

West Neighbourhood House	
Policy Title:	Working Remotely
Approved by:	Management
Approval date:	October 2020
Revision dates:	March 2024 / / / /

Policy Statement

West Neighbourhood House (West NH) may require employees to work remotely, from an itinerant service location, or virtually from wherever an employee is required to be physically. In this regard, alternate work arrangements have been developed in order to assist employees while contributing to the continuation of services from remote locations.

Applicability

- West NH employees
- Students and Interns

Procedures

The ability to work remotely will only be available for positions that have been deemed by West NH to be suitable for remote work. Due to the number of employees employed by West NH, their various roles and duties, it is impossible to develop a singular Working Remotely protocol. Therefore, the details of any such arrangement will be determined at the program level and approved by the Director/Manager or designate. This policy provides a framework that enables consistency of approach and practice across West NH.

Positions suitable for working remotely will be determined based on the following criteria:

- a) Completion of work away from West NH’s premises will not unduly impact the completion of employee’s duties or those of other employees.
- b) Completion of work away from West NH’s premises is technically and operationally workable.

Arrangements for working remotely and/or at a hybrid location and West NH’s work sites will be determined on a case-by-case basis for a defined period and on a temporary basis to accommodate West NH’s operational needs. Remote work and/or hybrid work schedules can be changed at any given time to accommodate the needs of the program.

Working Hours

When working remotely, all employees are expected to be online and working throughout the original scheduled work hours or hours specified by their supervisor based on program and sector needs. This would be typically the hours normally worked when in the office, unless otherwise specified by the supervisor.

During working hours employees will:

- a) Follow this policy and all West NH policies and guidelines at all times.
- b) Complete all assigned work according to procedures and expectations set out by the supervisor.
- c) Maintain an up-to-date calendar or daily log to reflect their daily schedule.
- d) Keep the supervisor regularly informed of progress on assignments and any problems encountered while working remotely.
- e) Accurately record all hours worked on their timesheet.
- f) Structure their time to ensure attendance at required meetings as designated by the supervisor.

Communication and Virtual Meetings

Employees who work remotely must be available by phone, email, and/or other technological means during scheduled work hours.

In addition, employees must be available with their camera on for all work-related virtual meetings (internal and external) and communication during their regular working hours.

Workspace

Employees approved to work remotely have to designate a quiet and distraction-free workspace for placement of equipment and work materials to be used while working. Employees shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment. Any work-related injury must be reported immediately.

Work conducted remotely must be managed with the mindset of maintaining confidentiality at all times. Any West NH materials taken out of the office to work remotely must be stored securely in the designated work area and not be made accessible to others.

The off-site workspace will be considered an extension of the West NH workplace. As such, the employee will continue to be subject to and governed by all applicable West NH Policies and Procedures.

Equipment

West NH will provide specific equipment for employees to perform their current duties. This may include a laptop computer, a phone, and/or other applicable equipment as deemed necessary. Loaned equipment will be logged and must be returned to a West NH location as soon as possible on termination of employment or upon request.

The use of West NH equipment while working remotely is limited to the West NH authorized employees only and is to be used only for purposes relating to West NH business.

Canada Revenue Agency (CRA) Tax Form T2200

Canada Revenue Agency (CRA) form *T2200 Declaration of Conditions of Employment* is completed by West NH to certify that an employee is required to work from home and that any employment expenses not reimbursed by West NH may be claimed on their annual tax return.

Office Supplies

Employees needing incidental supplies such as paper, pens, erasers, correction tape, clips and file folders may request those items from the Operations Administrator at 248 Ossington. Items not in stock at West NH will be ordered at a discounted rate by designated staff. To order supplies employees can submit the Office Supplies Order Form via email. Pick up of ordered item(s) can be arranged with Operations staff.

For larger, more expensive items employees must check with their supervisor for approval as to which items may be purchased, and whether there are limits on spending for a particular purchase.

Ending the Working Remotely Arrangement

An employee's Working Remotely arrangement may be ended by West NH at any time, in its sole discretion.

If employees have any questions regarding this policy or any questions about working remotely that are not addressed in this policy, they may contact their Director/Manager/Coordinator or designate.