

PHC Working Remotely Toolkit

Terms and Conditions of Working Remotely

Employment Terms & Conditions

The provisions of all relevant legislation, workplace policies and guidelines, Collective Agreements, and Terms and Conditions of Employment continue to apply when an employee is working remotely. Employee status, compensation, benefits and leave entitlements, work responsibilities, work hours, and eligibility for authorized overtime are not altered and are managed through existing practices/directives.

Performance

It is the expectation of Providence Health Care (PHC) that employees working remotely will continue to meet their employment obligations. An employee has the same performance accountabilities when working remotely as they do when working on-site. Similarly, a manager has the same supervisory accountabilities to employees working remotely as they do to employees working on-site.

Remote Workspace

The employee shall designate a remote workspace.

The manager must approve the site chosen as the employee's remote workspace.

The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and to PHC technology.

PHC has the right to make on-site visits (with 48 hours advance notice) to the remote work location for purposes of determining that the workspace is safe and free from hazards, and to maintain, repair, inspect, or retrieve PHC-owned technology, software, data or supplies.

Occupational Health and Safety

The employee's remote workspace will be considered an extension of the organization's work place. Therefore, when working remotely during work hours and while performing work-related functions in the designated remote workspace, the employee is covered by Worker's Compensation.

Reporting and investigation of incidents and hazards will follow the organizational process.

The organization assumes no liability for injuries occurring in the employee's remote workspace outside the agreed-upon work hours or when the employee is performing non-work related activities.

If the remote workspace is in an employee's home, the organization is not liable for loss, destruction, or injury that may occur in or to the employee's home. This includes family members, visitors, or others that may become injured within or around the employee's home.

Information Privacy and Security

Employees continue to be accountable to ensure privacy and security of health and business information, as well as the security of data and technology, regardless of where they work, as outlined in the [PHC Information Privacy and Confidentiality Policy](#) and [PHC, PHSA and VCH Information Security Policy](#).

To comply with PHC's obligations under the British Columbia Freedom of Information and Protection of Privacy Act, any employee working with personal information must only access the information from a location within Canada.

Employees who are working remotely, and are accessing PHC information, data or documents that contain personal information (employee, volunteer, credentialed staff, student or patient/resident/client) or confidential business information are required to use PHC secure access, either Citrix Remote Desktop or Citrix VPN.

Employees are responsible for securing and protecting the property, documents and information belonging to the employer. If there are paper documents with any personal information, they must be stored in either a locked cabinet or a locked room that no other member of the household can access.

Employees will promptly report to their manager any circumstances or incidents which may compromise the confidentiality of any property, documents or information in connection with their employment.

PHC Secure Remote Access

PHC will provide employees secure remote access to the PHC network. The access to and use of the PHC network from a remote work location is limited to authorized persons and for purposes relating to the organization's operations.

If an employee has a PHC-issued laptop, the laptop shall have the appropriate security applications installed so that the employee will have secure access when working remotely. If the employee does not have a PHC-issued laptop and is using their personal computer, the employee shall have the appropriate applications installed to enable secure remote access.

PHC IMITS Service Desk

Employees working remotely will have access to the PHC IMITS Service Desk support.

For employees using their personal computers, PHC IMITS Service Desk support is limited to best effort.

Reimbursement of Employee Costs

Working remotely must not result in additional costs to PHC. PHC will not pay for, or reimburse the employee for, any costs associated with setting up and/or maintaining a remote work location. PHC will not pay for, or reimburse the employee for, the cost of technology (computer, keyboard, mouse, monitor, etc.), furniture (desk, desk light, chair, filing cabinet, etc.), or any portion of the remote work location's internet, heat or electricity.

Reimbursement of work-related travel expenses shall be in accordance with the [Travel and Business Expense Reimbursement Policy](#).

Office Supplies

Office supplies will be provided by the organization as needed.

Out-of-pocket expenses for other supplies will not be reimbursed.

Remote Office Procedures

The employee will reference their primary PHC worksite on business cards and other printed or electronic material. A home or personal address should not be publicly displayed.

In-person meetings may not take place at an employee's personal residence.

Working Alone or in Isolation Check-in Procedure

In situations when working remotely is considered working alone, a check-in procedure is required. See [PHC Working Alone or in Isolation Policy](#).

A check-in procedure will be agreed upon by the employee and manager, and will be included in the Working Remotely Agreement.

Care of Dependents or Pets

Working remotely is not designed to be a replacement for appropriate child care, elder care or pet care. The focus of working remotely must remain on job performance and meeting operational requirements.

Workers' Compensation

The employee's remote workspace is considered to be an extension of the organization's work place. Therefore, when working remotely during work hours and while performing work-related functions in the designated remote workspace, the employee is covered by Worker's Compensation. Compensation will be limited to the work schedule and work location identified in the Working Remotely Agreement.

Remote Workplace Injuries

If a work-related injury occurs when working remotely, the employee must follow PHC's injury and incident reporting procedures, just as they would do at a PHC worksite.

Insurance

If an employee is working from home, they are responsible for ensuring they have adequate and appropriate home insurance coverage and/or that working from home does not breach the terms of their household insurance policies.

Municipal/Regional/District Requirements

If an employee is working from home, they must ensure that they comply with all municipal or regional bylaws and regulations. The onus is on the employee to determine this as well as to ensure that the work from home arrangement does not contravene any rental or lease agreements, which they must also determine.

Taxes

It is the employee's responsibility to determine any income tax implications of maintaining a remote workspace, including a home workspace. The organization will not provide tax guidance nor will the organization assume any additional tax liabilities or issue a T2200. Employees are encouraged to consult with the Canada Revenue Agency regarding income tax implications.

Data Collection, Research and Analysis

The employee shall agree to participate in any and all data collection, research and analysis relating to PHC's Working Remotely initiative