Coronavirus:

Work from Home Guide

Please note, this is a template policy only. You will need to tailor your policy to meet your business needs and address the specific IT and other requirements in accordance with your operational requirements.

Coronavirus: Work From Home Guide

# Guide PURPOSE

The {INSERT EMPLOYER NAME} acknowledge that there are exceptional circumstances taking place due to the coronavirus outbreak which require us to prepare for many different scenarios. Our priority is to ensure the protection of the health and wellbeing of staff. As a part of this commitment we want to ensure that in the event some, or all, of our employees are required to work from home, we are prepared and ready to maintain continuity of service across divisions.

The purpose of this guide is to provide a ‘one stop shop’ of basic information should employees need to work from home and communicate remotely in ways which may not have been practiced before.

# Source of Information

{INSERT EMPLOYER NAME} will be taking its lead from the WA Health Coronavirus Agency Advisory service and its related recommendations as listed on their website.

<https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus>

The situation is rapidly changing, and therefore specific policy and applications will also be updated regularly.

# Preparing to work FROM home

# There are key steps employees can take now to prepare for a seamless transition to working from home. These consist of:

# Ensuring all personal details including emergency contacts are up to date for their personnel files.

# Letting your line manager know now if access to a laptop/computer, technology equipment, software, stationary, work space and internet is an issue

# Practicing logging into {INSERT EMPLOYER NAME} systems remotely from home to see what it looks like

# Practicing logging into outlook email via the internet to see how it differs from your usual set up

# Printing a copy of this guide or sending it your personal email address so you have access to a copy at all times.

# Ensuring you know how to use {INSERT SPECIFIC SYSTEMS UTILISED BY THE EMPLOYER} and your account details

# Receiving notification that work fROm home protocols will be implemented.

# There are a number of factors which may give rise to the decision to ask employees to work from home. In the event this decision is made, all staff will be informed by {INSERT PERSON WHO WILL BE NOTIFYING EMPLOYEES}. If this is required outside of office hours, we aim to move toward a text message system, however until this system is in place we will rely on email and both work email address as well as personal addresses will be used (in bcc to protect confidentiality when communicating to a group). This email will contain more information about the reason the decision has been made and what to do next.

{INSERT “LINE MANAGERS” OR “THE PRACTICE MANAGER”} will also be provided with a list of personal mobile phone numbers so that we are able to continue to communicate with staff and conduct wellbeing checks on our team members if necessary.

# OCCUPATIONAL HEALTH AND SAFTEY CONSIDERATIONS

# While working from home there are occupational health and safety considerations which must be taken into account. Both the worker and the employer must understand their duties in respect to workplace occupational health and safety requirements.

Duties of Workers:

* Shall take reasonable care to ensure they are working safely at home.
* Must comply with any reasonable instructions given by the employer or supervisor regarding home workplace safety.
* Must use any protective equipment or protective processes that the Worker has been instructed to use in the home workplace.
* Must report any hazardous situation at the home workplace that the Worker cannot correct immediately.
* Must report any injury sustained while carrying out work related duties in the home workplace.

Duties of Supervisors or Employers:

* Provide necessary equipment to the Worker in a safe condition.
* Provide reasonable information, training and instruction.
* Manage any reports of hazards or injuries as per the existing reporting procedures.
* Provide adequate supervision to the Worker and maintain an open line of communication.
* Should there be a material change to the agreed arrangement, including but not limited to a change in residence, change in work location at home, change in days of work, then a further home work place assessment must be undertaken to ensure compliance.

To assist employees to create a safe and injury free work space there are guides which have been included in this document. (Appendix One: Workhome workplace assessment, and Appendix Two – Workstation Setup Checklist.)

All employees are requested to work through the questions to ensure their home work environment is set up as safely as possible.

# Remote access to {INSERT EMPLOYER NAME} Systems and drives

# {Insert text of how employees can log into the Practices’ systems, e.g. via VPN, Citrix etc}

# Accessing email via the outlook websitE

# All employees with an {INSERT EMPLOYER NAME} email address can access email from the internet via a PC, phone or Tablet. The website for this access is as follows:

[{INSERT](https://mail.amawa.com.au) WEBSITE ADDRESS}

# Employee log in details are the same as if logging on in the office PC environment.

# redirection of calls to personal mobiles

# In the event the organisation has instituted a complete ‘work from home’ protocol there are a number of phone communication channels which will need to be diverted.

# An employee can divert ther own phone desk while at the office to their personal mobile phone. This does require the employee to be physically present at their desk phone which may not be possible.

# More information will be provided about the processes for handling incoming calls on our general/ reception phone numbers.

# DATA PRotection and privacy

# While working remotely there is occasionally need to email documents to yourself to allow access on your local system. If you are doing this, please be mindful that at no point in time should private or confidential information be saved to any local hard drives outside of the {INSERT EMPLOYER NAME} secure network. If you are unsure of what may be considered private, confidential, or sensitive information please discuss with your line manager.

# IT Support, System Issues and slow downs

# We recognise that these are unusual and untested times and there will likely be some system issues and slowdowns as our infrastructure is required to meet a different remote demand. Please contact your line manager/Practice Manager if you are feeling frustrated or concerned about your reduced work output. We will need to manage our own and others expectations as we adapt to a different way of working.

# Inability to meet demands of work hours, or need for flexibility

# Working from home may not provide you with the focussed environment that you are able to enjoy in the office setting. This is especially so if you have unplanned caring repsonsibilities. Please discuss your output abilities with your line manager/Practice Manager and feel free to propose/ request flexible working hours to accommodate your environment and changing availability. For example if you suddenly have children at home you may prefer to work a portion of time through the day, but also some hours in the evening. Please speak with your line manager about how this may be able to work with business needs.

# IN the Event AN employee oR immediate family becomes unwell

# If at any time you become unwell or have caring resposibilites for a family member please notify your line manager/Practice Manager immediately and complete the appropriate leave application. Your work can then be reassigned so that you can focus on your or your family member’s health.

# APPENDIX ONE: WorkHOME WORKPLACE SELF ASSESSEMENT

The purpose of this Assessment is to give employees the tools to make their own safety assessment of their workspace.

| Potential Risk | Question/Suggested Requirement | Tick | Comments and Controls |
| --- | --- | --- | --- |
| Designated Workstation | Have you defined a designated work area in your home where you will carry out work related tasks? |  |  |
| Emergency - Fire | Are smoke alarms fitted in the home?   * If yes, TEST them.   Did all the alarms pass the test?   * If an alarm failed, please arrange to have this fixed ASAP.   If smoke alarms are not fitted, it is advised that installation is considered.  Are fire extinguishers available in the home?  Are emergency routes and exit doors clear of obstructions? |  |  |
| Data Security | Is the home workstation kept secure?   * Data management processes to be complied with. * Keep computer locked whenever away from the workstation. |  |  |
| Emergency - First Aid | Is a first aid kit available in the home workplace?   * It is advised that a small kit be available near the home workstation.   Is the kit easily accessible? |  |  |
| Ergonomics - Computer Workstation set up | * See Section 2 for a full workstation set up checklist. |  |  |
| Ergonomics – Equipment | Is the equipment required to complete work available?  Is the equipment in good condition?   * Computer is not cracked or broken presenting a physical or electrical hazard * Chair is sturdy. * Table is large enough to fit computer, phone and any working documents |  |  |
| Ergonomics – Lighting | Does the home workplace have adequate lighting?   * Are window coverings fitted to prevent sun glare on computer monitors? * Are lamps and other artificial lights available to light the workstation and exit and entry points? |  |  |
| Ergonomics – Temperature and ventilation | Is the home workplace fitted with air conditioning/heaters to maintain a comfortable temperature?  Does the home workplace have good ventilation? |  |  |
| Slip/trip hazards | Is the agreed work site/workstation clean and tidy?   * No electrical cords or cables. * No steps. * No mats or lose carpets/ slippery floor surfaces. * Filing cabinets and drawers are kept closed. * Children’s toys and play areas are away from the work area. * Other items such as books, shoes etc. are not to be left on the floor in the work area. * Kitchen kept clean and clear, reduce exposure to hazards (water, hot surfaces, electrical hazards, chemicals, slips and trips) |  |  |
| Fatigue and Regular breaks | Are there facilities available where the Worker can take breaks from the workstation?   * Hydration and meals. * Space to move around away from the workstation every 30 minutes. * Access to kitchen and toilet facilities. * Ability to get fresh air regularly.   Have work hours been agreed upon?   * Never work longer than 12 hours in one shift. * Agree with the supervisor how many hours are to be spent working per day. |  |  |
| Work distractions | Is the workstation free from distraction?   * Preferred option is for a separate room to be used to allow the Worker to focus on work, free from distractions. |  |  |

# Appendix TWO – Workstation Setup Checklist

The purpose of this form is to assess the set-up of your workstation.

Where the answer is ‘No’ please record any comments on how the requirement may be met and discuss with your line manager/Practice Manager if you have further concerns. .



Figure. 1: Optimal Posture

| **Requirement** | **Y** | **N** | **NA** | **Comments** |
| --- | --- | --- | --- | --- |
| **Chair** |  |  |  |  |
| I have a comfortable, adjustable chair which supports my posture (see figure 1.) |  |  |  |  |
| All chair adjustment mechanisms are in good working order |  |  |  |  |
| The back support is at an angle of 90-100 degrees to the seat pan |  |  |  |  |
| I can sit right back in the chair so the back-support fits neatly into the hollow of my back, and there is approximately 2-3 finger-width clearance between the front edge of the seat and the back of my knee |  |  |  |  |
| When seated at the workstation with my hands on the keyboard I can achieve the following posture:   * Shoulders relaxed and symmetrical, head in midline * Elbows slightly away from the body and slightly higher than wrists * Wrists in functional position (slightly extended - 10-20 degrees) * Hips slightly higher than knees * Thighs not making contact with under-surface of desk * Feet flat on the floor or a footrest (not dangling) |  |  |  |  |
| Chair arms are not present or are low enough to easily clear the desk |  |  |  |  |
| The chair is stable (does not slip or roll) on the floor |  |  |  |  |
| I break from sitting every 30 minutes for 1-2 minutes to stretch working muscles |  |  |  |  |
| **Desk** |  |  |  |  |
| The desk, whether fixed height or adjustable, is suited to my height |  |  |  |  |
| I have sufficient leg room, and do not store items under the desk that encroach on this space or compromise my posture |  |  |  |  |
| If there is an adjustable keyboard shelf, it is adjusted flush with the desk and does not encroach on leg room |  |  |  |  |
| **Computer Monitor** |  |  |  |  |
| The monitor is directly in front of me and approximately arm’s reach away |  |  |  |  |
| The monitor is perpendicular (flat) not tilted |  |  |  |  |
| The top of the monitor is at the same height as my eyes. If wearing multi-focal lenses, it should be lower to avoid extending the neck back |  |  |  |  |
| The screen is adjusted to a comfortable level of brightness, contrast and font size |  |  |  |  |
| The monitor is positioned so light sources do not impact the screen, e.g. glare or reflections do not affect my visual comfort; I am not looking into strong light |  |  |  |  |
| I scroll my work up to the top half of the monitor to reduce neck bending |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Laptop Computer** |  |  |  |  |
| I use a laptop stand to raise the laptop, so the top of the screen is at the same height as my eyes. A box or phone book may suffice |  |  |  |  |
| I use an external keyboard and mouse with the laptop. These items are readily available at office suppliers and stores that carry computer accessories. |  |  |  |  |
| **Keyboard** |  |  |  |  |
| The keyboard is positioned directly in front of me at a distance from the edge of the desk that feels right |  |  |  |  |
| I keep my fingers slightly bent and strike the keys softly when keying |  |  |  |  |
| My wrists are slightly extended (10-20 degrees) whilst keying, and not resting on the desk creating a sharp angle at the wrist joint. If resting on the desktop, a keyboard wrist pad should be trialled. Keyboard wrist pads are available from office suppliers and stores that carry computer accessories. Or ask your supervisor to provide one |  |  |  |  |
| I take micro-pauses and rest breaks (5-10 seconds every 5-10 minutes) when performing prolonged periods of keying |  |  |  |  |
| I am familiar with keyboard shortcut keys and use them wherever possible in preference to mouse operation |  |  |  |  |
| **Mouse** |  |  |  |  |
| My mouse comfortably fits my hand and works freely |  |  |  |  |
| My mouse is positioned close to the keyboard |  |  |  |  |
| My mouse pad is flat and in good condition |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| VERSION CONTROL | | | | |
| **Revision** | **Date** | **Description** | **Prepared** | **Checked (Content Expert/s)** |
|  |  | Issued for Internal Review |  |  |
|  |  |  |  |  |
|  |  |  |  |  |