

HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT		Creation Date: 2020-06-11		
WORK FROM HOME PROGRAM		Revision Dates: 2022-02-25		
Approved By: Chief Administrative Officer Signature: Date:	Reviewed By Joint Health and Safety Committees:			
	x	OCT	x	Fire
	x	OPS	x	Emergency Services
		Pioneer Manor	x	Housing

1. PURPOSE/SCOPE

The City of Greater Sudbury is committed to evolving business practices and increasing work/life balance by supporting Employees who request to work remotely, whether in a home office or alternate CGS work location. The Work From Home Program allows an Employee to fulfil their regular job responsibilities from home, in an environment that is as productive as it is within a CGS work location.

Providing a program that Employees can participate in, when appropriate, supports the wellness of our Employees, and our Community in a way that is environmentally sustainable. It embraces the notion of a digital environment and the modern Employee experience.

This policy is applicable when the Employer deems that a position is eligible to work from home and the employee in the position applies and is approved to participate in the program. The policy parameters may also be activated in the event of an identified emergency or under circumstances where the Executive Leadership member in jurisdiction deems it required.

The purpose of this policy is to outline the guidelines and procedures for Supervisors deeming positions eligible to work from home and Employees requesting to participate in the Program.

This policy applies to all Employees who are participating in the program or request to participate in the program.

2. DEFINITIONS

CGS reporting location: refers to the CGS designated reporting location as identified on the job description (i.e. Tom Davies Square, St. Clair Depot, Provincial Tower).

Work from home location: refers to an Employee’s primary office being located in their personal residence. The work from home location must be within the employee’s primary residence in the Province of Ontario, Canada.

Working remotely: refers to an Employee working somewhere other than the CGS reporting work location as identified on the job description. Employees may be directed by their

Supervisor to attend an on-site City work location, in person, and on short notice. Therefore, employees must remain flexible and available to accommodate this requirement.

3. RESPONSIBILITIES

Employee Responsibilities

- Submits the Work From Home Request Form to their Supervisor, if their position is deemed eligible to work from home.
- Complies with all policy, ergonomic and H&S requirements outlined in this policy and the H&S checklist.
- Ensures all equipment, software, and hardware are maintained and used properly.
- Arranges and pay for fees, installation, maintenance, and support of available high-speed internet services at their remote work location.
- If an employee changes residences, they must resubmit the Work Form Home Health and Safety Checklist and ergonomic pictures.
- Completes the “Working From Home Series” training.

Supervisor Responsibilities

- Reviews all positions to identify which are eligible and which are not eligible to participate in the Work From Home program.
- Communicates with employees whether or not their position is eligible to work from home or not and provides context as to why a position is deemed not eligible.
- Reviews and considers requests to participate in the Work From Home program, from employees in eligible positions, in conjunction with the Manager once removed (MOR) and Human Resources, if required.
- Establishes a method of communication between the Employee, the team, and the Supervisor.
- Prepares the Employee to work remotely and the team to enable the colleague(s) to work remotely and to maintain team cohesiveness.
- Identifies communication expectations with the Employee and schedules regular check-in meetings.
- Establishes clear, performance-related objectives.
- Ensures that Employees have appropriate resources, including technology, hardware and applications required to support working from home, in line with the IT guidelines.
- Evaluates the on-going suitability of the Work From Home agreement on a regular basis.

Human Resources Responsibilities:

- When requested, supports the Supervisor and MOR, to review the Employee portion of the Work From Home Program Request and supports the decision making process.
- Reviews and approves or denies the intended work area using the completed Work From Home Health and Safety Inspection Checklist and photos.
- Ensures the Work From Home Request is completed in its entirety and the Work From Home Agreement is signed.
- Upon approval, ensures Employee is enrolled in the appropriate LMS learning modules

4. PROCEDURE

It is important to recognize that not all jobs can effectively be performed from a home office. It is also important for all staff to appreciate that working from home is subject to approval and ongoing review,

and will be based on the eligibility criteria.

An Employee may be eligible to work from home if:

- Their position has been deemed eligible to participate in the program.
- Their duties can be executed equally as effectively and productively as would be executed while working from their CGS reporting location.
- Enables operational effectiveness, fiscal responsibility, and accountability.
- The Employee has proven to be effective working independently.
- Tools and equipment can be provided to meet the requirements of the work.
- Has been granted approval by the organization.

Employees can request to work from home on a full-time or part-time basis.

The Supervisor has the discretion to withdraw the Work From Home Agreement if the arrangement proves unsatisfactory, or the conditions change such that the work can no longer be effectively executed while working from home.

While working from home, Employees must adhere to all the conditions in the Employee Handbook. All CGS policies around conduct, confidentiality, sick leave, etc., continue to apply, regardless of location.

4.1. Position Eligibility

The eligibility process has three steps:

- 4.1.1. Position is assessed to determine the effectiveness of this position to work remotely and is communicated to Employee;
- 4.1.2. Employee requests participation in the Work From Home Program;
- 4.1.3. Employee suitability is assessed and the outcome is communicated to the Employee;

Note: This program and any/all of its participants can, at the discretion of the Supervisor, be recalled to the CGS reporting location.

4.1.1 Position is assessed to determine the effectiveness of this position to work remotely and is communicated to Employee.

Manager completes the Position Eligibility Questionnaire that addresses the duties of the position and whether they can be effectively executed from home.

4.1.2 Employee requests participation in the Work From Home Program.

Employee completes the Employee Section of the Work From Home Request Form.

4.1.3 Employee suitability is assessed and the outcome is communicated to the Employee.

Manager completes the Supervisor/Manager Section of the Work From Home Request Form. This portion of the form requires an assessment of the Employee's suitability to participate in the Work

From Home program.

The Supervisor, considering all requirements and factors, and in conjunction with the MOR and Human Resources (when requested), approves or denies the request to participate in the Work From Home Program, and returns the completed Work From Home Program Request Form to the Employee with a copy to workfromhome@greatersudbury.ca.

4.2 STANDARD BUSINESS HOURS

To ensure employees are accessible and available for a certain number of hours during normal business hours, standard hours for employees to work (unless otherwise outlined by an alternate shift schedule) are from 09:00 to 15:00. This requires that all Employee start their workday by 09:00, and not complete their workday prior to 15:00. The balance of their workday can be determined with the Supervisor for non-union staff or as per CBA provisions for unionized staff.

4.3 COSTS

Costs associated with working from home will be covered by the Employee, including but not limited to:

- Parking costs when at a CGS work locations
- Travel to a CGS work location required throughout the day, that would otherwise not be included in the Travel and Business Expense Policy
- Installation/connection and all associated internet fees (minimum standard required)
- Any increase in home insurance, if applicable
- All office equipment associated with creating a safe, appropriate, and ergonomically correct workspace and work environment
- Utility costs for home office
- Maintenance and repair of privately owned equipment
- Expenses for supplies that are regularly available at a CGS work location.

Any employee working from home as a result of the Employer mandating it can submit a *Request for T2200 Form* (J:\S_Forms\Payroll) each year to receive a T2200 Declaration of Conditions of Employment Form from Payroll. This may allow tax deductions resulting from having a home office if Canada Revenue Agency requirements are met.

Note: The process of claiming for tax deductions can be found on CityLinks in the [Workplace Notice](#) section.

Any employee who applies to the Work from Home Program is not eligible to request a T2200, as CRA has designated that the Employer must require the position to be worked from home rather than an Employee volunteering to work from home.

4.4 EQUIPMENT

- 4.4.1** City of Greater Sudbury will provide the equipment outlined in the IT WFH Technology Guideline, if required for job functionality, for Employees approved for a home office. The guide can be found on CityLinks, in the Manager's section of the HR page/Work From Home Program.

4.4.2 The Employee will provide:

- High-speed internet connection, with data port at the workstation
- Internet router (if required)
- Desk that meets minimum dimensions and requirements
- Chair that is suitable from an ergonomic perspective
- A dedicated and appropriately defined workplace in which business will be conducted to ensure privacy and confidentiality

4.5 SECURITY AND CONFIDENTIALITY

- 4.5.1** Employees are responsible for taking the necessary precautions to secure and protect CGS property, documents and the confidentiality of information at the home location (i.e. ensuring family members, any individuals living in the home office location and visitors do not have access to the information). Use of a locked space (e.g. filing cabinet with functional lock) is required for all confidential information.
- 4.5.2** Employee must adhere to the CGS Employee Handbook (which outlines the Code of Conduct and the Responsible Use of Technology), and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
- 4.5.3** Employees who connect their computing devices, person or CGS-issued, to their WiFi network should take the necessary precautions to secure their home wireless network. Refer to the IT Guidelines for details.

4.6 ENDING THE WORK FROM HOME PROGRAM

- 4.6.1** If the work from home program ends for an Employee, either due to the employment contract ending or the Supervisor withdrawing approval and the Employee returns to the designated CGS home location, the Employee will be responsible for the return of all equipment provided. The Supervisor is required to manage the return of all equipment, and ensure that all equipment belonging to CGS is returned
- 4.6.2** Employees choosing to end the Work From Home Program and return to their designated CGS home location must request approval from their Supervisor at least one month in advance of their desired return date.

4.7 LEAVE OF ABSENCE

- 4.7.1** For leaves of absence extending over fourteen (14) days, all documents and equipment are to be returned to the CGS office. The Supervisor is required to manage the return of all equipment, and ensure that all equipment belonging to CGS is returned. Returned equipment will be managed by IT.
- 4.7.2** In the event of an unplanned leave, the Supervisor and Employee must establish a plan that allows the Supervisor, or other CGS representative, to access the CGS equipment and documents. Returned equipment will be managed by IT.

4.7.3 If the Employee is on leave for six (6) months or more, they must reapply for the Work From Home Program.

4.8 HEALTH AND SAFETY

4.8.1 Regardless of the work location of their Employees, the responsibilities of Supervisors regarding the health and safety still apply.

4.8.2 Employees are covered for work-related illnesses or injuries arising out of the course of their employment.

4.8.3 All incidents of injury while working from home must be reported to the immediate Supervisor as per reporting procedures.

4.9 ATTENDANCE REQUIREMENT AT CGS WORK LOCATION

Employees working from home must report to the CGS work location as operationally required (team meetings, committee meetings, training, etc.) and typically not less than two times per month.

5. TRAINING

All Employees requesting to participate in the Work From Home Program must complete the “Working From Home Series” training in LMS once approved to work from home.

All other Core H&S modules and mandatory corporate learning modules must be maintained at the outlined frequency.

6. APPENDICES

- [Work From Home Request Form](#)
- [Work From Home Agreement](#)
- [Work From Home Health and Safety Inspection Checklist](#)
- [IT Guidelines](#)

7. REFERENCED DOCUMENTATION

- [Health and Safety Policies](#)
- [Travel and Business Expense Policy](#)

8. REVISION TABLE

Revision date	Revised section	Former language	Revised language
2022-02-25	Reviewed By Joint Health and Safety Committees		Added: Housing
2022-02-23	2. Definitions		Added: The work from home location must be within the

			<p>employee's primary residence in the Province of Ontario, Canada.</p> <p>Added: Employees may be directed by their Supervisor to attend an on-site City work location, in person, and on short notice. Therefore, employees must remain flexible and available to accommodate this requirement.</p>
2022-02-23	3. Responsibilities: Employee Responsibilities		Added: Completes the "Working From Home Series" training.
2022-02-23	3. Responsibilities: Employee Responsibilities		Added: If an employee changes residences, they must resubmit the Work Form Home Health and Safety Checklist and ergonomic pictures.
2022-02-23	3. Responsibilities: Supervisor Responsibilities	Evaluates the on-going suitability of the Work From Home agreement every 6 months.	<p>Evaluates the on-going suitability of the Work From Home agreement on a regular basis.</p> <p>Removed: Completes the mandatory "Managing Remotely" training.</p>
2022-02-23	4. Procedure		Added: The employee's primary residence in the Province of Ontario, Canada.
2022-02-23	4.1.3 Employee suitability is assessed and the outcome is communicated to the Employee.	Request Form to the Employee with a copy to organizational.development@greatersudbury.ca	Request Form to the Employee with a copy to workfromhome@greatersudbury.ca .
2022-02-23	4.3 Costs	Note: The process of claiming for tax deductions for 2020 can be found on CityLinks in the Workplace Notice section.	Note: The process of claiming for tax deductions can be found on CityLinks in the Workplace Notice section.
2022-02-23		Employees working from home must report to the CGS work location as operationally required (team meetings, committee meetings, training, etc.) and a minimum of two times per month.	Employees working from home must report to the CGS work location as operationally required (team meetings, committee meetings, training, etc.) and typically not less than two times per month.

2022-02-23	5. Training		<p>Added: All Employees requesting to participate in the Work From Home Program must complete the “Working From Home Series” training in LMS once approved to work from home.</p> <p>All other Core H&S modules and mandatory corporate learning modules must be maintained at the outlined frequency.</p>
2022-02-23	6. APPENDICES		<p>Removed: Manager Toolkit (under development) and Employee Toolkit (under development)</p>