



ANY REPLY OR SUBSEQUENT REFERENCE SHOULD BE ADDRESSED TO THE  
FINANCIAL SECRETARY AND THE FOLLOWING REFERENCE NUMBER QUOTED -

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**REF NO: C11548**

**MINISTRY OF FINANCE AND THE PUBLIC SERVICE**  
**30 NATIONAL HEROES CIRCLE**  
**P.O. BOX 512**  
**KINGSTON**  
**JAMAICA**

**2020 March 17**

**CIRCULAR NO. 4**

Cabinet Secretary  
Permanent Secretaries  
Chief Executive Officers  
Heads of Departments/Agencies

**RE: Guidelines for Public Sector "Work From Home" - COVID-19**

Your attention is drawn to the Government's effort to limit the community spread of COVID-19 and the move to encourage public sector workers to work from home where possible, to reduce the level of public travel and interaction.

In this regard, the attached guidelines are being provided to aid in streamlining the activities in your Ministry, Department or Agency. Permanent Secretaries are therefore required to consult with department and agency heads to determine which functions may be performed from home for seven days, commencing Wednesday March 18, 2020.

Kindly note that periods of "work from home" are not considered as absence from work and should not be deducted from an officer's leave entitlement.

This facility ensures business continuity while supporting employees as they take all necessary precautions to protect themselves from contracting the virus.

Darlene Morrison  
Financial Secretary



GOVERNMENT OF JAMAICA  
Public Sector "Work From Home" Guidelines

MINISTRY/DEPARTMENT/AGENCY:	
DIVISION:	
BRANCH:	
UNIT:	

**1. Purpose**

This document establishes the protocol, assigns responsibilities, and prescribes procedural requirements for the Government of Jamaica's (GoJ) Public Sector "Work From Home" initiative. Consistent with the current GoJ labour legislative landscape regarding flexi-work, this establishes the Government's proposal under which eligible employees may be authorized to telework to the extent that the arrangement does not diminish employee or organizational performance.

**2. Effective Date**

This policy is effective on March 18, 2020.

**3. Roles**

Role of the Line Manager

A line managers' underlying responsibility is to deliver the performance objectives. The line managers' role is to review and recommend flexible working arrangements for employees and base decisions on:

- Impact to the Division/Branch and for the employee;
- The requirements to deliver work and meet targets efficiently;
- The needs of other team members and customers.

Actions to take and things to consider:

- Agree work hours and/or regular WFH (Work From Home) days with your team members;
- Document agreed work hours and WFH days.
- Consider using a team calendar;

- Consider when and how meetings are scheduled to ensure all feel included e.g. virtual meetings and/or conference calls; be clear on what meetings for which all are expected to be physically present.

Additional points to think about when considering activating this WFH protocol

- Do a brief job analysis for the post in question. Does the nature of the tasks outlined in the job analysis allow for the employee to perform them from home? Be open to different ways of working
- Have all aspects of the job been considered?
- Are there security or confidentiality concerns that could arise due to the nature of the work? Ensure employees protect and secure the branch's records and sensitive information.
- Would it impact adversely upon clients?
- Would the arrangement impact adversely on other members of the team e.g., limiting their access to files etc., and are there ways in which this impact could be minimized?
- Establishing clearly defined performance standards and using existing quality and quantity standards to evaluate work performance of the employee. Managing the employee and their deliverables remain the same as it would be in the physical environment.

Individual suitability:

- Has your staff member made an honest assessment of the suitability of the arrangements for their personal circumstances? Have they assessed if it will suit their working style?
- How will the new arrangement be supervised, and performance measured?
- What will the impact be on the other members of the team?
- How will communications be managed? Upon approval of a telework agreement, establishing and communicating clear expectations with employees regarding methods of communication ( e.g., customer service, time frames for returning phone calls, email communication)

Employees are responsible for:

- Providing the same level of support, availability, accessibility to clients and Team;
- Working from home with the same standard as he/she would within the physical office. This includes meeting organizational and individual work requirements, participating in virtual meetings, responding to phone calls, email, and voicemail in a timely manner;
- Ensuring there is no diminishment of individual performance, deliverables or organizational requirements ;
- Properly protecting and securing sensitive information in compliance with GoJ guidelines;
- Ensuring appropriate arrangements for the care of dependents while teleworking;
- Ensure the attached Telework Checklist is completed accurately.



**GOVERNMENT OF JAMAICA**  
**Public Sector "Work From Home" Guidelines**

**"Work From Home" Checklist**

*(To be completed by Line Manager using block letters.)*

<b>Employee Name</b>	<b>CUG Phone Number</b>
<b>Employee Job Title &amp; Classification</b>	<b>Mobile Phone Number</b>
<b>Line Manager's Name</b>	<b>Line Manager's Signature /Date</b>

	YES	NO
1. I am contactable by phone		
2. My email signature contains my phone and email contact information while WFH		
3. Electronic access to working files and documents is shared		
4. I have a satisfactory work station at home consisting of a table/desk and chair		
5. I have a high-speed internet connection at my WFH location		
6. I will not keep sensitive/confidential information files at home		
<b>EMPLOYEE: _____ SIGNATURE: _____ DATE: _____</b>		

<p><b>Confirmation</b></p> <p>I confirm that approval is granted to Work From Home. Your working arrangement will be effective from: Day: _____ Month: _____ Year: _____</p> <p><b>PS/Division Head : _____ SIGNATURE: _____ DATE: _____</b></p>
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