

Email and Voicemail Access from Home

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Introduction

The Simcoe Muskoka District Health Unit is committed to implementing systems and processes that will increase the efficiency and effectiveness of our service delivery and where possible improve working conditions for health unit employees. The ability to access email and voicemail from home can enhance communications among staff and with clients and partners. In addition, this **voluntary option** may also allow staff greater flexibility in organizing their workday and reducing travel required to and from the office in order to access key information required to do their job.

Purpose

The purpose of this policy is to inform Simcoe Muskoka District Health Unit employees of the parameters for accessing health unit email and voicemail systems from home. This includes the requirements for ensuring the security of agency systems and information and the appropriate management of agency records.

Legislative Authority

Municipal Freedom of Information and Protection of Privacy Act, 1991
Personal Health Information Protection Act, 2004

Policy Definitions and Interpretation

This policy is to be interpreted within the context of the agency policies and framework for information privacy, professional practice, records management and acceptable use of technology.

For the purposes of this policy “home” can be read to mean an alternate location that is not a health unit office including hotel, site of service delivery such as a school or institution etc.

Policy

Access to email and voicemail from home is a privilege and not a right of employment. Access is made available to staff as a convenience and efficiency measure.

Executive Committee has endorsed the principle of providing access to email and voicemail systems from home for all employees. Staff assumes responsibility for the costs of the equipment and connections required to support this access. Management reserves the right to restrict access at its discretion.

For specified positions or functions the agency may provide the equipment and connections required to access agency email and voicemail systems from home. Additional parameters or

expectations regarding access and use in addition to those outlined within this policy may be established to address these unique situations.

All agency policies regarding systems access, acceptable use, information privacy and records management will apply to staff working from home.

Documents created or downloaded to a system hard-drive (computer, laptop, tablet, palm, blackberry etc.), such as email attachments, while working on behalf of the agency, whether the equipment is owned by the agency or the individual, will be considered agency information. These documents will be considered transitory records and will be managed in accordance with agency policy and standards for information privacy and records management.

All existing terms and conditions of employment and provisions of the collective agreement will continue to operate when an individual is working from home.

With respect to business travel, employees who access agency systems from home will not be reimbursed for mileage nor will they accumulate work time when:

- they travel from their home to their assigned office location or first site of service delivery (if the distance or time required to travel is less than or equal to the distance to their assigned office) and/or
- they travel home from the last site of service delivery (if the distance or time required to travel is less than or equal to the distance to their assigned office).

Where the distance from home to or from a worksite is greater than the distance to or from the assigned office, the difference (total travel distance or time required to travel to the worksite minus travel distance or time required to travel from home to or from the assigned office) may be claimed.

Procedures

A. Systems Access:

1. Request for access to email and voicemail will be initiated by the Administrative Coordinator upon direction provided by the Director or designate through the IT Move, Adds, Changes (MAC) process.
2. All requests for email and voicemail will be processed by IT to include remote access unless otherwise specified within the MAC request.
3. Supervisors/Managers/Directors will orient employees to the policies and standards that apply to them when working from home.

B. Withdrawal of Access to Email from Home:

1. Requests for restrictions to access will be initiated by the Administrative Coordinator upon direction provided by the Director or designate through the IT Move, Adds, Changes (MAC) process as a high priority.
2. IT will process these requests within one business day.
3. Supervisors/Managers/Directors will communicate changes in access to their employees.

Related Policies

Policy IM0101 Personal Information Including Personal Health Information Privacy – Principles
Policy IM0102 Personal Information Including Personal Health Information Privacy –
Accountability
Policy IM0103 Personal Information Including Personal Health Information Privacy – Consent
Policy IM0104 Personal Information Including Personal Health Information Privacy – Collection
& Use
Policy IM0105 Personal Information Including Personal Health Information Privacy – Disclosure
Policy IM0106 Personal Information Including Personal Health Information Privacy – Access
Policy IM0107 Personal Information Including Personal Health Information Privacy – Correction
Policy IM0108 Personal Information Including Personal Health Information Privacy – Privacy
Breach
Policy OP0106 Alternate Worksite Policy
Policy TQ0107 Use of Portable Electronic Storage Devices
Policy TQ0101 Acceptable Use Policy
Policy IM0110 Records Management
Policy TQ0104 Remote Access to Agency Network

Final Approval Signature: _____

Review/Revision History:

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