



POLICY	
Policy Number: CORP2020-022	Date Approved: May 2020
Department: Corporate	Date Reviewed: October 2020
Temporary Working from Home	

### 1. **Policy Statement**

The Corporation of the Town of Kirkland Lake understands that some employees may benefit from the option to temporarily work from home. Working from home is not a universal privilege, and will be arranged case by case. This policy outlines the process used and expectations for employees working from home.

### 2. **Purpose**

The purpose of this policy is to support and encourage flexibility in employee work arrangements whenever it is possible and practical to do so without compromising the efficiency and effectiveness of the Town. Temporarily working from home is an employee privilege and not a guarantee or an entitlement. All working from home arrangements require the approval of an employee's supervisor / manager or designate. Due to service delivery needs and the nature of work, working from home cannot be implemented for all positions. Some areas will have greater flexibility to facilitate working from home and as such there will be variation across the Town in the ability to adopt this Policy.

### 3. **Scope**

This Policy applies to all non-union Town employees who have successfully completed their probationary period and have been authorized by their supervisor / manager to work from home.

For return-to-work or work accommodation employees with non-occupational or occupational injuries or illnesses, eligibility to work from home will be assessed on a case-by-case basis.

In the event of an investigation, the supervisor / manager would determine whether employee should temporarily work remotely.

In the event of severe weather, the supervisor / manager will decide if the employee is permitted to work from home taking into consideration if the highways are closed or open.

In situations such as a pandemic response where there is limited Information Services capacity to support employees to work from home, working from home positions that provide essential services will take priority.

#### **4. Definitions**

Not Applicable

#### **5. Policy & Procedure**

##### **Designate Responsibilities**

This policy does not alter or replace the terms of an existing employment contract. Employees must comply with all corporation rules, policies, practices, and instructions that would apply if the employee were working at the regular corporation worksite. Working from home is completely voluntary; Corporation of the Town of Kirkland will not require an employee to work from home.

The normal hours of a working from home employee are the standard business hours of the Town, unless otherwise approved by the supervisor / manager. The standard business hours within Town work locations are 8:30 a.m. to 4:30 p.m. Monday through Friday.

Work hours, compensation, and leave scheduling will continue to conform to applicable policies and agreements. Requests to work overtime or use leave time must be approved by the employee's supervisor / manager in the same manner.

In addition, the Policy is meant to ensure consistent work practices are followed such that working from home employees continue to provide a level of service equal to or better than that provided while at an on-site work location.

Employees scheduled to be working from home on a certain day may occasionally be called to a Town on-site work location on short-notice. Employees must remain flexible to accommodate Town requirements, if called in on short-notice.

When employees are called into work on short notice, they will not be compensated for mileage for their drive to work, nor for their travel time.

## **Responsibilities**

### ***Human Resources will:***

- Work with supervisors, managers and employees to determine what employee's job duties can be performed from their homes;
- Ensure supervisors / managers are trained and have the resources to manage employee's performance remotely;
- Identify key employees and who their backups are in the event the key employee cannot work;
- Work with supervisors / managers to ensure employees are properly trained to work from home.
- Distribute pamphlet entitled: Working from Home: Ergonomics for Your Body and Mind.

### ***Management Information Systems Coordinator will:***

- Work with supervisor / managers to ensure the employees have the necessary hardware, software, and bandwidth needed;
- Promptly provide technical support to employees;
- Ensure proper cyber security dependent on position and sensitivity of documentation.

### ***Employees will:***

- Uphold the same strong work ethic and professionalism used at the office;
- Change office phone outgoing message with directions on how to reach them or forward office phone calls to their cell phone;
- Determine what type of home interruptions are acceptable and develop rules for family members regarding interruptions while working from home. Make appropriate dependent care arrangements and manage personal responsibilities in a way that allows successful completion of job responsibilities;
- Determine a work office location within their home that is free of distractions;
- The employee is responsible for providing adequate workspace and furnishings while working from home. Ensure that this workplace meets the standards in the Town's Health and Safety Policy;

- Maintain communication with supervisor / manager on a daily basis;
- Maintain communication and contact with colleagues to ensure other internal employees are aware of designated workspace contact information;
- Set a work schedule and work according to this schedule. Communicate changes to their schedule as they arise;
- Meet deadlines as normal;
- Keep their supervisor / manager updated about the status of their work and communicate difficulties as they arise;
- Attend all scheduled conference calls;
- Use organizational-owned equipment and supplies only for work-related purposes;
- Perform due diligence to protect the security of Town's data, information, client or employee records and confidentiality while working from home or at an off-site location;
- Maintain security of organizational servers, information, and equipment;
- Take all appropriate measures and precautions to prevent the loss, theft, damage and/or unauthorized use of the organizational-owned property;
- Not leave equipment unattended in public or in a vehicle;
- Keep food and drinks away from equipment at all times;
- Lock their accounts when devices are not in use;
- Ensure confidentiality and records management requirements are maintained;
- Transport files and documents to be done in compliance with the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA)
- In order to maintain the tracking of records of files that are taken offsite, the employee must complete the <S:\Corporate Administration FORMS\Log of Document Leaving Municipal Premises.pdf> and provide this to their supervisor.
- Immediately report any incident or suspicion of unauthorized access to their account and/or disclosure of corporate data or resources;
- Will not open/download/upload any applications, images, videos, files, etc. from networks outside of organization onto an organization-owned device

unless for a legitimate work-related purpose and from a source that they know for fact is trusted.

- In the event that the employee has a safety incident in their designated workspace, they are to report it complete the <S:\Corporate Administration FORMS\Incident Investigation Form.pdf>

***Supervisors / Managers will:***

- Ensure the proposed Temporary Work from Home Agreement allows the Department to maintain effective operations and, where necessary, make any schedule adjustment prior to sign-off on the agreement;
- Approve the Temporary Work from Home Agreement, and provide copies of the signed agreement to the Human Resources Supervisor and to the Municipal Information Systems Coordinator;
- Support and manage employee performance remotely;
- Ensure proper distribution of work between employees;
- Set expectations with employees in terms of communicating; determine goals, priorities, and timelines for completion, etc.;
- Schedule regular calls to monitor and review productivity of employee's tasks. Maintain communication with the employees;
- Address performance issues immediately.

***Senior Management will:***

- Establish Temporary Work from Home Employee Agreements and ensure they are in place for all employees working from home;
- Ensure supervisors / managers are properly supporting and monitoring employee performance;
- Clearly communicate guidelines and requirements on various temporary work from home issues and expectations to supervisors / managers;

**Approval Process**

Permission to work from home must be pre-approved and will be reviewed regularly by the employee's supervisor / manager. Employees may submit a one-time use work from home request as a return to work or work accommodation option or they may enter into an agreement with Corporation of the Town of Kirkland Lake for an ongoing work from home arrangement. These requests should be submitted in writing to the employee's supervisor / manager at least one pay period in advance

and will be either approved or denied at the discretion of Corporation of the Town of Kirkland Lake. If at any time the arrangement no longer meets business or productivity goals, the Corporation of the Town of Kirkland Lake may alter or revoke the agreement.

Each Department must maintain an appropriate number of employees on site at the Town offices in order to function effectively.

### **Health and Safety**

Corporation of the Town of Kirkland Lake is committed to ensuring that the alternate worksite is safe and ergonomic. The Corporation may make onsite visits to the employee's work site at a mutually agreed upon time to ensure that the designated work space is safe and free from hazards. If the workspace is unsafe and cannot be made safe, the Corporation of the Town of Kirkland Lake may refuse or revoke the employee's work from home arrangement.

Employees working from home will be covered by workers' compensation for job-related injuries that occur in the course and scope of employment while working from home. The employee remains liable for injuries to third parties that occur on the employee's premises.

### **Principles**

Temporary working from home must conform to Ontario employment laws (e.g. employment standards related to meal/break times and overtime). The basic terms and conditions of employment between the employee and the Town shall be adhered to. All policies and procedures affecting employment remain in effect during the temporary working from home period except for those determined by the employer to be non-applicable or those which cannot be applied and enforced.

### **Compliance**

Abuse of temporary working from home privilege may result in immediate termination of the privilege; and will result in appropriate disciplinary measures, up to and including dismissal from employment.

### **Related Documents**

The following documents are referenced in this Policy:

- Incident Investigation Form
- Corporate Health & Safety Policy

- Information Systems Security and Usage Policy
- Temporary Work from Home Agreement

### **End of Agreement**

At the end of a work from home agreement, employees must promptly return all Corporation property used for working at home. An employee, current or former, may receive notices from Corporation of the Town of Kirkland Lake to return their property. Failure to do so may result in discipline for current employees or legal action if the employee no longer works for the Corporation. If an agreement is being revoked, employees will receive reasonable notice to make any arrangements necessary to return the Corporation's property to the worksite.

### **Legislation**

- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

### **6. Summary**

Not Applicable