

Covid-19 Working from Home protocols

Who is covered by this policy?

Everyone at DSC who will be working from home on the advice of the government during the Covid-19 outbreak.

What is covered by this policy?

These protocols outline the minimum expectations we have of our staff during this time and give some helpful tips to keep normality in your working day.

The Policy

Our commitment is to continue to serve our customers and beneficiaries to the best of our ability. They need us now more than ever, so DSC will continue to undertake our important work in every way we can, remotely from home until otherwise advised.

We know all of our staff will continue to deliver to our very high standards and continue to live our values as we normally do. We will continue to serve with love, compassion and understanding as we always do.

We are all working as normal – just in a different environment so we expect all staff to keep their day similarly structured to how it would be if we were all together physically in the office.

Just because you are working alone at home does not mean that you are working alone – you are still part of our team. Don't be afraid to ring/FaceTeams or contact a colleague if you're feeling a bit lonely, isolated or worried.

The Protocols

Setting up your working space

- Ensure you have a safe workspace (not just sat on the sofa with your laptop) as per our Working from Home policy.

Structure your day

- It is working hours as normal. So we expect you to be at your desk ready to start work at your normal working hours.
- Check in on Teams when you log on in the morning (equivalent of saying good morning as you usually would in the office) so that everyone knows you are in and available. Similarly sign off at the end of the day.
- Plan your day in your outlook calendar – add the tasks that you want to complete during the day as diary events (this helps you focus and lets others know what you're currently working on).

Communication

- Use Faceteams as much as you can (it is much better for us to see each other's faces when talking) – and if you're feeling the need for company no reason why you can't leave it on whilst you're doing other work just to feel connected to a colleague.
- Internal meetings will continue as usual and planned in the diary just via Teams instead of in person.
- External meetings should continue as usual – again virtually where possible.
- We encourage you to use teams for the sort of informal office chat, such as what did you think of last night's Masterchef or Corrie, just as you would in work, so you still feel connected. We haven't stopped being human just because we're working differently.
- Please ensure that you acknowledge any messages in any group that you belong to so that everyone knows you have seen it. Familiarise yourself with our Teams Policy to know what to do.
- As you usually would, call on your manager with any questions, concerns or worries.

Health and Wellbeing

- Keep moving and doing regular exercise, we should all aim to move around (walk, skip, hop, lunge) for around 10 minutes every hour to keep you active, healthy and awake – just think if you were in the office you would walk to chat to colleagues, grab a cuppa, pop to the loo and so on.
- Coordinate your lunch break with your colleagues as you usually would so that we are still available for our customers and beneficiaries. Everyone still has to take their hour lunch break and there is no reason that you can't take it at the same time as your colleagues to use the time to chat, gossip about celebs, catch up on the news and jointly complete the crossword! But feel free to go for a walk if that's what you prefer.
- Be thoughtful to the rest of your family, partners and so on who may also be stuck at home during this time! You may need to hone your negotiating skills ;-)