

Flexible Work Arrangement Policy

Policy Statement

The Ralph Thornton Community Centre is committed to the health and wellness of all employees and working collaboratively to enable a balanced work life while ensuring productivity.

In this regard, alternate work arrangements have been developed to assist employees while contributing to the continuation of services from remote locations and with flexible scheduling.

The purpose of this policy is to establish guidelines for employees who wish to have a flexible work arrangement.

Compensation and work hours

The employee's compensation, benefits, work status, and work responsibilities do not change due to remote work requirements. The amount of time the employee is expected to work per day or per pay period will not change, unless specified by immediate supervisors.

Eligibility

Flexible work arrangements for employees will be considered based on the suitability of their jobs, the nature of the work, and skills required. Due to various job responsibilities, not all employees will be eligible for flexible work arrangements.

Accommodating flexible work arrangements must not incur a cost to RTCC (for example, require the scheduling of relief staff), require rescheduling other employees, or impact the actual delivery or objectives of a program or service.

Definitions

Remote Work refers to delivering services working remotely, utilizing some RTCC-owned equipment and technology.

Adaptable Scheduling refers to providing flexible start and end times while continuing to work the required number of hours. These could be a set number of hours each day, week, or pay period, as agreed with the employee's supervisor.

Conditions

Employees **working remotely** should be accessible via email and telephone during the agreed work hours. Employees will also be responsible for maintaining effective communications and workflow with the public, co-workers, and supervisor. Virtual meetings, such as through Zoom, should be utilized, where appropriate.

Employees working an **adaptable schedule** may work alternate hours (for example 12 am to 8 pm instead of 9 am to 5 pm) or alternate days (for example Sunday to Thursday instead of Monday to Friday).

Employees may work a **hybrid**, with some hours worked remotely and the balance of the day worked at the Centre. During such instances, the commute between locations is not considered work hours and should be deducted accordingly from time sheets.

Application

Employees wishing a flexible work arrangement must submit a written request to the supervisor, including desired hours/schedule, location, and equipment requirements, if any.

Staff and supervisors are to identify and determine long-term and short-term goals. Regular and frequent communications (either online, in-person or via the phone as necessary, and as agreed upon between employees and supervisors) are encouraged to discuss progress and results. Documented work goals and work progress in writing are recommended to manage workflow.

The term for such requests shall be no more than 3 months, at which time the employee and supervisor will review productivity and performance. If there are no issues or concerns, or if there is a plan to address any problems, the arrangement may be renewed for further 3 month terms.

Requests shall be considered and granted on a first come, first served basis. In the event of conflicting requests, flexible scheduling may be alternated among the employees.

In rare and unanticipated instances, employees may request flexible work arrangements on short notice and as a one-time arrangement. Reasons for such requests include, but are not limited to, transit disruptions, unexpected school closures, and extreme weather making commuting difficult.

Equipment

RTCC may provide tools and equipment for employees to use in fulfilling their job responsibilities from a remote location. The equipment may include computer hardware, tele/smartphones, tablets, software programs, email, voicemail, connectivity to host applications, and other applicable resources as deemed necessary. The use of these resources, when provided by RTCC, is for use at the remote work location, and is limited to authorized persons for purposes relating to company business only.

Depending on the nature of the job, employees working remotely may instead use their own equipment. Employees are responsible for the installation, repair, and maintenance of all personal equipment used for remote work. RTCC may access or require the return of any RTCC- issued equipment used by employees, as necessary.

Remote Practices

To ensure the best possible remote work arrangements, employees are expected to:

- Choose a quiet and distraction-free working space;
- Have an internet connection that is adequate for job purposes;
- Adhere to break and attendance schedules agreed upon with supervisors;
- Dedicate attention to job duties during working hours;
- Be available by email, and telephone and/or text where appropriate during scheduled work hours, responding to the supervisor and colleagues as soon as possible within the same day;
- Not respond to non-emergency messages outside of scheduled work hours or work additional hours to deal with non-urgent requests;
- Request leave entitlements (eg. vacation, sick) by contacting their supervisor.
- Follow Health and Safety practices;
- Follow all established cyber security policies and procedures;
- Ensure schedules overlap with those of relevant team members for as long as is necessary to complete job duties effectively; and,
- Follow all RTCC policies and procedures. The most relevant policies in this context include:
 - Privacy Policy
 - Employee Code of Conduct
 - Substance Abuse Policy
 - Human Rights and Anti-Discrimination
 - Cyber Security Policy (City of Toronto)