

COMMUNITY LIVING DURHAM NORTH

WORKING FROM HOME

Policy No: C-4 (Human Resources)

Effective Date: March 29, 2021

Last Revision:

Last Review:

Rationale:

This policy sets out the employer's expectations with regard to working remotely. It also recognizes that Covid-19 will have a number of lasting impacts, and changing notions about working from home may be one of them.

Policy Statement:

Working from home does not alter the terms of existing employment contracts, except for mutual expectations about where work will be performed. Employees must continue to comply with the rules, policies, practices and instructions that would apply if they were working in an agency-operated workspace.

The nature of the employee's responsibilities is not changed when they work from home, nor is the level of their supervisor's expectations. Work hours, compensation, the scheduling of leave, and other components of the unwritten employment contract are unchanged. For example, overtime must still be approved in advance by the employee's supervisor.

Working from home is not an entitlement or an employee benefit. It is a temporary adjustment to the current pandemic which CLDN may terminate at any time, at its discretion.

Senior staff will implement procedures regarding the equipment that may be provided to staff for the purposes of working from home, confidentiality and security considerations, as well as performance expectations.

Approved by: Clare Suggitt
for the Board of Directors

Date: March 29, 2021

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Procedure No: C-4-1

Background

Effective Date: March 29, 2021

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To date, all employees have been hired on the understanding that they would be based in an assigned location operated by CLDN. But Covid-19 has forced us to adapt in many ways. One change is that managerial and administrative staff have begun to work from home during defined portions of their work week.

Non-unionized staff have begun to work from home for the same reason that direct care staff in program locations have had to wear PPE. Managers and admin staff are, whenever possible, not entering program sites and, in accordance with defined schedules, they are absenting themselves from CLDN office spaces, in order to ensure their own safety and the safety of others. And they are doing this because the nature of their responsibilities and the technologies provided to them enable them to be productive and effective when they work from home.

At the same time, we believe that all staff perform best when they continue to have regular in-person access to each other and to their own office spaces. “Work from Home” schedules have been designed in such a way as to facilitate effective social distancing for those who are working in CLDN office spaces; typically, managers and admin staff have continued to report to work two or three days per week.

Procedure No: C-4-2

Post-Pandemic

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With the on-call function in mind, it must be recognized that working from home, in an episodic sort of way, has for many years been a job requirement for directors and managers.

Moving forward, and for more regular or lasting arrangements, employees will have to request the right to work from home, and such requests will be approved, or not, based on the following considerations:

- The continued accessibility of the regular workplace or office;

- The nature of the job responsibilities and whether they are conducive to working remotely;
- The likelihood of productivity being maintained or improved through the remote working arrangement;
- The supervisor’s assessment of the individual staff’s supervision needs, and the supervisor’s own ability to provide that oversight.

It is becoming possible to contemplate a “new normal” where staff would be offered a post-Covid work-from-home option, perhaps while the agency economizes on office space and assigns the same space to more than one employee. For the present, however, CLDN believes that it is best served when staff report to a CLDN-operated workspace to fulfill their responsibilities.

Procedure No: <u>C-4-3</u>	Effective Date: <u>March 29, 2021</u>
Use of Agency Owned Property and Issues Around Confidentiality and Data Security	Last Revision:
	Last Review:

- All employees currently working from home have been assigned a computer or laptop on a temporary or longer term basis.
- Employees working from home must use these agency-provided devices, and/or personal equipment that CLDN has approved, to ensure that appropriate software is used and to help maintain data security and confidentiality.
- All documents must be saved remotely onto CLDN’s server. Remote access is encrypted and password protected. The disclosure to any family member of how to access our server is absolutely forbidden. CLDN documents should not be saved on the local side of the “at-home” computer. However, this last provision may not practical in the case of a few mobile laptops that are used at work, unplugged, and taken home.
- The employee will have a designated workspace at home where CLDN property can be safely maintained. The designated workspace must also allow for privacy and professionalism during Zoom meetings, and be able to protect the confidentiality of the computer screen and hard copy documents that are required while working remotely.
- The employee must take all reasonable steps to protect agency property from theft, damage or misuse. Where this duty is discharged, CLDN will undertake to provide all necessary IT support and equipment maintenance.

Procedure No: C-4-4

Expectations of Employees Working at Home

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- Employees will adhere to their usual hours of work (i.e. roughly 8/9 a.m. to 4/5 p.m.)
- Employees must be available to return to the office in the event of emergencies or, given reasonable notice, for any other reason.
- Employees will participate remotely in all scheduled meetings and business discussions and must be easily accessible by phone or email, during work hours.
- Employees working from home retain WSIB coverage for work-related injuries – another reason why it is necessary to have a properly defined work day.
- To work from home effectively, employees must have a good understanding of their job responsibilities, maintain effective communication with co-workers, and be self-motivated, self-disciplined and well organized. If such is not the case, the employee will be required to meet with their direct supervisor to discuss necessary changes.

Approved by: Glenn Taylor
CEO

Date: March 29, 2021