

Excellence in Public Service Delivery

Flexible

Work Arrangements

Guidelines and
Questions & Answers



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Flex-time Guidelines
and Questions & Answers

These Flex-time Guidelines are issued in accordance with Government's Flexible Work Arrangements Policy and Hours of Work Policy. Employees should familiarize themselves with both of these policies.

Document Contents

- > Flex-time Guidelines
- > Flex-time Questions and Answers

Flex-time Guidelines

What is it?

Flex-time is a flexible work arrangement whereby employees' scheduled work hours are varied - usually altering the start and end times of their working day - but without modifying the length of the standard work day and standard work week.

When flex-time is requested as a work option by an employee, the following conditions must be agreed to:

- > the hours worked each day must be the same as the employee's standard work day;
- > the employee may start the work day any time between 7 a.m. and 10 a.m.;
- > the employee may end the work day anytime between 3 p.m. and 6 p.m.;
- > the employee must be present during the core work hours of 10 a.m. and 3 p.m.;
- > the flex-time agreement can change based on departmental needs and government-wide experiences; and
- > any other conditions deemed appropriate by the Deputy Minister or designate.

Note: *A flex-time schedule and a compressed work week cannot be approved concurrently.*

Eligibility

Any employee may request consideration of a flex-time arrangement. Approval of individual requests for flex-time arrangements rests solely with the Deputy Minister or designate. Any approved flex-time arrangement is applicable to the current employee /position and subject to re-assessment if the incumbent should vacate the position or if the position changes in any way.

Flex-time

Variations to Flex-time Schedules for Operational Reasons

There may be specific times / events when flex-time may not be feasible for operational reasons; during peak periods of annual leave and/or paid leave; or during the summer period. As operational needs dictate, employees will be required to revert to a standard work start and end times of the department.

Written Terms and Conditions

An approved flex-time arrangement must be signed by the employee and the Deputy Minister or designate. This should note:

- > the initial approval of a trial period for the flex-time arrangement;
- > the method to review the arrangement and subsequent approvals;
- > employee start, lunch break and finish times;
- > notice period for termination of the flex-time arrangement; and
- > other information, as deemed necessary by the department and/or the employee.

Employer Considerations

When reviewing employee requests for flex-time, the Deputy Minister should consider the following:

- > whether the designated position, that the employee occupies, lends itself to flex-time;
- > whether flex-time complements the overall operations of the department and/or division;
- > whether the specific duties of the position are manageable as a result of an employee's late start time or early stop time;
- > whether it is possible to accomplish all job duties as efficiently and effectively under this arrangement as under the traditional work schedule;
- > whether the productivity, financial and operational implications for the department as a whole are neutral or manageable

(in particular, whether other employees, who work with or depend on the person requesting the flex-time, are able to accomplish their work effectively and efficiently when the individual is away from the work place);

- > whether the department may reserve the option of suspending the flex-time during peak periods of annual leave and/or paid leave to ensure effective operations of the department;
- > whether any performance issues affecting employee supervision and program direction are manageable;
- > whether there are adequate resources in the department to administer and monitor the flex-time arrangement;
- > whether any health and safety issues involved in working outside the normal working hours need to be resolved before approving an arrangement;
- > whether issues related to compliance with human resource policies and procedures need to be resolved before approving an arrangement.

If flex-time is approved, there will be an initial trial period of 3 - 6 months during which the Department will assess the effect of the flex-time arrangement on workplace operations.

Employee Considerations

When considering flex-time as an option, employees should consider the following:

- > whether the duties of the position will be accomplished as efficiently on flex-time as on the employee's current schedule;
- > whether the employee's personal schedule and circumstances can accommodate a different start and finish time;
- > whether it will have effects on employee benefits under the human resource policies and procedures; and
- > whether flex-time will have any impact on co-workers and their ability to complete their job functions.

Flex-time Questions and Answers

1. What is flex-time?

Flex-time is a flexible work arrangement whereby employees' scheduled work hours are varied - usually altering the start and end times of their working day - but without modifying the length of the standard work day and standard work week.

2. Who is eligible for flex-time?

Any employee may request flex-time. A flex-time arrangement is applicable to the current employee / position and will be re-considered should the employee vacate the position or if the position changes in any way.

3. How do employees apply for flex-time?

Applications should be made in writing to the employee's Director/ Manager/ Supervisor.

4. What are the benefits of flex-time?

The benefits of flex-time include: increased job satisfaction; reduced stress; expanded hours of service to the public; reduced absenteeism; increased ability to attract, retain and motivate high performing and experienced employees; and, better management of personal responsibilities.

5. What are the challenges of flex-time?

Some departmental challenges include the maintenance of:

- > workplace productivity;
- > employee relations;
- > strong communication; and
- > fair and equitable flex-time agreements among employees.

6. Am I required to work flex-time?

No. Flex-time is entirely voluntary.

7. Can the Department deny my request for flex-time?

Yes. The employer is responsible for setting work schedules. Therefore, flex-time is a voluntary arrangement on the part of the employer and the employee. A flex-time arrangement, if approved, will have a 3-6 month trial period and the final approval decision rests with the Deputy Minister or designate.

8. What are the major considerations for approval of a flex-time arrangement?

The designated position that the employee occupies must lend itself to a flex-time arrangement. Employer considerations include: the consequences of having specific duties of the position unavailable during a normal work cycle; the resources available to administer and monitor flex-time arrangements; health and safety issues prior to and beyond the core working hours; and considerations related to human resource policies and procedures.

9. What are the daily time requirements for a flex-time work schedule?

Employees must be present during the core work hours of 10 a.m. and 3 p.m. Employees may start the work day any time between 7 a.m. and 10 a.m. and end the work day any time between 3 p.m. and 6 p.m. The Deputy Minister or designate may consider additional conditions deemed appropriate for a particular position provided they comply with the Flexible Work Arrangements Policy.

10. Who approves a flex-time proposal?

Approval of individual requests for flex-time rests with the Deputy Minister or designate. The department will continue to assess the flex-time arrangement to ensure that operational requirements are being met. The approved flex-time arrangement must be signed by the employee and the Deputy Minister or designate.

11. Can I change my hours on a daily basis?

No. An employee must commit to a fixed daily schedule for at least a three month trial period. The employee and the department will consider any possible changes when the trial period has ended.

12. Is the lunch period still required?

Yes. The lunch period is mandatory and will be set for 30 - 60 minutes in accordance with department norms.

**Compressed
Work Week Guidelines**
and Questions & Answers

Compressed Work Week Guidelines

What is it?

A compressed work week is a flexible work arrangement whereby an employee works longer hours in exchange for a reduction in the number of working days in the working cycle. For example, an employee may work a standard 70 hour biweekly work period in nine days instead of the usual ten days – this would result in one day off (i.e., generally referred to as a “compressed day”) every two week cycle.

The earned compressed time is taken off during the pay period cycle in which it is worked. A compressed work week is a fixed arrangement and does not vary from one pay period to the next. As a compressed work week arrangement requires working the standard number of hours in a pay period cycle (i.e., weekly or bi-weekly), earned compressed time off cannot be accumulated or banked.

An agreed upon written agreement between the employee and the employer outlines the specifics of how the compressed work week is to be implemented.

There are a number of options for how hours are worked under a compressed work week, for example:

- > employees work extra time at the beginning and/or the end of their standard work day for nine days immediately prior to taking the tenth day off; or
- > employees work extra time over a predetermined number of evenings in exchange for scheduled time off during the pay period cycle.

The extra work time added to a predetermined number of days or evenings should be as uniform as possible to facilitate operational requirements.

These Compressed Work Week Guidelines are issued under Government's Flexible Work Arrangements Policy and Hours of Work Policy. Employees should familiarize themselves with both of these policies.

Document Contents:

- > Compressed Work Week Guidelines
- > Compressed Work Week Questions and Answers

Eligibility

Any employee may request consideration of a compressed work week. Approval of individual requests for a compressed work week rests solely with the Deputy Minister or the Deputy Minister's designate. Any compressed work week agreement is applicable to the current employee / position and subject to re-assessment if the incumbent should vacate the position or if the position changes in any way.

The department will continue to assess established compressed work week arrangements to ensure that operational requirements are being met.

Variations to Compressed Work Week Schedules for Operational Reasons

There may be specific times / events when a compressed work week may not be feasible due to operational reasons; during peak periods of annual leave and/or paid leave; or during the summer period. As operational needs require, employees will be required to suspend their compressed work week schedule and revert to the hours of work defined by the department.

If the employer requires an employee to work on a scheduled compressed day, this will be considered a regular compressed work day and not overtime. The employee will take the missed compressed day off at a time mutually agreed to with the employer.

Statutory Holidays and Compressed Work Week Schedules

The number of hours in a statutory holiday is considered to be equivalent to the employee's standard work day, i.e., 7 hours, 7.5 hours, 8 hours, or 12 hours. **View Holidays Policy**

When Government observes a statutory holiday, an employee working a compressed work week schedule is required to make up the additional time

which would have been worked on that statutory holiday. The department and the employee will consult on the adjustments required to the employee's compressed work week schedule to ensure the total number of required hours are actually worked during the pay period.

When a statutory holiday falls on the employee's scheduled compressed day, the employee may take off the day immediately following the holiday, or in consultation with the employer, another day in the pay period.

Written Terms and Conditions

The approved compressed work week agreement must be signed by the employee and the Deputy Minister or designate. This agreement should note:

- > the initial approval of a trial period for the compressed work week arrangement;
- > the method of review for the arrangement and subsequent approvals;
- > employee start, lunch break and finish times;
- > notice period for termination of compressed work week arrangements;
- > considerations for statutory holidays and overtime hours; and
- > other information, as deemed necessary by the department and/or the employee.

Employer Considerations

When reviewing employee requests for compressed work week arrangements, the Deputy Minister should consider the following:

- > whether the position that the employee occupies is compatible with a compressed work week;
- > whether a compressed work week fits with the overall operations of the department and/or division;
- > whether the specific duties of the position can be accommodated when an employee takes a compressed day;

Compressed Work Week

- > whether all job duties be accomplished as effectively and efficiently under this arrangement as under the traditional work schedule;
- > whether the productivity, financial and operational implications for the department as a whole are neutral or manageable (in particular, other employees, who work with or depend on the person requesting the compressed work week, need to be able to accomplish their work effectively and efficiently when the individual is away from the work place);
- > the department may reserve the option of suspending a compressed work week during peak periods of annual leave and/or paid leave, or during summer hours, to ensure effective departmental operations;
- > whether any performance issues affecting employee supervision and program direction need to be resolved;
- > whether there are adequate resources in the department to administer and monitor the compressed work week;
- > whether there are any health and safety issues involved in working outside the normal working hours that need to be resolved before approving an arrangement; and
- > whether any issues related to compliance with human resource policies and procedures need to be resolved before approving a compressed work week.

If a compressed work week is approved, there will be an initial trial period of 3-6 months during which the department will assess the effect of the arrangement on workplace operations.

Employee Considerations

When considering a compressed work week as an option, employees should consider the following:

- > whether the duties of the position will be accomplished as efficiently in a compressed work week as on the employee's current schedule;

- > whether the employee's personal schedule and circumstances accommodate the requirements of a compressed work week;
- > whether it will have an effect on employee benefits under human resource policies and procedures; and
- > whether flex time will have any impact on co-workers and their ability to complete their job functions.

Compressed Work Week Questions and Answers

1. What is a Compressed Work Week?

A compressed work week is a flexible work arrangement whereby an employee works longer hours in exchange for a reduction in the number of working days in the working cycle. The earned compressed time ("compressed day") is taken off during the pay period cycle in which it is worked.

2. Who is eligible for a compressed work week arrangement?

Any employee may request to work a compressed work week. The compressed work week is applicable to the current employee / position and will be re-considered should the employee vacate the position or if the position changes in any way.

3. How do employees apply for a compressed work week?

Applications should be made in writing to the employee's Director/ Manager/ Supervisor.

4. What are the benefits of a compressed work week?

For the employer, a compressed work week can enhance employee productivity, facilitate recruitment and retention, improve services during extended hours, and reduce absenteeism. It allows employees to have extra days away from work to accommodate their personal schedules with no reduction in pay.

5. What are the challenges of a compressed work week?

The employer and the employee will need to avoid creating situations where:

- > productivity may reasonably be expected to decline during longer work days;
- > the organization may experience a shortage of key employees at critical times;
- > a compressed work week arrangement may create difficulty defining / distributing workloads, scheduling meetings, coordinating projects, etc;
- > a compressed work week may create unnecessary overtime for this or other employees; and
- > additional training may be required to ensure other employees can provide services when the employee on the compressed work week is not in the workplace.

5. Am I required to work a compressed work week?

No. A compressed work week is entirely voluntary.

6. Can the department deny my request for a compressed work week?

Yes. The employer is responsible for setting work schedules. Therefore, a compressed work week is a voluntary arrangement on the part of the employer and the employee. A compressed work week, if approved, will have a 3-6 month trial period and the final approval decision rests with the Deputy Minister or designate.

7. What are the major considerations for approval of a compressed work week arrangement?

The position that the employee occupies must lend itself to a compressed work week arrangement. Employer considerations include: the consequences of having specific duties of the

position unavailable during a normal work cycle; the resources available to administer and monitor Compressed Work Week arrangements; health and safety issues beyond the core working hours; and considerations related to collective agreements and human resource policies.

8. What options are available under a compressed work week arrangement?

The Department may consider examples of compressed work week arrangements, such as:

- > employees work extra time at the beginning and/or the end of their standard work day, such as extra time for nine days immediately prior to taking the tenth day off;
- > employees work extra hours over a predetermined number of evenings in exchange for scheduled time off during the pay period cycle; or
- > employees work other arrangements, approved by the Deputy Minister or designate, which allow them to work their standard 70 hours, 75 hours or 80 hours during a pay period cycle.

A compressed work week arrangement must include working the required number of working hours in each pay cycle.

9. What should be included in a compressed work week proposal?

The compressed work week proposal should address the ongoing management of department / division programs and services; definitions of specific tasks; coordination of schedules; and effective channels of communications. All job duties of the position must be accomplished as effectively and efficiently under this arrangement as under the traditional work schedule.

10. Who approves the compressed work week proposal?

Approval of individual requests to participate in a compressed work week arrangement rests with the Deputy Minister or designate. The department will continue to assess compressed work week arrangements to ensure that operational requirements are being met. The approved compressed work week arrangement must be signed by the employee and the Deputy Minister or designate.

11. Can employees working a compressed work week vary their start and end time from day to day as they do under most flexible work schedules?

No. A compressed work week is a fixed arrangement which does not vary from week to week. A compressed work week has a pre-determined start and end time for each workday in the pay period.

12. Can compressed days be accumulated?

No. When working a compressed work week, an employee must take the agreed upon compressed day as scheduled in the written agreement with the department. Compressed days cannot be accumulated, banked or taken together with other flexible work arrangements.

13. Can an employee request to change a compressed day to another form of leave?

No. A compressed day is a day when the employee is not required to be at work and is not on any form of approved leave. Therefore, the compressed day cannot be changed to any form of approved leave.

14. When implementing a compressed work week, how is it determined which day or days an employee has off during an established work period?

The Department considers an employee proposal in relation to operational requirements and flexible work arrangements requested by / approved for other employees. The decision is made by the Deputy Minister or designate on a fair and equitable basis in terms of department / division workload and the overall operations of the Department.

15. Under a compressed work week, is the time off taken at the same time every week / pay period?

Yes. The fixed schedule for a compressed work week specifies the time off for each pay period.

16. Under a compressed work week, what happens on a statutory holiday?

The number of hours in a statutory holiday is considered to be equivalent to the employee's standard work day, i.e., 7 hours, 7.5 hours, 8 hours, or 12 hours. **View Holidays Policy**

When Government observes a statutory holiday, an employee working a compressed work week is required to make up the additional time which would have been worked on that statutory holiday. The employer and the employee will consult on the adjustments required to the employee's compressed work week to ensure the total number of required hours are actually worked during the pay period.

When a statutory holiday falls on the employee's scheduled day off, the employee may request employer approval to take the day off immediately following the holiday, or, in consultation with the employer, another day in the pay period.

17. Under a compressed work week, is it possible to change the compressed day temporarily to adjust to departmental workload or departmental coverage requirements?

Yes, when operational needs require it, employees will be expected to revert to a standard work schedule. If an employee is called back to work on the compressed day this is considered a regular compressed workday and is not considered overtime. The employee will then take the compressed day at another time agreed to with the employer.

It is the responsibility of the department to manage a compressed work week to ensure efficient and effective operations. There may be specific times / events when a compressed work week may not be feasible. However, it is anticipated that departments and employees will work together to make compressed work weeks successful.

18. Does a compressed work week affect the amount of leave earned or taken by an employee?

No. Employees will continue to earn leave at their regular rate and follow existing procedures for requesting leave.

19. Can an employee who works a compressed work week qualify for overtime benefits?

Yes. Overtime provisions will apply when an employee is authorized to work time in excess of the standard number of work week hours.

20. If other employees are permitted to go home because of inclement weather, or for any other reason, on the employee's compressed day, is the employee entitled to this additional time off?

No. Additional time off will not be granted in those circumstances.

21. What happens if other employees are permitted to go home because of inclement weather, or for any other reason, on a day when the employee is scheduled to work extra time as part of a compressed work week?

When Departments agree to a compressed work week arrangement, they do so to accommodate the interests of the employee, and the employer should not be unduly impacted by the compressed work week arrangement.

Therefore, when employees are permitted to go home because of inclement weather, or for any other reason, an employee on a compressed work week is required to make up the additional time beyond the standard work day which would have been worked on the day of the closure.

The employer and the employee will consult on the adjustments required to the employee's compressed work week schedule to ensure the total number of required hours are actually worked during the pay period.

E-work Guidelines
and Questions & Answers

These E-work Guidelines are issued under Government's Flexible Work Arrangements Policy and Hours of Work Policy. Employees should familiarize themselves with both of these policies.

Document Contents:

- > E-work Guidelines
- > E-work Questions and Answers

E-work Guidelines

What is it?

E-work is a flexible work arrangement whereby an employee, at least on a periodic basis, fulfils his or her regularly scheduled job responsibilities at a remote location which is not operated by the employer – usually an employee's home. Employees working under this work arrangement are required to report to the employee's work headquarters on a regular basis.

Participation in an e-work arrangement is voluntary and does not affect terms and conditions of employment nor employment status.

Employees who work from an alternate location will continue to contribute to organizational goals. The e-work arrangement is not feasible for all positions, nor is it a substitute for employee's dependent care arrangements during regular working hours. The approval of an e-work arrangement will be considered on an individual basis. Departments must consider the nature of the work and the employee when reviewing an e-work proposal.

Eligibility

Any employee may request an e-work arrangement. Approval of individual requests for e-work arrangements rests solely with the Deputy Minister or designate.

Written Terms and Conditions

An approved e-work agreement must be signed by the employee and the Deputy Minister or designate.

E-work

The e-work agreement should note:

- > the voluntary nature of the agreement;
- > the requirement to adhere to all aspects of government policies, procedures, and legislation at all locations;
- > the e-work location(s);
- > the employee headquarters, which continues to be the place where the employee reports for duty if not engaged in the e-work agreement;
- > the work objectives and expected results;
- > the initial trial period for the e-work arrangement;
- > the maximum number of hours/days per week the employee will spend at the e-work site;
- > any health and safety responsibilities, as well as issues of liability;
- > an inventory of assets provided by the employer for use in the performance of e-work responsibilities;
- > the method of review for the initial arrangement and any subsequent approval required for continuation;
- > a notice period for termination of e-work arrangements; and
- > any additional information as deemed necessary by the department and the employee.

Employer Considerations

When reviewing requests for approval of e-work arrangements, the Deputy Minister should consider the following:

- > whether the position occupied by the requesting employee lends itself to an e-work arrangement;
- > whether that an e-work arrangement complements the regular operations of the department;
- > whether the employee can work effectively away from headquarters with reduced supervision;
- > whether the time requirements for the standard work day and standard work week are followed;
- > whether service to internal and external clients and the general public is maintained;
- > whether the overall quality and quantity of work remains consistent;

- > whether the productivity, financial and operational implications for the department as a whole are neutral or manageable, and job duties can be accomplished as efficiently and effectively as under a traditional work arrangement (in particular, other employees who work with or depend on the person requesting the e-work arrangement need to be able to accomplish their work effectively and efficiently when the individual is away from the work place);
- > that the department reserves the option to suspend the e-work arrangement at any time, especially during peak periods of annual leave and/or paid leave to ensure effective departmental operations; and
- > that any health and safety concerns are addressed prior to approving the e-work arrangement.

If an e-work arrangement is approved, there will be initial trial period of 3 - 6 months during which the department will assess workplace operations in relation to the written agreement with the employee.

Employee Considerations

When considering e-work as an option the employee should consider:

- > whether the duties of the position can be accomplished as efficiently in an e-work arrangement as in the headquarters;
- > whether personal employee schedules and circumstances can accommodate this arrangement;
- > whether there is appropriate office space at the e-work site;
- > whether the e-work site meets specific office requirements such as municipal bylaws, regulations, lease agreements;
- > how to maintain communications with the employer throughout the e-work arrangement; and
- > how to secure the working space in terms of protecting documents, information and employer property.

E-work Questions and Answers

1. What is e-work?

E-work is a flexible work arrangement whereby an employee, at least on a periodic basis, fulfils his or her regularly scheduled job responsibilities at a remote location which is not operated by the employer – usually an employee's home.

2. Who is eligible for an e-work arrangement?

Any employee may request an e-work arrangement. The e-work arrangement is applicable to the current employee / position and will be re-considered should the employee vacate the position or if the position changes in any way.

3. How does the department decide whether or not an e-work arrangement should be approved?

The e-work agreement is approved on an individual basis, as per the nature of the work, operational requirements, cost-effectiveness, employee work habits and the impact on the employee's colleagues. Approval for e-work arrangements rests solely with the Deputy Minister or designate. Any e-work arrangement, if approved, must have a 3-6 month trial period, after which the employer may extend, modify or terminate the arrangement.

4. How does an e-work arrangement affect conditions of employment?

An e-work arrangement is not a condition of employment. Participation does not affect the terms and conditions of employment or employment status. The e-work arrangement can be terminated at any time after consultation between the employee and employer.

5. Does there need to be a written agreement?

Yes. The employee and the department will finalize the arrangement through a written agreement which should note any requirements related to government policies, procedures, and legislation.

6. Should a specific schedule be set for the off-site work?

A description of the authorized days and hours away from the designated headquarters must be clearly outlined in the written e-work agreement. Schedules and phone numbers should be clearly posted at the headquarters.

7. What type of work lends itself to an e-work arrangement?

Successful e-work arrangements are based on work duties that can be completed without continuous personal contact. Some examples of the type of work commonly found in e-work arrangements are planning, project development, writing, reading, research, analysis, data entry, word processing, or computer programming.

8. What are the benefits of e-work?

In general, the department and the employee may experience improvement in productivity, reduced absenteeism, increased levels of employee satisfaction, greater scheduling flexibility and improved morale.

9. What are the challenges of e-work?

In general, there is a possibility of reduced work output and less opportunity for supervisory and co-worker interaction.

10. What is considered to be the normal place of work?

The employee's headquarters, where the employee reports for work if not working from the e-work location, continues to be the normal place of work. Employees working under this work arrangement are required to report to the employee's work headquarters on a regular basis.

11. How can e-work productivity be measured?

The department and the employee will develop communication practices and reporting technologies to accommodate the e-work arrangement and measure e-work productivity. The department and the employee will outline the work objectives and expected results, the expected quality and quantity of work, and a method of periodic review for the e-work arrangement.

12. How can the department and the employee minimize the impact on other colleagues when an employee participates in an e-work arrangement?

The department and the employee will discuss the details of the final agreement with colleagues to ensure open and timely communication on the details of daily operations, meetings, telephone calls, files, office functions, scheduling and team opinions.

13. Can e-work help an employee with dependent care?

Generally, the employee's normal dependent care arrangements will remain in place during an e-work agreement. The departmental work requirements and the professional and personal circumstances of employees will vary on an individual basis. E-work can provide valuable assistance with work/life balance and help employees deal with family situations without a loss of time from work.

14. If employees are injured while working at the e-work location, are they covered by Worker's Compensation?

The Canada Labour Code defines the "work place" as any place where an employee is engaged in work for the department, which can include an employee's home. Employees who are injured in the course of their duties at an e-work location must report any accident or injury to the department. Employees are to be compensated for their work-related illnesses or injuries whether the illness or injury takes place at the designated workplace headquarters or at any agreed upon location, including the employee's home. This compensation is subject to established benefit plans and/or adjudication by the Workplace Health, Safety and Compensation Commission.

15. Can employees deduct expenses of maintaining an e-work place from their employment income for income tax purposes?

As the employer reserves the right to terminate the e-work arrangement, the employee should not factor any potential tax savings into their personal financial plans. Employees should contact the Canada Customs and Revenue Agency (CCRA) for further advice. Telephone inquiry numbers can be found on the web-site at www.cra-arc.gc.ca.

16. Is an e-work employee responsible for the loss or damage of departmental equipment at the e-work place?

Maintenance, repair, and replacement of departmental equipment is usually the responsibility of the department. The employee is not normally responsible for the replacement of lost or damaged equipment, unless due to an intentional act of negligence or wrongdoing.

17. If an employee is required to return from the e-work location to the employee's work headquarters during a period of e-work, are they entitled to claim kilometers or other travel related expenses?

No. Employees who e-work and are required to return from their e-work location to the employee's work headquarters do so at their own expense and on their own time.

18. Will the employee be reimbursed for long distance telephone charges resulting from the e-work arrangement?

Yes. Employees will record all employer related long distance telephone phone calls and submit receipts to the employer for approval and reimbursement.

19. What are the employer/employee responsibilities for a safe and ergonomically safe work environment?

The employer/employee should request an assessment of the e-work location to examine issues such as: health and safety responsibilities, municipal bylaws and regulations, and liability.

20. Who is responsible for any home renovations/costs to prepare the e-work site?

The employee will maintain a designated work space that meets departmental requirements. The employee is responsible for any costs associated with renovations for a home office, including physical installation of phone lines and electrical upgrades. As the employer reserves the right to terminate an e-work arrangement, the employee should be cautious about investing substantial resources in renovations to create or modify an e-work space.

21. Who is responsible for providing office supplies at the e-work location?

The department is responsible for providing the supplies required for e-work employees to perform their duties.

22. What are the security requirements for government assets/information at the e-work location?

Employees should be briefed on all aspects of safe custody and control of sensitive information. The department and the employee will determine how to secure the working space to protect documents, information and department property. The department and the employee will minimize the risk of working with sensitive information away from the designated headquarters.

23. Who is responsible for transporting department equipment to and from the e-work location?

The employee and the department will come to an agreement for transporting equipment to and from the e-work location.

24. What happens if there is a strike situation?

The e-work agreements for striking employees will cease while they are on strike. All other employees with e-work arrangements, including management, other non-striking bargaining unit employees and non-bargaining unit employees, will receive direction from their departments.



Newfoundland
Labrador