

WORK FROM HOME PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Human Resources
Parent Policy:	Attendance Management Policy
Approval Date:	June 29, 2015
Effective Date:	July 1, 2015
Procedure Owner:	President and CEO
Procedure Administrator:	Executive Director, Workforce Development and Human Resources

Overview:

NorQuest College (college) is committed to being flexible in its operations. This includes providing alternative work arrangements, when feasible, to its employees. Alternative work arrangements, including work from home, allow employees to work all or part of their time at home. The work from home arrangement as is intended to respond to employee needs for flexibility and to meet the changing needs of the college.

Providing alternative work arrangements benefits both the college and its employees and can enhance work performance, manage personal life responsibilities, and increase engagement. It is important to note that not all types of work are suitable for work from home arrangements.

Authority to establish this procedure is derived from the [NorQuest College Board of Governor's Policy No.5](#) which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

The college may approve work from home arrangements for an employee where both parties voluntarily agree to it, subject to operational requirements and provisions outlined in these procedures.

The college and/or employee may terminate a work from home arrangement with the appropriate notice period.

It is the responsibility of the Division Head to:

- Consider requests for work from home arrangements and approve or refuse taking into account:
 - the business need of the division, department, and unit,
 - supervision of work,
 - service level impacts on divisional clients,
 - the needs of the individual making the request,
 - the effect on co-workers and their ability to do their work, and
 - the requested duration of the work from home arrangement.
- In consultation with the employee develop a written agreement using the [Work from Home Agreement Template](#), defining the specific conditions of the employee's work from home arrangement.
- Monitor each approved work from home arrangement for:
 - the employee's compliance with the conditions of the written agreement;
 - the effect of the work from home arrangement on divisional operations; and

- If necessary, modify a work from home arrangement in consultation with the employee or discontinue the arrangement.

An appropriate work from home arrangement will have the following characteristics:

- a dedicated space available to work
- internet access
- a productive work environment (ensuring regular dependent care is in place to allow for work in a distraction free environment and consider if and how the presence of a pet, spouse, or other adult in the home during working hours might affect productivity)
- a safe work environment
- sufficient, convenient electrical outlets
- cell phone or telephone conveniently located
- suitable temperature and humidity conditions
- ergonomic office furniture and storage space
- appropriate security for college property

It is the responsibility of the employee to fulfill the work from home agreement including:

- meeting performance standards
- maintaining communications and workflow among clients, colleagues, supervisors, including regular checks of voice mail and email as applicable
- attending all team meetings in person as requested, or coming into the college on a work from home day when requested to do so by your supervisor.

General Conditions

Employees interested in a work from home arrangement are to submit a written application through their Division Head.

Where work from home arrangement is approved by the Division Head, the employees supervisor will be required to prepare, complete and sign an agreement outlining the terms and conditions of the work from home agreement. The terms and conditions must be also be approved by the Division Head.

Each work from home arrangement approved by the Division Head may begin with a three to six month trial period to assess the viability of the arrangement. Based on the results of the trial period, the Division Head may extend or modify the work from home arrangement in consultation with the employee or discontinue the work from home arrangement completely.

If it is apparent that the work from home arrangement is negatively affecting the employee and the division productivity, or the costs of operational needs prior to the end of the trail period, the Division Head may modify or discontinue the work from home arrangement without notice.

Equipment and Resource Use

Equipment provided to an employee who will be working under a work from home agreement is to be used solely for the purpose of performing the duties with the employee's position.

The employee must ensure all security guidelines, policies, and procedures are followed. Security guidelines include but are not limited to: physical and environmental; data; software; communications; computer virus protection; and license agreements and copyright protections. Divisions and employees must consult with the Educational and Information Technology division before any arrangements are implemented to ensure information technology consideration are understood and agreed upon by both the employee and the division.

Employees are responsible for the costs of home internet service, and the purchase of modems and/or routers required for internet connectivity.

Information Management Protection

Employees on work from home assignments must adhere to all college policies including the [Code of Conduct Policy](#), [Protection of Privacy Procedure](#) and the [Protecting College Information When Working Off Campus Procedure](#).

Employees may use their college provided device, or their own personal computer at home. Connectivity to secure college resources from any device external to the college must be through approved VPN (Virtual Private Network) standards. VPN access must be specifically requested by a supervisor for an employee. If the employee receives approval from their Division Head to use their personal computer to conduct the college business, the employee must agree to use the colleges secure VPN and at no time will they store college information on their personal computer. The college does not provide technical support for personally owned devices.

Minimizing the Impact on Colleagues

The Division Head and the employee will discuss the detail of the final agreement with colleagues to ensure open and timely communication on the details of daily operations, meetings, telephone conversations, office functions, and scheduling.

Schedules and phone numbers should be clearly posted or provided to colleagues at the college.

Office Supplies

The Division establishing a work from home arrangement with the employee is responsible for providing/paying for office supplies required for the employee to perform their duties during the work from home arrangement.

Workers Compensation

The Canada Labour Code defines the work place as any place where an employee is engaged in work for the employer, which can include the home. The employee is responsible for ensuring a safe work environment. Employees injured in the course of their duties at a home location must report any accident or injury to their supervisor immediately. The following forms must be completed:

- [Record of Injury, Incident or Near Miss](#)
- [Workers' Report of Injury or Occupational Disease \(form C060\)](#)

Definitions:
Related Information:
Related Documentation:
Next Review Date:
Revision History:

Expenses for Maintaining a Work From Home Arrangement

The college reserves the right to terminate the work from home arrangement; the employee should not factor any potential tax saving into their personal financial plans. Employees should contact Canada Revenue Agency (CRA) for further advice.

Trial Period

If a work from home arrangement is approved there will be a 3-6 month trial period during which the Division Head will assess the effect on the work from home arrangement on workplace operations.

Division Head: means anyone who manages a division or multiple divisions. Division Head is responsible for a division(s) reporting directly to an executive and normally includes Deans and Directors but may also include an executive or senior manager.

Employee: includes a person who is engaged by NorQuest College to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreements.

- [Access to Information Procedure](#)
- [Attendance Management Policy](#)
- [Attendance Management Roles and Responsibilities Procedure](#)
- [Code of Conduct Policy](#)
- [Freedom of Information and Protection of Privacy Act](#)
- [Health and Safety Policy](#)
- [Protecting College Information When Working Off Campus Procedure](#)
- [Protection of Privacy Procedure](#)
- [Remote Access Policy](#)
- [Wireless Access Policy](#)

- [Record of Injury, Incident or Near Miss](#)
- [Work from Home Agreement Template](#)
- [Workers' Report of Injury or Occupational Disease \(form C060\)](#)

May 2019

June 2015: New (replaces Standard Practice 4.19 Home Base Work Agreement)