



Confidentiality & Data Protection – Remember the information you are dealing with may be highly confidential and you may have a responsibility to protect personal information on behalf of customer and clients. Treat this with the same level of importance that you apply in the office even though it might naturally not occur to you in your home.

Backup plan – Have a back up plan for when plans go awry. What will you do when the internet is down, or going slow? What if the phone network is down? Power cut?

And finally remember

Be kind to yourself – do everything you can to be efficient and effective in your role but remember that we are moving through extraordinary times, so be kind and understanding with yourself and with others.

The Daughters of Charity Child and Family Service (DoCCFS) is a not for profit public service organisation. We provide a range of therapeutic supportive services to children and families, based in the greater Dublin region. The Service works in collaboration with TUSLA Child and Family Agency local areas in Dublin North and North City, East and Dublin Mid Leinster.

Our Services include an Early Childhood Development Service (ECDS), Family Centre Service, Dublin Safer Families Service and Assessment Services.

Look out for further information for professional on www.docharity.ie

HR Wellbeing & Support

Home Rules when Working from Home during Covid 19 Emergency

The nationwide response to the Covid 19 emergency has been multi-layered and complex. Along with the tragic loss of life it has been difficult and challenging in this medical emergency to adjust to the new circumstances. At the same time there has also been a growing sense of a robust community and a virtual solidarity growing across many aspects of society.

We have identified six areas that we should focus on to improve our Wellbeing during the medial emergency.



House Rules - Effective Home Working

One of these six areas is thinking about House Rules.

Working from home can be a challenge in normal circumstances and current arrangements are far from normal. One commentator reminds us that we should not lose sight of the fact that the majority of people working from home are trying to provide continuity of services during a worldwide pandemic as opposed to simply trialling a work from home project.

For example, normal working from home would most likely not involve having children unexpectedly out of school for long periods of time and would not have the heightened sense of anxiety and concern for family, friends & the future. A key challenge of home working is the sense of isolation and disconnect that can creep into the daily working life. It must only be exacerbated by the self-isolation and social distancing required to combat the Covid 19 virus.

So what can we do to **Improve our Working from Home arrangements?**



Focus on Controllable factors - One aspect of effective Wellbeing is to focus on the things that you can control and to regulate your response to the circumstances currently presenting rather than worrying about those things out of our control.

Start and end your work day – Have a clear beginning and end to your work time and be strict with yourself when you are tempted to work outside your prescribed hours. Ensure you have a balance between work time and personal time. Ensure you communicate this to colleagues, managers and those that you will be in contact with. Get dressed for work as you normally would.

Do not Disturb – Put in place strict ‘do not disturb’ rules with the others in your home. There will be times that you simply cannot be disturbed and other times when it is easier to handle disruptions. Having said this there is a general sense of acceptance for people being interrupted by children etc when tending to work matters (check out the many videos of media workers being interrupted during broadcast from home! <https://www.youtube.com/watch?v=Mh4f9AYRCZY>)



No streaming during Webcasts! – It might be necessary to regulate use of bandwidth in the home at certain times. Will your home network be able to handle online gaming, Netflix, social media streaming at the same time as your crucial video conference? If so then great, if not regulate!!

Clear Workstation - It is best if you have a very clearly defined area to work in that is kept clear, tidy and clutter free. Health & safety of your workstation is of paramount importance, even if it is your kitchen table doubling at the centre of operations.

Night-time Routine – You should clear away the work area each evening. Unplug laptops and tablets, pack it all away until tomorrow and get your home back for the evening. Turn off notifications unless they are for communication in the event of an emergency.