

COMMUNITY LIVING DURHAM NORTH  
DISCONNECTING FROM WORK

Policy No: C-30 (Human Resources)

Effective Date: June 2, 2022

Last Revision:

Last Review:

Rationale:

To ensure the well being and mental health of all employees.

Policy Statement:

Our employees are of the utmost importance to us, and we encourage and support our employees in protecting their health and well-being. Regardless of whether employees work in-person or in a hybrid arrangement, taking appropriate time to disconnect from work is vital for their well-being and is essential for maintaining a healthy work-life balance.

Employees are therefore encouraged to review and follow the guidance set out in this policy and its accompanying procedures to ensure they are taking time to disconnect from work when it is appropriate to do so.

Approved by: Glenn Taylor

Date: June 2, 2022

pending review by the Board of Directors

COMMUNITY LIVING DURHAM NORTH

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Procedure No: C-30-1

Effective Date: June 2, 2022

**Legislative Background**

- Pursuant to the Employment Standards Act, 2000 (ESA), all provincially regulated employers with 25 or more employees must put in place a “Right to Disconnect Policy” by June 2, 2022.
- The ESA defines “disconnecting from work” as “not engaging in work related communications, including emails, telephone calls, video calls or the sending or receiving of other messages, so as to be free from the performance of work.”
- CLDN recognizes that disconnecting from work is important for all employees. That said, the province has not to date released further details as to what is required to be in this policy.

Procedure No: C-30-2

Effective Date: June 2, 2022

**The Context of our Work**

- CLDN provides a wide variety of essential services and support to people with developmental disabilities and their families on a 24-7 basis. The provision of these services works to promote and facilitate community inclusion, meaningful participation, and full citizenship of people with developmental disabilities.
- Given the continuous nature of our operations, “regular hours” differ from employee to employee and from program to program. Also, our business is unpredictable. Therefore, work outside of regular hours may be required from time to time. Some employees have on-call responsibilities. Others will agree to deal with crisis situations concerning supported people that cannot wait until regular work hours resume.
- Aside from these exceptions, employees are encouraged to conduct their assigned work within their established work hours and to disconnect from work outside of those hours.

Procedure No: C-30-3

Effective Date: June 2, 2022

**Internal Agency Communications**

- Because we operate 24/7 and because our collective agreement requires the agency-wide distribution of certain messages, it is not possible to limit communication to an employee's on-duty hours.
- However, no employee will be expected to respond to routine communication while they are off duty, nor will they be disciplined for failing to respond.
- On the other hand, there are types of communication (via email, phone, in-person) that are required for the proper management of the employee-employer relationship. Employees continue to be expected to review and respond to communications of this nature, even outside of their working hours, and to participate in employer processes such as scheduling, workplace investigations, absence management, accommodation planning, performance management, etc.
- In the case of non-routine communication of this nature, the agency will communicate expected response times.

Approved by: Glenn Taylor  
CEO

Date: June 2, 2022