**TELEWORK – GUIDELINE FOR EMPLOYEES**

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 employees in performing effectively while working in remote circumstances.

**Availability**

* Confirm daily/weekly team and manager check-ins ahead of time and ensure it is scheduled in your calendar.
* Clarify expectations on telework availability and schedules with your manager.
* If you are allowed to work according to your own schedule, set check-in times with your manager.
* Make sure the entire team is aware of your availability ahead of time.

**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**

* Seek an agreed timeframe for how long you should take to respond to co-workers.
* Use collaboration and messaging tools to keep in contact and ensure responses are more in real time.
* Confirm all team meetings times and ensure it is scheduled.

**Productivity Measurement**

* Agree with your manager ahead of time on the work output or outcome and on deadline dates for delivery/completion.
* Ensure you and your manager have agreed upon deliverables with performance measures in terms of timelines and outcomes.

**Equipment & Resources**

* Ensure you have connectivity and access by following instructions outlined below.
* Set up Remote access 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**

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

**Security and Confidentiality**

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

**For support related to this guideline please contact your Manager.**

**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 get your manager’s contact information, so that you are able to contact your manager when needed. As well, ensure your manager has your contact information for the same reason.