

# Work From Home - FAQs

## COVID-19

Edmonton

December 15, 2020, 3 p.m.

## Work From Home FAQs

### Am I eligible to work from home?

As of December 13, 2020, the Government of Alberta has ordered that working from home is mandatory unless the employer requires a physical presence for operational effectiveness. All employees are to work from home unless leadership has determined that they must conduct their work at a City of Edmonton work space for operational effectiveness. The Branch Manager must approve all employees or positions that have been approved to work in a City work space due to operational effectiveness requirements.

### Who should I talk to about my eligibility?

This is a mandatory public health measure. All employees are eligible unless a leader has deemed an employee's position as requiring physical presence at a CoE work location. Employees not working from home must be approved to work in a City work space.

### What if my job requires me to be at my physical work location or I'm ineligible to work from home?

Please refer to the [Compensation and Leave FAQ](#) as one of the specific scenarios may apply.

### May I work less or more hours while working from home?

No, hours of work should meet the same expectations set by the direct supervisor as if the employee were working in their primary work location.

### May I adjust my start and end time of my shift while working from home?

Start and end times may be adjusted with approval of the employee's direct supervisor. If you need to work longer than your regularly scheduled hours, your supervisor must pre-authorize the overtime.

### Do I need to communicate with my team and/or direct supervisor while working from home?

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

### **What are the expectations while working from home?**

Your direct supervisor will set expectations, assign work and track measurable outcomes. Please note that your supervisor may, at times, require you to physically report to work to meet operational needs.

### **Will the City provide special equipment or a stipend to set up a home office while working from home?**

Employees are asked to speak with their direct supervisor about any equipment needs while working from home. Stipends are not provided under the temporary work from home arrangement.

### **How do I access my email, Google Suite and/or other City applications while working from home?**

Please refer to the [How To Use Remote Technology guide](#) and the most recent Employee Guide on [onecity.edmonton.ca/COVID-19](http://onecity.edmonton.ca/COVID-19) for more information.

### **May I use my personal computer or laptop?**

Personal use of computers, software or internet service are at the discretion of the employee. However, City applications cannot be installed on personal devices.

### **What if I don't possess or choose not to use my personal equipment and/or technology and do not have access to City equipment and/or technology?**

Employees are asked to reach out to their direct supervisor for their equipment needs. With prior approval, employees are allowed to take home CoE equipment in support of the temporary work from home arrangement. Desktop computers are included in the equipment that can be brought home in support of an employee working from home. If a desktop computer is being requested, the employee is directed to <https://remedydwp.edmonton.ca/dwp/app/#/catalog> and select the "Hardware - Work from Home" button. \*Note that there is a cost to the business area to update the desktop to be usable in a remote location.

Hardware that is being relocated to an employee's home should also be tracked via the above link.

### **I need tech support, who do I contact?**

Employees can contact Inside Information for technology related issues at 780-944-4311 or [Inside.Information@edmonton.ca](mailto:Inside.Information@edmonton.ca). Please note that IT resources may be limited and there may be a delay in receiving support.

### **What are some steps I can take to stay safe while working from home?**

To ensure a safe working environment, employees will be provided with a [hazard assessment](#) to review within their home and will be required to implement appropriate controls. In the event the employee will be working alone, they are required to implement a working alone check-in procedure with their supervisor.

### **Am I covered by WCB insurance while I work from home?**

Yes, it is the City's understanding that approved work from home arrangements fall within the City's WCB insurance coverage.

### **Do I need to use a special code when exception time reporting in PeopleSoft?**

Yes, employees are to code their time as TWH in exception time reporting when working from home within this temporary work from home arrangement. For additional information please see the [Compensation and Leave FAQ](#).

### **Do I still have to follow City policies and directives while working from home?**

Yes, City of Edmonton policies, directives, procedures and guidelines must be adhered to regardless of the employee's work location.

### **Is this Work From Home arrangement permanent?**

No, this Work From Home arrangement is temporary and 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, in which case the health isolation or sick time procedure may apply.

### **Where can I find more information about the temporary work from home arrangement?**

Please refer to the most recent employee guide on [onacity.edmonton.ca/COVID-19](https://onacity.edmonton.ca/COVID-19) for more information.