

# Corporate Policy and Procedure

---



Policy	<b>Flexible Work Location Policy</b>
Category	Corporate
Authority	Human Resources
Related Policies	Flexible Time Policy Access and Privacy Policy Corporate Occupational Health & Safety Policy Computer & Technology Acceptable Use Policy Records and Information Management Policy
Approved By	Executive Team
Effective Date	Monday, August-17-2020
Revision Date	Tuesday, June 01, 2021

---

## Policy Statement

In keeping with its Corporate Values, the City of Guelph is committed to supporting employees' work/life balance while also fulfilling business goals and providing a high performance work environment. Flexible work location arrangements facilitate the achievement of these objectives. This policy outlines flexible work location options and procedures.

This policy is consistent with the provisions of the *Ontario Health & Safety Act*, *Employment Standards Act* and shall be read in conjunction with any applicable collective agreement provisions.

In implementing flexible work locations, the City has followed these principles:

- All flexible location work arrangements are made at the sole discretion of the City.
  - As the business needs to change, flexible locations access/options may change.
  - The policy will be posted for all employees.
  - The policy will be consistently applied to all employees.
  - All other employment policies and procedures apply, no matter where the employee's work location.
  - Policy must not alter or replace the terms of the existing employment contract or collective agreement.
  - Employees must comply with all policies, practices and instructions that would apply if the employee was working at a regular city facility.
-

- Where it is deemed operationally feasible for staff to work remotely, service levels must be maintained and additional costs should be minimal to the organization.
- When employees are required to work from home during an emergency such as a pandemic, private locations should be used whenever possible.
- When/If a need arises the employee must be able to return to their regular work location as soon as possible but no later than the next business day.

## Definitions

**Designated positions:** This refers to positions pre-determined by Departments which are suitable for working remotely. Designated positions are selected based on the following criteria:

- Working off-site will not negatively impact the delivery of service to the public or to other departments.
- The employee's work is operationally feasible i.e. work can reasonably be done off-site.

**Ineligible positions:** Ineligible working remotely positions include:

- Positions that require special equipment or vehicles and cannot perform the essential duties remotely.
- Positions that are necessary to protect and serve the safety and welfare of residents.
- Any positions that don't meet the designated positions definition

**Working Remotely:** performing work from a non-City of Guelph work location within the province of Ontario

**Hoteling/Touchdown space:** the use of a flexible work space for City employees within various City of Guelph facilities

**Flexible work location:** the approved work location(s), within the province of Ontario, where the employee will carry out their duties.

**Manager:** the immediate supervisor of the employee, recognizing this person may hold a different job title (e.g. Supervisor, Program Manager, and General Manager).

## Request Procedure

Flexible work locations such as hoteling/touchdown work spaces, home offices, etc. are to be pre-approved and regularly reviewed by the employee's manager.

- Employees may request a flexible work location other than their regular workspace, in writing to their Manager. Such location must be within the province of Ontario and afford the employee the ability to return to their regular work location, as needed, no later than the next business day. These requests will be approved or denied at the discretion of the Manager.
- The completed digital Flexible Work Location agreement (Schedule A) will be electronically sent to myhr.
- The flexible work location agreement will outline:

- a. The work objectives and specific results
- b. This agreement will be reviewed annually between the employee and the Manager.
- c. Employees, while working remotely, must adhere to all corporate policies and procedures. Managers are required to ensure employees are following employment legislation including but not limited to – Employment Standards Act, Occupational Health and Safety Act

### **Termination of a Flexible Work Location Arrangement**

The City reserves the right to terminate any flex work location arrangement at any time for any reason following 5 days notification to the employee.

Employees wishing to terminate flex work location arrangements are required to speak to their manager to ensure that the termination is in the best interest of the department.

### **Payroll**

Where applicable, employees working remotely must submit time cards for all time spent working at home. All requests for time off will follow policies and procedures. Employees must obtain prior approval for all absences and documented accordingly.

### **Technology**

Employees working remotely must follow all policies, procedures and guidelines regarding the use of technology. The manager will determine what resources are required to perform the tasks from a flexible work location and work with Information technology (IT) to procure any new equipment

A city provided mobile devices will NOT be used to provide a mobile hot spot for internet use.

Employees are to contact the IT Service Desk should they experience issues with technology solutions. If it is determined the technology has failed while working remotely, preventing the ability to continue work, managers will reassess the feasibility of the employee working from a flexible location.

### **Health and Safety**

Employees are required to follow all health and safety policies, procedures and guidelines at any and all work locations.

Employees will be responsible to arrange their designated flexible work location to ensure it allows them to work safely, including proper ergonomics (resources to ensure proper ergonomics can be found on the Infonet and obtain through the Occupational Health Specialist

Employees working remotely must also exhibit that their working space is an area that is not open to the rest of the house and is a designated work space.

## **Confidentiality/Privacy**

Employees must ensure the security of the devices they are using, whether City of Guelph assets or personal, at all times. This includes protecting the device from access by family members and friends through the use of passwords and separating City corporate accounts from personal accounts.

Staff must ensure the security of Municipal records at all times, whether in hard copy or digital format. Hard copy documents must be securely locked up when no longer in use and digital records must be accessed and stored on the appropriate network drive or system through Horizon or VPN and sent through secure City channels.

Any information of a sensitive nature, such as personal or confidential information, must be protected from inappropriate use, access, or disclosure.

Confidential material should only live the City of Guelph networks if they are required to be shared with an authorized external party.

If an employee suspects that a privacy breach has occurred, they must follow the Municipality's Privacy Breach Protocol.

## **Compliance**

Abuse of the working remotely agreement may result in immediate termination of the privilege; and will result in appropriate disciplinary measures, up to and including dismissal.

Schedule 'A'

**WORKING REMOTE APPLICATION**



Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_ Department: \_\_\_\_\_

Resources Required	
Do you currently have Horizon? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you require Horizon Access? <input type="checkbox"/> Yes <input type="checkbox"/> No
What other resources/equipment will you require to perform your duties from home?	

Description of Home Work Area	
Describe the set-up of your flexible work location in detail.	
<b>General</b>	Is your home work area in a space where it is easy to concentrate? <input type="checkbox"/> Yes <input type="checkbox"/> No
	I can work on the computer (via internet connection) and be available by phone at the same time? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Safety</b>	Is there a functioning smoke alarm? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Is there clear access to a fire extinguisher? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Has an evacuation plan been established? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are there adequate first aid supplies? <input type="checkbox"/> Yes <input type="checkbox"/> No

- Are extension cords in good condition and positioned properly?  Yes  No
- Are cords and cables causing a tripping hazard?  Yes  No
- Is there surge protection for electrical equipment?  Yes  No
- Be sure to allow for sufficient ventilation for electrical equipment.  Yes  No

**Ergonomics**

**Seating**

- The chair has a back on it (If applicable, adjust the backrest so the curve of the backrest fits the curve of your back.)  Yes  No
- Your feet are fully supported on the floor or a footrest.  Yes  No
- When seated, your elbows are bent 90° when you type.  Yes  No
- Armrests (if applicable) do not prevent sitting close to the desk or obstruct the reach to the mouse.  Yes  No

**Keyboard Position**

- Adjust your keyboard height and position so you can type with your elbows against the side of your body, at your shirt seam.  Yes  No

**Monitor Position**

- The top of the screen is at eye level. Adjust viewing distance (closer or further) for comfort.  Yes  No

**Mouse**

- The mouse is at the same height and forward reach as the keyboard.  Yes  No

**Other Ergonomic Tips**

- Keep documents close by tilting them up toward your eyes on a document holder or empty binder.  Yes  No
- Change positions, at least every 20 minutes.  Yes  No
- Stretch, at least every hour.  Yes  No
- Take frequent breaks (e.g., 5 minutes every hour) away from keyboarding during prolonged computer use.  Yes  No

**Lighting**

- There is adequate lighting to perform work without eyestrain.  Yes  No

**Terms & Conditions**

To be completed by the employee. Please acknowledge confirmation by initialing each item.

**Verification of Application**

\_\_\_ I acknowledge that the information provided by me in my application to work from home is true.

\_\_\_ I will immediately inform my manager of any changes to my situation that may alter the information that I provided in my application.

### **Performance Expectations**

\_\_\_ I have read and understand my responsibilities as per the Flexible Work Location policy.

\_\_\_ I will maintain a high level of performance under this arrangement.

### **Safety**

\_\_\_ I acknowledge that I have an appropriate flexible work location that is safe and where I can be productive.

\_\_\_ I understand that I am responsible to immediately report any work accident or injury to my manager, just as I would at the workplace.

### **Privacy and Security**

\_\_\_ I understand that I am responsible for the security of the work which I conduct from flexible location and for any City of Guelph property that I use to conduct that work.

\_\_\_ I acknowledge that I am responsible for protecting personal and confidential information (hard copy or digital format) that I use while working from a flexible location by:

- Ensuring no one else can see or access that information
- Accessing information through Horizon or VPN and sending it through City provided tools, – not through personal email, accounts or unencrypted USB devices
- Ensuring that my workspace is enclosed, and sensitive information is not discussed in an area where other people can overhear me
- Printing documents on City printers whenever possible

### **Availability**

\_\_\_ I agree to attend the workplace for meetings when deemed necessary by my manager or alternative member of management.

### **Office Supplies**

\_\_\_ I will ensure that office supplies provided by the City are only used for business purposes.

\_\_\_ I accept that any equipment provided by the City remains the property of the City and must be returned upon the termination of this flexible work location arrangement.

### **Expenses**

\_\_\_ Office furniture or equipment that is required to make my home workstation ergonomically acceptable is my responsibility

\_\_\_\_ I will not be reimbursed for expenses that I would have normally incurred had I not been working from home, for example, internet access fees.

**Termination of Arrangement**

\_\_\_\_ I understand that this working remotely arrangement is granted at the sole discretion of the City and will end when/if the City determines it no longer feasible to continue

I acknowledge that I have read, understand, and will comply with all of the terms and conditions of this Flexible Work policy.

\_\_\_\_\_  
**Employee Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**Approved :**  Yes

No

**Manager Comments**

<b>Manager Comments</b>

**Upon the Manager's approval, a copy of this document must be emailed to the requestor and [myHR@guelph.ca](mailto:myHR@guelph.ca)**