



# The Lucy Rose Clinic

INTEGRATIVE HEALTH SOLUTIONS

## The Lucy Rose Clinic- Work From Home Policy

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To be used by: All staff engaging in work away from clinic or office locations

### PURPOSE

The Lucy Rose Clinic (TLRC) is committed to helping its employees balance their work and personal commitments.

Integral to the success of working from home is ensuring the responsibilities that are in place in the clinics and office are carried through to the work environment in the home. These include work health and safety practices and procedures, IT, patient privacy and performance expectations.

### SCOPE OF POLICY

Working from home is a voluntary arrangement that can only occur by formal agreement between TLRC and the employee.

All employees are eligible to request for working from home arrangements, but the employee acknowledges that this option may not necessarily always be appropriate or possible in all the circumstances. Alternatively, TLRC may offer this option to the employee if they form a view that it will assist both parties.

## THE POLICY

### Application of the policy

This policy applies to all employees using their home to perform their work as part of their employment terms and conditions with TLRC.

Employees working from home will not change their employment status, job responsibilities or performance standards and will be expected to continue to comply with their contractual obligations and to abide by TLRC's policies.

### Work Health and Safety

TLRC holds a duty of care in relation to the work health and safety of its employees working from home.

All work health and safety policies which apply at the employee's usual place of work, will as far as practicable, apply to the employee when they carry out their work from home.

Employees working from home must:

- Take all necessary steps to eliminate or minimise hazards and risks to the employee's safety;
- Take all reasonable steps to safeguard their own health and safety and that of other others in their home;
- Familiarise themselves with and comply with the Company's health and safety rules;
- Cooperate with the Company if the Company requests action to be taken in order to comply with the relevant work health and safety Acts and standards;
- Report any hazard or accident or work related injury/illness arising out of the home based work to their manager when it occurs; and
- Ensure the workstation at home is confined to a specific and appropriate area which allows their tasks to be performed and carried out in a safe environment free of hazards and risks to their safety.

The employee, upon TLRC's request, and subject to reasonable notice being provided to the employee, will allow the Company or a person nominated by the Company to have access to their working from home location to review equipment, safety and suitability of working location. This inspection can only take place within designated working hours. In many instances this will be done via photos or a video phone call.

The employee also agrees to cooperate with the employer in all measures to ensure that the home based work site conforms with the acceptable work health and safety standards.

In the event that the employee suffers or sustains an injury, all appropriate action must be taken to address and rehabilitate the injured employee.

The employee acknowledges that the Company is not responsible for any liability on the part of a third party who is not an employee of the Company.

### Performance expectations

It is expected that all employees working from home will deliver a consistent and high level of performance.

The employee must ensure that when working from home that they must be available for consultations, contactable on the phone during business hours, and available (if necessary) to be dialled into meetings and be reading communications sent by their colleagues and manager. Further, the employee can from time to time be expected within reason to attend the clinic for consultations if required..

If the employee's manager has reason to believe that the employee's performance is being significantly compromised by working from home, the approval to work from home can be revoked.

## IT

The employee must adhere to all of the Company's IT policies.

There is to be particular care taken in regards to storage of patients information and data. This is not to be saved onto personal computers and any printed material needs to be shredded and disposed of responsibly.

Suitable Internet access must be available from home before working from home arrangements can be agreed to.

## RISK ASSESSMENT

When considering the type of work that can be done from home and the physical conditions of the location, the employee must consider the following aspects:

### Physical activity

Repetitive movement is not continued for long periods of time without taking a break.

Breaks must involve stretching and changing of posture.

Posture is comfortable, following the ergonomics principles.

## TERMINATING OR VARYING ARRANGEMENT

TLRC or the employee can terminate or vary the terms of the arrangement after discussion, and by giving each party appropriate notice.

## DEFINITION

A home worker is someone who is employed by the Employer to work at or from their home on a regular basis. An employee who occasionally works from home is not classed as a home worker.

Your working environment and working practices are subject to the same working standards that are applied to working at the Employer's premises regarding confidentiality, access to Employer documents and Health and Safety.

## HEALTH AND SAFETY

The Employer will ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees, including home workers.

A risk assessment of the proposed area of work and the equipment in your home will be carried out to evaluate the risk to your health and safety, as well as the health and safety of your family and members of the public. Thereafter, it is essential that this is routinely checked as often as if you were based at the Employer's premises.

You are responsible for the health and safety of any visitors, children or family members who may come into contact with any property or equipment supplied by the Employer for home-working. If there are any faults in the Employer equipment, the equipment should not be used at any time until it has been inspected and any necessary repairs have been carried out by the appropriate specialists. You are responsible for ensuring that any damage to equipment is reported promptly to the Employer.

## CONFIDENTIALITY

You should note that all Employer business information is regarded as confidential. Therefore, where Employer documents are used in the course of working at home you must take steps to protect Employer records at all times against loss, unauthorised access, alteration or destruction.

You are required to take special care to secure all records and to prevent unauthorised disclosure of any Employer or other business information. Customer contact information is particularly sensitive as the Employer's clients have a legal right to expect personal information held about them to be held in utmost confidence. On behalf of the Employer, it is your legal obligation to ensure these rights are protected.

Precautions must be taken to ensure third parties, including members of your family, visitors or other persons visiting or residing in your home do not become aware of any information which is confidential. Information must not be left unattended when you are working and when materials are not in use they should be locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

You must take responsibility for destroying safely any paperwork containing confidential Employer business that is no longer required. Where necessary, papers can be brought to the Employer's offices for confidential shredding.

If you have any reason to believe that Employer information is lost, altered or has been accessed by any unauthorised person, you must report this to the Employer without delay.

## PROVISION OF COMPANY EQUIPMENT

The Employer will identify what equipment you need to work from home. This could include equipment such items as a laptop, PC, printer, mobile telephone, internet connection and/or telephone line.

If equipment is supplied by the Employer, the Employer will pay for the installation and maintenance necessary for you to work at home, and pay all expenses incurred in relation to its use including costs for consumables such as paper, cartridges and toner and ongoing costs for telephone and internet usage subject to receipts, itemised bills, and other evidence that the Employer reasonably requires which you incur in the proper performance of your duties.

All property which is provided to you for the purposes of home-working must be returned immediately to the Employer upon request and, in any event, immediately following the termination of your employment.

On the termination of your employment or upon the Employer's request, you must return all Employer property and equipment which is in your possession or for which you have responsibility. Failure to return such items within seven days will result in the cost of the items being deducted from any pay due to you.

You are responsible for any damage to equipment or property which the Employer provides for work purposes which goes beyond ordinary wear and tear and to any damage to your home which may result from the installation or removal of Employer equipment or property.

Where any damage to an Employer property or equipment is due to your negligence or lack of care, the Employer reserves the right to insist on you paying for the cost of repair or replacement of the item(s) in question.

#### CONTACT AND COMMUNICATION

Managers will agree with home workers the measures that will ensure regularity of one to one supervision and other communication from the Employer.

All home working staff will attend team meetings and other events as specified from time to time by the Employer. They will also maintain regular contact with their administration support staff, and their correspondence will be sent to them on a regular basis, by post or electronically. Response time to communication is expected within a two hour period where possible depending on workload.

In the event of sickness, home workers must contact their line manager as soon as possible on the first day of sickness and comply with all aspects of the Employer's sickness reporting procedures.

#### MANAGEMENT

Management of the home worker, other than where detailed in the provisions of this policy, will not differ from the management of the Employer's office-based staff.

Managers will involve their teams in devising the most appropriate methods of maintaining team cohesion and collaboration among the home and office-based staff, paying particular attention to the working relationship between the home worker and their administrative support.