don't have to travel time or the job of finding a park!
4. Find a quiet spot, away from distractions if you can. Make sure your workstation is set up well.
5. Kick into your workday – start at your usual time, take your usual breaks & stay in touch with your workmates.
6. Finish on time and grab some exercise. Be good to yourself, for your mental & physical wellbeing.

Appendix 1:

WORK FROM HOME OSH/VDU User GUIDE

General

Under the Health & Safety at Work Act, April 2016 “so far as is reasonably practicable” we have a responsibility to look after your H&S at work, as our employee. At times this may include working from home. Providing you with information to help set up your workstation at home safely and ergonomically and making sure you keep in touch with your boss and team members in cases of emergency assists with us in achieving these responsibilities.

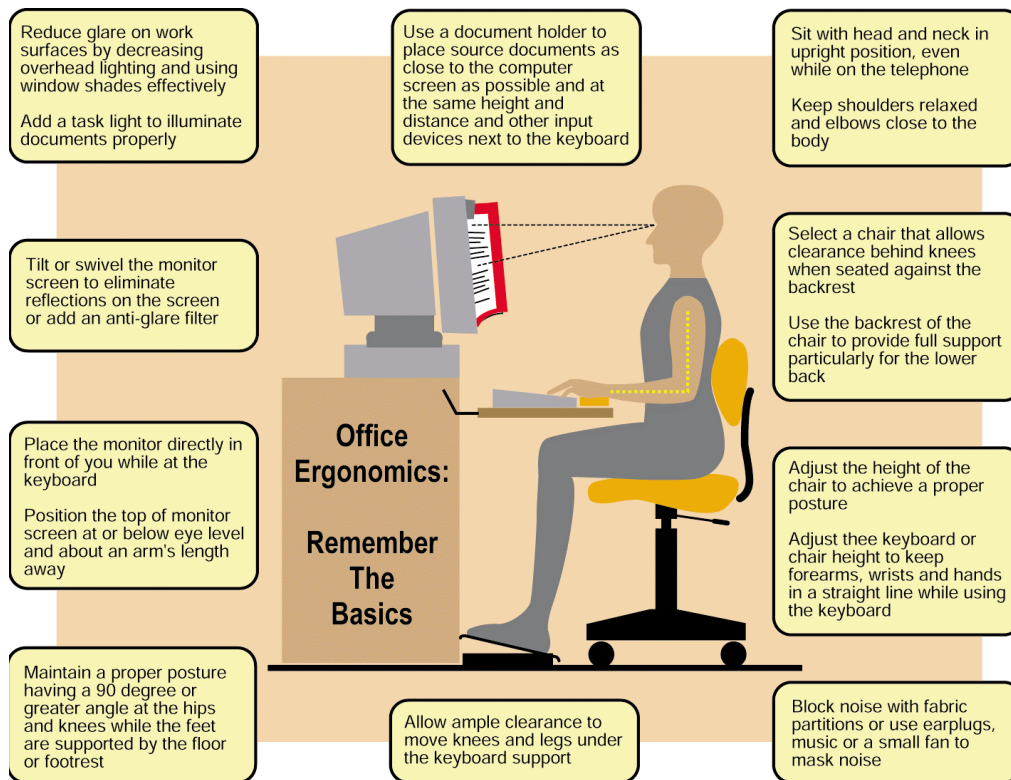
User's Name:	Department:
Job Title:	Date:

OSH General:	Tick	
<ul style="list-style-type: none"> Ensure any electrical equipment (not supplied by the DHB) is fit for purpose. Are all of the electrical sockets & plugs in good condition (check for burn and scorch marks)? Are all electrical sockets/plugs and leads in good condition with leads not causing trip hazards? 		
<ul style="list-style-type: none"> Ensure any substances or chemicals you use at home, for work purposes (not supplied by the DHB), are stored appropriately and used as per supplier instructions. 		
<ul style="list-style-type: none"> Is the area you work in clear of obstructions, boxes, trip hazards? 		
<ul style="list-style-type: none"> Check you have a home first aid kit. 		
<ul style="list-style-type: none"> Is your landline/mobile easily accessible? Is your mobile able to be charged? Does your manager or team have your home contact number? 		
Your responsibilities:	Tick	
<ul style="list-style-type: none"> Completing the online 'VDU & Workstation Self-Assessment' and viewing the related video see: VDU and Workstation Self-Assessment. video 		
<ul style="list-style-type: none"> Viewing attachments below to check on your set up and reminders to micropause, take breaks and complete exercises regularly. Complete these before you begin working from home. (They will provide guidance on how to set yourself up at your workstation appropriately) 		
<ul style="list-style-type: none"> Using any workstation equipment supplied appropriately 		
<ul style="list-style-type: none"> Implementing any advice provided through the online sites or from any Ergonomic Assessment 		
<ul style="list-style-type: none"> If you experience discomfort or any issues you feel is attributable to the workstation or from working from home you speak with your manager 		
User Name:	Signed:	Date:
Manager's Name	Signed:	Date:

Manager to file copy when approved

For any **queries or if further assessment is required** please contact your HR and or email OCC Health

Appendix 2: Guidelines for setting up your Computer Workstation



Appendix 3: Workstation Exercises

Micropauses to be completed every ½ hr for 5 secs

Appendix 4: Recommended Communication Methods

Recommended Communication Methods

A range of modern communication methods are available to HBDHB staff. Some are secure and suitable to share patient information and other methods will help you keep in touch with your teams through this unprecedented time.

Enabling Communication Solutions	
	<p>Outlook (Email) Access to your HBDHB email is available from any personal cell phone, iPad, tablet or HBDHB desktop.</p>
	<p>Clinical Collaboration Tool (Celo) This is a secure messaging application, accessible to anyone with an HBDHB email address. Enables the ability to share patient information securely and collaborate with your colleagues internally or at remote sites.</p>
	<p>Virtual Meetings (Zoom) Zoom licences have been sourced and are currently being prioritised for distribution. You can join a secure Zoom meeting anytime, anywhere from any PC, laptop, mobile phone or iPad/tablet.</p> <p><i>Note: Only one person needs a license to 'host' a meeting, all others can join (without a licence) via a link sent from the host.</i></p>
	<p>Unified Communications (Jabber Mobile) Jabber is a modern telephony platform enabling you access to the full HBDHB contact list, anywhere, anytime.</p> <p>You can access your desk phone voice mail and utilise a number of other features like 'instant chat' and see others 'availability status'</p>
	<p>Video Calling (FaceTime) Anyone with an iPhone can use FaceTime for video calls. This supports person to person video not group meetings.</p>
	<p>Mobile Dictation & Transcription (Winscribe) We have obtained a limited number of Winscribe Mobile licenses and have been progressively connecting clinicians to enable them to transcribe using their mobile phones.</p>