

COMMUNITY LIVING DURHAM NORTH

WORKING FROM HOME

Policy No: C-4 (Human Resources)

Effective Date: March 29, 2021

Last Revision: June 2, 2025

Last Review:

Rationale:

This policy sets out the employer's expectations regarding working remotely. While acknowledging that it can improve the work satisfaction of some employees, it places limits on the practice and asserts that CLDN has the right to terminate it in response to a change in societal views.

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, and practices that would apply if they were working in an agency-operated workspace, including but not limited to those policies that address health and safety, privacy, confidentiality, data security and CLDN's code of conduct.

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, within specified limits, began as a temporary response to the recent pandemic. It remains in place for certain positions and employees because it appears thus far to have had mutual benefits. However, schools of management and organizational dynamics continue to research the impact of remote work. Therefore, it remains temporary or conditional; remote work is not an entitlement or an employee benefit, it can be terminated by CLDN at any time.

Employees who can work remotely for a portion of their work week will sign a Remote Work Agreement that makes some specific adjustments to the unwritten employer/employee contract. Schedule A of this agreement will detail any equipment or furniture that CLDN has loaned to the employee to facilitate remote work.

Approved by: Clare Suggitt
for the Board of Directors

Date: June 2, 2025

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Procedure No: C-4-1

Limitations on Remote Work

Effective Date: March 29, 2021

Last Revision: June 2, 2025

Last Review:

- Given the direct support role played by most CLDN employees, remote work is not a viable option for them except in rare circumstances.
- For managers and administrative staff, remote work will be limited to a norm of two days per week (which can be flexed to accommodate time-limited circumstances that might otherwise result in absenteeism). This limitation is in place because CLDN believes that frequent face-to-face interaction promotes effective personal dynamics and teamwork.
- Employees who work from home will have clearly defined schedules such that their managers and co-workers will know when to find them in their office and when to contact them at home.
- Employees working from home must be available to return to the office in the event of emergencies or, given reasonable notice, for any other reason.
- If an employee's performance declines while working from home, remote work is probably a poor option for them. A manager or director may terminate a remote work arrangement if they believe it is not suitable to an employee's supervision needs.

Procedure No: C-4-2

Use of Agency Owned Property and Issues Around Confidentiality and Data Security

Effective Date: March 29, 2021

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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 be 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.
- All printed materials or files held in a remote location must be kept to a minimum and stored securely. All reasonable measures must be implemented by the employee to avoid unauthorized access by any third party.
- 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-4-3

Expectations of Employees Working at Home

Effective Date: March 29, 2021

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Last Review:

- Employees will adhere to their usual hours of work (i.e. roughly 8/9 a.m. to 4/5 p.m.)
- 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 workday.
- 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.
- As of this current policy revision (June 2, 2025), all employees who regularly work from home must sign off on the Remote Work Agreement and its Schedule “A.”

Approved by: Glenn Taylor
CEO

Date: June 2, 2025