

COVID-19 WORK FROM HOME GUIDELINES



1 Remote Work Overview

Remote working is designed to allow team members to work from home just as they would in the office (i.e., answer calls, correspond to emails, work on projects, attend meetings via teleconference). Remote work can be helpful in urgent situations, allowing for continuity of operations. This guide outlines key considerations, best practices, of Rainbow Consult (RAINBOW) specific to COVID-19 remote work

2 Key Considerations Checklist

2.1 Priorities & Essential Work

Evaluate the responsibilities and priorities of your position, considering customer/collaborator impact and feasibility of completing some or all of it remotely (with or without adjustments). Share your thoughts with your supervisor.

2.2 Technology

At a minimum, team members need a computer, internet, and phone access. If you do not have a RAINBOW-issued laptop but have a personally owned computer/laptop/iPad, you may use this.

2.3 Home Environment

Consider whether your home environment is conducive to remote work. Factors include the demands of other household members, household construction, appropriate lighting, seating, and other basic conditions. Set expectations with others in your home regarding your interactions and availability.

2.4 Pay

All team members who work remotely will receive their regular pay, unless otherwise discussed with management.

2.5 Contact Information

Provide multiple forms of contact information to the office manager.

2.6 Remote Agreements & Expectations

Due to the fast pace of evolving health regulations and the anticipated wide use of remote work, it is anticipated that the RAINBOW team will be working remotely for at least two (2) weeks. Expect email updates from the Office Manger about the extension of the Work from Home Directive or the resumption of normal work from the office

2.7 Meetings

Normal Monday morning team meetings will be held via Skype at 9:00 am every Monday during this period. It is the responsibility of every team member to ensure that they are available on Skype for said meeting on time each week. Other meetings may be scheduled outside of this and communicated to the team members. All such meetings will be held on Skype. Attendance to such meetings is mandatory during this period.

2.8 Time & Performance

You should be meeting basic performance expectations, have basic computer skills for email, internet browsing, and Microsoft Office, and be able to commit to working productively from a remote location for the duration identified. Test remote work conditions by the end of Monday, 16th March 2020. This allows you and the office manager to identify glitches, challenges, unanticipated questions, etc. and adjust accordingly. This reduces the amount of logistical challenges during the period.

2.9 Schedule & Workload

All team members are expected to maintain their regular schedule and workload during this period. Team members are expected to start remote work at 9:00 am and end at 5:00 pm every weekday (Monday to Friday)

2.9.1 Communication Expectations

It is expected that each team member be available to communicate via phone call, text message, email and Skype during working hours in this period.

2.10 Confidential & Sensitive Data

Each team member must adhere to the sensitive and confidential data standards issued by Rainbow Consult. Team members are reminded that all work input and output is confidential. Team members are reminded to use OneDrive when transferring large files to other team members and clients.

2.11 Virtual Meetings

Best practices for all virtual meetings on Skype:

- Log in early and test your audio/video settings.
- Use your webcam if appropriate to increase interpersonal communication and support those who rely on lipreading.
- Use mute to reduce background noise when you are not speaking.
- When using video, be thoughtful about where you are participating from and the setup. For instance, what individuals can see behind you, what noises might they hear from household members and pets, the lighting, etc.

2.12 At Home

Remote team members should factor their wellbeing into their home office set-up.

You may experience challenges adjusting to a different environment, especially if you are accustomed to working very physically. Build physical movement into your day. Loneliness can often occur with remote workers. Seek opportunities to connect virtually with your colleagues and others as much as possible.

Tips:

- Choose a location in the home that has limited distractions and ample natural lighting
- Maintain good posture where you sit
- Take regular breaks (5 min of every hour) to look away from the screen and improve circulation
- Stay consistent with your eating, sleeping, and exercise routine as appropriate
- Structure your day, building in social time with colleagues and others
- If you have peripheral devices, connect an external keyboard, mouse, headphones, and/or monitor to increase your comfort
- Maintain boundaries to prevent overwork – unplug at the end of your work time