

COVID-19 Temporary Alternate Workplace Arrangements

Covenant Health is recommending proactive social distancing measures to reduce the spread of the COVID-19 virus. One of the recommendations is providing the opportunity, if appropriate, to temporarily work from home during this period.

The following guidelines for alternate workplace arrangements (AWA) are in place:

Approval/Eligibility

- The manager/supervisor will identify if the work of the employee can be reasonably and appropriately completed from the employee's home.
- Approval will be at the discretion of the manager/supervisor.

Hours of Work and Availability

- Hours of work while working from home will meet the same expectations as set out by the manager/supervisor as if the employee were working at their primary work location.

Responsiveness/Availability

- The ability to communicate and be responsive while working from home is expected. Managers/supervisors will set expectations around response times and the preferred mode of communication.
- It is the managers/supervisor's responsibility to set expectations, assign work and track measurable outcomes.
- It is the manager/supervisor's responsibility to ensure that every effort is made to keep individuals working from home connected to the team and the workplace.

Equipment

- Covenant Health does not have the ability to provide equipment above and beyond what is currently assigned to the employee unless there are **extenuating** circumstances. Should there be a need for additional IT equipment, requests should be sent to AWA.ITSupport@ahs.ca who will evaluate and determine appropriateness of additional equipment. Note: SLT approval will be required for equipment requests.
- Personal use of computers and software are at the discretion of the employee. Should an employee choose not to use personal equipment and/or technology and they do not have access to Covenant Health issued equipment, the employee will be deemed ineligible for the temporary AWA.

IT Access Options for Working Remotely for Authorized Staff

- In response to the COVID-19 pandemic, there have been many requests from Covenant Health staff to temporarily work remotely from home. Staff may be given the opportunity to work from home, where possible, with manager approval, as outlined in the Covenant Health guideline on [Temporary Alternate Workplace Arrangements](#). Information has been posted on Insite to explain the [technical options for working from home](#) and for [accessing applications remotely](#).

Technical Support

- IT and technical support will be provided by the [IT Service Desk](#). Assistance for home network or internet provider issues **will not** be provided.

Safely Working at Home

- Worker's Compensation Board (WCB) coverage is applicable for approved AWAs. Employees are expected to report any work-related injury to their manager/supervisor immediately.
- Managers/supervisors are responsible for ensuring that the following have been completed for all temporary AWAs: (see document entitled *Working From Home Package*)

Privacy/Security

- Employees are responsible for maintaining the privacy and ensuring the confidentiality and security of information and Covenant Health/IT equipment as they would at a designated business worksite. All Covenant Health policies regarding privacy, appropriate access to information, information security and appropriate use of Internet and Covenant Health technology apply to working from home as they would in a designated Covenant Health worksite.
- Employees are required to complete [Introduction to Information & Privacy module on CLiC](#).
- Employees working from home are responsible to inform all information system security incidents involving information technology resources and/or privacy breaches involving potential or confirmed unauthorized collection, use disclosure or access to COV information, as soon as they become aware by contacting Information and Privacy (I&P) at privacy@covenanthealth.ca. If appropriate, I&P will notify AHS IT Security and Compliance by emailing SecurityIncident@albertahealthservices.ca.
- Managers/supervisors are responsible for ensuring that the following has been completed for all work at home arrangements:
 - See document entitled [COVID-19 Checklist Information Privacy Home](#)
 - [Confidentiality agreement](#)

Policies, Directives, Procedures and Guidelines

- All Covenant Health [policies and procedures](#) are applicable when working from home.