

The City of Calgary

# Flexible Work Options Guidelines

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**Table of Contents**

OVERVIEW..... 2

GUIDING PRINCIPLES ..... 2

GENERAL GUIDELINES..... 3

WHAT ARE FLEXIBLE WORK OPTIONS? ..... 4

THINGS TO CONSIDER ..... 5

SPECIFIC CONSIDERATIONS, APPLICATION, IMPLEMENTATION AND REVIEW PROCESSES ..... 7

APPENDIX 1 ..... 8

    Compressed Work Week (CWW)..... 8

        Specific Considerations ..... 8

        Application and Implementation Process..... 8

        Cancellation Process ..... 9

APPENDIX 2 ..... 10

    Part-Time ..... 10

        Specific Considerations ..... 10

        Application and Implementation Process..... 10

        Cancellation Process ..... 10

APPENDIX 3 ..... 11

    Job-Share..... 11

        Specific Considerations ..... 11

        Application and Implementation Process..... 11

        Cancellation Process ..... 11

APPENDIX 4 ..... 13

    Telework ..... 13

        Specific Considerations ..... 13

        Application and Implementation Process..... 14

        Cancellation Process ..... 15

RELATED ADMINISTRATIVE POLICIES..... 16

## OVERVIEW

An increasing number of employees from all walks of life are looking for greater flexibility in the workplace to better balance work and family responsibilities. As well, from a business perspective, several studies have documented the positive impacts of flexible work options on productivity and employee health/wellness.

The City of Calgary endeavours to create the most productive work environment possible. Flexible work options help achieve a productive work environment by improving employee retention, reducing absenteeism, improving employee morale, and increasing customer satisfaction. Flexible Work Options allow employees to coordinate schedules with family commitments and to shift travel to off-peak times easing their commute and reducing peak period congestion. All these factors are intended to contribute to overall productivity and support the corporate values (Honesty, Excellence, Accountability, Responsiveness, Treating others with respect).

## GUIDING PRINCIPLES

The City of Calgary is committed to providing quality municipal services to the citizens of Calgary. The City is also committed to attracting and retaining skilled employees. The challenge facing the Corporation is to meet its responsibilities to the citizens of Calgary while, at the same time, addressing the needs of its employees. Based on the Triple Bottom Line, five principles help The City achieve that balance:

- 1) The City of Calgary supports initiatives that promote flexibility in the workplace while maintaining a high level of service for the citizens of Calgary.
- 2) The City of Calgary recognizes the changing needs of its diverse workforce and is committed to granting reasonable flexibility to employees in meeting personal commitments, ie: family and community.
- 3) The City of Calgary is committed to a process of consultation and collaboration in building flexibility into the workplace.
- 4) The City of Calgary acknowledges that flexible workplace options are an asset in the recruitment, retention and motivation of committed and productive employees.
- 5) The City of Calgary supports initiatives such as flexible work options for the positive impacts they have on transportation, climate change, air quality and reducing The City's environmental footprint.

## GENERAL GUIDELINES

The Flexible Work Option Guidelines outline the principles and guidelines for employees and business units / departments interested in flexible work options at The City of Calgary. The guidelines discuss challenges to be considered and processes to be followed when contemplating flexible work options.

Although internal policies may differ among business units, when implementing any flexible work option, certain key points must be considered at all times:

- Flexible work options are optional, not mandatory. Employees are not guaranteed a flexible work option arrangement simply by submitting an application. The proposed arrangement must fit with operational requirements with the final decision the responsibility of management.
- All permanent employees occupying regular positions, who are past their probation review, are eligible to apply for flexible work options.
- Where an employee is either probationary or temporary, and it is to the benefit of the work area for the employee to work a flexible work option, management has the discretion to determine whether the employee is eligible to submit a flexible work option application.
- Flexible work options relate to the employee, not the position. If an employee is changing positions, a new flexible work option application is required.
- If the employee's supervisor changes, a new flexible work option application may be required, based on the new supervisor's discretion.
- All flexible work options must fit within the terms and conditions of applicable collective agreements and policies, pensions and benefits agreements and regulations. These documents define many details of the arrangement and possible impacts on such things as seniority, service related entitlements, benefits, pensions, etc.
- The appropriate union must be consulted and its approval received in writing before implementing a flexible work option arrangement affecting any one of their members.
- All flexible work options must demonstrate a good fit between the employee's need and the needs of the business operation. No arrangement can be approved if it will have a negative impact on the work unit.
- Seniority will not be the basis for approving a flexible work option request.
- A flexible work option arrangement can be changed or terminated at any time based on operational needs.
- When a supervisor receives a Flexible Work Option Application, attempt to make a decision within 14 business days and communicate the decision to the employee. If the application is declined, the supervisor will discuss the rationale with the employee(s).
- If a flexible work option agreement is cancelled by either employee or management, written notice is required 30 days prior to cancellation. If a flexible work option agreement is cancelled, where applicable, the appropriate union will receive a copy of the written notice.
- All flexible work options are subject to a review period (six months) and an annual review period (12 months).
- Any flexible work option requested for medical, religious or other grounds protected under human rights legislation, refer to [Administrative Policy #HR-EMP-001 Duty to Accommodate in Employment](#)

## WHAT ARE FLEXIBLE WORK OPTIONS?

The City of Calgary offers a Rearranged Work Week (RAWW) schedule as the standard hours of work to over 4,000 City employees. This RAWW schedule has been negotiated as part of a number of Collective Agreements (ie: CUPE Local 38 and ATU Local 583 Office). For Exempt staff, the RAWW schedule is defined as the standard hours of work in the Exempt Staff Policy Statement. Any schedule falling outside of this RAWW schedule needs to be assessed to determine if it falls within the context of the Flexible Work Options Guidelines.

Alternate start/stop times may be applied to any flexible work option provided they align with the core hours established by each business unit/department and adhere to the applicable collective agreement. Flexible work option choices at The City of Calgary are:

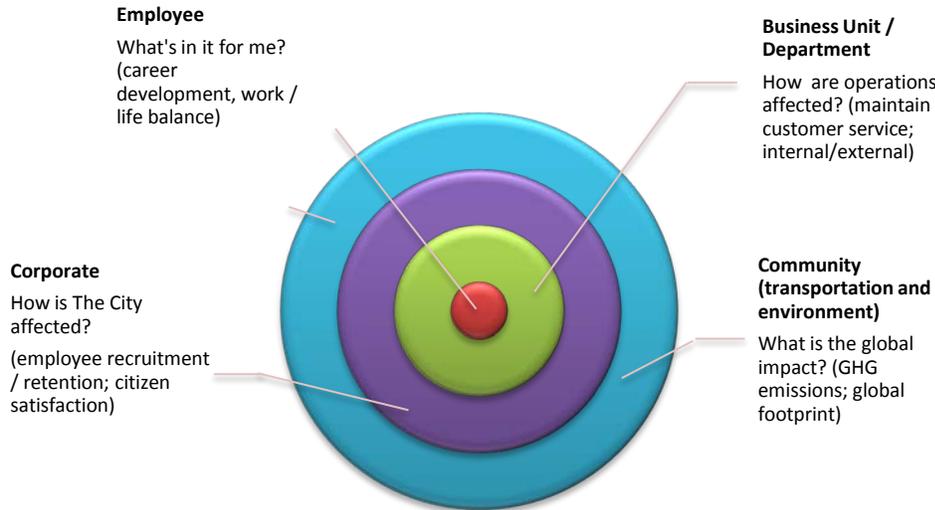
<b>Compressed Work Week (CWW)</b>	Compression of an employee’s allotted weekly or bi-weekly hours into fewer days; generating non-work days. This eliminates commuter trips and shifts commuter travel to off-peak times. With this option the employee still receives their full salary for the standard hours of work
<b>Job-share</b>	An arrangement in which two people share the duties of one full-time job, each working part-time on a regular basis. It is an arrangement initiated voluntarily by an interested employee or employees and approved by their exempt supervisor
<b>Part-Time</b>	Working fewer than the weekly/bi-weekly full-time standard requirement, allows an employee to work fewer hours in a day than is standard, fewer days in a week than is standard, or a combination of those options. As a result of working fewer weekly/biweekly hours or days, the employee is paid a <b>prorated</b> salary
<b>Telework</b>	Work done by an employee away from the traditional on-site office. At The City of Calgary, a telework arrangement is: voluntary; occurs on regular scheduled work days or portions of regular work days; utilizes telecommunications and/or computer technology for remote access to necessary network functions; and is conducted at the approved designated home office

### Other Types of Flexible Work Schedules:

<b>Mandatory work schedules</b>	Based on operational needs, some areas work a mandatory work schedule. These schedules are negotiated into the respective Collective Agreement and are not optional (for example: 4/4 or 5/4 etc)
<b>Self Funded Leave of Absence</b>	The <a href="#">Self Funded Leave of Absence Plan</a> is designed to allow employees to defer a portion of their salaries for the purpose of funding an unpaid leave of absence, which can be used for career development or personal growth opportunities. All leave of absence information can be found under <a href="#">Time off and Absences – Leave of Absence</a>
<b>Duty to Accommodate in Employment</b>	Fulfils The City’s legal obligations regarding the <a href="#">Duty to Accommodate in Employment</a> as required by the Alberta Human Rights Act. The Act prohibits discrimination on the grounds of race, religious beliefs, colour, gender, sexual orientation, physical disability, mental disability, age, ancestry, place of origin, marital status, and source of income or family status of that person or of any other person.

**THINGS TO CONSIDER**

Flexible work options have multiple impacts that affect the employee, the business unit / department, the Corporation and the community (transportation and environment).



To determine if flexible work options are right for the employee and the work area, several issues need to be considered. Answering the following questions will help the employee and the business unit / department decide whether or not to submit, or approve, a flexible work option application.

<b>Employee</b>	<b>Business Unit / Department</b>
Does your position require regular, direct contact with internal or external customers?	What advantages will flexible work options give to customers, employees and the Corporation?
How will you continue to provide a high level of customer service?	Are there any costs or budget implications?
How will flexible work options affect your work priorities?	What measures will be necessary to ensure continuity in the work area and for customers?
How will you inform your supervisor/ leader that you are meeting your goals?	How will flexible work options affect the work area's ability to meet deadlines, provide quality service and effectively communicate with others?
How will you maintain contact with others and ensure continuity?	What is the impact on the employee's job responsibilities?
How will flexible work options affect meetings and teamwork activities that your job requires?	How will employees communicate with each other?
How will flexible work options change how you supervise people who report directly to you?	How will holidays and/or absences be covered?
What are the impact of flexible work options on your salary, vacation entitlement, and other benefits?	What effect will flexible work options have on other staff in the work area?
What is your comfort zone in taking initiative and making decisions when your manager is absent?	How will the arrangement be evaluated? What is the trial period?
Does your need relate to a prohibited ground of discrimination and if so can you substantiate your need?	Is there a prohibited ground of discrimination relative to an employee's need that requires accommodation?
Have you met with your supervisor / leader to discuss flexible work options to determine the suitability of the option for the work area and to obtain additional	Have you met with the employee(s) to discuss flexible work options to determine the suitability of the option for the work area and to obtain additional insights and

insights and considerations unique to the work area?	considerations unique to the work area?
How strong is your need for social interaction in the office?	If you receive multiple flexible work option requests in your area, how will you determine who will work a flexible work option?
Can your job duties easily be carried out from a remote location?	Are you willing to review job duties to potentially consider a telework arrangement?
Are you willing to maintain a designated home office that meets The City of Calgary guidelines for communications, technology, and occupational health and safety?	Do you manage by results, and set clear objectives and goals, with agreed standards of performance and due dates so the need to physically observe employees each day is not critical to your understanding of their performance?
Are you finding difficulty in coordinating your work schedule with family commitments? Are you finding your commute stressful? Are you concerned about the impacts you commute is having on the environment?	What is the impact of telework, CWW and other flexible work options on The City's transportation and environmental goals?

## **SPECIFIC CONSIDERATIONS, APPLICATION, IMPLEMENTATION AND REVIEW PROCESSES**

Once the employee and business unit/department representative have agreed flexible work option(s) would fit for both the employee and the work area, the Human Resources Advisor (HRA) for the respective work area must be engaged in consultation regarding implementation of a flexible work option into the work area, to ensure compliance with business needs as well as Collective Agreements, if applicable.

**Specific considerations** for each flexible work option should also be reviewed, prior to implementing a flexible work option, to ensure the impact of a flexible work option to the employee and business unit / department are fully understood. Any questions relating to these specific considerations (ie: pension, benefits, permanent status) should be directed to HR Service Centre 268-5800.

**Application and implementation** processes are provided for each Flexible Work Option in Appendix 1 to Appendix 4 of the Flexible Work Option Guidelines.

**For questions regarding application, implementation and review of flexible work options for Calgary Police Service employees, please contact Calgary Police Service HR Administrators (CPS HRA) 403-206-8480.**

**A six month review** period is required, following the application and implementation process. At the conclusion of this period, the supervisor must review evaluation results with the employee, agreeing to extend the review period, adjust or end the agreement, or continue the agreement.

**An annual review** is required for each flexible work option arrangement to ensure that business needs continue to be met. This review is an internal process for the business unit / department to follow and needs to occur on two levels: first, the employee and manager need to review the arrangement; secondly, management must review arrangements on a business unit / departmental basis to ensure a continued balance between organizational needs and employees needs.

For additional information on flexible work options, contact:

HR Service Centre            268-5800 (pensions, benefits, salary, etc.)

Labour Relations            268-2236 (collective agreements)

Total Rewards                268-5028 (general information)

## APPENDIX 1

### Compressed Work Week (CWW)

#### Specific Considerations

- In the event of an emergency situation, if the employee is unable to adjust their schedule on short notice, the supervisor/leader should work with the employee to consider other options to address the business need.
- Employees must endeavour to book all personal appointments on their scheduled day off. In situations where this is not possible, the employee will discuss options with their supervisor/leader to make up for the lost time, or to have their pay reduced.
- Accumulation of the CWW day off will not be allowed. Should business requirements dictate that an employee is required to work on their regularly scheduled CWW day off, an alternate day off should be re-scheduled forthwith. Otherwise, the employee will receive overtime pay in accordance with the approved policy or collective agreement. This is an important consideration, because the employee(s) may end up working more than their bi-weekly hours of work.
- No **new** CWW application is required if:
  - changing day off, i.e.: from Friday to Monday (must complete [X510](#))
  - change in start/stop times, provided they comply with operational needs and applicable collective agreement
  - change in break times, provided they comply with operational needs and applicable collective agreement
  - employee is reverting to base position from a limited-term and the reversion is within the 24 months reversion in the collective agreement (CWW for base position was already approved and reversion complies with collective agreement) (must complete X510)

#### Application and Implementation Process (for: new application, position change, or Dept ID change)

1. Employee should meet with Dept ID owner for initial discussion. If Dept ID owner is unknown, consult with your direct supervisor.
2. The Dept ID owner considers request, taking into account FWO Guidelines and issues and considerations unique to the work area with the employee.  
If CWW request is supported, proceed with next steps.
3. Employee completes the [CWW Application-X603](#) and [X510](#) and signs both forms.  
*Note: Employees cannot start the CWW until all required signatures are obtained and the Effective Date has been set up by Recruitment & Staffing Assistant in conjunction with Pay Services.*
4. Dept ID owner reviews the CWW Application and X510, consults as needed with the Recruitment & Staffing Assistant (Business Advisory Services), and then signs both forms.  
*Note: if individual Business Units have internal approval processes, please ensure those are completed prior to sending documents to Recruitment & Staffing Assistant.*
5. Dept ID owner sends the CWW Application and X510 to the appropriate Recruitment & Staffing Assistant (Business Advisory Services) for review.
6. Recruitment & Staffing Assistant (Business Advisory Services) reviews and signs off CWW Application and forwards to Business Unit Director for approval.
7. Business Unit Director reviews and signs off CWW Application and returns forms to the Recruitment and Staffing Assistant who then forward it to the Union( For Union staff).
8. If applicable, Union signs and sends the CWW Application and X510 back to the Recruitment & Staffing Assistant.

*Note: CUPE Local 38 employees will receive a letter from the Union stating their CWW has been approved. Employees cannot start the CWW until all required signatures are obtained and the Effective Date has been set up by RSA in conjunction with Pay Services.*

9. Recruitment & Staffing Assistant, in consultation with Dept ID owner and Pay Services (if applicable), will determine the Effective Date.

Recruitment & Staffing Assistant to write the Effective Date on the CWW Application and X510 and initial it.

*Note: The Effective Date MUST be in accordance with the Flexible Work Option Guidelines that recommend CWW commences either on a [Coincidental Date](#) or first day of a [pay period](#). For more information, see the Flexible Work Option Guidelines.*

10. Recruitment & Staffing Assistant will send email confirmation of Effective Date to Dept ID owner and employee.
11. Recruitment & Staffing Assistant will forward the CWW Application and X510 for processing. A copy of the approved arrangement will be kept on the employee's personnel file.

### **Cancellation Process**

1. Employee or Dept ID owner can request cancellation of Flexible Work Option. Written notice must be given 30 days prior to cancellation date.
2. Copy of the cancellation request must be sent to the Union (if applicable).
3. A copy of the cancellation request will be sent to Human Resources #8107 and filed on the employee's personnel file.
4. The Dept ID owner must call HR Service Centre to cancel the CWW arrangement.

## APPENDIX 2

### Part-Time

#### Specific Considerations

- Compensation, salary-related benefits and paid vacation time are all adjusted according to the number of hours worked.
- Extended health care, dental and group life insurance remains covered based on the coverage chosen during the benefit enrolment period, provided that the employee works the minimum hours required to be eligible for benefits under their applicable policy or Collective Agreement.
- Benefit eligibility applies to those employees who retain **permanent status**. The criteria for permanent status can vary depending on the applicable policy or Collective Agreement.
- Pension accrual will be on a pro-rated basis and in accordance with applicable policy or Collective Agreement.

#### Application and Implementation Process

1. Employee should meet with Dept ID owner for initial discussion. If Dept ID owner is unknown, consult with your direct supervisor. *Note: Part-Time WILL impact pension, benefits and possibly permanent status. Employee must contact HR Service Centre prior to entering into a part-time agreement to ensure they understand the implications of part-time.*
2. The Dept ID owner considers request, taking into account FWO Guidelines and issues and considerations unique to the work area with the employee. If Part-Time request is supported, proceed with next steps. *NOTE: If Dept ID owner requires further information, they should consult with their HR Advisor.*
3. Employee completes the [Part-Time Application-X606](#) and [X510](#) and signs both forms. *Note: Employees cannot start Part-Time until all required signatures are obtained and the Effective Date has been set up.*
4. Dept ID owner reviews the Part-Time Application and X510, consults as needed with the HR Advisor, and then signs both forms. *Note: if individual Business Units have internal approval processes, please ensure those are completed prior to sending documents to HR Service Centre.*
5. HR Advisor reviews, signs off Part-Time Application and, For Union positions, forward the Job-Share Application and X510 to the Union for signature.
6. For Union positions, Union signs and sends the Part-Time Application and X510 back to the HR Advisor. *Note: CUPE Local 38 employees will receive a letter from the Union stating their Part-Time has been approved. Employees cannot start the Part-Time until all required signatures are obtained and the Effective Date has been set.*
7. HR Advisor notifies Dept. ID Owner that approvals have been received and has discussion regarding effective date. *NOTE: Employee may be consulted regarding effective date. NOTE: effective date should commence at the beginning of the week.*
8. HR Advisor will complete documentation and forward to HR Service Centre for processing.
9. Dept ID Owner will inform employee of effective date.

#### Cancellation Process

1. Employee or Dept ID owner can request cancellation of Flexible Work Option. Written notice must be given 30 days prior to cancellation date.
2. Copy of the cancellation request must be sent to the Union (if applicable).
3. A copy of the cancellation request will be sent to Human Resources #8107 and filed on the employee's personnel file.
4. The Dept ID owner must call HR Service Centre to cancel the Part-Time arrangement.

## APPENDIX 3

### Job-Share

#### Specific Considerations

- During the term of a Job-Share, employees who had permanent status before will be considered permanent part-time employees sharing an established full-time position.
- Non-permanent employees entering a Job-Share will be classed as probationary part-time.
- Upon successful completion of the trial period, employees will then be considered permanent part-time employees sharing a full-time position.
- Entering into or leaving a Job-Share will not constitute a break in service. Service and seniority acquired prior to entering the Job-Share are retained.
- After entering the Job-Share, service and seniority are determined by the applicable Collective Agreement or policy statement.
- Employees in a Job-Share will be compensated at the positions evaluated pay level.
- Promotion shall not result from a Job-Share unless through the competition process.
- Benefit eligibility applies to those employees who retain **permanent status**. The criteria for permanent status can vary depending on the applicable policy or Collective Agreement.
- Where a single individual has received approval for a Job-Share, recruitment will be conducted to select a Job-Share partner.

#### Application and Implementation Process

1. Employee(s) should meet with Dept ID owner for initial discussion. If Dept ID owner is unknown, consult with your direct supervisor. *Note: Job-share WILL impact pension, benefits and possibly permanent status. Employee(s) must contact HR Service Centre prior to entering into a job-share agreement to ensure they understand the implications of job-share.*
2. The Dept ID owner considers request, taking into account FWO Guidelines and issues and considerations unique to the work area with the employee. If Job-Share request is supported, proceed with next steps. *NOTE: Dept ID owner MUST consult with their HR Advisor regarding position and budget implications.*
3. Employee(s) complete the [Job-Share Application-X605](#) and [X510](#) and sign both forms. *Note: Employees cannot start the Job-Share until all required signatures are obtained and the Effective Date has been set up.*
4. Dept ID owner reviews the Job-Share Application and X510, consults with the HR Advisor, and then signs both forms. *Note: if individual Business Units have internal approval processes, please ensure those are completed prior to sending documents to HR Service Centre.*
5. HR Advisor reviews, logs the case, signs off Job-Share Application and, for Union positions, forwards the Job-Share Application and X510 to Union for signature.
6. For Union positions, Union signs and sends the Job-Share Application and X510 back to the HR Advisor. *Note: CUPE Local 38 employees will receive a letter from the Union stating their Job-Share has been approved. Employees cannot start the Job-Share until all required signatures are obtained and the Effective Date has been set.*
7. HR Advisor notifies Dept. ID Owner that approvals have been received and has discussion regarding: effective date; PCR; recruitment; staff movement, etc. *NOTE: Employee may be consulted regarding effective date.*
8. HR Advisor will complete documentation and forward to HR Service Centre for processing.
9. Dept ID owner will inform employee(s) of Effective Date.

#### Cancellation Process

1. Employee or Dept ID owner can request cancellation of Flexible Work Option. Written notice must be given 30 days prior to cancellation date.
2. Copy of the cancellation request must be sent to the Union (if applicable).
3. A copy of the cancellation request will be sent to Human Resources #8107 and filed on the employee's personnel file.
4. The Dept ID owner must call HR Service Centre to cancel the Job-Share arrangement.

## APPENDIX 4

### Telework

#### Specific Considerations

- Union approval is not required for a Telework application. Employee hours of work and job duties are not affected, the only change is to the work location (ie: home office).
- The terms and conditions of employment, provisions of relevant Collective Agreements and the application of all City of Calgary policies, programs and pertinent legislation will continue to apply in the telework arrangement.
- Employee benefits, responsibilities and entitlements are not affected. On-site office and parking needs may be scaled down or shared.
- Telework arrangements can be combined with other Flexible Work Options. These arrangements must be in accordance with the applicable policy or Collective Agreement.
- The designated home office must be accessible for on-site visits by City personnel for incident investigations or other business-related matters deemed necessary.
- Reasonable notice of 48 hours, or less if agreed to by the employee, must be provided for any on-site visit, except in the case of an emergency.
- Appointments and meetings with work-related visitors and colleagues, ie: City of Calgary employees, contractors, suppliers and partners, must not be conducted in the designated home office.
- Telework arrangements are not a substitute for childcare/dependent care.
- A telework arrangement may be suspended until further notice in the following circumstances:
  - If there is a potential hazard associated with the designated home office. The telework arrangement can be reinstated once an incident investigation is completed and the Telework application has been updated, reviewed and signed by the employee and supervisor/leader.
  - On the first and subsequent days of strike action by the employee's Collective Bargaining Unit. Upon notice of strike action by any of The City's unions, exempt staff in any business unit may also have their telework arrangement suspended. The telework arrangement may be reinstated by the supervisor/leader once strike action is over.
  - Where City business continuity needs dictate, all employees may have their telework suspended.
- **Employee Responsibilities:**
  - Ensuring the designated home office satisfied all local zoning, lease and insurance requirements.
  - Determining any income tax implications of maintaining a designated home office.
  - Covering all initial and on-going costs and expenses, ie: upgrades to designated home office, internet hook-up, insurance, utilities, taxes, related to providing furniture, equipment and/or the necessary location to set up a designated home office that complies with The City of Calgary technology, communication, and/or occupational health and safety guidelines.
  - Covering all loss, damage or wear of employee-owned equipment, software and other employee-provided assets.
  - Covering all normal commuting costs between the designated home office and a City workplace on regularly scheduled on-site office days.
  - Complying with all City policies, ie: IT/Security-related policies including Freedom of Information and Protection of Privacy (FOIP); Acceptable Use of City Technology Resources Policy and the Information Security Classification and Control Policy.

- Addressing any IT support issues with the home computer that do not relate directly to City access.
- Maintaining effective communication and workflow among clients, co-workers, and the supervisor/leader, including regular checks of office voice mail and e-mail as applicable.
- Notifying the supervisor when unable to perform work assignments due to an incident, illness, network or equipment failure, or other unforeseen circumstances.
- Reasonably accommodating meetings and other unscheduled events requiring attendance at a City workplace.
- Registering for the Commuter Challenge to record trips saved/non-peak trips which track emissions savings.
- Provide accurate and timely telework-related metrics including commuter activity; and participating in all required surveys, evaluations, reports and analyses relating to this program.
- **Business Unit / Department Responsibilities:**
  - Capitalizing on potential cost savings such as parking and space utilization where possible.
  - Approving all business unit costs relating to telework.
  - Covering the costs associated with Home Office Ergonomics on-line training and any other related telework training.
  - Covering initial costs and on-going operating expenses associated with cell phone, network access, ie: Citrix, and provision of specialized software applications, if required.
  - Covering all reasonable costs associated with business related expenses, ie: office supplies, couriers, long distance phone calls, associated with the telework arrangement.
  - Best effort IT support is provided over the phone. IT support staff will not be dispatched to teleworker's home or remote sites and employee is responsible for their own access to the Internet.
- If the decision to terminate a Telework agreement is made by either business unit/department or employee, written notice must be received **30** days prior to termination date. The business unit/department representative will initiate an IT remedy ticket to discontinue Citrix, cell phone, specialized software, etc.

### **Application and Implementation Process**

1. **Employee and Dept ID/Supervisor** discuss the option of Teleworking, using the [Telework Assessment Tool](#) and [Flexible Work Options Guidelines](#) as a basis for the discussion.
2. If it is determined that the application can proceed, **Employee** fills out the [Telework Application-X604](#).
3. **Employee** emails Telework Application to Dept ID/Supervisor for approval.
4. **Dept ID/Supervisor** will:
  - a. Notify employee that Telework Application is approved. If application is not approved, go back to Step 1.
  - b. Send email to EWI Works using [Ergonomic Training Request Template](#) to request On Line Ergonomic Training for Employee. Link to online ergonomic training will be sent directly to employee. Business Unit will be billed \$12 by EWI for each assessment.
5. **Employee will:** (Once Telework Application is approved)
  - a. Submit an IT Remedy Ticket for remote access/Citrix to their home computer (if employee requires it and does not already have remote access in place)
  - b. Submit IT Remedy Ticket for acquisition of a cell phone if required
  - c. Complete [Home Office Checklist](#) and make any necessary changes to home office area

- d. Complete On Line Ergonomic Training (email link to this training will be received directly from EWI Works once Dept ID completes Step 4b above).
  - e. Send electronic copy of Home Office Checklist and EWI Certificate of Completion to Dept ID/Supervisor for approval.
6. Once all paperwork is completed and approved, and remote access is established and tested, the **Dept ID/Supervisor** will:
  - a. Phone the HR Service Centre 268-5800 and communicate information from the Telework Application Form which will be entered into People Soft.
  - b. Mail hard copies of the following forms to the HR Record Centre (Mail Code 8107) for filing on the employee's personnel file.
    - Telework Application
    - Home Office Checklist
    - Ergonomic Certificate of Completion
  - c. Confirm start date with employee
7. If Telework arrangement is cancelled or adjusted for any reason, **the Dept ID/Supervisor** will phone the HR Service Centre at 268-5800 to notify them of the date and reason so People Soft can be updated.

\*Note: an X510 does **not** need to be filled out for a change in Telework schedule only. This only needs to be filled out if Telework is combined with another Flexible Work Option (ie CWW) and the employee's hours of work are affected by the change.

#### Cancellation Process

1. Employee or Dept ID owner can request cancellation of Flexible Work Option. Written notice must be given 30 days prior to cancellation date.
2. Dept ID/Supervisor to phone the HR Service Centre at 268-5800 to report cancellation which will be entered into People Soft.
3. The Dept ID owner must notify IT to cancel remote access and/or cell phone (if applicable)

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## **RELATED ADMINISTRATIVE POLICIES**

- [Administrative Policy #HR-EMP-001, Duty to Accommodate in Employment](#)
- [Administrative Policy #HR-EMP-037, Health & Wellness](#)
- [Administrative Policy #HR-LR-003, Leave of Absence](#)
- [Administrative Policy #HR-TR-002, Participating in Local Authorities Pension Plan](#)
- [Administrative Policy #IM-IT-002 Acceptable Use of City Technology Resources](#)