TEMPORARY
HOME WORKING GUIDANCE

INTRODUCTION

1.   With the current isolation restrictions many people across the country, indeed the world, are having to work from home at this time. This guidance is to help you understand your responsibilities during these unusual times and to set out what the College is putting in place to support you.

2.   This policy applies to all staff, however the College recognises that some roles may not be suitable for home working.   They may carry out tasks that need to be performed on site where they provide a service or because some roles need to access resources that cannot be removed from the office.

HEALTH AND SAFETY AND DISPLAY SCREEN EQUIPMENT

3.   It is recommended that where possible you designate an area of your home as a workstation e.g. a desk, home office, dining table or 'foldaway' desk that will be well lit and is ergonomically sound for their use. Do not try to work from an armchair, sofa or bed where the viewing angle of a laptop would not be correct, where their wrist would not be supported and there are risks of work-related upper-limb disorders and eye strain.

4.   Whilst it may not be the case that all have space for a formal office in their homes, please do try to get as close as possible to replicate things like height of the screen and the position or arms on the table or desk.

5.   Setting up your workstation correctly at home is equally as important as when you are in the office, and the same principles apply. Your workstation includes your desk or table, chair, and PC or laptop. Further guidance on DSE set up can be found on the diagram on the final page.

6.   Please complete the checklist at the end of this document and email to your manager. If you identify any issues please raise these with your manager.

COMMUNICATION/KEEPING IN TOUCH

7.   Maintaining regular contact between manager and employee whilst home working is very important. For those not used to it, home working can be isolating. Contact may be by email, online team meetings or telephone conversations. Communication is particularly important if the home working is for a prolonged period of time.

8.   It is up to the manager and the employee to agree the regularity of contact. Ideally some contact should be made daily or every other day but as a minimum it should be once a week.

9.   Whilst working from home, if you become unwell all staff should follow the usual sickness absence policy.

10.   Remember the College has an Employee Assistance Provider (EAP) – Care First who can be contact anytime. Their number is 0800 174319.

IT ACCESS

11.   The College files and programmes needed for home based working can be accessed from a College laptop, a personal laptop or a personal desktop. As this bout of home based working has come to us with limited notice, IT have worked at pace to try to get as many people set up as possible. However, if you need their help to get a home based computer up and running for work please get in touch with them to set up a convenient time for remote access to be activated. The email address to contact IT is set out below:

       it-support@jesus.ox.ac.uk

12.   **Phishing emails**
       Whilst working at home please be vigilant for phishing emails.

       The Information Security team at Oxford University have observed an increase in malicious email activity exploiting the Covid-19 situation. An example of this is that cybercriminals are seizing on the likelihood that people are working from home, and maybe susceptible to strange service messages. Recipients may receive branded emails which appear to be non-delivery alerts, missed call or voice mail services. A link in these credible messages will take you to a fake login page which, if you enter your details, will steal your SSO credentials, your personal details and compromise your account.

       Please familiarise yourself with the normal services available to you as a member of the wider University. If you have received something for the first time, exercise caution. Check the email sender or the address bar of web-pages and, if you are uncertain, then don't engage with it. Send your suspect email, complete with message headers, on a new message to phishing@infosec.ox.ac.uk for analysis and advice.

       Further detailed advice and guidance on how to keep yourself safe online is available on the Information Security webpages.

TELEPHONE FORWARDING GUIDE – COLLEGE LANDLINES

13.   If it is appropriate for you to have your phone forwarded to your mobile phone the instructions are set out below:

<u>On smaller handsets</u>

1. Press the Forward button.
2. Press the down arrow button until the 'Set a forwarding destination?' option appears and then press OK.
3. Then enter 9 and then the number, or just the number that you would like to forward your calls to and press OK to confirm.
4. The light on the Forward button will illuminate.

To cancel call forwarding, press the Forward button & the light will then turn off.

<u>On larger handsets</u>

1. Press Forward.
2. Press Soft Key "Settings".
3. Select the call forwarding type (All calls, Busy, No reply).
4. Press Soft Key "Enter dest."
5. Enter 9 and then the number, or just the destination number and press Soft Key "Save".

To cancel call forwarding, press the Forward button & the light will then turn off.

<u>To change forwarding destination on larger handsets:</u>
1. Press the Forward button twice
2. Press Soft Key "Enter dest."
3. Enter 9 and then the number, or just the destination number and press Soft Key "Set forwarding".

If you need assistance with doing this, please contact - itsupport@jesus.ox.ac.uk

14. Please be aware work material must not be saved to the hard drive of a personally owned PC (or other electronic device) or circulated electronically outside of the College network.

15. Please note that if you use your own computer equipment the College is not responsible for the equipment - laptop or desktop.

OUT OF OFFICE MESSAGE

16. During the three weeks at Easter when the College will have more people who work from home that usual please use the following out of office message and answer phone message so that we are providing a consistent approach.

- **OUT OF OFFICE EMAIL FOR STAFF**

  Thank you for your email.

Due to the current COVID-19 situation and to ensure the health and wellbeing of all in our community, Jesus College is running a significantly restricted operation between March 24th and April 19th 2020 (although this date may change as the pandemic continues).

This means College is now staffed by a very reduced team and so I am unable to answer your email personally.

If your query is urgent please redirect your email to xxxxxxxxxx or contact the College Lodge on 01865 279700.

- **OUT OF OFFICE ANSWERPHONE MESSAGE FOR STAFF**

  You have reached the phone of XXXXXXXXXXXXXXXX.

  Due to the current COVID-19 situation and to ensure the health and wellbeing of all in our community, Jesus College is now operating a significantly reduced operation from March 24th until April 19th 2020 (although this date may change as the pandemic continues).

  This means College is now staffed by a very reduced team and I am unable to answer your email personally however, if your call is urgent, please leave a message and I will get back to you as soon as possible.

  Thank you.

HOME WORKING TIPS

17. Homeworking is a very different way of working and can present unexpected challenges to both employers and employees. For employers, this can include managing staff who work on their own and away from the College. For employees, it can include overcoming feelings of isolation and managing the boundaries between home and work life.

Below are a few tips or reminders:

Guidance for employers:

- **Honour regular one-on-ones and/or team meetings**: establish a sense of structure and framework even if the home working is for a short duration.

- **Embrace video calling**: seeing each other live retains connections and replicates the in-person conversations you would normally have in the office.

- **Establish virtual drop-in hours:** set up a virtual office by using a video conferencing platform that allows people to pop in and out to have live conversations.

Guidance for employees:

- **Get into a routine:** Start and end the day with a routine. Get up and dressed and then prioritise your jobs.

- **Work environment:** where possible find a space away from the main home area to work. Make sure that you are comfortable and have a supportive chair.

- **Dress the part:** Be sure to get dressed as it will put you in the right mind set to work productively. **And** you will always be ready for any last minute video calls!

- **Keep your calendar current:** keeping people appraised of your availability, even if it's to step away to grab lunch, is especially important when you are not in someone's direct line of vision.

- **Know when to step away from your desk:** everyone needs a break from their screens at some point; step away to recharge and return ready to take on the rest of the day.

- **Think about how you focus best:** whether you need music to cancel everything out or complete silence to concentrate, change your environment accordingly.

- **Honour quitting time:** working remotely can make it hard to set boundaries between work and home. When the day is done, close your laptop and walk away.

SHORT-TERM HOME WORKING CHECKLIST

Home working considerations to be completed by the employee

Name. ………………………

	CONSIDERATIONS	Tick box if YES	COMMENTS, ACTIONS REQUIRED
1	Do you have a broadband link at home?	☐	
2	Can your work be performed at home taking into consideration GDPR requirements?	☐	
3	Will you have access to conferencing calling for example Microsoft Teams?	☐	
4	Are there any safety implications for working at home?	☐	
5	Does your home have a landline and/or do you have a good mobile telephone signal?	☐	
6	Does your home insurance cover you for working from home?	☐	
	DSE SPECIFIC		
7	Does the majority of your display screen work involve the use of a stand-alone portable laptop computer?	☐	
8	Can you adjust the screen so that the top of it is level with your eyes?	☐	
9	Can you adjust the screen so that is free from glare and reflections?	☐	
10	Do you have a desk or table with sufficient space to be able to operate the keyboard and a mouse, with your arms parallel to the desk and in a position where there is enough space to rest your wrists?	☐	
11	Do you have a DSE purpose built chair i.e. one that is fully adjustable with arm rests?	☐	
12	Would you say that your home working conditions in terms of workspace, desk and chair provide a suitable place to work?	☐	
	PERSONAL		
13	Do you have any predisposed health conditions that prevent you from working safely at home?	☐	
14	Do you consider that your home is a safe place to work, free from distraction and stress related conditions?	☐	
15	Do you live alone?	☐	
To the best of my knowledge I have completed this form accurately and honestly. If anything changes that has the potential to affect my health and or safety. I understand that I must inform my manager immediately. Please discuss any concerns with your line manager.			
Name Please Print:		Date	Signature:
To be emailed to your line manager and Kimberley Oakes who will hold this as a record			

DISPLAY SCREEN EQUIPMENT
## Set Up Guide

1. Arms

Ensure your elbows are level with the keyboard when sitting at your desk. This will position your wrists at the correct angle.

2. Getting Comfortable

Ensure your feet are flat on the floor with your knees at a minimum angle of 90 degrees. If you cannot place both feet flat on the floor whilst sitting right back in your chair, you need a footrest. Adjust your chair to support your back .

3. Head and Neck

The very top of the screen should be level with your eyes, in your line of sight. The screen should be directly in front of you; it should be an arm's distance away when you are sitting in an upright position.
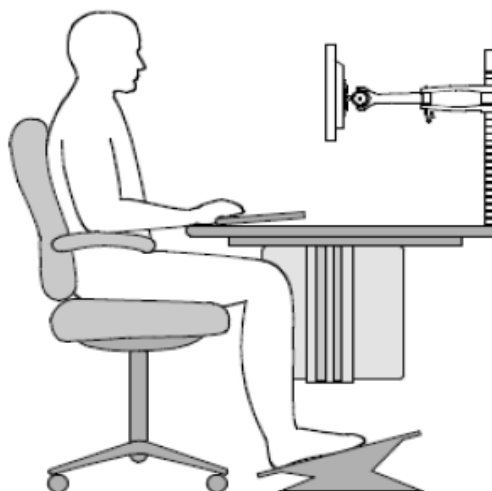
4. Keying In

Leave sufficient space in front of the keyboard for hands and wrists. Your keyboard should be positioned towards the front of your desk to avoid overreaching and your mouse should be on the same platform (at the same level -next to your keyboard).

5. Reviewing Documentation

Any documents being used in the course of your work should be at the same level as the screen, on the same side as your dominant eye.

6. Overreaching

Items in frequent use, such as telephone, stapler, pens, etc. should be placed within easy reach.

Ensure that the equipment, the contrast, brightness and colour, is correctly set. Alternate your tasks to avoid stressors such as eye strain and fatigue.

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