**TELEWORK – GUIDELINE FOR MANAGERS**

This guideline outlines conditions for working remotely (“telework”). Telework is defined as a situation in which an employee needs to work remotely when there is a College emergency such as in health or security situations. The guideline provided below is to assist managers in managing their team while in remote working circumstances.

**Availability**

* Establish scheduled check-ins with your team daily/weekly ahead of time to avoid frustrations in trying to contact your employees.
* Set expectations on telework availability and schedules – such as: 9:00 am – 5:00 pm, with the team unavailable from 12:00 pm – 1:00 pm daily.
* If allowing the employee to make their own schedule, set check-in schedules and make sure the entire team is aware of each team member’s availability ahead of time. Post the schedule on the team chat or send out via email.
* Circulate contact information for each member of your team.

**Email and Voice Mail Auto-Response**

SUBJECT LINE: DELAYED RESPONSE ALERT

Thank you for your message. Fleming College is following best practices for social distancing due to the COVID-19 pandemic; accordingly, we are currently operating with reduced staff. We are monitoring email for urgent issues, but responses will likely be delayed. Thank you for your patience.

For the most current information about Fleming College's response to COVID-19, please access information updates that are available at <https://flemingcollege.ca/covid19>.

**Responsiveness**

* Define a timeframe for how long employees should take to respond to co-workers.
* Use collaboration and messaging tools to keep in contact and make responses more real time.
* Set up defined times for all team meetings to keep your team connected and manage work output.

**Productivity Measurement**

* Agree with the employee ahead of time on the work output or outcome and on deadline dates for delivery/completion.
* Have agreed upon deliverables with performance measures in terms of expected timelines and outcomes.

**Equipment & Resources**

* Ensure your team has connectivity and access by following instructions outlined below
* Set up remote access for your team as follows:

*Most IT systems are available off-campus without additional access required. Remote access requests are for those systems that are not available off-campus.*

**Set up Remote access:** <https://department.flemingcollege.ca/its/important-info/#section2>

**Using OneDrive to collaborate and share documents:** <https://department.flemingcollege.ca/its/important-info/#section4>

**Access H drives:** <https://department.flemingcollege.ca/its/important-info/#section3>

**Microsoft Teams:** <https://department.flemingcollege.ca/its/important-info/#section4>

**Access work from home software:** <https://department.flemingcollege.ca/its/important-info/#section4>

**Telephony Services:** <https://department.flemingcollege.ca/its/important-info/#section7>

**Set up Webex:** <https://department.flemingcollege.ca/its/important-info/#section1>

**Set up and use Office 365:** <https://department.flemingcollege.ca/its/important-info/#section4>

**Physical Environment**

* Emphasize that the employee should ensure that the physical remote environment is conducive for working, a dedicated space or room where they can focus on work with limited distractions, and free of hazards.

**Security and Confidentiality**

* Emphasize that the employee should refrain from working in public places such as coffee shops, using pubic wireless access connections and leaving passwords readily visible.
* Emphasize that College documents should be saved to centralized folders and not on personal desktops or laptops (unless the laptop is a College resource).
* Emphasize limited or no downloading or printing of confidential documents.

**For support related to this guideline please contact your Manager / Director / Vice-President.**

**For technical support with any of services mentioned in this document contact the IT Support:**

Phone: 705-749-5530 ext. 4111 Option #1; Toll Free: 1-866-353-6464  
Email:  <mailto:itsupport@flemingcollege.ca>

Finally, ensure that you provide your team with your contact information, so that they are able to contact you when needed. In addition, ensure that your staff have all provided their contact information with you, for the same reason.

Make a special effort to stay in contact with your team, providing assurance and support as needed.