



FLEXIBLE WORK ARRANGEMENT PROCEDURES

PURPOSE

The purpose of this document is to provide additional guidance and detailed instructions for the processes related to the Flexible Work Arrangement (FWA) Policy ('the Policy').

These procedures fall under and should be read together with the Flexible Work Arrangement Policy.

Any definitions outlined in the Policy also apply to the procedures document.

SCOPE

These procedures do not apply to positions represented by BUFA, CUPE 4207-1, and CUPE 4207-3, and may have limited applicability for positions represented by CUPE 1295 or IATSE due to the nature of the work.

If any provision of this procedure is found to be inconsistent with the provisions of a collective agreement, the collective agreement will prevail, unless the procedure provision is required by law, in which case the procedure provision will prevail.

FWA REQUEST

All applications for a FWA will be made and reviewed through Workday.

If a work-from-home arrangement is approved, the employee will also be prompted to complete a Home Safety Checklist on Workday.

FWA APPROVAL

A FWA will require approval from the employee's supervisor and the Senior Administration Committee (SAC) member for the department.

The supervisor will carefully consider the guiding principles, key considerations, and operational needs when determining the feasibility of any FWA request(s) for the department.

Approvals for working outside of Ontario, compressed work weeks, and/or adjusted schedules must be done in consultation with the Office of People and Culture.

FWA REVIEW

Each FWA must be reviewed and renewed on a regular basis. Supervisors will review no less than every term or key operational cycle. Supervisors will determine the frequency by which such arrangements will be approved but will not exceed one year.

Approval by a previous supervisor shall not constitute a practice or precedent for any future supervisor.

Prior to making a final decision regarding termination or denial of a FWA, supervisors are encouraged to contact the Office of People and Culture to review the matter.

Department leadership will be responsible for determining if a dedicated or shared workspace on-campus is required or appropriate for those with a FWA.

FWA DISPUTES

When a request for a FWA is denied or terminated, the supervisor shall articulate the reasons and may include a proposed compromise, if feasible.

Should an employee disagree with the decision, they will seek to resolve the matter with their supervisor.

Should the matter not be resolved, the employee can escalate the matter to the SAC member for review and a final decision in consultation with the Office of People and Culture.

REQUIREMENTS

PERFORMANCE AND JOB DUTIES DURING WORK HOURS

Employees participating in a FWA must maintain a high standard of performance and productivity, including quality and quantity of work, as determined by their manager. The FWA cannot affect or change the overall hours of work required by the department, or the core business service hours of the department.

LOCATION

Employees working in a FWA will normally work from their home in Ontario, however, they may work at another location within Ontario with approval from their manager. Requests to work temporarily outside of Ontario for a period of greater than one (1) week must be approved by the employee's manager and SAC member in consultation with the Office of People and Culture.

REQUESTING VACATION, OVERTIME, PERSONAL LEAVES

Normal departmental processes will apply for seeking approval for overtime, requesting vacation, and for other absences. Staff must enter their approved vacation and absences in Workday.

REPORTING OBLIGATIONS

Any deviations of the work schedule must be discussed in advance and approved by the supervisor in writing.

An employee on a WFH arrangement is responsible for notifying their supervisor as soon as possible in the event of equipment or connectivity malfunction. In such cases, it is expected that every reasonable effort will be made by the employee to minimize work disruption on their scheduled shift. Alternate tasks and arrangements may be assigned, including changing work location.

Employees must notify their supervisor if they are ill or otherwise unable to attend work during scheduled hours, in accordance with usual departmental practices.

Employees on a FWA may be required to attend scheduled meetings in person, as determined by the supervisor.

COMMUNICATIONS

Employees with a WFH arrangement must be reachable and responsive by telephone, text, instant message (e.g., Microsoft Teams), email, or other agreed-upon method(s) of contact during their scheduled work hours. This may include a requirement for the employee to use a personal/home phone number to maintain communication with their supervisor and colleagues.

The employee will be advised if they are required to report or maintain contact with their supervisor or coworkers in a different way or with a different level of frequency while working remotely.

During video meetings via Microsoft Teams or any other video teleconferencing system, employees are encouraged to keep their cameras on so their face is visible to the other meeting participants whenever possible.

WFH – SUITABLE REMOTE WORKSPACE

The employee is responsible for providing a suitable remote workspace, considering safety and ergonomics. A reliable internet connection is required. In addition, the employee is responsible for ensuring the workspace is compatible with the privacy and confidentiality requirements of their job.

The supervisor will determine if a dedicated, shared, or bookable workstation will be available on campus for the employee.

WFH – PRIVACY & CONFIDENTIALITY

All University information that is not public must be treated as confidential. The University is subject to various requirements regarding privacy and confidentiality that arise out of legislation and policy. All such requirements must be met by the employee in respect of any electronic or hardcopy information or records outside secure University environments, and that the employee accesses electronically from off campus.

If a supervisor or employee intends to record images or video during a session or online meeting, participants will be advised in advance where possible. Where that is not possible, participants will be advised at the beginning of the session. Employees can choose to use an alternate background or turn off their camera if they have concerns. Employees should discuss any questions or concerns with their supervisor.

All Smart Home devices, e.g., Google Home or Alexa, must be turned off in the event of a confidential meeting.

WFH – RECORDS MANAGEMENT

The employee must take all reasonable steps to secure and maintain the confidentiality of all University information and documents while they are being transported to and from the employee's off-campus workspace and while the documents are in the off-campus workspace. Such steps will include protecting such documents from being damaged, destroyed, stolen, copied, or otherwise accessed by unauthorized individuals. University documents that are to be disposed of or destroyed in the course of the employee's work are to be disposed of or destroyed on campus at the University, in accordance with policy (Records Management).

There may be some documents that the employee will not be permitted to remove from the departmental office due to privacy, confidentiality, or other concerns as determined by the supervisor.

If a breach of privacy or confidentiality occurs, the employee must inform their supervisor as soon as reasonably possible, as well as inform the Coordinator, Freedom of Information & Privacy.

The employee is required to familiarize themselves with the University guidelines regarding security of personal and other confidential information.

EQUIPMENT AND SUPPLIES

For purposes of this Policy, the term equipment includes, but is not limited to, any information technology, hardware, software, and connectivity.

The University will not typically subsidize the cost of an employee's remote workspace (e.g., furniture or internet service at home). Specific requirements in terms of equipment (e.g., connectivity via internet, virtual private network, VPN remote desktop) may be arranged with the assistance of the employee's supervisor and Information Technology Services.

If the University provides any equipment or supplies, such equipment or supplies are to be used in accordance with the IT Acceptable Use Policy and Standards, Code of Conduct, and any other applicable University policies. They remain the property of the University and are subject to the employee's requirement for proper maintenance and return at the end of the FWA, or earlier if requested by the University (as described below under "Return of University Property"). The employee is responsible for insuring any employee-owned equipment used in the performance of their work and for informing their house insurance carrier of their intent of work remotely.

Should there be any long-distance telephone calls required for business purposes, these costs will be paid by Brock University. It will be the employee's responsibility to obtain prior approval of such expenses and seek reimbursement in accordance with University policy.

INFORMATION SECURITY

The employee is responsible for protecting University data and systems by adhering to ITS policies on the appropriate use of information and communication technology. ITS policies can be found at brocku.ca/policies.

The employee must report any data security breaches to their supervisor and ITS as soon as reasonably possible.

Additional information can be accessed on the ITS website or by contacting the ITS Help Desk directly.

INJURY & INCIDENTS

The employee must report any injuries and incidents that occur in the course of their employment to their supervisor as soon as reasonably possible, but no later than 24 hours after such injury/incident.

RETURN OF UNIVERSITY PROPERTY

If a FWA ends for any reason, the employee will promptly return any University property that was provided to them for purposes of working remotely. This includes all University-owned equipment and supplies, as well as documents, material, files, etc.

RESPONSIBILITY FOR LOSS LIMITATION OF LIABILITY

Brock University will not be held responsible for injuries incurred by others in the employee's remote work location.