

Working from Home: Considerations for Employers

Effective remote working is about maintaining connections, establishing a framework for mutual support, and being intentional about where, when and how work is performed. Employees will be looking to you for leadership and it is important to move quickly on decisions, empower your team, and communicate every step of the way.

This guide provides a quick checklist to help get employees up and running at home and provide guidance, productivity and communication.

Getting Started

- ✓ Get a list of contact information for all your employees (personal business numbers and email addresses)
- ✓ Get a list of all equipment that employees require or have taken home, record asset tags on computer equipment like laptops, monitors, docking stations, etc.
- ✓ Employees working from home must adhere to the terms and conditions of employment, relevant collective bargaining agreements, legislation, regulations and policies.
- ✓ Remind employees to change their passwords and install any updates.
- ✓ Ensure employees have laptops and or VPNs and or required information and tools.
- ✓ Ensure you and your employees review your Working from Home Guide.
- ✓ Gain an understanding of your team's family needs, be compassionate and flexible with accommodations.
- ✓ Establish working hours with your employees and regular check-ins to keep everyone on track and connected.
- ✓ Confirm with staff that their intended remote work space and set up are appropriate according to safety and health legislation, including having clear and unobstructed aisles, walkways, stairs and exits suitable ergonomics lighting and electrical safety free of hazards and having proper emergency procedures in place.
- ✓ Employees working from home should be aware of the equipment and supplies provided by the employer in accordance with your company's policies.



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Privacy and Security

- ✓ Employees must ensure that their obligations under [The Freedom of Information and Protection of Privacy Act](#) (FOIP) and [BC Privacy Protection](#) continue to be met while working from home.
- ✓ Company documents & records created in the course of telework are subject to your company's records management requirements.

Communication

Ensure there is sufficient connection and guidance between co-workers and managers.

- ✓ Use other technology tools for working from home, such as video conferencing, teleconferencing, access to email anywhere.
- ✓ Set-up, free, accessible communication tools for **non-confidential** conversations – texting or WhatsApp are easy to use on any mobile device. Please note that it is more difficult to retain text messages. Communication between employer and employee should primarily occur over work email or phone calls.
- ✓ Consider establishing a group communication with other managers in your area, or peers that you usually connect with for support. Share best practices, troubleshoot, and lean on each other as everyone adapts.

Expect (and support) a period of adjustment

- ✓ Managers should have regular contact with employees to understand their remote working needs and resolve any issues.
- ✓ Empower your team to shape how your remote working environment is established and can be regularly improved as you encounter issues and challenges. Invite employees to provide feedback to improve tools, platforms and communication channels. Ask teams to suggest initiatives to simplify and ease remote working.
- ✓ Ask your team to identify work that they might like to work on at home.

Check in on their Mental Health

- ✓ Be sure check in with employees to ensure they are handling the stress of a situation and offer resources and counselling services through your Employee and Family Assistance Program.

WorkSafeBC Link

- ✓ [Health and safety responsibilities when working from home.](#)



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