



Operating Procedure	
Procedure Name:	<b>Off-Site Work Arrangements</b>
Procedure Category:	<b>Communicate for Confidence</b>
Procedure Number:	<b>C19-07</b>
Creation Date:	<b>June 2020</b>
Revision Date(s):	-

### 1. Purpose

This procedure provides a structure that will permit eligible employees to work off-site from their designated workplace. The off-site Work Arrangement would include working from home on a regular basis, or at other Town facilities and other appropriate sites.

### 2. 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 current position are eligible to participate in an Off-site Work Arrangement.

This procedure applies to the following employees:

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

### 3. General Provisions

4.1 New Off-Site Work Arrangements will commence for a set trial period as agreed to by the Supervisor and employee in order to assess whether the employee's duties can be appropriately completed off-site. The length of such trial period shall be at the discretion of the immediate 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 procedure.

4.2 Arrangements are based on a maximum of three (3) days per week off-site with the remaining two (2) days spent in their normal workplace. Individual circumstances may vary, with Director's approval.



4.3 All Off-Site Work Arrangements including scheduling the days working off-site or the required hours of work will be mutually agreed upon by the employee and their immediate supervisor.

4.4 Where there is a need for the employee to attend the workplace on a day pre-scheduled as an off-site work day, the employee will be required to work at the office that day. Such a requirement will be at the discretion of their immediate supervisor who will provide as much notice as possible.

4.5 Except where an employee has been authorized in advance by their immediate supervisor to work extra hours on a day the employee is working off-site, overtime or lieu time shall not be approved on off-site work days.

4.6 Employees with Off-Site Work Arrangements are required to provide their immediate supervisor with a description, in writing, of their workspace. The workspace shall be a designated space with furnishings that are ergonomically correct and appropriate to the nature of work. Employees are required to watch the video provided by Human Resources on how to set up their home office in an ergonomically acceptable way. Participants agree to allow a Health and Safety Associate to inspect the work-space location if necessary, provided such visits are arranged in advance. Costs associated in preparing the work-space, are the responsibility of the employee (installation of telephone lines, electrical upgrades, appropriate internet connections, etc).

4.7 All telephone costs for making or returning business calls during the work day shall be the responsibility of the employee. Employees are required to use their work phones, if applicable, for all work related phone calls during the work day. The use of a personal phone is a last option. Employees are encouraged to utilize a call block feature (\*67) in advance of returning calls to locations other than their work location so as to block their home phone number.

4.8 Employees participating in an Off-Site Work Arrangement must make appropriate dependent care arrangements and must manage their personal responsibilities in a way that allows them to successfully meet their job responsibilities.



4.9 Advance approval from the immediate supervisory is required to attend personal appointments during work hours on off-site work days. Personal appointments must be recorded in Vadim.

4.10 Employees will communicate with the office and respond to their voice mail and e-mail messages within regular business hours (8:30 am to 4:30 pm) unless otherwise approved by their supervisor. Employees will ensure their voice message contains detailed information on who to contact when they are working off-site.

4.11 Employees will notify co-workers and/or clients of the off-site work arrangements and ensure the necessary coverage is available to address immediate in-office business requirements.

4.12 Business meetings can occur at an off-site workplace with the exception of an employee's home office. These business meetings will be scheduled at the original work-space or via teleconference.

4.13 Performance expectations should be incorporated into the employee's regular performance management plan. Expectations should be specific and focused on measurable results. Performance expectations should not change because of where the work is being performed.

4.14 Except where a department has reduced or changed its office space allotment for an Off-Site Work Arrangement, such arrangements can be cancelled at the discretion of the employee, in consultation with their immediate supervisor.

4.15 With 2 weeks notice, an immediate supervisor can cancel an Off-Site Work Arrangement:

- i. In situations where participation is impacting the employee's performance;
- ii. where there is a 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;

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

v. employees are covered for work-related illnesses or injuries arising out of and in the course of employment provided they occur in the designated off-site work space. Employees must immediately report any work related injuries or illness to their immediate supervisor. Employees may be required to grant access to their premises from such authorities as the Ministry of Labour of the Workplace Safety Insurance Board (WSIB).

4.16 The Town will supply the employee with a small filing cabinet and shredder to equip the home office. Employees are expected to follow the provisions identified in the Records Management Policy and Procedure.

4.17 An employee participating in an off-site work arrangement using a home office, the employee is required to carry a minimum of \$1,000,000 of general liability insurance and inform the insurance company that he/she is working from home; any additional costs are the responsibility of the employee. The Town's insurance covers loss of or damage to equipment provided by the Town. The Town's insurance coverage does not cover equipment owned by the employee. The Town will not be liable for loss or damage to the Town's property where the employee had failed to take reasonable precautions to secure and protect Town property.

4.18 Employees must only use the VPN to connect to Town resources and for work purposes only. Laptops and wireless devices (smartphones, etc.) used for work purposes are not to be shared with other individuals outside the Corporation, such as family members or friends. Please be diligent in taking the appropriate measures in protecting confidential information, and maintain your cyber-resilience during this time.

4.19 The guidelines within this procedure are subject to change in the event of a pandemic or epidemic.



#### **4. Attachments**

Off-Site Work Arrangement Acknowledgment Form



**Off-Site Work Arrangements Acknowledgment Form**

I, \_\_\_\_\_ (first and last name),  
hereby acknowledge that I have read and understand the Town of Pelham Off-Site  
Work Arrangement Operating Procedure and agree to abide by the provision identified  
in the procedure.

I understand that violations of the Off-Site Work Arrangement Operating Procedure may  
result in disciplinary action including the termination of my off-site work arrangements.

I certify that this is a true and correct statement by my signature below:

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Director Signature

\_\_\_\_\_

Date