



**SECTION: Human Resources**

**POLICY: HR 12**

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**TELEWORK POLICY**

**PREAMBLE**

Contact Brant recognizes the opportunities that a flexible working arrangement such as Telework can present.

Telework refers to any approved arrangement in which an employee performs their duties outside of their primary office worksite at an alternate location that is suitable for the performance of duties. This may be on a recurring or on an ad hoc basis.

Flexibility in the workplace to accommodate work and personal needs, or reduce a commute, can result in benefits to organizations such as:

- o a competitive edge for attracting and retaining highly skilled individuals
- o reduced levels of employee stress and conflict
- o higher levels of productivity and reduced absenteeism
- o higher levels of employee satisfaction and motivation
- o having a more satisfying work environment.

In March 2020, all employees were required to work from home due to the pandemic. Contact Brant has since moved to a temporary hybrid model where some employees work full-time in the office, some alternate between in-person and remote work on a scheduled basis, and others work full-time from home. The Telework Policy has become even more important for our agency as we trial this hybrid model, and continue to consider the best model for service delivery.

**POLICY**

Telework is defined as any work arrangement that allows employees to work outside of their primary worksite at an alternate location pursuant to an approved agreement. An approved Telework arrangement is not an entitlement and may be terminated by the Chief Executive Officer.

**PROCEDURE**

- 1.0 A Telework arrangement does not change the terms and conditions of employment.
- 2.0 Contact Brant will implement Telework arrangements in a fair and equitable manner where it is economically and operationally feasible to do so. Approval of Telework arrangements are made by the Chief Executive Officer on an individual basis considering both the abilities and characteristics of the employee and the nature of the work:
  - The nature of the work to be performed by Telework will not impact clients or service; can be successfully completed virtually; can be as efficiently completed out of the office; required information can be securely accessed

remotely and/or sent electronically; and it does not entail additional expenses for the organization.

- Telework does not put additional workload on co-workers;
- Employees will have demonstrated dependability and accountability for attendance and work ethic; have a proven record of regularly meeting all job responsibilities; and have successfully completed their probationary period.

4.0 Employees are responsible for the following when teleworking:

- Ensure the Outlook Calendar is kept updated with appointments and times the employee is not available for work;
- Ensure regular communication with co-workers and supervisor;
- Able to attend meetings via video conferencing. If video conferencing is not available, employees may use phone conferencing as a secondary option;
- Arrangements are made for any in-office requirements that may arise, including ensuring clients have the option for in-person meetings;
- Meeting the terms and conditions of employment, and the application of all Policies and Procedures;
- Security, privacy and confidentiality of information must be maintained;
- Establishing a suitable workplace for their home office; and
- Creating boundaries between work and home life.

5.0 Office laptops/computers will be used for Telework to ensure appropriate firewalls and confidentiality of information. Contact Brant equipment will not be used by other members of the employee's household.

6.0 Contact Brant assumes no responsibility for any operating costs associated with an employee using their residence as an alternative worksite. This includes, but is not limited to, personal equipment, home maintenance, insurance, and utilities.

7.0 An employee must have their Contact Brant office telephone with them for Telework days to remain available at their extension during their workday.

8.0 Employees must establish a boundary between work and personal time.

- Telework may not be used as a substitute for child or other dependent care. Employees must ensure their workplace is as free from personal interruptions as possible.
- Employees are expected to disconnect after completing their work day.

9.0 Requirements of the job take priority over any Telework arrangement. Therefore, the employee must reschedule or cancel Telework days when it interferes with required in-person work.

10.0 Any work-related expenses will be considered following the Staff Mileage and Expenses Policy. The Staff Mileage and Expenses Policy also outlines that mileage will not be paid for traveling to and from work if that were to occur on a Telework day.

11.0 Employees who wish to Telework must initiate the process through a written request to the CEO, using the Telework Request form. For regularly-scheduled

Telework requests, the employee will submit the Request form annually.

The details of the Telework request will include:

- The duration of the arrangement, including whether the arrangement will be regular or episodic;
- The Telework location;
- A description of how the employee will meet responsibilities and expectations, as per policies.

12.0 Participation in Telework will be terminated if an employee's performance does not meet the prescribed standard or if the Teleworking arrangement does not meet organizational needs.