

# **SURREY LIBRARIES**

## **Interim Flexible Work Program – COVID-19 Pandemic Response**

**Without Prejudice and Precedent**

**March 20, 2020**

According to health authorities, social distancing is a highly effective way to prevent disease transmission and can be achieved through a variety of means including remote working, rearranging workspaces, and modifying work processes.

In keeping with the recommendations stated above, Surrey Libraries closed all branches to the public and has developed the following Interim Flexible Work Program in our response to the COVID-19 pandemic.

Our objective is to assist staff by reducing their potential contact with others through practicing social distancing. Surrey Libraries is supporting remote working where feasible based on the nature of work of positions and the work available.

This program will remain in place until such time the pandemic response has concluded or until Surrey Libraries deems it to be no longer effective.

### **Eligibility**

This program applies to all Surrey Libraries staff.

### **Surrey Library Policies**

Surrey Libraries policies and procedures, and applicable City of Surrey policies and practices, must be adhered to regardless of the employee's working location.

### **Responsibilities & Expectations**

In consultation with your manager, identify if the work completed by the employee can be reasonably and appropriately completed remotely.

Work from home functions require approval of a Director. The Director will notify Human Resources when an employee is temporarily approved to work from home.

An employee may be requested to create a weekly work plan and send it to their manager for review at the beginning of the week and provide periodic updates as necessary.

Hours of work while working remotely will meet the same expectations as if the employee were working in their primary work location.

The ability to communicate and be responsive while working remotely is expected. Employees will be available during business hours for telephone call, conference meetings and as needed for the provision of updates. Direct supervisors will set expectations around response times and the preferred mode of communication. Face to face meeting may still be required.

Employees working remotely are responsible for ensuring Internet services are available.

Employees working remotely will not be reimbursed for any additional work related costs incurred including provision of Internet services.

If the work of the employee is unavailable and/or ineligible for the interim flexible work program, the employee and manager will discuss leave from work options.

If the employee's ability to work remotely in an effective manner will be impacted by personal circumstances, please discuss the specifics with your manager as soon as possible (e.g. childcare challenges, caring for a family member who is ill), and next steps will be determined.

## **Equipment**

Surrey Libraries has limited technology to support the Interim Flexible Work Program. Necessary technology will be deployed to eligible staff should it be determined that they are able to work remotely. While Surrey Libraries' email can be accessed from any browser or smart device, access to internal file shares (e.g. D: drive) is only enabled from a Surrey Libraries or City of Surrey issued laptop. Staff should copy any files they work with from the D: drive to OneDrive where they can share and access by logging into [www.onedrive.com](http://www.onedrive.com). Remote access for staff using their own computers or laptops will be considered on a case by case basis as required.

## **Technical support**

Employees may contact the help desk for any technology related issues. IT Services is unable to provide in home support. If hardware support is warranted to resolve a technical issue, the equipment is required to returned to IT Services for remediation. Note that IT support resources may be limited and there may be a delay in receiving support.

Contact: [IT-ServiceDesk@surrey.ca](mailto:IT-ServiceDesk@surrey.ca).

## **Occupational Health and Safety**

Employees must ensure that they maintain a safe working environment for the duration of interim flexible work program. For example, employees should ensure their work space is free of tripping hazards, has adequate lighting and is free of noise and distraction. In addition, staff should refrain from sustained sitting in one position or prolonged periods of looking into a computer monitor.

Employees must report to their manager any concerns or work-related accidents that occur at any remote location. Surrey Libraries is not liable for non work-related injuries that may occur at any remote location.

## **Confidentiality**

All employees are responsible for securing and protecting Surrey Libraries' property, documents and information. Employees who work remotely must agree to abide by the terms set out in relevant Surrey Libraries' policies and procedures.