



HUMBER COLLEGE – REMOTE WORKING POLICY GUIDELINES

The contents of this “Guidelines” document are specifically provided to support the determination and implementation of remote working arrangements at Humber College. Supervisors and Managers should use this guide, and all its associated forms together with the Remote Working Policy.

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1.0 Guidelines Overview

The following guidelines and associated forms support the determination and implementation of remote working arrangements as outlined in the Remote Working Policy. For support related to the interpretation and understanding of the Remote Working Policy, the Guidelines and all supporting documents, refer to the Human Resources and Organizational Effectiveness Division.

2.0 Types of Remote Working Arrangements

The four (4) types of remote work are summarized below. More details are provided in the Remote Working Policy.

1. **Occasional or as-needed remote work** – Typically a short-term remote work arrangement where the employee works from home or some other remote location for all or some of their regularly scheduled work hours.
2. **A temporary or flexible remote work arrangement** – a longer term arrangement, where the employee works from home or some other remote location part of the time on a regular basis.
3. **A permanent remote worker** – This involves regular remote work, where the employee works from home or some other remote location 100% of the time and may never or rarely come to the College.
4. **Critical situation remote work** – an unexpected, undefined and evolving situation that forces all employees or a large percentage of employees to work from home or some other remote location. Remote working in critical situations may be mandatory as opposed to optional. Such situations are temporary by nature and temporary remote working arrangements are understood not to alter the nature or typical working arrangements of any job. Generally, the timeframe for this work arrangement is undetermined and dictated by circumstances outside the direct control of the College.

3.0 Remote Working Arrangements – General Tenets and Guidelines

As guided by the Remote Working Policy, the following basic requirements must generally be met when determining and implementing remote working arrangements:

- 3.1 **Duties:** Employees must be able to carry out the same duties, assignments, and other work obligations at their home or other remote location, in a similar manner as they do when working on Humber's premises.
- 3.2 **Eligibility:** To be considered for remote working arrangements, employees must:
 - Meet the requirements outlined in the Remote Working Policy.
 - Hold jobs suitable to be performed remotely as described under 3.1 of the Remote Working Policy.
 - Be in good standing (such as: no disciplinary action in process/pending, strong performance record)

- Demonstrate and possess the competencies, knowledge and skills required to perform the job remotely.
- Have a written approval from their supervisors/managers.
- Exceptions will apply for remote working arrangement types described under 2.3 and 2.4 of the Remote Working Policy.

3.3 Terms and Conditions of Employment: Remote work will not change existing salary, benefits, compensation, vacation or other benefits of the employee, unless specifically outlined in the offer of employment and/or the Remote Working Agreement. For unionized workers, the terms and conditions of employment and/or the Remote Working Agreement will abide by the respective Collective Agreements. Remote work will not alter the requirements to comply with employee duties and responsibilities or to comply with Humber's policies.

3.4 Out of Province or Out of Country Remote Working: Generally, it is Humber's expectation that our employees perform their work within Ontario and in the general vicinity of the Humber campuses. In instances when employees request remote working arrangements that are outside the province/country, the employee must be aware of conditions that guide and/or restrict out of province or country remote working, such as, but not limited to:

- employees cannot be a member of a bargaining unit if working outside the province/country of the employer/jurisdiction of the respective bargaining union.
- there may be jurisdictional taxation requirements, WSIB coverage issues, health care coverage and security/border implications related to working out of province/country.

These issues must be fully investigated, understood and supported by the College prior to approving a remote working arrangement outside of the province/country. Humber may approve an employee to perform their duties outside of Ontario/Canada in accordance with the framework set out below:

General Considerations:

- Humber's employment model is designed specifically for employees who are residents of Ontario and reside full time in Ontario.
- Working from outside Ontario can create many complications, depending on the specific circumstances.
- Humber has no obligation to approve such extra-provincial/national work under any circumstances
- Schedule 1 of the Colleges Collective Bargaining Act (CCBA) stipulates that persons employed outside Ontario are excluded from all five groups of unionized employees.
- Ontario statutes/laws typically have no extra-provincial/national effect.
- International travel/residency while working can have additional impacts on an individual, that may not be known to Humber.

Short Duration Remote Working out of Province/Canada (1-30 days):

Approval level: Employee's Manager

Conditions/Requirements:

- Employee remains as a Humber employee with statutory deductions as required by law and as per any applicable collective agreements/terms and conditions of employment.
- Employee must be able to fulfill all work requirements during the requested time period remotely and have confirmation from manager that in-person attendance will not be required during this period

- Employee must be able to meet all requirements set out in Humber's Remote Work Policy (i.e. have all arrangements in place to be able to perform role, necessary approvals received)
- Management approval required
- Employees need to be made aware of risks and responsibilities that they incur in working outside of the province including:
 - Group Benefit provisions regarding out of province/country appointments/work
 - CAAT Pension provisions
 - OHIP implications
 - tax implications
 - border rules
 - travel advisories
 - health and safety risks and precautions specific to the location
 - other legal implications

Long Duration Remote Working outside of Province/Canada (31-120 days):

Approval level: Portfolio S/VP

Conditions/Requirements:

- All conditions of Short Duration approval listed above must be met.
- Remote work agreement must be in place in accordance with Remote Work Policy.
- Documentation pertaining to approval for employment outside of the province/country must be completed and maintained by the manager in accordance with the Remote Work Policy and forwarded to the HRBP.

Extended Duration of Remote Working outside of Province/Canada (121 + days):

Generally, not permitted; By exception only in exceptional circumstances.

Approval level: Portfolio VP and VP Human Resources & Organizational Effectiveness

Conditions/Requirements:

- All conditions of Long Duration approval listed above must be met
- WSIB approval is required for any out of province work exceeding six months (this request must be submitted to Occupational Health and Safety for submission to the WSIB well in advance, in order to obtain WSIB approval prior to the end of the six-month period)
- Arrangement must be Colleges Collective Bargaining Act (CCBA) and individual collective agreement compliant and may require union agreement
- Employment arrangement may need to be on "contract" rather than permanent employee
- Employee must agree to all necessary additional agreements, waivers and/or work modifications necessary
- Documentation pertaining to approval for employment outside of the province/country must be maintained by the manager and also forwarded to the HRBP

Note: If an extended duration remote working is necessary for an employee, please speak to your HRBP to discuss potential options. A remote working arrangement outside of Ontario/Canada will not always be a feasible solution.

- 3.5 **Availability:** Employees are expected to be available to their supervisors, managers, and co-workers during agreed-upon work hours and make their availability clear using agreed work status tools. Employees are expected to ensure that they can be reached using Humber approved software and communication tools and methods, such as a phone equipped with Microsoft Outlook as a means of connectivity. Remote working does not excuse employees from attending mandatory

“in-person” meetings or training that has been identified as mandatory “in-Person” attendance by the manager.

- 3.6 **On-Campus Availability:** Employees must be available to attend scheduled meetings and participate in other required departmental or team activities on Campus as needed, and will be given advance notice where possible, although exceptions can apply in extraordinary circumstances. In instances where employees work remotely only part of the time and are on campus part of the time, they can consider utilizing some of Humber’s sustainability options available, such as car-pooling, which will have a two-fold benefit of reinforcing Humber’s commitment to sustainability, while splitting the cost of parking.
- 3.7 **Professionalism:** Humber expects the same level of professionalism and responsiveness from its remote employees as it would from employees working on Campus.
- 3.8 **Dependent or Child Care:** Employees must arrange for childcare or dependent care during their agreed work hours except in cases of extraordinary extenuating circumstances which should be discussed and agreed to by the employee’s supervisor/manager.
- 3.9 **Data Security:** Employees must ensure the same, if not greater, level of security for all company network and data access; physical documents and any sensitive information that may be displayed on a home/remote office computer screen or on a laptop used for work purposes. Employees must follow all guidelines, requirements and policies set out by Humber’s Information Technology Services division that guide and direct security and confidentiality.
- 3.10 **Appropriate Use and Asset Protection:** The use of equipment, software, and data supplies provided by Humber for use at the remote work location is limited to the designated employee and for purposes of completing work activities. The employee has the responsibility to ensure that all items in their possession are properly used, and the employee must take reasonable precautions to protect Humber’s equipment and resources from loss, theft, damage and/or unauthorized access, applying the same standards of care in the remote location as when regularly working at Humber’s locations.
- 3.11 **Workspace Safety:** The employee’s home workspace (or other remote work location) will be considered an extension of the Humber workspace; as a result, appropriate safety measures must be in place to ensure the protection of the employee in the course of carrying out work activities on behalf of Humber. Supervisors/managers and employees must work with Humber’s Occupational Health and Safety team to assess and ensure that workplace standards related to health, safety, the management of risks and the reporting of incidents and accidents that occur in the remote location, are met. Typical safety assessments may include: a dedicated work space or room, proper ergonomic equipment or furniture, control over temperature, light and sound, adequate level of security similar to the workplace, proper smoke alarm and carbon monoxide detector, access to first aid supplies, emergency contact information, and electrical cords and cables in good condition and not causing a trip hazard. The determination of who stands the cost of outfitting a home/remote office and the extent to which this occurs is subject to the type of remote working arrangement, and the process for determining the conditions under which it occurs, as outlined in this Guideline. Typically, where the employee is making the request, the responsibility for office equipment will lie with the employee. In instances where however, the remote working arrangement is required by Humber, the supervisor/manager will conduct the Remote Working Assessment and determine what if any equipment is required for the employee to effectively perform. The safety of employees at a remote working location, whether at home or elsewhere is important to Humber. In instances where employees and/or managers have concerns about staff personal safety or identify any risk situations that could impact the ability to work safely or put staff at risk, the employee and/or

manager should inform Humber's Occupational Health and Safety team or their HR business partner.

- 3.12 **Workplace Safety Insurance:** During work hours and while performing work functions in the designated work area of the home/remote location, should the employee experience a work-related injury or incident. Employees are covered by Humber's Workplace Safety Insurance Board (WSIB) insurance coverage in the same manner as if they were working on-site.
- 3.13 **Employer Responsibilities and Liability:** The employee's home/remote workspace will be considered an extension of Humber's workspace while the employee is working, therefore, Humber will maintain all of its responsibilities as the employer for matters occurring during the performance of the employee's duties. Humber assumes no liability for injuries or losses occurring in the employee's remote workspace that is not directly attributable to the employee's performance of expected work duties.
- 3.14 **Agreed Working Hours:** Supervisors/managers and employees must document the agreed hours of work. Employees must work the agreed working hours, with a clear understanding that they will not incur overtime hours unless they have advance permission from their supervisors/managers to do so. If a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as before the employee began working remotely or as agreed upon as part of the job offer.
- 3.15 **Tax Implications:** It is the employee's responsibility to determine any income tax implication of maintaining a home/remote office. Humber will not provide tax guidance nor will it assume any additional tax liabilities. The employee is encouraged to consult with a tax professional to discuss any income tax implications of working remotely. Where remote working is approved, Humber will issue tax forms in accordance with its legislated responsibility and guidance from the Canada Revenue Agency.
- 3.16 **Performance Standards:** Employees and supervisors/managers must define and agree on performance measures and performance reporting expectations prior to the implementation of the remote working arrangement and this must be documented in the 'Remote Working Agreement'.
- 3.17 **Dress Code:** Whilst in a remote working arrangement, employees must maintain a minimal standard related to an acceptable dress code. Employees are expected to present themselves on video as they would in a face to face/in person interaction/meeting.
- 3.18 **Request and Approval:** Except for the circumstances outlined under 2.1 and 2.4 of the policy, employees must make a formal request to their supervisors/managers for a remote working arrangement, and undergo a formal assessment of the request circumstances, remote working readiness (review of the job, operational requirements, interdependencies, etc.) and other eligibility considerations specific to the type of remote working arrangement, in order to determine the most appropriate option and to receive approval. All requests should be assessed by considering the nature of the job, the employee's current standing and competency level, weighing the needs of the department, and any operational efficiencies.
- 3.19 **Commitment to Equity, Diversity and Inclusion:** Supervisors/managers should strive to achieve the commitment Humber makes to equity, diversity and inclusion when considering requests for remote working. Although not all jobs are eligible for remote working, supervisors/managers should seek to ensure that all jobs are assessed fairly, that operational needs are considered and that no bias exists when approving remote working arrangements or

determining supports required. Additionally, when managing remote working interactions, consideration should be given to diverse working styles, and team engagement activities.

- 3.20 **Adherence to Collective Agreements:** All work remote arrangements must occur consistent with the requirements of any relevant collective agreement provisions.
- 3.21 **Remote Working Agreement:** Employees and supervisors/managers must enter into a formal 'Remote Working Agreement' that will specify all agreed and mandatory requirements set out by Humber to define the remote working relationship. The agreement should include: expected work hours and work expectations, remote working duration, responsibilities for supplies, equipment and services, reimbursement, emergency contact information, overtime treatment, security, expected means of communication, and an incident reporting process as a minimum content requirement.
- 3.22 **Supporting Remote Working:** Supervisors/managers offering remote working arrangements, must make all reasonable efforts to ensure that the employee is able to work remotely. Making decisions on what is essentially required for the employee to perform work activities can include consideration of: providing personal protective equipment where required, ensuring appropriate technology resources/equipment is available, essential home/remote office equipment/furniture, supportive and required training, and proper documentation. When making these decisions and determining any related expenses to Humber, supervisors/managers should be guided by the considerations laid out in the Remote Working Policy, the specific statements laid out in appropriate legislation and Humber policies (some of which are referenced in the Remote Working Policy, section 7.0) and should seek guidance and advice from Humber's Human Resources and Organizational Effectiveness division. Additionally, supervisors/managers should ensure that employees have been trained in the use of business, collaboration and communication tools in order to work effectively. For support with this, supervisors/managers and employees should formalize this expectation and seek support from the ITS and HROE divisions.
- 3.23 **Provision of Tools and Resources:** Humber will work with all employees to ensure that they have the necessary tools and resources to adequately perform work activities for remote working arrangements initiated and approved by Humber. This may include computer hardware, computer software, voice communication, email, voicemail, connectivity to host applications, and other applicable equipment as deemed necessary. Where the request for a remote working arrangement is initiated by the employee, the employee is responsible for furnishing, equipping, and maintaining their home/remote offices so that they have a safe, secure, healthful, and comfortable work environment and can accomplish their work in an efficient and expeditious manner. In instances where Humber is asked to provide equipment for remote working, other than as a result of a request for remote working initiated by Humber, this will be considered on a case by case basis, and the specific circumstance justifying this arrangement will be documented in the Remote Working Agreement and approved by the employee's manager. Any equipment, software, data supplies, and furniture provided by Humber to staff for remote work must be returned to Humber upon request. It is the employee's responsibility to protect Humber's equipment while in the employee's care. Every supervisor/manager/dept should keep an inventory of equipment. Remote employees who leave Humber (voluntarily and non-voluntarily) will be expected to return equipment in person or via an agreed delivery service. Note that any costs related to remodeling, furnishings (such as chairs, desks, filing cabinets, printers, etc.) or maintaining (such as electricity, internet, heat, hydro, etc.) for remote workspaces are the responsibility of the employee.
- 3.24 **Remote Working Culture:** Creating a flexible and positive remote work culture, supervisors/managers must demonstrate focused effort to build an ideal flexible working culture that heightens communication, collaboration, personal responsibility and performance. This can be

done through multiple methods such as: daily or regular team scrums, one-on-one check-ins, coaching, fun and engaging team activities and building a philosophy of shared ownership.

- 3.25 **Managing Expectations:** Supervisors/managers should openly discuss the pros and cons of working remotely with employees, including the potential for extended sitting, prolonged screen time, stress on eyes, and the overall impact on work-life balance prior to approving remote working arrangements and should encourage employees to seek supports available through Humber to manage these challenges if they arise.
- 3.26 **Denial of Remote Work Request:** When for whatever reason an employee is denied a remote working arrangement request, except as described under 2.4 of the Remote Working Policy, the supervisor/manager will, in consultation with the Human Resource Business Partner, inform the employee, explaining the decision in a timely manner.
- 3.27 **Monitoring and Reviewing:** Supervisors/managers and employees should agree on periodic review periods, during which they would assess whether the remote working arrangement is meeting the needs of Humber. Suggested review criteria can include: work performance (productivity, quality of work, ability to meet deadlines, team cohesiveness and collaboration, customer satisfaction/service), Relationships (working relationships, employee satisfaction, sense of commitment and belonging, reliability), impact on organization (absenteeism, availability, reputational impact, impact on unit goal and objectives, impact on departmental efficiencies). The review may result in changes to the formal remote working agreement, including termination of the agreement, if it is so determined by the supervisor/manager.

4.0 **Assessment Requirements for Each Type of Remote Working Arrangement**

The following sections of this guide addresses each type of remote working arrangement and the associated eligibility, terms and conditions.

The table below outlines Humber's approach to establishing and maintaining a remote working arrangement:

Requester	Work Assessment	Remote Location Assessment	Equipment & Resources	Accommodation and Human Rights Assessment	IT & Security Assessment	Working Conditions Definition	Remote Working Agreement
Describes who initiates the request to work remotely	Describes if the operational requirements and nature of the job is required	Describes if the health and safety, IT and other checks that should be performed to determine if a remote working setup is feasible	Describes the responsibility and ownership for financing or providing the required equipment and resources	Describes if an assessment is required to satisfy an accommodation request	Describes if the IT resources and security assessment is required	Describes if working conditions are required (hours of work, insurance, tax requirements)	Describes if a remote working agreement is required
Occasional/As-needed Remote Work Arrangement							
Employee	Assessment optional	Assessment optional	Assessment required - Employee expected to own the financial responsibility based on this request	Assessment required – where the request is in the form of an accommodation request, or to demonstrate good Human Rights practice	Assessment required – Employee must adhere to and meet required IT Security requirements	Assessment required – to discuss requirements for short-term basis. Includes hours of work.	Formal Agreement is Optional; however, some form of communication detailing the arrangement should occur
Humber (Supervisor/ Manager/ College mandate)	Assessment optional	Assessment optional	Assessment required - Humber will allow the employee access to workplace resources on an as-needed basis and where the duration of the remote working arrangement exceeds one week. Humber will approve equipment and resources on an individual basis, taking into consideration all extenuating circumstances and trying to achieve equity.	Assessment optional – unless the employee makes a request for accommodation	Assessment required – Humber will assess based on need	Assessment required – to discuss requirements for short-term basis. Includes hours of work.	Formal Agreement is Optional; however, some form of communication detailing the arrangement should occur

Requester	Work Assessment	Remote Location Assessment	Equipment & Resources	Accommodation and Human Rights Assessment	IT & Security Assessment	Working Conditions Definition	Remote Working Agreement
Temporary or Flexible Remote Work Arrangement							
Employee	Assessment required to assess the job eligibility for remote working arrangement	Assessment required – to assess the feasibility for remote working	<p>Assessment required – to determine the employee has the setup for remote working.</p> <p>Humber will allow the employee access to workplace resources on an as-needed basis and where the duration of the remote working arrangement exceeds one week.</p> <p>Humber will approve equipment and resources on an individual basis, taking into consideration all extenuating circumstances and trying to achieve equity.</p>	Assessment required – where the request is in the form of an accommodation request, or required to satisfy a Human Rights stipulation	Assessment required – to assess the feasibility for remote working	Assessment required	Assessment required
Humber (Supervisor/Manager, College)	Assessment required to assess job eligibility	Assessment required to assess feasibility for remote working	Assessment required to assess needs of the employee and Humber's commitment to resource provision	Assessment optional – unless the employee makes a request for accommodation	Assessment required	Assessment required	Assessment required

Requester	Work Assessment	Remote Location Assessment	Equipment & Resources	Accommodation and Human Rights Assessment	IT & Security Assessment	Working Conditions Definition	Remote Working Agreement
A Full-time Remote Worker							
Jointly contracted	Assessment required – prior to recruiting or at the point at which the job is being considered for 100% remote working arrangement	Assessment required	Assessment required	Assessment optional – unless the employee makes a request for accommodation	Assessment required	Assessment required	Assessment required if not already defined in the Offer letter and Terms and Conditions
Critical Situation Remote Work							
Multiple sources – employee, Humber, Public Health Ontario, any governmental authority	Assessment optional	Assessment required – to determine needs	<p>Assessment required – to determine needs</p> <p>Humber will allow the employee access to workplace resources on an as-needed basis and where the duration of the remote working arrangement exceeds one week.</p> <p>Humber will approve equipment and resources on an individual basis, taking into consideration all extenuating circumstances and trying to achieve equity.</p>	Assessment required – to determine accommodation needs	Assessment required – to determine needs	Assessment required	Assessment optional, if short term in nature. However, if the critical situation exceeds three months, a formal agreement should be considered to clarify expectations where warranted

Appendices

- A. The Remote Work Arrangement Assessment Form
- B. The Remote Working Agreement Template
- C. Remote Workspace Self-Assessment Checklist
- D. Remote Working Inventory Form
- E. FAQs

