

<b>Guideline Title:</b>	<b>Applies to:</b>	<b>Reference #</b>
Telework Program Guidelines	All employees	100-HR-11
<b>Approved by:</b>	<b>Dates:</b>	<b>Total # of Pages</b>
Directors' Forum	<b>Effective:</b>	7
	<b>Last Review:</b>	
	<b>Next Review:</b>	
<b>Authority:</b>		
People and Organizational Culture		

## 1.0 Purpose

To enable, where appropriate, the use of telework to provide City of Regina employees the opportunity to be flexible in where they complete their work.

The City of Regina is continuously evolving to become a contemporary workplace, and as such is committed to promoting innovative approaches to our work and how we deliver services to our organization and community.

Telework means working at an approved telework location. Teleworking is a business practice that may improve employee recruitment and retention, as well as using workspace more effectively. The City of Regina recognizes telecommuting as an alternate work arrangement, where appropriate, for eligible employees. Telework means working one or more days of each work week at an approved telework location.

## 2.0 Scope

The policy applies to all permanent City of Regina employees whose primary workplace is in an office environment. Employees in probationary or term status are not eligible for telework.

Teleworkers should be as accessible as their on-site counterparts during their agreed upon regular business hours, regardless of the work location.

### 3.0 Definitions

<i>Telework (Telecommute):</i>	Working from a telework location (alternate workplace).
<i>Telework (Alternate work) location:</i>	An alternate work location different from the primary workplace.
<i>Teleworker:</i>	An employee who works away from his primary workplace all or part of the work week at a telework location.
<i>Primary workplace:</i>	City of Regina office location for the employee if no telework arrangement existed.
<i>Designated work space:</i>	An area of the telework place that can be designated to conduct work during the teleworker's scheduled hours.

### 4.0 Principles

- Telework is voluntary and is not appropriate for all employees, nor is it an obligation, entitlement, or right.
- Telework arrangements shall be formalized with an application and if approved, an agreement signed by the teleworker and the Manager or designate.
- The Manager or designate of a telework applicant has the authority to approve or deny the request. There is no appeal process.
- The telework agreement is terminated if the teleworker moves to a new position.
- Telework is not a mandatory condition of employment and shall not affect or conflict with the provisions of collective agreements and relevant legislation/policies.
- An employee's compensation, benefits, work status, and work responsibilities will not change due to participation in the telework program.
- Telework employees must comply with all organizational rules, policies and procedures.
- Telework is not a substitute for adequate dependant care.
- No meetings with clients/stakeholders shall occur at the telework location.
- The telework location must have a designated work space that is appropriate for the nature of the work and that meets OH&S requirements.

### 5.0 Guidelines

Considerations      Telework arrangements should only be considered where they maintain or improve service and productivity.

Telework is voluntary and is not appropriate for all employees, nor is it an obligation, entitlement or right.

Teleworkers should be as accessible as their on-site counterparts during their agreed-upon regular business hours, regardless of work location.

Teleworkers and their managers are expected to accommodate reasonably unscheduled meetings or other events that require a trip in to the primary work location.

Teleworkers may not conduct in-person business meetings in their telework location.

The employee's personal vehicle may be used for City of Regina business as specified in the Vehicle Expense Reimbursement Policy, but will not include travel to the primary workplace for business.

Teleworkers must accept responsibility for any additional insurance or utility costs that are required to maintain the telework location.

Telework is not a substitute for dependant care arrangements. The teleworker must make appropriate arrangements for dependent care.

Teleworkers must report and follow regular process in the case of absence due to illness the same as they would if the telework agreement did not exist.

Teleworkers must receive approval prior to working over time.

## Eligibility

In order to be considered for a telework agreement, employees must meet the following minimum requirements:

- are a permanent employee,
- have completed the probationary period for their current position,
- have no outstanding performance or attendance issues,
- work in a position where telework is feasible, as determined by the Manager.

Requirements to qualify include:

- Employee submits a Telework Application.
- Employee signs and agrees to abide by Telework Agreement.
- Manager or designate approves Telework Agreement and Authorization.
- Telework location meets Safety Inspection.

Teleworking is not suitable for all employees simply due to the functional requirements of the position. The eligibility should not be based on job titles alone. Successful Teleworkers are in positions which:

- Can accommodate working away from the office on one or more days per week.
- The work activities are portable and can be performed effectively outside the primary office.

- Tasks are primarily information based (typical tasks include analysis, auditing, programming, data entry, editing, planning, research and writing).
- Require independent work.
- Information technology is used consistently and effectively.
- Require little face-to-face interaction or where meetings and other face-to-face interactions can be scheduled ahead of time.
- Result in specific, measurable work products.

Characteristics of a successful teleworker include:

- Motivated
- Self-disciplined and results-oriented
- Requires minimum supervision
- Highly organized with good time management skills
- Good problem solving and decision making skills
- Require little social interaction

#### Equipment and Supplies

The City of Regina will provide one (1) laptop computer and mobile device for use at primary work location and telework location. Peripheral equipment will be provided for the primary work location. Office supplies will be provided from the primary work location. The teleworker must take appropriate action to protect company-provided equipment from damage or theft.

The Teleworker is responsible for providing the telework location furniture that complies with Healthy Workplace Standards.

Employer owned/supplied equipment and supplies are to be used for City of Regina business only. When the telework agreement is terminated, the employee must return all employer owned/supplied equipment and supplies with three (3) business days.

Malfunctions with employer equipment must be reported immediately to the ITS Service desk. If the maintenance or repair cannot be done by remote access, it is the Teleworkers responsibility to bring the equipment into the primary office location for repairs. Arrangements for temporary loaner equipment are subject to availability.

#### Security

Teleworkers agree to take all precautions necessary to secure proprietary information and to prevent unauthorized access. The teleworker is required to observe records management best practices when working at the telework location.

The Teleworker must meet and accept all conditions of the VPN Policy and the Remote Access Policy.

Teleworkers are responsible for the security of information, documents, and records in their possession or used during teleworking, and should not take restricted-access material home without the written consent of their Manager or designate.

Telework Location	It is the responsibility of the Teleworker to maintain a safe and tidy telework location. The Teleworker agrees to an inspection of the proposed telework location and to maintaining the telework location in accordance with OH&S regulations. Further, the telework location must be available for inspections by departmental personnel for safety checks, accident investigations or equipment audits. The employer must provide reasonable notice of one (1) business day prior to the site visit.
Liability	<p>The telework location will be considered an extension of the City's workspace. Therefore, the City of Regina will continue to be liable for any work related accidents that are caused by the City's negligence. The City of Regina will not accept liability for injuries incurred by others in the telework location. If an at-home injury occurs during scheduled work hours, the Teleworker must notify his/her Manager immediately and complete a Workplace Injury Report.</p> <p>The City of Regina's insurance coverage includes city-owned/leased equipment at the Telework location but does not extend to equipment owned by the employee.</p>
Income Tax	It is the Teleworker's responsibility to determine any income tax implications of working from the telework location. Employees are encouraged to consult with a qualified tax professional or Canada Customs and Revenue Agency.

## 6.0 Roles & Responsibilities

### City:

- Provide one laptop and mobile phone for use at primary and telework locations
- Peripheral equipment are provided for primary work location only
- Provide remote network access
- Provide standard office supplies from primary work location

### Manager:

- Review telework application.
- Ensure that each telecommuting arrangement is operationally feasible, maintains or improves service and productivity with minimal cost to the employer.
- Review the telework agreement with the employee, provide clear performance expectations and provide sign off.
- Arrange for an assessment of the Telework location.
- Ensure that all relevant policies, guidelines and regulations are followed.
- Establish and maintain an appropriate communication process with the Teleworker.
- Ensure Teleworker submits a PDE for approval (if one does not already exist).
- Conduct quarterly evaluations of employee performance and other issues related to the telework arrangement.
- Participate in program evaluations as required.

## Employee:

- Submit a formal application and agree to terms of the telework arrangement.
- Submit a corporate PDE (if one does not already exist).
- Provide an appropriate telework location that is maintained to meet OH&S regulations.
- Provide a designated workspace that is adequately furnished/equipped.
- Provide High-Speed internet access.
- Ensure equipment and supplies provided by the employer are used in accordance with the City of Regina policies.
- Comply with the terms and conditions of employment and relevant collective agreements.
- Accept responsibility for any additional insurance (contact your insurance agent) or utility costs that are required to maintain the telework location.
- Teleworker must abide by the telework agreement.
- Participate in program evaluations as required.

**PROCESS**

Application Process to be followed:

Application	Employees interested in telework must complete the Telework Application. The manager or designate has the authority to approve or deny. There is no appeal process.
Agreement	<p>If approved, the Manager or designate must discuss conditions and parameters of the telework agreement, including setting clear performance expectations and developing a telework schedule. If the teleworker does not currently have a PDE, one must be submitted.</p> <p>The Telework Agreement and Authorization must be acceptable to both employee and employer and must be signed by both parties.</p> <p>Either party may terminate the telework agreement with ten (10) working days notice. The telework agreement is automatically terminated if the teleworker moves to a new position or a significant performance issue is recognized by the manager.</p>
Inspection	A telework location Safety Inspection is required prior to final approval of any telework arrangement.
Education	Teleworkers and their manager must agree to participate in an education/training session as required.
Evaluation	Teleworkers and their manager or designate must agree to participate in surveys as required to evaluate the Telework program.

## 7.0 Related Forms

- Telework Application
- Telework Agreement
- Telework Safety Inspection Checklist

## 8.0 Reference Material

- Remote Access Policy
- Third Party Connection Agreement
- VPN Policy
- Vehicle Expense Reimbursement Policy
- IT Asset Management Guidelines

## 9.0 Revision History

Date	Description of Change	(Re)-Approval Required (y/n)
20-Mar-2019	Update equipment supplied by City of Regina	No
13-May-2013	Language clarification changes only	No
21-Jun-2011	Initial Release	Yes