

WORK FROM HOME POLICY	
For Students and Employees	August, 2020
Name of Policy	Implementation Date
All Positions	August, 2020
Position(s) Responsible	Date of Last Revision

In the best interest of students who wish to pursue and complete their studies and training during this difficult time, the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education, Skills and Training has authorized the College to continue delivering our training through online and distance learning until it is deemed safe to return to normal or modified in-person operations by federal, provincial, and/or municipal public health experts. Staff should rest assured that whether the College is closed or open in any capacity, the College will be working to ensure they have what they need to succeed, including support, guidance, and resources.

The “Work from Home (WFH) Policy” provides guidance to Students and Employees working and conducting business from home or a remote location, currently and/or in the future. Please note that this policy may change as conditions and/or business requirements change, and staff will be expected to adapt and adhere to these changes, as necessary.

Staff are expected to review this policy carefully and regularly as it may change, and staff should consult with Campus Management should they have any questions or concerns.

GENERAL GUIDELINES FOR ALL STUDENTS

1 Class hours

1.1 Scheduling

All students should be prepared to attend class from their remote location during their regular class hours as if the Campus were still open unless Campus Management modifies class hours based on current needs.

1.2 Productivity requirements

During class hours, students are expected to be productive and complete all assigned work, assignments and projects. If, for or any reason, a Student is unable to attend any assigned on-line or live virtual classes, or if they are unable to complete assignments, homework or projects, it is the Students responsibility to advise their instructor and arrange to make up the time or assigned work within a reasonable and agreed to amount of time.

2 Absenteeism and time off

The absence and time off policy remains unchanged. Students who will be absent or who may require time off from class for any reason should follow the usual procedures or seek

guidance from Campus Management as required.

3 Professionalism and contact with students, clients, and third parties

3.1 Professionalism

All students should continue to work and conduct themselves in a professional manner as they would on-campus. This includes maintaining a presentable appearance, behaving professionally, and working in a dedicated space. Students should create or set aside a dedicated space in their remote location that is free of excessive noise and distractions.

4 Use of College property off-site

Any Student who has signed out any College property, such as laptops, are responsible for maintaining their condition and professional use. They are not to be used for personal purposes. Students who encounter technical issues with College property should seek assistance from their Instructor. Students will be responsible for any damages from the intentional misuse of College property.

5 Modes of communication

Student should communicate with their Instructors, classmates and campus administration staff using methods approved by the College, including e-mail, telephone, fax, and paper correspondence. Other methods of communications should be approved by Campus Management.

5.1 Approved third-party communication software

The College has approved the use of Zoom software for voice and video calls and conferencing in place of in-person interaction, wherever possible. Staff are authorized to conduct “face-to-face” interactions with students as required for the College or on-line and live virtual class sessions.

6 Privacy and restricted information

Students communicating with instructors, classmates or campus administration, for any reason, through any mode of communication, including those listed in section 1.5, must be mindful of privacy concerns and must exercise due diligence in protecting all sensitive and confidential information as required of the College by the *Freedom of Information and Protection of Privacy Act (FIPPA), 1990*.

GENERAL GUIDELINES FOR ALL STAFF MEMBERS

1 Working hours

1.1 Scheduling

All staff members should be prepared to work and conduct business from their remote location during their regular work hours as if the Campus were still open. For example, if your work schedule was 8:30 am–4:30 pm Monday through Friday, you should continue to

work that schedule from your remote location. If, for any reason, staff members need to change their working hours, they should inform and obtain approval from Campus Management, and communicate this information to their teams. Staff may also be requested by Campus Management to modify working hours based on business needs.

1.2 Work requirements

During work hours, staff are expected to be productive and conducting business. Staff should be mindful of their breaks and meal periods as they would if they were on-site. When not taking a break or meal period, staff should be readily available to assist students, clients, and colleagues as the College is operating. If staff members are aware in advance, they will not be available at certain times during the day, they should exercise due diligence to communicate this to affected parties, including students and clients.

2 Absenteeism and time off

The absence and time off policy remains unchanged. Staff members who require time off from work for any reason should follow the usual procedures or seek guidance from Campus Management as required.

3 Professionalism and contact with students, clients, and third parties

3.1 Professionalism

All staff members should continue to work and conduct business in a professional manner as they would on-campus. This includes maintaining a presentable appearance, behaving professionally, and working in a dedicated space. Staff should create or set aside a dedicated space in their remote location that is free of excessive noise and distractions and that appears professional in nature, similar to their workspaces on-site.

3.2 Contact with students, clients, and third parties

When dealing with students, clients, colleagues, or any third party, regardless of method of contact, staff should carry themselves professionally as they would in-person on-site.

4 Use of College property off-site

All staff members who have been given and/or are using College property, such as laptops or telephones, to use off-site are responsible for maintaining their condition and professional use. They are not to be used for personal purposes. Staff who encounter technical issues with College property should seek assistance from the IT contractor or Campus Management, as necessary. Staff members will be responsible for any damages from the intentional misuse of College property.

5 Modes of communication

Staff members should communicate with their students, clients, colleagues, or any third party via methods provided and approved by the College, including College-assigned e-mail, telephone, fax, and paper correspondence. Other methods, such as personal phone or e-mail, may not be used unless approved by Campus Management.

5.1 Approved third-party communication software

The College has approved the use of Zoom software for voice and video calls and conferencing in place of in-person interaction. Staff are authorized to create a Zoom account associated with their College-assigned e-mail address to conduct “face-to-face” interactions as required for the College.

6 Privacy and restricted information

Staff communicating with students, clients, colleagues, or any third party, for any reason, through any mode of communication, including those listed in section 1.5, must be mindful of privacy concerns and must exercise due diligence in protecting all sensitive and confidential information as required of the College by the *Freedom of Information and Protection of Privacy Act (FIPPA), 1990* and the *Private Training Act (PTA)*. This includes protecting any sensitive or confidential information that is provided to any staff or the College, and/or stored in the College’s records in any location, and restricting any release of sensitive or confidential information only to the associated person(s) and upon provision of their consent or approval.