

Best Practices

Ensure staff have a single source of accurate information related to Emergency Telework that includes:

- How to participate (e.g., complete a telework plan or agreement)
- Clear expectations (in terms of work hours, tools, availability, communication protocol, etc.)
- Approximate term of the telework plan (subject to change at the department's discretion and business needs) and notify staff when they are expected to return to office.

Maintain continuous communication with distributed staff:

- Ensure protocols are in place to maintain communication with staff both in the office and telecommuting
- Hold regular staff meetings and 1:1 meetings using audio video conferencing where possible
- Make use of collaboration tools that enable chat or instant messaging, screen sharing, the ability to work on documents in real-time, and conferencing

Ensure staff feel supported and part of larger team:

- Encourage staff to participate in video calls to help foster connectedness
- Conduct regular check-ins with staff via email, text, or phone
- Encourage staff to take their regular breaks and take time for a short walk or stretch