

SURREY LIBRARIES

INTERIM FLEXIBLE WORK PROGRAM PROCEDURE – COVID-19 PANDEMIC RESPONSE

WITHOUT PREJUDICE AND PRECEDENT

MARCH 20, 2020

To protect employees and members of the public from the spread of COVID-19, an interim flexible work program has been developed for use under special circumstances.

Note that this arrangement is temporary and limited to the timeframe as deemed necessary by Surrey Libraries.

The following procedure outlines steps to be taken to support this program jointly by the employee and manager.

1. Identify what positions are suitable for working from home by looking at the following criteria:
 - a. Does the job require regular face to face interaction with customers or clients?
 - b. Does the nature of the job generally lend itself to working remotely?
 - c. Can the work be effectively performed remotely?
 - d. Will collaboration with the employee's team become difficult?
 - e. Is there an ability to practice social distancing while still remaining at work?
 - f. Does the employee have the resources required to work from home (i.e. computer, network access, phone)
 - g. Does the Library have resources available to accommodate the position working remotely?
 - h. Does employee have the ability to work safely with minimal disruption?
2. Determine how long the flexible work program shall continue for each position.
3. Address the following elements for each position:
 - a. Confirm hours of work and break entitlements
 - b. Establish clear expectations including a work plan with specific goals, schedules and deadlines
 - c. Obtain best phone number for contact
 - d. Identify regular check in dates / periods to monitor progress and provide updates
 - e. Establish expected method and frequency of communication (i.e. phone/email/MS Teams/other)
 - f. Clarify that face to face meetings may still be required at times
 - g. Confirm adherence to Surrey Libraries and applicable City of Surrey policies and practices
4. Develop a spreadsheet to track all positions identified and related details.

Note: Where possible, manager needs to try to ensure work is distributed evenly if multiple requests received.