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# COVID-19 - Pandemic Planning - Working Remotely

Level of Approval Required: CEO  
Secondary Level – Provider of  
Background Information: Director  
Section: Temporary Procedure (result of measures taken during COVID-19 pandemic)

## Policy Statement

To protect the health and safety of staff and the community during the COVID-19 pandemic, on March 16, 2020 at 6:00 pm the Greater Victoria Public Library (GVPL) closed all staff and public areas of the system. As a result, employees will not report to work at a staff or public area of the system from March 17 onwards, unless (a) they are notified by their Director to return prior to re-opening; or, (b) they are notified by their Director to return in preparation for the system to reopen.

To provide ongoing service to the community, when operationally feasible, employees critical to the operation of GVPL may be authorized to work remotely. This temporary procedure is specific to working remotely during these exceptional circumstances and will be valid for the short-term duration of the system closure or as long as deemed necessary by GVPL.

The decision to authorize an employee to work remotely will be made by the CEO, with input from a Director.

This procedure is subject to change dependent on the ever-evolving information and decision making required during this unprecedented time.

## Eligibility

The CEO will determine which employees are authorized to work remotely. These decisions will be made on a case-by-case basis and will be subject to the operational requirements of GVPL. Upon CEO approval, a regular employee in the following exempt and CUPE job descriptions or classifications are eligible to work remotely: (a) as required, (b) on a regular full-time basis; or, (c) on a regular part time basis:

### Senior Leadership Team

- CEO
- Directors
- Assistant Director

### Senior Leadership Team and Board Support

- Executive Assistant

### CaTS

- Coordinator, Collections and Technical Services
- Cataloguing Librarian
- Collections Librarian
- Senior Librarian, Cataloguing
- Senior Librarian, Collections Services

### Finance

- Coordinator, Finance
- Finance Assistant
- Payroll and Benefits Officer
- Purchasing Advisor

### Facilities

- Coordinator, Facilities

### Library Services, Innovation and Delivery

- Coordinator, District
- Coordinator, Customer Service
- Coordinator, Public Services
- Senior Librarian, Central Library
- Public Services Librarian
- Public Services Librarian - Customer Service

### IMIT

- Coordinator, IMIT
- Senior IT Analyst
- IT Support Analyst
- Business Analyst

### Planning and Engagement

- Coordinator, Planning
- Communication Officer
- Graphic Designer

### People and Culture

- People and Culture Advisor
- People and Culture Assistant

## Working Remotely Criteria

The eligibility criteria to work remotely considers three factors: COVID-19 self-isolation requirements, business continuity requirements and our ability to provide limited service delivery for the public during the system closure.

The following will be considered:

- 1) which job descriptions are required:
  - is the staff role critical to business continuity e.g. payroll, accounts payable/receivable, facilities oversight, internal (board and staff) and external (public, media and funder) communications?
  - is the staff role essential to remote public service delivery?
  - are technology and tools available to support the individual working remotely?
  - can the work assigned to the individual be measured in terms of performance e.g. time, effort, quality or quantity?
- 2) if the employee within the job description can work remotely:
  - what are the skills and abilities of the employee in the job description?
  - is an available workspace compliant with the 'Work Safe Remotely' section noted below?
  - has the individual agreed to the COVID-19 - Pandemic Planning - Working Remotely procedure and indicated they understand their responsibilities when working remotely?

## Compensation and Work Hours

Compensation, benefits, work status and work responsibilities of employees authorized to work remotely will remain unaffected unless notified otherwise.

Responsibilities and tasks assigned by each Director will be relevant to job descriptions but may differ from the day-to-day work performed at a GVPL location. Assignments will be reviewed on a consistent and regular basis by their Director.

The days and hours of work will be determined by the employee's Director e.g. Monday to Friday, 9:00 am to 5:00 pm.

## Work Safe Remotely

### Employer

The GVPL is obligated to ensure a suitable, safe workspace. Refer to policy [4.3 Occupational Health and Safety](#).

In the event of an injury while working from home, GVPL will be required to conduct an on-site investigation. Further, there must be a relationship between employment expectations and the time and place the accident occurs. Each case is judged on its own merits using the same general criteria that is applied to any workplace injury.

GVPL assumes no liability for injuries that occur in employees' remote workspace outside of the designated work hours.

### Employee

To comply with the [Workers Compensation Act - WorkSafeBC](#) employees shall maintain a designated workspace in a safe condition, free from tripping hazards, noise and distraction, with adequate lighting and free of other dangers to either people or equipment. In addition, employees should refrain from sustained sitting in one position or prolonged periods of looking at a computer monitor.

During assigned work hours, and while performing work functions in the designated workspace, employees are covered by WorkSafe BC for injuries arising out of and in the course of performing their job duties in their homes.

Any GVPL materials taken home should be kept in the designated workspace and not be accessed by others.

## Work Plan

Based on the responsibilities and tasks assigned by the Director, the employee will create a weekly work plan including goals, milestones and progress reports and send it to their assigned supervisor for review and approval at the beginning of the week. The employee will provide a progress summary at the end of the week.

## Communication

### Employee

Employees must be available by phone, Microsoft Teams and email during designated work hours. Employees must be available for meetings as required. Employees remain obligated to comply with all GVPL policies, practices and instructions while working remotely.

## Equipment and Tools

### Employer

Subject to availability, GVPL will provide specific tools/equipment for the fulfillment of duties when working remotely. This provision may include computer hardware, computer software, a phone, connectivity to hosted applications and other applicable equipment as deemed necessary.

### Employee

The use of GVPL equipment, software and data is limited to authorized employees and is to be used strictly for purposes related to GVPL operations. Refer to policy [4.7 Responsible Use of Technology](#).

## Confidentiality and Security

Due to the emergent nature of the COVID-19 pandemic, normal workplace protocols will be waived. Employees will be allowed to take specific and employer-owned information and/or property to their home, subject to the Employer's approval. This information and/or property remains the property of the GVPL. Any work product produced offsite remains the property of the GVPL. Refer to policy [4.4 Confidentiality](#).

### Employee

Confidential information must continue to be treated in a secure manner. GVPL information - original, or copies - cannot be retained on personal computers or in hard copy. Any confidential documents that are to be destroyed must be shredded or returned to GVPL for destruction. The use of the GVPL's equipment, software, data and or supplies is limited to purposes relating to the GVPL's business.

Employees will be responsible to secure and protect the property, documents and information belonging to GVPL. Information must be managed and disposed of in accordance with GVPL policies and legislative requirements including Freedom of Information and Protection of Privacy. Employees will promptly report any circumstances or incidents which may compromise the confidentiality of any property, document or information in connection with their employment.

GVPL materials should be kept in the designated workspace and should not be accessed by others.

## Office Supplies

Office supplies required for working remotely will be provided as needed. Office supplies may be taken from the Employer's premises as needed, with permission.

## Additional Role and Responsibilities of an Employee Working Remotely

### Employee

The employee working remotely must confirm they can meet the following requirements:

- regular dependent care arrangements are in place to allow the employee to work in a distraction-free (as possible) environment
- there is a dedicated space or room available where the employee is removed from as many distractions as possible, is able to concentrate, and will ensure remote meetings/calls will not be disrupted (e.g. children, pets, loud noises)
- there is suitable (i.e. ergonomic) furniture necessary to work at home
- internet services are available (for the duration of the COVID-19 isolation measures, financial compensation will not be provided for the provision of Internet services to employees working remotely).

The employee must report to their Director/Coordinator if they:

- are simultaneously providing dependent/elder care
- are unable to work due to illness, including COVID-19
- do not have a safe, designated area in which to perform the work
- are unable to secure and protect the property, documents and information belonging to the GVPL
- are using personal equipment (all equipment and software must be approved in advance by the IMIT department).

### Modification, Extension or Termination of Working Remotely

The working remotely arrangements may be modified, extended or concluded at any time.

### Grievance Procedure

The working remotely arrangement is not subject to the grievance procedure for Union employees.

New: March 2020

Reviewed by: Directors – March 25, 2020  
Union Management Committee – March 2020

Revised:

Comments:

Reviewed by: