UPDATE: *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. To align with the new mandatory public health restrictions, new measures have been included in the Temporary Work From Home Arrangement. These measures will be removed or modified as needed to reflect changes in the direction provided by the Government.*

COVID-19: Temporary Work From Home Arrangement

To protect employees and the public from the spread of COVID-19, the City of Edmonton has implemented a temporary work-from-home arrangement that can be applied under special circumstances. Note that this arrangement is temporary and limited to the timeframe of the suggested health isolation.

1. Eligibility
Eligibility Requirement: 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.

If the work of the employee is ineligible for the Temporary Work From Home Arrangement, please refer to the most recent employee guide on OneCity.Edmonton.ca/COVID-19 for more information.

2. Request
Employees are not required to request to work from home. Leadership must evaluate the requirements of each employee or position in their work area and determine if they are required to be in the workplace to support operational effectiveness. Leadership will inform employees of their status. Employees working from home must record their time as 'TWH' in Peoplesoft.

Version: 2
Date: December 10, 2020

3. Availability
Hours of work while working from home will meet the same expectations as set out from the supervisor as if the employee were working in their primary work location unless otherwise determined.

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

5. Productivity measurements
It is the direct supervisor's responsibility to set expectations, assign work and track measurable outcomes.

6. Equipment
Discuss equipment needs with your direct supervisor.
- If accessing GMail or Google Suite, ensure Google Chrome is installed
- If requiring access to city applications, you may be able to do so through the City of Edmonton's Portal. If only requiring GMail or Google Suite access, please do not use the portal.
- If access through the portal is not an option, setting up a Personal Remote Desktop (RDP) access may be an option.
- If the portal or RDP do not work, accessing applications via Citrix may be an option which is requested through Inside Information. Approvals will be provided on a case by case basis.

Personal use of computers, software or internet service are at the discretion of the employee. Access to Google suite, application portal and a private internet connection is required. City applications cannot be installed on personal devices. Should an employee choose to not use personal equipment and/or technology and they do not have access to City equipment and/or technology, the employee would be deemed ineligible for the temporary work from home arrangement.

Employees that need to bring their monitors *or other equipment* home should ask for permission from their supervisors. Equipment movement can be tracked here. The following considerations apply when taking equipment home:
- Employees are responsible for packing and transporting their own equipment. Employees may also bring their docking station, keyboard, mouse, and any necessary cables home.
- Business areas (supervisors and asset managers) are responsible for tracking which equipment has been taken home.

- Equipment that is security locked will require coordination with OCT to unlock. Business areas should identify all of the individuals in their area that need equipment unlocked before asking for support from OCT.
- Desktop computers 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.

A "How To Guide" on remote access to technology to support work from home arrangements can be found here.

7. Technical support
An employee can contact Inside Information for technology related issues with the understanding that the employee's personally owned computer, software or internet service is the responsibility of the employee to maintain. Note that IT resources may be limited and there may be a delay in receiving support.

8. Conclusion of the Temporary Work from Home Arrangement
This temporary arrangement 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.
- Expectations and/or measurable outcomes are not being achieved.

9. Safe Work From Home
It is the City's understanding that approved work from home arrangements are covered by the City's WCB insurance. Employees and supervisors will need to adhere to the City's Hazard Recognition and Control and Working Alone Standards (reference document) for work from home arrangements. To ensure a safe working environment, employees are required to review the following hazard assessment 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.

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

In particular, employees who are working from home shall comply with the following (as outlined here):
- Secure and protect City of Edmonton information in electronic and physical format according to the current information management policies as outlined by administrative directives.

- Store documents in an appropriate location not accessible to family members or visitors to the alternative workspace and separate from personal documents.

- Store electronic information only on the City of Edmonton network; not on the local drive of personal computers or removable media (includes laptops, tablets and smartphone), whether provisioned by the City of Edmonton or privately owned.

- Report any loss or compromise of City of Edmonton information to immediate supervisor, as well as Inside Information as soon as possible.