Your Path to Launching A Work From Home Program

An effective commute options program starts with selecting strategies that are applicable to your workplace. Guide your process through these three simple phases.

**THINK**

1. Garner remote work program support from management, or an executive champion, for business continuity purposes only.
2. Confirm the types of remote work programs that will be available to your employees.
3. Identify employees whose job functions can be performed during a varied schedule or from a remote location.
   
   Be creative. If the technology for remote access is limited, assess if employees can work on less technology-dependent tasks such as reading or writing.

**PLAN**

4. Ask IT to determine the technology needs for remote access.
   
   IT should determine how employees will be given remote access, any possible limitations with accessing information online, and any training requirements for technology tools. They should also weigh in on the use of personal devices and collaborative platforms such as Skype or Microsoft Teams.

5. Develop and test remote access before employees work from home.
   
   Prepare for the scenario where all eligible employees work remotely. Conduct a stress test on the bandwidth of the network to identify how many people can be connected simultaneously.

6. Develop guidelines for your work from home program.
   
   Consider key elements such as core work hours, program eligibility, communication protocols, etc. The guidance provided in the resources below is specific to work from home programs.
   
   - Work From Home Policy Template
   - Work From Home Employee Agreement Template
   - Work From Home Dos & Don’ts

**ACT**

7. Communicate with the managers and employees about the options available during this time period.

8. Resolve any issues that may arise from teleworking (e.g. work related or tech related).

*These resources have been compiled by UrbanTrans North America with the support of Elham Shirazi, a national telework expert and consultant.*