



# Corporate Policy

## Alternative Work Arrangements

Policy Number: HR.2-07

Sub-Topic: Compressed Work Schedule, Telework, Flex Hours

Topic: Employee Attraction and Retention

Applies to: All Non-union, Regular Full-Time Employees

## Policy Statement and Strategic Plan Linkages

The Town of Newmarket acknowledges that alternative work arrangements support the Town's Talent Management Strategy goal of attracting and retaining qualified and committed employees in order to provide employees with better options for balancing work and personal life responsibilities while maintaining fiscal and operational responsibilities. This policy supports the Town's mission of making Newmarket even better, all 5 Wells of the Strategic Plan's directions, and the Town's core values.

## Purpose

The Town supports an Alternative Work Arrangement environment for eligible employees where customer service, operational efficiency and effectiveness, and employee wellness are a priority.

## Definitions

**Alternative Work Arrangement:** refers to a Compressed Work Schedule, Telework or Flex Hours arrangement that discussed with the employee's manager and approved in a written agreement by their Director/Commissioner.

**Compressed Work Schedule:** a work schedule allowing an eligible employee to work the required number of weekly or bi-weekly hours in a compressed format, wherein the employee works longer hours during each day for fewer days within a weekly or bi-weekly period that equates to the total required number of hours of work.

**Earned Day Off:** a scheduled day off that an eligible employee takes during the compressed work cycle and must not be taken in conjunction with vacation or long weekends and is considered a "non-work" day.

**Flex Hours:** eligible employees work their regular daily and weekly hours, but outside the normal hours of work, providing employees with flexibility around their scheduled work start time and end time.

Normal Hours of Work: refers to the regularly scheduled hours an employee works, including start and end times of each day and required breaks, as applicable.

Eligible Employee: a non-union, regular full-time employee that has successfully passed their probation period, has satisfactory performance reviews, good attendance and does not have performance issues. The eligible employee's duties and responsibilities are such that an alternative work arrangement maintains the department's operational business requirements.

Telework: eligible employees who are self-motivated, well-organized and self-disciplined in their approach to work and have approval to carry out some or all of their work duties from a location other than their designated workplace.

## Provisions

Alternative Work Arrangements Eligibility Requirements: a request for an Alternative Work Arrangement is subject to approval on a case-by-case basis and follows established criteria as follows:

- The arrangement supports the current work relationship and enhances communication between the supervisor and the employee to support work/life balance.
- The arrangement is cost effective and operationally feasible to implement and does not result in additional costs to the Town including how time off is to be managed.
- The overall quantity and quality of work that is normally completed must be sustained, does not negatively impact the work of others and does not compromise internal and external customer service.
- The terms and conditions of employment and application of existing policies, procedures and legislation continue to apply.
- A signed Alternative Work Arrangement Agreement is in place and on file with the Human Resources Department.
- The Alternative Work Arrangement Agreement must be reviewed annually at a minimum.
- The signed approval of the Department Head, be it the Director or Commissioner is required on the Alternative Work Arrangement Agreement.
- All extra hours beyond the eligible employees regular work day (7 or 8 hours) that are required for a Compressed Work Week must be made up prior to the Earned Day Off.
- Eligible employees attend all identified and mandatory training sessions and meetings.
- The arrangement allows for flexibility as needed to maintain operational business requirements (such as having to come to work due to staff shortage on a Telework day).
- Should an employee be ill on their Earned Day Off, they are not eligible for an additional Earned Day Off and is not considered as a sick day.

- Paid leave (such as sick days, vacation, floater, etc) is to be recorded as a 7 or 8 hour day as appropriate.
- Should an employee fall ill during their Compressed Work Week the employee must make up the extra hours prior to taking their Earned Day Off.

## Cross-References

### Corporate Policy:

Employee Code of Conduct CAO.3-01 (By-law Number 2007-43)  
Health and Safety Policy & Procedures Manual  
Normal Hours of Work Policy HR.2-06  
Sick Leave Policy HR.11-04  
Wearing Apparel and Dress Code Policy HR.7-01  
Vacation HR-3.01

### Other Government Legislation:

[Employment Standards Act, 2000 \(ESA\)](#)  
[Occupational Health and Safety Act & Regulations](#)  
[Ontario Human Rights Code](#)  
[Personal Health Information Protection Act](#)  
[Privacy Act](#)  
[Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#)  
[Workplace Safety and Insurance Act & Regulations](#)

## Appendices

Alternative Work Arrangements Procedure # HR.02-07-01  
Alternative Work Arrangement Self-Assessment Checklist  
Alternative Work Arrangements Guidelines & Agreement for Employees

## Contact

Human Resources Business Partner at (905) 953-5300 Ext. 2050 or [hr@newmarket.ca](mailto:hr@newmarket.ca).

## Details

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