

Alternative Work Arrangements

Procedure #: HR.02-07-01

Policy Number: HR.02-07

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

Topic: Employee Attraction and Retention

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

Purpose

This procedure supports the Alternative Work Arrangements Policy HR.2-07. It outlines the steps for employees to take for making Compressed Work Schedule, Telework and/or Flex Hour arrangements.

Procedure

Employee Responsibilities

- 1) Complete an Alternative Work Arrangement self-assessment checklist form.
- 2) Initiate a discussion with their immediate Supervisor or Manager as determined appropriate, providing a copy of the self-assessment in advance if possible.
- 3) Work with their immediate Supervisor or Manager to determine the equipment required, such as office furniture, computer, printer, modem, internet service, service agreement, cell/business phone, etc. and consult with IT as appropriate.
- 4) Establish measurable performance objectives and expected outcomes with their immediate Supervisor or Manager in the Agreement.
- 5) Establish and maintain an effective communication strategy with colleagues to ensure operational requirements are not negatively impacted.
- 6) Upon agreement with their immediate Supervisor or Manager, prepare an Alternative Work Arrangement Agreement.
- 7) Sign and obtain the Supervisor's, Manager's, Director's and Commissioner's signatures as appropriate.
- 8) Send a signed copy of the Agreement to Human Resources for the employee file.
- 9) Send a signed copy of the Agreement to Information Technology for making IT equipment arrangements as outlined in the Agreement.
- 10) Comply with the terms and conditions of employment including but not limited to adherence to corporate policy and relevant legislation as appropriate.
- 11) Ensure Earned Days Off are scheduled to avoid absences co-incident with vacation, a statutory or Town approved holiday.
- 12) Take lunch breaks and ensure that on extended days, breaks are adjusted as per the provisions of the Employment Standards Act, i.e. minimum of 30 minute break after 5 hours of work.
- 13) A Telework arrangement is not compensable for mileage to the primary place of work for attendance to meetings, routine mail, supplies, pick up and drop off, etc.

- 14) Uphold the Alternative Work Arrangements Agreement for the length of the trial period/term as agreed upon in the Agreement and the amount of notice time required in the event of the termination of the Agreement.

Employer Responsibilities

Managers/Supervisors:

- 1) Participate in the evaluation of an Alternative Work Arrangement proposal based on operational feasibility and cost-effectiveness.
- 2) Recommend approval or denial of request to the Director/Commissioner.
- 3) Work with the Information Technology Department to determine systems, supplies, maintenance and support requirements, and costs.
- 4) Ensure health and safety commitments are clearly articulated in the Agreement for Teleworking employees.
- 5) Establish a process on how time off such as vacation, Floater, sick leave etc are managed.
- 6) Forward the Agreement to Human Resources and Information Technology departments for review and input prior to Commissioner/Director approval.
- 7) Ensure all Alternative Work Arrangement documentation is complete.
- 8) Advise other employees who are impacted by the arrangement and the communication strategy to be utilized in the Alternative Work Arrangement.
- 9) Ensure that issues or concerns related to an Alternative Work Arrangement are reviewed and addressed promptly.
- 10) Manage employee performance objectives and outcomes and arrange for periodic reviews with the employee.
- 11) Discuss how the arrangement may be terminated, if required, with the employee prior to implementing the Alternative Work Arrangement Agreement.
- 12) Support consistent application of the Alternative Work Arrangement Policy.
- 13) Monitor the arrangement on a regular basis to determine if the Agreement should be renewed for another period.
- 14) Ensure the necessary arrangements are made for employees to make up the half hour during the course of the week for employees eligible for Summer Hours.
- 15) Monitor the effectiveness of the Alternative Work Arrangement within the work unit on a regular basis.

Information Technology Department:

- 1) Review the technology requirements outlined in the Agreement for Telework arrangements.
- 2) Provide information and recommendations on the Town's ability to deliver technology requirements and technology costing requirements (i.e. licencing).
- 3) Set-up, support, maintain and replace Town supplied equipment identified in the Agreement, as appropriate

Human Resources Department:

- 1) Provide advice, guidance and support as necessary on matters related to an Alternative Work Arrangement.

- 2) Review each Alternative Work Arrangement proposal prior to approval by the Commissioner/Director to support consistency of application and adherence to policy including but not limited to addressing health and safety for a Telework arrangement.
- 3) Work with departments to resolve Alternative Work Arrangement concerns.
- 4) Periodically evaluate the effectiveness of this policy, measure its use, benefits to the Town and adherence to policy requirements.
- 5) Ensure this policy and its application is in compliance with relevant legislation.

Commissioners/Directors:

- 1) Monitor departmental operations to ensure efficiency and effective service provision.
- 2) Support consistent application of this policy.
- 3) Approve or deny an Alternative Work Arrangement Agreement and monitor / review an approved arrangement to ensure that all of the conditions of participation still apply, including assessing the performance and service outcomes of work being done, and a cost-benefit analysis if appropriate.

Cross-References

Corporate Policy:

Employee Code of Conduct CAO.3-01 (By-law Number 2007-43)
Health and Safety Policy & Procedures
Normal Hours of Work HR.02-06
Sick Leave Policy HR.11-04
Summer Hours practice
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](#)

Contact

Human Resources at (905) 953-5300 Ext. 2050 or hr@newmarket.ca.

Details

Approved by: Robert N. Shelton, Chief Administrative Officer
Adoption Date: October 29, 2018
Policy Effective Date: June 16, 2008
Last Revision Date: August 03, 2018
Revision No: 001