



POLICY AND PROCEDURE	
Title: WORKING FROM HOME POLICY	Category: Human Resources
Effective Date: March 30, 2020	Next Review: January 30, 2023
Author: Executive Director	Reviewing Body: Board of Directors FHT,

I. INTRODUCTION

The Niagara North Family Health Team understands that some employees may, at times, be asked to or be given the option to work from home. Working from home is not a universal privilege, and will be arranged case by case. This policy outlines the process used and expectations for employees working from home.

II. BACKGROUND

This policy does not alter or replace the terms of an existing employment contract. Employees must comply with all company rules, policies, practices, and instructions that would apply if the employee were working at the regular company worksite. Working from home is completely voluntary; the Niagara North Family Health Team will not require an employee to work from home.

Work hours, compensation, and leave scheduling will continue to conform to applicable policies and agreements. Requests to work overtime or use leave time must be approved by the employee's supervisor in the same manner.

IV. PROCESS

Permission to work from home must be pre-approved and will be reviewed regularly by the Executive Director. If, at any time, the arrangement no longer meets business or productivity goals, the Niagara North Family Health Team reserves the right to revoke the agreement. In addition, during times of crises, staff working at home may be asked to return to work in order to be re-deployed within the organization.

Payroll

Employees working from home must submit electronic time sheets for all time spent working offsite. No changes will be made to the method of payment or the amount. If an employee is found to have made false reports on their time cards, they may be subject to discipline up to and including termination.

Performance Management

Working from home should not affect an employee's ability to complete day-to-day functions, including communicating with colleagues, management, customers, and so on. Employees must stay updated on department and work events. Employees must keep the Executive Director informed on the progress of assignments and reach out for support if needed. If an employee's presence is required for a meeting at the worksite, reasonable notice will be provided.

Use of Company Property

Employees must coordinate with the IT/Program manager prior to working at home to ensure that their equipment meets data security and confidentiality standards. Employees are required to adhere to all privacy and confidentiality policies of the family health team when working at home.

Documentation

Ensure that you are making appropriate notes and documentation of all visits held virtually as you would an in-person visit. Do not use any recording function for the virtual visit. Remind patients not to record on their end. If you need to take a photograph or make a record, you must have the individual patient's permission and you will need to take precautions to properly document the recording in the usual electronic health information system or record. In addition, you are responsible for continuing to complete your statistics tracker and visit data for FHT Ministry of Health reporting.

Working from Home

Working from home creates additional challenges for clinical professionalism, boundaries and privacy. These are extraordinary times, but we need to do our best to meet good clinical standards.

A. Devices

Please use one of our computers issued to you. If you have to use a personal device, please speak with your Executive Director first. If you are using a Niagara North resource in order to work at home, you are acknowledging responsibility for the maintenance and care of that device. Company-owned resources may only be used for business purposes. Employees must take reasonable steps to protect any company property from theft, damage, or misuse. Depending on the circumstances, the employee may be responsible for any damage to or loss of company property. For videoconferencing please use one of the approved platforms including:

OTN

Zoom

Doxy.me

Health Myself Virtual Meeting

B. Private Space

Extra care is necessary to ensure family members or others with whom you are sharing space cannot see or overhear your virtual visits. The employee is responsible for providing adequate workspace and furnishings while working from home.

C. Technology

- Do not post publicly your meeting ID, Room ID or other consultation identifiers (such as on websites or social media posts)
- Do not use public wifi
- Use our virtual private network to remote into our office computer system
- Do not download personal health information records on your own personal device
- Lock your computer when it is not in use by you
- Do not share your passwords
- Have a different password personally and professionally
- Do not click on anything strange or weird emails. Especially related to “invoices” or “change your password”. These are likely hacking attempt emails.

D. Paper

- Avoid printing documents with personal health information at home
- Do not leave paper that has personal health information on it available to anyone else in your home
- When not working, keep all paper for work in a bag, locked room or some other secure place
- Securely destroy all paper records with personal health information (bring to office)

Note: merely removing someone’s name from a record does not necessarily anonymize the record

E. Blocking your personal/home number

- If you are using a personal phone (landline or mobile) ask your telecom provider or check their website how you can block your number when using it for virtual visits

F. Consultation and Debriefing

- Clinicians are reminded you can still contact colleagues to consult or debrief remotely to reflect how we would normally support each other

Do your best to protect privacy. We have heard there have been attempts at cyberattacks during the pandemic. If you suspect your records or a virtual visit

has been compromised, let the FHT Privacy Officer (Executive Director) know immediately.

End of Agreement

At the end of a work from home agreement, employees must promptly return all company property used for working at home. Failure to do so may result in discipline for current employees or legal action if the employee no longer works for the company.

Acknowledgement and Agreement

I, (**employee name**), acknowledge that I have read and understand the Working from Home Policy of the Niagara North Family Health Team. Further, I agree to adhere to this policy. I understand that if I violate the rules or procedures outlined in this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____