

Policy No. & Title: **P215: FLEXIBLE WORK**

Policy Sponsor: Chief Human Resources Officer

Effective: 2021-07-14

Next Review: 2026-07-14

Approvals: N/A

1. PURPOSE

The purpose of this policy is to establish a framework for flexible work arrangements to address the evolving work environment and the changing needs of both the College and its employees. Understanding and flexibility is paramount in our changing environment.

2. DEFINITIONS

Flexible Work Arrangements: These include flexible work schedules and flexible work locations.

Flexible Work: Work performed at an alternate location. Can be ongoing or for a temporary period as a result of an extenuating circumstance. Examples include an emergency or a pandemic situation.

3. POLICY

The College is committed to offering the possibility of flexible work arrangements to employees whose work can be performed in an alternate manner and/or location without negative impact to the operations of the College, its students and to other staff and colleagues. Flexible work arrangements are subject to prior approval and are not considered a benefit or an entitlement. In non-extenuating circumstances continuation of flexible work arrangements are subject to review and continued approval of the employee's manager.

All policies, terms and conditions of employment, collective agreement requirements and applicable employment legislation continue to apply.

4. REFERENCES

College Policy

C202: Acceptable Use of College Technology

P204: Accommodation for Employees with Disabilities

P207: Employee Code of Conduct

P208: Respectful College Community and Prevention of Harassment and Discrimination

Other:

Academic Employees Collective Agreement

Support Staff Collective Agreement

Part-Time Support Collective Agreement

Terms and Conditions of Employment for Administrative Staff

Legislation:

Human Rights Code, R. S.O. 1990 c.H.19

Employment Standards Act, 2000 S. O. 2000 Chapter 41

Accessibility for Ontarians with Disability Act and the Integrated Accessibility Standards Regulation
O. Reg 191/11

5. ADDENDA

Guideline A: PRINCIPLES OF FLEXIBLE WORK

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Policy No. & Title: P215: FLEXIBLE WORK

Addendum: **Guideline A: PRINCIPLES OF FLEXIBLE WORK ARRANGEMENTS**

Issued by: Chief Human Resources Officer

Effective: 2021-07-14

1. PURPOSE

The purpose of this document is to provide guiding principles for flexible work arrangements. These guiding principles apply to all approved flexible work arrangements.

2. ELIGIBILITY

All employees who are interested in a flexible work arrangement should explore the opportunity with their immediate manager.

Flexible work arrangements are subject to the approval of the employee's immediate manager. Decisions regarding the approval of a flexible work arrangement will primarily be based upon the nature and suitability of the work being performed and any other reasonable considerations that may impact the success of the arrangement and/or the employee.

Due to the changing needs of the College and the work environment some positions that are suitable for flexible work may be deemed as such and discussions regarding this opportunity will be initiated by the employee's immediate manager.

Eligibility requirements may be waived in extenuating circumstance such as an emergency or a pandemic situation to ensure operational continuity.

3. DEFINITIONS

Clients: Includes any person that receives or provides services to/from the College such as the general public, potential students, applicants, enrolled students, external clients, vendors, contractors, donors, partners, internal staff and colleagues.

Compressed Work Week: An employee's hours of work may be compressed into fewer than 5 days per week and may include flexible work arrangements.

Confidential Information: Information regarding any College-related activity, that is not available to the public and that has been created, communicated or received by or within the College with the expectation that it remains confidential, and that, if disclosed, could result in harm to the College or to a third party from which the information was received or could give a person to whom it is disclosed an advantage. Confidential information also includes any personal information that is collected regarding students, employees and donors and stored in College records or computer systems.

Employees: Any person in the employ of the College without regard for position, function, or other status of employment.

Flexible Work Schedules: Hours of work that are different than the standard office hours of an employee and may include a compressed work week and/or flexible work.

Hoteling Station: An unassigned workspace at the workplace that can be reserved for temporary use by an employee who works at an alternate location.

Work Arrangements: Three types: Fully remote, Hybrid (e.g. split between College and other location) and fully on campus.

4. GUIDING PRINCIPLES

4.1. General

- Flexible work arrangements are not an entitlement or College benefit
- Flexible work that occurs in extenuating circumstances to ensure operational continuity is not a guarantee of permanent or future ongoing flexible work
- Flexible work arrangements do not constitute a change to work duties assigned by the College in an approved job description, collective agreement or other contract of employment
- No additional compensation will apply to flexible work arrangements unless required to comply with a collective agreement. Some flexible work arrangements may impact compensation and/or pension and benefits
- Participation in a flexible work arrangement does not preclude an employee from being required to attend in person meetings or events or performing certain job duties at the workplace. The employee is responsible for ensuring they are in attendance when required
- Flexible work arrangements are not to be used for illness or to fulfill other personal obligations. If a flexible work arrangement is required as an accommodation the request will be reviewed and managed in the normal manner
- All policies, terms and conditions of employment, collective agreement requirements and applicable employment legislation continue to apply

5. ROLES AND RESPONSIBILITIES

5.1. The College

- For non-flexible work, provide and maintain a safe and ergonomic workstation
- For flexible work employees, provide hoteling stations that can be reserved for temporary use
- Provide virtual ergonomic assessments as required for the flexible location
- May provide or facilitate equipment and resources for the flexible location
- Has the authority to change or end a flexible work arrangement with appropriate notice if the flexible work arrangement no longer supports the effective operation of the College

5.2. Employees

5.2.1. All Flexible Work Arrangements

- Abide and comply with all College policies, terms and conditions of employment, collective agreement requirements and applicable legislation including all laws and regulations, in all flexible work arrangements regardless of work location
- Represent the College in a professional, respectful and responsible manner and maintains acceptable levels of service to clients, teams and colleagues
- Remain updated on departmental and work events and attend in person meetings, College events and professional development as required.

- Ensure the use of safe and secure computing practices to maintain the integrity and security of the College's information and to protect the College, its students and employees
- Maintain confidentiality and not disclose confidential information acquired in the performance of College duties to any person or organization unless authorized to do so by the College or by law
- Seek prior approval for any overtime, if applicable
- Be reasonably accessible by phone or email during working hours or established hours as part of a flexible work arrangement
- Record and report all deviations from the established work arrangements to the manager in advance where possible
- Record and report sick time, vacation or any other absence in the normal manner
- Arrange personal appointments and commitments outside of working hours where possible, if not possible discuss with manager

5.2.2. Flexible Work

- Establish an appropriate work schedule, work load, breaks and routine to ensure personal and work life balance
- Maintain regular communication with the manager, work team and other colleagues to ensure participation and collaboration
- Ensure an ergonomically appropriate and safe work environment
- Ensure personal safety by not meeting with clients in the flexible work environment (i.e. home worksite) and by using College phones or email to communicate with clients
- Refrain from working in public places or other communal open areas or using public wireless connections
- Maintain a consistent and reliable internet connection. Costs for internet connectivity at the flexible location are the responsibility of the employee and will not be reimbursed by the College
- Arrange adequate home insurance to cover home office work space if applicable, which will not be reimbursed by the College
- Seek prior approval from manager for any purchases or expenditures
- Mileage to and from the flexible work location to the College will not be reimbursed.

5.3. Manager

- Abide and comply with all College policies, terms and conditions of employment, collective agreement requirements and applicable legislation including all laws and regulations, in all flexible work arrangements regardless of work location
- When requested, discuss with the employee the feasibility of a flexible work arrangement considering the nature of the work performed by the employee and work performed by the employee's work team (if applicable)

- Evaluate the employee (s) work and determine if the work is suitable for a flexible work arrangement by reviewing:
 - the type and scope of work performed by the employee
 - impact on service delivery to potential and current students, applicants, colleagues and/or external clients
 - impact on the ability to meet deadlines, receive and return phone calls and emails
 - impact on the employee's productivity and impact to the work team
 - ability to attend in person meetings with you, the work team and/or clients
 - technology required to support flexible work
 - other indicators as determined by the manager in discussion with the employee
- In circumstances where an employee's work can be performed in a flexible work arrangement, the manager in discussion with the employee, establishes:
 - work schedules including days and hours of work and flexible work/on site work schedule
 - service level expectations
 - how regular and ongoing communication will occur between the parties and work team to ensure participation, collaboration and engagement
 - logistics such as attending in person meetings, attending training and/or professional development and other College events
 - technology requirements and the appropriate use of same
- Periodically review and assess the flexible work arrangement with the employee ensuring:
 - the employee has sufficient supports, resources, skills and knowledge to be successful
 - the employee is meeting service level expectations
 - the employee continues to remain engaged with the work and work team
 - the work team and/or the department is not negatively impacted as a result of the flexible work arrangement
- Continue to engage the employee and maintain the connection to the workplace
- Ensure regular performance reviews are maintained and any performance concerns are discussed with the employee
- End the flexible work arrangement if there is negative impact to the employee, the employee's work, work team and/or the operations of the College
- In circumstances where a flexible work arrangement is not possible, the manager will provide the employee with rationale for the decision in writing

6. TECHNOLOGY

6.1. All College resources whether accessed at a workplace or from a remote location must comply with College guidelines and policies.

6.1.1. All equipment provided by the College shall remain the property of the College and is to be used in accordance with policy C202: Acceptable Use of College Technology.

6.1.2. All equipment provided by the College to support flexible work is to be returned to the College if the flexible work arrangement is ended or the employee is no longer employed by the College.

6.1.3. Technology support will be provided by IT Service Desk.

7. CONTRAVENTION

Contravention of this policy may result in termination of the flexible work arrangement.

8. INTERFERENCE

Nothing in this policy is intended to conflict or interfere with other College policies, the Ontario Human Rights Code, the Occupational Health and Safety Act, any Collective Agreement or Terms and Conditions of Employment.

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