



Operational Guidelines

Category: Human Resources

Working from Home Guidelines

Introduction:

Working from home is not a new concept but is not common in our sector. The current situation provides us with the opportunity to explore the world of virtual service delivery. This allows us to continue to provide services to our clients during this challenging time. Our goal is to ensure service continuity for the children, youth, adults and families that we serve.

These guidelines are intended to provide guidance and are a work in progress.

1. It is essential for you to identify what you require to be successful working from home-computer, telephone/cell, email access, access to shared drives, access to blocked number, resource materials, contact information, etc. Most internet providers have waived additional fees for data usage during this time knowing many people are working from home.
2. Please confirm with your supervisor what your needs are and work with your supervisor to identify your work plan while working from home. This needs to be developed in advance but can be altered accordingly. HR will be informed of your work plan.
3. In your home it is important that you set up a work space that is comfortable, meets your ergonomic needs (as best as possible), and ensures privacy and confidentiality when engaged in confidential information and direct contact with clients. All client information needs to be stored in a safe and secure location. We need to maintain high expectations for privacy as per our policies and procedures and College requirements.
4. It is important to establish a routine and schedule that works for you, your household, your clients and your team. It is important to have regular breaks and

to regularly move around. Without the distractions of the workplace you might find you sit for longer periods of time than usual.

5. You may alter your hours of work based on #4 (e.g. children in the home may require you to work at varied times). Your regular number of hours worked per day is expected unless you arrange for vacation time to augment your day (e.g. worked 5 hours and took 2 hours in vacation). Please ensure that your entries in Dayforce are accurate.
6. Regular daily contact with your supervisor and/or team is encouraged. You are expected to regularly review your emails for updates and information. Team check-ins will be arranged through Zoom, Microsoft TEAMS and other formats a minimum of twice per week. It is extremely important that you continue to feel connected to your co-workers and work environment. Your supervisor, manager, director and CEO are here for you. Be sure you know how to connect (see the below contact information).
7. Working from home may include direct contact with clients via telephone, intakes, Single Therapy Sessions, documentation, research, program planning, projects, HR downloads, etc. See Telephone and Virtual Counselling Guidelines for more details.
8. For intensive treatment services (including Care and Treatment programs) daily check in telephone contacts with clients and/or their families is recommended. Counselling services may be weekly or as clinically indicated. As much as possible we want to be available for support to our clients. Remember to block your phone number if you do not have access to an agency cell phone.
9. All clients are to be contacted and informed of the current situation (no “in person contacts” and telephone and/or virtual contacts for now) and informed of how to contact you and/or when they will hear from you again. Messages on your telephone answering machine should be directed to your email. Your message needs to indicate you are regularly checking messages and will return the call as soon as possible.
10. Remind all clients that Crisis Services at the SAH is only accessible through telephone contact at this time. You will be required to continue to do your clinical assessment regarding risk and duty to report. For any concerns please consult a member of the clinical leadership team.
11. If you experience any technical difficulties please contact IT at the IT Help Desk.
12. This is a challenging time for everyone. Please take care, be mindful and stay well!

13. For easy access call any member of your Leadership Team. Remember to Inspire Hope and Wellness!