

COVID-19 – Protocols for working from home

If you have been approved by your service delivery organization to work from home as part of our measures to prevent the transmission of COVID-19, it is important for you to follow these guidelines:

- **If you are conducting virtual visits from a personal phone with clients/patients please ensure your caller ID is blocked** before making the call. Please contact your telephone provider for additional instructions as each may vary.
- You must have a suitable space in your home to be able to conduct confidential conversations if the work you perform involves contact with clients or co-workers.
- You are responsible at all times and must make every effort to mitigate the risk of loss, theft or damage to any Digital Health owned and operated equipment that is being loaned to you for work from home privileges. This includes transporting equipment in your vehicle. Do not leave equipment in your vehicle unattended. As a reminder, you can be held financially responsible for lost, stolen or damaged Digital Health equipment and may be required to submit an insurance claim if you do not follow the guidelines in this document. Keep food and beverages away from Digital Health equipment.
- You must update your desk telephone voicemail to indicate how you can be reached by phone and/or email while you work from home. **Forward your desk phone to your work cell phone.** You may also forward your desk phone to a personal phone if appropriate. If you are making calls from your personal phone, please assess if your caller ID should be blocked to protect your privacy. Contact your telephone provider for additional instructions as each may vary.
- Your voice message should not indicate that you are working from home but must mention that you are monitoring your voicemails. Please ensure it clearly explains how you can be reached.
- All confidential material must be stored in a secure location in your home when not in use and not be accessible to other people in your home at any time.
- Confidential information that needs to be shredded must not be included in normal household shredding. All such material must be brought back to your worksite for suitable disposal/shredding.
- You are expected to work your usual hours as if you were at your worksite. If you need to change your hours, you must receive approval from your manager/director. Overtime may only be worked with approval from your manager/director.
- As a precaution, please notify your Insurance Broker (Home or Tenant Insurance) that you will be working from home on a temporary basis. Working from home may impact your home/tenant insurance coverage.

- Working from home is subject to your manager/director putting in place performance indicators to ensure the appropriate level and amount of work is maintained.
- Your work-from-home status will be reviewed every two weeks and is subject to change, including cancellation at any time and without notice.
- If you previously had approval to work from home, those guidelines may be reviewed or changed.
- You may be redeployed to assist with other priorities at any given time.
- You are required to adhere to all PHIA and FIPPA guidelines as well as any applicable employer policies. These guidelines also apply to phone calls, paper documents and any information you are accessing electronically. Please refer to your service delivery organization for these policies. More information is available [here](#).
- **Do not share** your corporate or personal passwords or authentication credentials with anyone.
- Use only secure corporate solutions such as Digital Health Remote Access or Secure Tokens for connection and transmission of corporate data. Do not rely on personal email accounts or other unsecure data transfer solutions such as non-encrypted USB drives. Use only your work email to send all work-related information.
- Most importantly, take care of yourself. Schedule a break every day to prevent isolation and feelings of “cabin fever”. Be sure to take steps to handle stress appropriately and remember that free and confidential resources and counselling services are accessible to you through the Employee Assistance Program. Reach out to other available supports in the community such as the [COVID Anxiety Support Line](#). Over the coming weeks additional mental health supports will become available to all those who need. Please visit www.manitoba.ca/covid19 frequently for more information.

COVID-19 – Protocols for using remote access at home

Shared Health has updated its remote access capabilities for employees who have been approved to temporarily work from home as part of our measures to prevent the transmission of COVID-19.

You will be required to report the serial number of your Digital Health laptop (excluding keyboard, mouse, monitor).

As COVID-19 evolves, we are experiencing a high demand on our network. In order to keep the network available for essential activities, it is critical for you to remember:

- Employees must have appropriate technology in order to maintain contact with the office.
- If you are using the network, do not use it for non-essential activities like checking the news or streaming media content like video (e.g. TV, YouTube, etc.) or listening to the radio over the Internet. Large numbers of employees streaming media content on the internet adversely impacts access to the internet and the Shared Healthnetwork.
- Only use the network while you are conducting business; log off the network until you are required to use it again.
- Do not stay logged on the network all day.
- If you have a company cell phone, you can access your email through your phone.
- If your workstation is idle for 30 minutes, you will have to log back in. Your session will be disconnected.
- Password resets can still be conducted remotely.
- Only use videoconferencing, voice conferencing or file sharing over the network if required. Speak with your manager and/or administrative personnel to inquire what is available for use.
- Do not walk away from your portable device. You are responsible for any activity on your device.
- You are required to adhere to all PHIA and FIPPA guidelines as well as any applicable employer policies. These guidelines also apply to phone calls, paper documents and any information you are accessing electronically. Please refer to your employer's intranet website for these policies.

Email etiquette and protocols

- Efficient use of email is essential at this time. We need everyone's help to keep our email messages lean and smartphone-friendly.
- Observe the following practices to reduce email overload for leaders and others who are currently receiving an exceptionally high volume of messages:
- Keep messages as short and to-the-point as possible.
- Delete unnecessary message trails when forwarding or replying to emails.

- Pause to consider if it is necessary to reply to all. Replying with thanks to the sender can be helpful but including all who were copied may cause unnecessary email traffic.
- Remove personalized email stationery formatting and backgrounds, non-approved including logos and graphics and inspirational quotes.
- Be specific in your subject line: For Approval, For Direction, For Information

Please Complete the Form on the Next Page

Staff Protocols for Working From Home and Remote Access Form

By signing below, I, _____, declare that I have read this information and will abide by all protocols as set forth in this document.

Please record your Laptop serial number if you are taking it home:

Laptop and docking station: _____

Employee signature: _____

Manager/director signature: _____

Site: _____

Region: _____

Date: _____

**Please sign and send to your manager and the [service desk](#)
and cc: remoteathome@sharedhealthmb.ca**