



St. Stephen's College Revised Protocol for Remote Work

Rationale:

This document outlines the protocol in place to ensure the safe and effective work of St. Stephen's College employees in contexts when working on-campus is either not permitted or not deemed safe. This document is composed in light of the COVID-19 public health crisis. The measures outlined in this document aim to pre-emptively diminish the spread of COVID-19 on the St. Stephen's College campus and among members of the St. Stephen's College community while conducting College business.

Campus Access and Hours of Operation:

During periods of remote work, all St. Stephen's College business will be accomplished off-campus. The only exceptions to this will be a few on-campus tasks that will be conducted by specific individuals, each of whom will be scheduled to come to campus at specific times. Scheduled campus visits will be spaced so as to minimize both time on campus and social interactions. Additionally, the St. Stephen's building will continue to be cleaned regularly by our janitorial staff, with special attention paid to high-traffic areas.

The campus will be accessible to staff and faculty as per the schedule distributed by management. If you are not scheduled to come to campus but need to access the College building for any reason, please reach out to your supervisor and we will arrange a time for you to come.

The hours of operation for St. Stephen's College during this period of remote work remain as usual: 8.30am–4.30pm. During this time, the St. Stephen's College campus will be closed to visitors and the general public. For the duration of this period, all College meetings, College gatherings, and other College business is to be conducted remotely (eg., online, via telephone, etc.).

Workplace Health and Safety:

We ask that each individual please ensure their home work-station is safe and conducive to the amount of time that you give to St. Stephen's work every day. For example, please ensure there are no loose cords which you could trip over, or other hazards that might impede your work. If you typically use ergonomic equipment at the College, please let your supervisor know and we can arrange for you to borrow it from the College for the duration of this remote-work period. If you have any concerns about working from home, please raise these with your supervisor and/or the Principal and we will make every effort to get you the support you need.

Main Phones and On-Campus Voicemail:

All phone calls to the College will go directly to the College voicemail. Staff and faculty extensions remain enabled so that callers can reach each employee personally. This means that staff and faculty will need to check their voicemail regularly using the instructions outlined in the FAQ below. It is recommended that staff and faculty change their voicemail message to indicate that they are working remotely, and perhaps to advise callers that email contact is preferable.

Emergency Contacts:

In the event of an emergency, please contact one of the following:

- Fred Tappenden (cell): XXX-XXX-XXXX (call or text)
- Shelley Westermann: XXX-XXX-XXXX (call or text)
- Vecas (caretaker) XXX-XXX-XXXX
- UA Campus Security: 780-492-5050
- Building emergency (flood, outage): 780-492-5555 (UA Facilities)
- Emergency: 911

Communication is Key:

Working remotely presents different sets of opportunities and challenges for each of us, depending on how we each work best. As we individually navigate these unfamiliar waters, it is important that we stay in close contact with one another. Don't be afraid to schedule Zoom meetings or to reach out via phone to one another. Staying in close connection with one another is essential to maintaining a positive, vibrant, and efficient workflow. Your supervisor will remain in frequent contact with you, to ensure you are doing well and that you have everything you need. Additionally, for the duration of this remote work period, we will schedule weekly staff meetings to check-in with one another.



FAQs

What if I need to make a phone call to conduct College business?

Please refrain from using your personal cell and/or home phones to conduct College business. Instead, please use the St. Stephen's College Skype account, which has been enabled with credit to function as a pay-as-you-go phone service. Phone calls are made through your computer to any landline or cell phone in the world. To make a call with Skype, please follow these steps:

1. Log into either skype.com or the skype app on your device using the College's account
2. Click "Calls" → "New Call" → "Dial Pad" (or simply look for the "Dial Pad" button on the home screen)
3. Enter the number you wish to call. This can be any cell phone or landline, anywhere in the world.
4. Press the "Call" button. Your call will now go through.

How do I check my on-campus voicemail, or change my voicemail message from home?

- Dial 780-439-7311#extension
- While personalized message is playing, press (**)
- Enter intercom # and 4-digit password; follow prompts

What do I do with paperwork that needs to be filed at the College?

One of the challenges in adapting to remote work will be finding new workflow procedures for things that seems to happen automatically while on campus. This will be felt in a lot of areas, one in particular being the accumulation of paperwork that needs to be filed on campus. As much as possible, it is advised to keep this paperwork electronically stored on your computer, so that you can simply print it out at a later date and file it when on campus. If you find this paperwork to be piling up and you need to access campus to take care of it, please reach out to your supervisor and we will find a time for you to come and take care of this task.

What if I need some info from Learning Works? How do I access it?

We have arranged for Shelley, Tammy, Kelly and Alyssa to have access to Learning Works via remote desktop access to their on-campus workstations. If you need any information from Learning Works, please be in touch with one of them.

How do I claim College expenses and/or reconcile receipts for Visa statements?

Please take a photo of your receipts and submit them with either the expense form or Visa statement. Do not discard or destroy the original receipts. You must retain the hard copies of your receipts, so they can be filed at the College once we return to on-campus work.

What if I need to come to campus but I'm not scheduled to do so?

If you are not scheduled to come to campus but need to access the College building for work that must be completed on-campus, please reach out to your supervisor and we will arrange a time for you to come. As much as possible, our intention is to space campus visits apart so as to mitigate the risk of spreading COVID-19 on the College campus.

What if I am sick while working from home, or if I want to take a holiday day?

Please follow the same process as if you were coming into the office. If you are sick, please let your supervisor know, and also advise Shelley for record-keeping purposes. If you are wanting to take a holiday day, please arrange this in advance with your supervisor.

What about St. Stephen's College mail?

All College mail will be held at the UAlberta mail room for pick-up. Mail will be picked up by a designated staff member as scheduled.

What if I need IT help with remote access?

If you need to request help from James Walker, please email the helpdesk (helpdesk@ualberta.ca) with a CC to James (jwalker@ualberta.ca). Emailing the helpdesk creates a ticket, which is then assigned to James.