



## POLICY AND PROCEDURE MANUAL

**SECTION: Human Resources**

**POLICY: HR 17**

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December 2021; September 2018; December 2012

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### TELEWORK POLICY

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#### PREAMBLE

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

Definition: '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, and may be part-time or full-time.

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

- A competitive edge for attracting and retaining highly skilled individuals
- Higher levels of employee satisfaction and motivation as well as reduced stress and absenteeism
- A smaller office footprint to enable the agency to put resources towards services and staffing.

In March 2020, all employees were required to work from home due to the pandemic. Contact Brant has since moved to a hybrid model where some employees work full-time in the office, some alternate between in-office and remote work on a scheduled basis, and others work full-time from home.

#### POLICY

Teleworking is not a formal, universal employee benefit and the decision for Teleworking is at the sole discretion of Contact Brant.

An approved Telework arrangement is not an entitlement and may be terminated at any time, for any reason, without notice; should Contact Brant revoke the privilege, it will not be deemed to be a fundamental change to the employment relationship.

#### PROCEDURE

- 1.0 Teleworking is the concept of working from home or another location on an ad hoc, full-time or part-time basis. Teleworking is not a formal, universal employee benefit, but rather an alternative method of meeting the needs of Contact Brant.
- 2.0 Teleworking can be discontinued at any time, for any reason, without notice; revoking the privilege will not be deemed to be a fundamental change to the employment relationship.
- 3.0 A Telework arrangement does not change the terms and conditions of employment.

- 4.0 Employees who are approved for Telework must always meet the needs of clients who prefer face-to-face services.
- 5.0 Eligible employees will be selected based on the following:
- Suitability of their position for teleworking;
  - An evaluation of the likelihood of their being successful teleworkers; and
  - An evaluation of the Supervisor's ability to manage remote workers.
- 6.0 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 employee's supervisor 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 Employee Responsibilities: Employees are responsible for the following when teleworking:
- Must have their Contact Brant office telephone with them for Telework days to remain available at their extension during their workday;
  - Office laptops/computers must 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;
  - Ensure their Outlook Calendar is kept updated with appointments as well as times the employee is not available for work;
  - Ensure regular communication with co-workers and supervisor;
  - Attend meetings via video conferencing or teleconferencing, or in-person if these options are not available;
  - Attend any in-office requirements that may arise, including ensuring clients have the option for in-person meetings;
  - Meet the terms and conditions of employment, and the application of all Policies and Procedures;
  - Security, privacy and confidentiality of information must be maintained;
  - Establish a suitable workplace for their home office;
  - 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;
  - Create boundaries between work and home life including the expectation to disconnect after completing their work day.

- 5.0 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.
- 6.0 Any approved work-related expenses will be considered following the Staff Mileage and Expenses Policy. Note that the Staff Mileage and Expenses Policy outlines that mileage will not be paid for traveling to and from work if that were to occur during a Telework day.
- 7.0 Employees who wish to Telework must initiate the process through a written request to their supervisor, using the Telework Request form. 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 and description of the work space;
  - A description of how the employee will meet responsibilities and expectations, as per their employee contract, job description as well as policies including Health and Safety.