

Purpose:

- 1 To establish a Hybrid Work arrangement option for City employees.
- 2 To outline clear expectations and accountabilities for employees when working Offsite.
- 3 To protect and ensure the health and safety of employees working Offsite.

Policy Statement(s):

- 4 The City is committed to establishing work environments, including working Offsite, that are mutually beneficial to The City and its employees. All employees must adhere to the RISE (Respect, Integrity, Service and Excellence) values and City Conduct.
- 5 Hybrid Work is at the request of the employee and is a voluntary arrangement that requires a mutual agreement between the employer and employee.

6 Eligibility and Suitability for Hybrid Work:

- (1) Eligibility for participation in a Hybrid Work arrangement requires a case-by-case review by the exempt supervisor and approval by the Department Manager. The City considers several factors regarding suitability, including the roles and responsibilities of the position, the employee's work performance, and the Offsite Workspace.
- (2) Employees who perform office-based work for at least a portion of their work week are eligible to request a Hybrid Work arrangement as these positions are deemed to potentially have some flexibility to perform work Offsite. Roles with greater independence and the ability to connect with internal and external customers through technology are most suitable for a Hybrid Work arrangement.
- (3) Hybrid Work arrangements must be within the province of Alberta.
- (4) Employees who request occasional and ad-hoc Offsite work do not need a formal application as per this Policy. Occasional and ad-hoc requests require approval of a supervisor in accordance with operational requirements.

7 Approval Authorities:

- (1) All Hybrid Work arrangement approval decisions must account for operational requirements of the department, the employee's job role, and impact to the public, customers, contractors, and team members.
- (2) Approval decisions will take an employee's performance into account, which may include a review of the employee file and work history.

8 Employee Expectations and Accountability:

- (1) To remain engaged within the organization, employees participating in a Hybrid Work arrangement are required to be Onsite for a minimum of two (2) days of a work week. Supervisors will set the work schedule in accordance with operational requirements.
- (2) Any modification requests to regular hours of work during the Hybrid Work Arrangement must be submitted to the employee's supervisor for review and decision in accordance with applicable processes or collective agreements. These requests must be infrequent and require reasonable advanced notice with supervisor approval.
- (3) All terms and conditions of employment, provisions outlined in collective agreement(s), the application of all City policies, programs, procedures, and applicable legislation continue to apply to all employees participating in a Hybrid Work arrangement.
- (4) While working Offsite, employees must:
 - (a) perform the same job roles, responsibilities, and other work obligations at their Offsite Workplace as they would from an Onsite Workspace;
 - (b) maintain a primary Offsite Workspace where work is performed unless temporary exceptions are approved by their supervisor;
 - (c) be available by email and telephone during regular scheduled hours of work, or as agreed upon with their supervisor.
 - (d) share their phone numbers with the employer so that staff and external stakeholders may reach them to perform their job while Offsite. Employees may forward assigned City desk telephone numbers to City provided cellphones or other City telephone line as agreed with the supervisor;
 - (e) check email and voicemail regularly during the workday and respond within reasonable timelines;
 - (f) adhere to the same expectation of professional and appropriate business attire when working Offsite as expected when conducting City business Onsite;
 - (g) be available as required by their supervisor to attend scheduled in-person meetings and participate in other required work activities at an Onsite location; these meetings and work activities may require participation with short notice;
 - (h) apply good time management and organizational skills and be self motivated;
 - (i) maintain and update their work calendar throughout each workday as they would Onsite;

- (j) protect the security and confidentiality of City systems and information when working Offsite and only disclose confidential information to authorized individuals in a secure manner;
- (k) participate, support, and update any Hybrid Work management process their supervisor has set up to align priorities, collaborate, monitor progress, and manage workload effectively;
- (l) be reasonably free from preventable distractions, including family members and pets, during regular working hours;
- (m) check in (e.g., with supervisor, peer, group chat) at regular intervals to comply with The City's Working Alone Procedure;
- (n) schedule and take breaks during the day in accordance with applicable processes or collective agreements;
- (o) obtain prior approval from their supervisor to work overtime hours as unauthorized overtime hours will not be compensated;
- (p) use the same protocols for sickness, compressed work week, flex time, and medical appointments as one would if working at an Onsite Workspace;
- (q) contact their supervisor as soon as possible if an emergent issue arises that affects the performance of their job during the Hybrid Work arrangement;
- (r) advise and request approval from their supervisor to attend to personal matters during scheduled work hours and code time sheet(s) appropriately;
- (s) ensure business travel is pre-approved by their supervisor in accordance with the Travel and Business Expense Reimbursement Corporate Procedure 5304-CP;
- (t) contact the Information Technology Service Desk at (403)342-8392 or submit a service ticket via The Bridge for assistance with Offsite access problems;
- (u) be responsible to ensure the Hybrid Work arrangement does not breach the terms of their insurance policies, mortgages, rental, or lease agreements; and
- (v) continue to participate in standard performance management practices with the possibility of Hybrid Work arrangement approval being suspended or withdrawn should job role performance concerns arise.

9 Supervisor Expectations and Accountability:

- (1) Supervisors are responsible for supporting the implementation of the Hybrid Work Policy and must:
 - (a) establish a check-in system with the employee;
 - (b) continuously assess the Hybrid Work arrangement and collaborate with the employee for adjustments that may be required;
 - (c) keep the exempt supervisor or one management level above apprised of concern(s) that may occur during a Hybrid Work arrangement and identify recommendations for resolutions; and
 - (d) maintain a list of City-owned equipment that is loaned out in a Hybrid Work arrangement.

10 Workspace Health, Safety and Environment:

- (1) To ensure transparency for the employer and stakeholders, employees must clearly notify which work location they are at and on which day. This can be done through status boards, electronic schedule updates, or other methods as agreed with the supervisor. Employees working Offsite must be accessible by email, phone, or MS Teams, as would be expected if they were at an Onsite Workspace.
- (2) The City will continue to provide employees with access to ergonomic resources, assessment, and assistance during a Hybrid Work arrangement. Employees participating in a Hybrid Work arrangements must complete and document a self-assessment of their Offsite Workspace for ergonomics.
 - (a) a photo of the workspace must be submitted with the Hybrid Work application package to display the Offsite Workspace including the desk, chair, and access to power sources. This record is in lieu of an in-person inspection and in-person hazard assessment.
- (3) Employees are responsible to ensure their designated Offsite work area:
 - (a) has access to a first aid kit and a fire extinguisher;
 - (b) provides adequate noise control to ensure clear telephone and video conference calls to colleagues and customers;
 - (c) protects confidential City information and safeguards City systems;
 - (d) is safe and hazards are controlled and maintained at the same level of safety as would be expected at an Onsite Workspace.

- (4) The City is not liable for loss, destruction, or injury suffered by family members or visitors of an employee, or others, if such loss, destruction, or injury occurs within or near the employee's Offsite Workspace.

11 Work-Related Injuries:

- (1) Employees working Offsite are required to report work-related injuries to their supervisor immediately and complete an incident report. When working Offsite, employees may be covered by The City's workers' compensation insurance for job-related injuries.
- (2) The City assumes no responsibility for any non-work-related injuries of the employee that occur in the Offsite Workspace whether they occur during or outside the scheduled work hours.

12 Confidential Information:

- (1) Freedom of Information and Protection of Privacy training is mandatory prior to the approval of a Hybrid Work arrangement.
- (2) Employees participating in a Hybrid Work arrangement must:
 - (a) uphold the same privacy standards as would be expected at an Offsite Workspace, which includes applying all administrative, technical, and physical safeguards to mitigate the risk of a potential privacy breach;
 - (b) place papers requiring disposal in the confidential shredding boxes provided at City facilities;
 - (c) keep confidential documents in a designated work area and handled with the same level of security as would be expected at an Onsite Workspace;
 - (d) not possess printed confidential City documents Offsite unless they are kept locked away when unmonitored; and
 - (e) take precautions to ensure monitor screens or hardcopy materials with sensitive data are not visible or accessible to others.

13 City Owned Property:

- (1) Employees approved for a Hybrid Work arrangement may be loaned necessary computer equipment to be linked with City systems, which could include a desktop, laptop, monitor(s), keyboard, mouse, docking station, webcam, and microphone.
- (2) Such arrangements must be made in a manner that is cost neutral or minimizes additional costs. Employees are required to bring City technology to the IT office for all maintenance and necessary support activities.

- (3) The City may be able to loan employees office chairs, dependent on availability. Other equipment needs such as a desk will be the responsibility of the employee.
- (4) City-owned equipment and resources must only be used for business purposes and only by the employee. Employees must take reasonable precautions to protect City equipment and resources from loss, theft, or damage, applying the same standards of care as when regularly working at an Onsite Workspace.
- (5) Should an employee experience loss, theft, or technical difficulty with any City-owned property, they must notify their supervisor and contact the IT department as appropriate.
- (6) Employees are responsible for any wear and tear on personally-owned equipment used for City business.
- (7) An employee exiting the organization for any reason must return all City-owned equipment to their supervisor before their termination date. Employees may be responsible for the cost of replacement of equipment if not returned.

14 Costs and Expenses:

- (1) When approved to work Offsite, employees are responsible for initial and ongoing expenses related to their Offsite Workplace including, but not limited to:
 - (a) reliable high speed internet service fees necessary to connect with City systems;
 - (b) insurance, utilities, taxes, furniture, heating/cooling, equipment costs, and expenses to set up an Offsite Workspace for conducting City-related work;
 - (c) maintenance or repairs of privately-employee owned equipment that is used to conduct City-related work from the Offsite Workspace; and
 - (d) travel expenses associated with commuting to and from their Onsite Workspace. Normal mileage reimbursement will be available for travel to other locations for duty travel when approved for City business.
- (2) Supplies that would ordinarily be available for department use (e.g., pens, pencils, paper) can be requisitioned through an employee's department.
- (3) Employees are responsible for remaining current on Canada Revenue Agency regulations regarding Hybrid Work arrangements.

15 Offsite Workspace Location:

- (1) The City requires an employee's Offsite Workspace to be within a reasonable distance of their City work location or as outlined in applicable collective agreements (e.g., for call-in purposes).

- (2) Employees are expected to be available to commute, at their own expense, between their Offsite and Onsite Workspaces to meet their defined work schedule and at other times, with short notice, if required.

16 Termination, Suspension or Alteration of an Employee's Hybrid Work Arrangement

- (1) An employee's participation in a Hybrid Work arrangement may be terminated, suspended, or altered at any time if:
 - (a) safety or security issues associated with the Offsite Workspace arise;
 - (b) performance issues develop that require increased supervision and sustained improvement;
 - (c) role or task requirement changes impacting suitability for Hybrid Work;
 - (d) emergencies occur within The City that impact the workplace; or
 - (e) it becomes apparent that the work tasks or role was inaccurately assessed as being suitable.

Definitions:

- 1 **"Hybrid Work"** means an alternative work arrangement that, subject to mutual agreement with the employer, allows employees to carry out remote work on designated days.
- 2 **"Offsite"** or **"Offsite Workspace"** means an employee's approved workspace that is not located within a City facility.
- 3 **"Onsite"** or **"Onsite Workspace"** means an employee's designated workspace within a City facility.

References/Links:

- 1 EL-A-2.2 Treatment of Employees
- 2 Associated Corporate Policies & Procedures:
 - (1) 8004-CA Corporate Security
 - (2) 5201-CA Information Technology Usage and Security
 - (3) 5207-CA Information Management
 - (4) 5304-CP Travel & Business Expense Reimbursement
 - (5) 2005-CA Occupational Health & Safety
 - (6) 2014-CA Customer Service
 - (7) 2201-CA Hazard Assessment, Elimination, and Control

- (8) 2201-CP Hazard Assessment, Elimination, and Control
- (9) 2205-CA Working Alone
- (10) 2205-CP Working Alone
- (11) 2216-CP EmpCenter Time Entry
- (12) 7016.01-CP Access to Information & Protection of Privacy
- (13) 7016.02-CP Privacy Breach Protocol

3 [Accessing City Resources from Home](#)

4 Office Ergonomics

- (1) [Government of Canada – Canadian Centre for Occupational Health and Safety](#)
- (2) [The City's Office Ergonomics Toolbox](#)

5 Hybrid Work Arrangement Application Form

6 Frequently Asked Questions for Employees

7 Guide for Supervisors (Available through SEMI)

Scope/Application:

- 1 This Policy applies to eligible employees as stated under s. 6 of this Policy.

Authority/Responsibility to Implement:

- 1 The Human Resources Manager is responsible for monitoring compliance and updating this Policy.
- 2 Department Managers are responsible for implementation and monitoring approved Hybrid Work arrangements within their respective departments, and to maintain and meet operational and service delivery as required.

Inquiries/Contact Person:

- 1 Human Resources Manager
- 2 HR Team Lead – Talent & Consulting
- 3 Via email: hybridwork@reddeer.ca

Policy Monitoring and Evaluation:

- 1 This Policy will be reviewed every two (2) years with revisions made as necessary.

Document History:

Date	Approved/Reviewed By:	Title:
Approved: March 21, 2022	"Tara Lodewyk"	Interim City Manager
Revised: August 21, 2023	"Tara Lodewyk"	City Manager