

# Working remotely during COVID-19

For workers

For leaders

Setting yourself up for success

Stay connected

Take care of yourself and be safe

For  
workers

We appreciate that not everyone can work from home, but for those who do here are some guidelines for working remotely. Developing healthy habits and high quality relationships have been positively connected to increased productivity and feeling psychologically safe when working from home. Here are some tips and tricks for workers:

## Setting yourself up for success

### Create a workspace that works for you

Setting up a dedicated workspace at home is crucial to your productivity and focus. **Remember to make sure your workspace is safe and private.** More information on WHS and Privacy requirements can be found in the **Temporary Alternate Workplace Arrangements** guide.

### Figure out a schedule

Work with your leader to set your core hours to meet operational needs, and also ensure your best productivity. Share your schedule with your team so that everyone can meet their commitments.

## Stay connected

### Communication is key

Communicating accurately and frequently helps people stay connected and makes your relationships stronger. Don't just rely on e-mail, pick up the phone or use Skype, written communication can lead to misunderstandings and lead to workplace conflict.

### Be accessible

Make sure to be accessible to your leader and your team during your scheduled hours.

**Connecting** with others eases loneliness that sometimes comes with remote work, lifts spirits, and generates a sense of belonging

### Check in with your leader regularly

Work with your leader to establish regular check-ins to talk about how things are going, your goals and priorities, and any additional supports that you need to do your job safely and effectively. Let your leader know when issues arise.

### Get in face time

Utilize the tools such as Skype and Zoom to maintain a connection. Using video helps put a face to your name and helps to build rapport over time.

# Take care of yourself and be safe

## Report illness or injury

Remember to report any work-related injury or illness to your manager ASAP. Worker's Compensation Board coverage is applicable for approved Alternate Workplace Arrangements (AWAs).

## Practice self-care

Carve out time each day for exercise, meditation, eating healthy or other self-care practices. Taking breaks throughout the day can help with improved productivity and mental well-being. Here are examples of simple **stretches** and **exercises** you can do.

## Practice empathy

It is beneficial to practice empathy with others and yourself. Give your teammates the benefit of the doubt that they are doing their best to manage priorities. Also, do not be too hard on yourself—know that you are putting your best foot forward for you, your team and your family.

# Seek help if necessary

Remember to reach out for support when you need it. This could be as simple as speaking to your manager or a co-worker at work. You can also reach out for additional help through supports such as the *Employee and Family Assistance Program*.

**If you have any questions or concerns about working from home, connect with your leader.**

Find additional resources for staff during COVID-19 [here](#), including additional staff supports.

AHS staff must receive approval to temporarily work remotely during COVID-19 as outlined in the *Temporary Alternate Workplace Arrangements*.

# Managing workers working remotely

For workers

For leaders

Communication is key!

Setting workers up for success

Ensuring workers are safe & healthy

## For leaders

Below are some tips for leaders when managing staff who have alternate workplace arrangements in place during this period.

## Communication is key!

Managers will need to take extra time and measures to communicate with employees during this time. Staff may feel isolated and disconnected when working remotely, especially those who are used to face-to-face contact with their leaders

and colleagues. The goal is to stay connected and ensure that staff are getting the supports and guidance they need to safely and effectively perform their roles remotely. Here are some tips:

**Check in** regularly with the employee to see how things are going, and if there are any health concerns or additional supports needed.

**Check** *insite* often for **COVID-19 information** and provide updates to your team that relate to them.

**Celebrate** the great work we are doing together.

**Schedule** regular team meetings and update sessions to ensure the group is connected and sharing information.

**Encourage** employees to check in regularly with their colleagues to stay connected and get additional support.

It's as simple as finding ways to be kind and helpful in tough times that make the biggest difference.

## Setting workers up for success

This may be the first time that some staff are working remotely and it can be a learning curve when it comes to setting up a routine, structuring days, maintaining customer service and understanding priorities. Managers will need to

spend time with staff to ensure that goals and priorities are discussed and that staff are set up for success. Below are some tips for doing this.

**Ensure** staff have the equipment and supplies they need to work remotely (see **Temporary Alternate Workplace Arrangements** guidelines for more information on equipment).

**Establish** goals and priorities (either daily or weekly) with workers, and ensure that these are shared with the team

**When possible,** pair staff up for projects and assignments—this enables workers to maintain regular contact with each other and feel supported in their work.

**Ensure** customer service and operations are maintained. Encourage your staff to advise you of any impact that working remotely is having on customer service or regular operations.

## Ensuring workers are safe & healthy

At this time workers may be feeling a lot of work and personal stress. You can support them by connecting them with supports such as [EFAP](#).

If an injury occurs ensure that your workers report it in [MySafetyNet](#). Managers must also follow up on accident or injury reports as soon as possible—Worker's Compensation Board (WCB) coverage is applicable for approved Alternate Workplace Arrangements (AWAs).

Please refer to the [COVID-19 Insite](#) page for updated information and other staff supports or contact your HRBP Advisor or WHSBP Advisor with any questions.