

COMMUNITY LIVING TORONTO

**POLICIES AND PROCEDURES
HUMAN RESOURCES MANUAL**

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Section	Subject	<u>Date Issued</u> 06/08/20
TERMS OF EMPLOYMENT	POLICY - WORKING REMOTELY	<u>Date Revised</u> June 22, 2020

CONTEXT

Recent circumstances associated with the COVID-19 pandemic have dictated the need to re-visit current arrangements for working remotely. While this policy is influenced by these circumstances, it is future oriented and not intended to be confined to these or other specific circumstances.

PURPOSE

This policy addresses remote work arrangements in a manner which provides the safeguards associated with other Community Living Toronto (CLTO) policies including health and safety, data security, and other.

SCOPE

This policy is effective July 1, 2020 and applies to all employees of CLTO whose role has been deemed suitable to working remotely.

POLICY

The Manager is accountable for determining those roles in their organization that are suitable for working remotely. Those positions deemed suitable are subject to change as conditions warrant. Employees whose role has been deemed suitable to work remotely should do so as a matter of course. The need for an employee's presence at CLTO premises will be determined by respective departments, with due regard for matters of health and safety and productivity.

An employee's work often encompasses sensitive and confidential information. In the event the need arises to work on Public WIFI networks, such as in emergencies or in critical time lines, employees must be connected to the CLTO Virtual Private Network (VPN) client. Employees working remotely must also ensure that their networks are password protected, that the mobile or computer devices on which they access confidential CLTO information are also password protected and that they are safely stored at all times. Any printed materials or files must be kept to a minimum and similarly stored securely and all reasonable measures implemented by employees working remotely to prevent unauthorized access by any third party.

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When an employee is working remotely, the workspace is to be considered a CLTO workplace and will be governed by CLTO policies, as applicable.

Supervision will be provided and performance assessed vis-a-vis the goals and expectations established with one's Supervisor/Manager.

DEFINITIONS

"Working Remotely" means working from a location other than what has historically been considered an employee's normal office setting on CLTO premises. It is not intended to create an obligation to work excessive hours for the employee or colleagues with whom they interface, nor affect operational efficiency and effectiveness.

CONDITIONS

	WORKING REMOTELY
Work/Core Hours	<ul style="list-style-type: none">• Same as normal working hours across CLTO• Any overtime worked must be approved by the Supervisor/Manager prior to being worked
Performance Goals/ Expectations	<ul style="list-style-type: none">• Employees to dedicate their full attention to their job duties during working hours• Supervisors/Managers to establish performance goals with employees and monitor accordingly
Physical Location	<ul style="list-style-type: none">• The remote workplace setting must provide for protection and confidentiality of CLTO materials and property• It must also be amenable to productive working conditions for the employee and anyone they are interfacing with on work-related matters
Equipment	<ul style="list-style-type: none">• Employees may use portable equipment (laptop, cell phone, other) provided by CLTO including VPN access and required software installed on their equipment by CLTO• Other equipment (e.g., printers, screens, keyboards, docking stations) will be provided by CLTO as determined to be necessary by CLTO and approved by the Supervisor/Manager

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	<ul style="list-style-type: none"> • Office supplies will be provided or cost of such reimbursed by CLTO • Employees must maintain equipment in an appropriate space and prevent any misuse • Company assets are to be used for CLTO business only
Internet Access	<ul style="list-style-type: none"> • Reliable secure internet connections will be provided as agreed by CLTO Information Services requirements and region/department budgets, based on an employee's position • Employees in roles deemed suitable for working remotely will be reimbursed to a maximum of \$20/month (prorated for those not working remotely on a full-time basis). Reimbursement to be made through Concur. • Use of unsecured/public WIFI is prohibited at home or elsewhere
Tech Support	<ul style="list-style-type: none"> • IT Help Desk is available as per its posted schedule
Security and Confidentiality	<ul style="list-style-type: none"> • Employees are to: <ul style="list-style-type: none"> ○ Keep system password(s) protected ○ Follow all data encryption and protection standards and settings ○ Ensure confidentiality of all information ○ Avoid storage of printed materials/files or where necessary, keep to a minimum
Compliance	<ul style="list-style-type: none"> • Applicable CLTO policies and procedures apply to the employee's remote work setting
Health and Safety	<ul style="list-style-type: none"> • Employees are responsible for ensuring their workspace is a healthy and safe place to conduct CLTO business and for eliminating safety hazards including trip and fall hazards - e.g., overloaded electrical outlets, cords, loose mats • In the case of working from home, the employee should utilize a safe ergonomic space • Smoke detectors and carbonmonoxide detectors must be functional at all times and tested regularly • A member of the Joint Health and Safety Committee may require access to evaluate safety, respond to concerns, and/or address an incident or accident
Workplace	<ul style="list-style-type: none"> • Accidents and injuries which occur while an employee is working

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Accidents	remotely must be reported in accordance with the Accident/Injury Reporting policy • Claims will be adjudicated by the WSIB
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Related Documentation:

- 03-03-01 Confidentiality
- 04-13-01 Acceptable Use Technology
- 04-13-04 Internet
- 04-13-06 Computer Security
- 09-01-01 Code of Conduct
- 11-05-03 Accident Injury Reporting
- 11-02-07 Slips Trips and Falls

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