

# Corporate Policy Manual

*Policy No: HR07-09*

*Effective Date: 2004-10-01*

<b>TAB:</b>	<b>HUMAN RESOURCES</b>
<b>SECTION:</b>	<b>SCHEDULING OF WORK</b>
<b>SUBJECT:</b>	<b>WORK FROM HOME ARRANGEMENTS</b>

## A. PURPOSE

This policy provides a structure that will allow eligible employees to work at home on an infrequent or irregular basis.

## B. GENERAL

While working at home, employees will be available to communicate with their work unit during regular working hours.

## C. SCOPE

New employees who have successfully completed their six (6) month probationary period or current employees who have worked at least three (3) months in their position are eligible.

This policy applies to the following employees:

Organizational Status	- Non-bargaining
Pay Category	- Salary Rated
Classification	- Regular Full-time - Contract Full-time

## D. POLICY

### 1. Infrequent Work From Home Arrangements

(a) On an infrequent basis, and subject to the approval of the direct supervisor, an employee may work from home. Examples of infrequent work from home arrangements may include the following circumstances:

- during times of adverse weather conditions
- during periods of a smog advisory
- during periods when specific work assignments can be more effectively completed away from the office

(b) Infrequent work from home arrangements may occur only when work can reasonably be done at home.

## 2. Ongoing Work From Home Arrangements

(a) Ongoing work from home arrangements are not an employee right and will only be considered:

(i) where working from home, will not negatively impact client/customer/citizen service or will not impact the ability of the employee's co-workers to perform their duties.

(ii) when the employee's work can reasonably be done from home.

(iii) where the employee has demonstrated that they are self-motivated, self-disciplined, can work independently, are able to manage distractions and have the ability to meet deadlines.

(b) New work from home arrangements will commence for a set trial period as agreed by the supervisor and employee in order to assess whether the employee's duties can be appropriately completed from home. The length of such trial periods shall be at the discretion of the supervisor, but shall be a minimum of three (3) months and a maximum of six (6) months. Upon successful completion of the trial period, the arrangement may continue on an ongoing basis in accordance with this policy.

(c) All work from home arrangements including the schedule of days working from home or the required hours of work at home, will have to be mutually agreed upon by the employee and their direct supervisor; and shall require second removed approval.

(d) An employee can work from home a maximum of three (3) days per week.

(e) Work from home arrangements may contain either:

(i) regular days working from home (for example, every Monday and Thursday); or

(ii) flexible arrangements (for example, two (2) days per week approved one (1) week in advance by the supervisor).

(f) Where there is a need for the employee to attend the workplace on a day pre-scheduled as a work from home day, the employee will be required to work at the office that day. Such a requirement will be at the decision of the direct supervisor who will provide as much notice as possible.

(g) Except where an employee has been asked in advance by their supervisor to work extra hours on a day where the employee is working from home, overtime or lieu time shall not be approved on work from home days.

(h) Employees with work from home arrangements are required to provide their supervisor with a description, in writing, of their home work-space. Ongoing work from home arrangements shall only be approved in situations where dedicated and ergonomically suitable space is available. Participants agree to allow their supervisor and a Health and Safety Associate to inspect the home work location provided such visits are communicated in advance. A video on how to set up an office in an ergonomically acceptable way is available for viewing.

(i) Employees participating in a work from home arrangement will ensure that proper day care or elder care arrangements for residents of the home work location have been arranged.

(j) Advance approval from the direct supervisor is required to attend personal appointments during work hours on work from home days.

(k) Employees will communicate with the office and respond to their voice mail and e-mail messages as they normally would.

(l) The agreed terms of any work from home arrangement shall be summarized in a memo and forwarded to the employee. This memo shall include the days per week to be worked from an alternative location and shall include the supervisor's right to cancel the arrangement with appropriate notice.

(m) Except where a department has reduced or changed its office space allotment for a work from home arrangement, such arrangements can be cancelled at the discretion of the employee, in consultation with their supervisor.

(n) With appropriate notice, a supervisor can cancel a work from home arrangement:

(i) in situations where participation is impacting the employee's performance;

(ii) where there is need for the employee's performance to improve for reasons other than their work location;

(iii) in situations where service to the client/customer/citizen can no longer be provided; and

(iv) in situations where operational demands of the department or division can no longer accommodate such arrangements.

(o) It is recommended that employees have appropriate internet connections at home to maximize their productivity such as high speed dial up or cable internet access. Any costs

for an employee to connect to the Region's network shall be the responsibility of the employee.

(p) All telephone costs for making or returning business calls during the work day shall be the responsibility of the employee. Employees are encouraged to dial \*67 in advance of returning calls to locations other than their work location so as to block their home phone number.

(q) Any costs for Regional equipment or services associated with ongoing work from home arrangements (GoToMyPC, Lap Top computers, etc.) require department approval and shall be paid for by the department.

## E. RESPONSIBILITIES

1. The employee shall:

- (a) discuss and seek the approval of the direct supervisor for any work from home arrangement;
- (b) ensure continual contact with the office while working from home;
- (c) ensure appropriate connections to the internet and the office are in place at the home work place;
- (d) ensure an ergonomically appropriate work place is available for work from home situations; and
- (e) arrange all day and eldercare requirements (where applicable) so that work from home can be completed without interruption.

2. The supervisor shall:

- (a) review and authorize all work from home requests as appropriate;
- (b) ensure that an appropriate trial period is completed for ongoing work from home arrangements and ensure that such arrangements do not negatively impact on required service levels;
- (c) confirm the details, changes or discontinuation of all ongoing work from home arrangements with the employee in writing;
- (d) where necessary, with advanced notice and with the assistance of the Health and Safety Associate, inspect the home work space of the participating employee; and
- (e) where available and approved, ensure that all corporate costs for work from home arrangements (e.g., GoToMyPC, laptop, etc.) are provided.

3. The second removed supervisor shall review and, where appropriate, approve all trial and ongoing work from home arrangements.

**SOURCE:** CAO Directive C04-08  
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