



Title: Working from Home Policy	Internal
Department: Corporate Services	Policy Number: CS - 034
Approval Date: June 18, 2020	Implementation Date: June 18, 2020

BACKGROUND:

The Town of Paradise requires adaptive work arrangements to ensure essential, core, and supportive services are always available to residents and employees.

OBJECTIVE/ PURPOSE:

This policy establishes work from home standards to ensure that the Town of Paradise can always provide reliable services to residents. This policy identifies and clarifies guidelines, expectations and resources for employees who are working from home.

POLICY STATEMENT:

Employees shall work from home only as required when specific arrangements have been established between the employee and a supervisor. Work must be operationally feasible to perform from home. Approval must be obtained prior to any work from home arrangement taking place during their normally scheduled working hours. The approval of each work from home situation will be made on a case-by-case basis. Working from home does not change terms and conditions of employment. This policy applies to all employees, and all employees must sign a Work from Home Agreement.

DEFINITIONS:

Working from Home: Working from home involves employees performing a portion or all their job duties from their own home.

Emergency Work from Home Arrangement: Emergency work from home arrangements occur when emergency situations limit the ability of employees to work from their normal designated office or work facility. These arrangements are made when an emergency impacts an entire population, such as during a pandemic where employees are practicing social distancing, or during a localized emergency impacting their work location, such as snowstorm. This arrangement occurs on an as-needed basis, as determined by the Chief Administrative Officer.

Personal or Short-Term Work from Home Arrangement: Personal work from home arrangements must be approved in advance. This arrangement generally involves employees who cannot come into the office because of a personal issue, temporary medical accommodation, or other personal responsibilities. This type of arrangement may also coincide with assigned project-based work, when it is mutually beneficial for the employee and Town to have assigned work completed from an employee's home.

GUIDELINES AND PROCEDURES:

1. Work Expectations and Practices

- 1.1 Performance: Employees who work from home are expected to continue to perform the duties of their position. Work performance must remain satisfactory to work from home. Before working from home, employees and supervisors/management will discuss and define performance expectations.
- 1.2 Work Hours: Unless otherwise agreed to with the respective manager or director, hours worked do not change because an employee is working from home.
- 1.3 Response Time and Reachability: When working from home employees are expected to respond in a timely manner to all forms of communication as if they were in the office (i.e. during regular working hours), such as: emails, phone calls and meeting requests.
- 1.4 Policies: Town Policies remain in effect while working from home, and employees are required to comply with all policies and the code of conduct.
- 1.5 Leave and Overtime: Normal procedures for leave management and requests (e.g. vacation, sick, appointments) are to be maintained. Employees will not be compensated for unauthorized overtime worked.
- 1.6 Privacy and Security: Employees are to keep their work secure while working from home. This includes keeping documents in a safe place, not using public Wi-Fi networks, encrypting/password protecting work and devices. Confidentiality, privacy, and proper records management must be maintained while working from home.
- 1.7 Safety and Office Setup: Employees are responsible for ensuring that their home workspace is kept clear and free from obstacles and tripping hazards, and that provincial health and safety requirements are met while working from home. Employees working from home may consult with the Town's Safety and Training Coordinator regarding any questions they may have about health and safety or home office setup and ergonomics.
- 1.8 Work Breaks and Rest: Employees are to integrate breaks and rest periods while working from home.

2. Working from Home during Emergencies

- 2.1 Employees may be required to work from home due to a workplace closure resulting from an emergency. This may include short term, localized emergencies, such as a Town facility closure, or provincially or mandated closures due to a state of emergency.

- 2.2 During an emergency where employees are unable to come into work, the Town may ask employees to work from home. Directors and managers will identify and coordinate a work from home plan approach that is responsive to the emergency.
- 2.3 Working from home during an emergency may be stressful and present unique challenges for employees. Employees are encouraged to consult with Human Resources, the Town's Employee Assistance Program, or other mental health resources to discuss any challenges experienced while working from home. During an emergency work from home situation, Human Resources will reach out to employees to provide related contact information and best practices for maintaining physical and mental health.
- 2.4 In emergency situations, management is responsible for communicating clear expectations to employees, and establishing mutually understood expectations. Updates will be provided to employees as new information becomes available.
- 2.5 The Town's response to an emergency is to prioritize continued critical government operations and services to residents. Departments may be asked to identify deliverable services and supporting resources in a work from home plan, given the nature of a specific emergency.

3. Mobile Devices and Equipment

- 3.1 The Town provides employees with the necessary mobile devices and equipment required to carry out assigned work. Each employee working from home will consult with the Town's Network Administration (IT) to ensure technological requirements and needs are met.
- 3.2 While many employees have the necessary tools to work remotely, additional equipment may be requested if needed. Departments will review requests for additional equipment, on a case-by-case basis, prioritizing positions that are delivering critical services.
- 3.3 Depending on the nature of the job and circumstances, employees working from home may be asked to use their own devices if they are comfortable doing so. Town of Paradise devices or equipment should be used exclusively if provided.
- 3.4 At the end of a work from home agreement, employees must promptly return all Town property used for working at home
- 3.5 The Town is not responsible for operating costs while an employee is working from home, including but not limited to: home insurance, office equipment, home maintenance or any incidental costs (e.g. utilities) associated with the use of the employee's home.

4. Communications

- 4.1 The primary forms of communication while working from home in an emergency are phone/telecommuting and email.
- 4.2 Employees working from home are to use their Virtual Private Network (VPN) to access files and workstations, as previously set up/established by the Network Administrator.

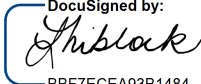
4.3 To collaborate within and across teams and with stakeholders, employees may be asked to use public cloud meeting services. Platforms may include: Facetime, Zoom, Skype, MS Teams, Slack, etc. Employees are to dress professionally for video meetings.

4.4 Face-to-face meetings may not be conducted at an employee's home.

REVIEW:

This policy is subject to change due to evolving circumstances. Work from home arrangements may be cancelled or amended by the Town of Paradise at any time.

Chief Administrative Officer: _____

DocuSigned by:

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Date: June 18, 2020 | 11:34:30 AM NDT



WORK FROM HOME AGREEMENT

I have read this Work from Home Policy and understand and agree to follow all of its guidelines and conditions.

Employee Signature

Date

Supervisor/Manager Signature

Date

Employee Contact Information:

Email: _____

Cell Phone: _____

Home Phone: _____

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Document Pages: 5	Signatures: 0
Certificate Pages: 1	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Angelina Richards
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 tsmith@paradise.ca
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