	Title:	Non-Union Alternative and Flexible Work Arrangements		
	Number:	HR – 008		
	Revision Date:	December, 2020	Approved by:	Council
	Revision Number:	0	Area:	Corporate
	Document Type:	Policy	Department:	Human Resources


Table of Contents

1.0 Purpose and Scope2

2.0 Definitions2

3.0 Roles and Responsibilities2

4.0 Application3

	Title:	Non-Union Alternative and Flexible Work Arrangements		
	Number:	HR – 008		
	Revision Date:	December, 2020	Approved by:	Council
	Revision Number:	0	Area:	Corporate
	Document Type:	Policy	Department:	Human Resources

1.0 Purpose and Scope

- 1.1 The City of Welland recognizes the need to provide flexibility in employee work arrangements and scheduled hours of work wherever possible and practical, without compromising the efficiency or effectiveness of overall service delivery.
- 1.2 The purpose of this Policy is to establish standards and process for alternate work options while ensuring the business requirements and service delivery are met.
- 1.3 This Policy applies to all permanent, full-time non-union employees who submit a formal written request for alternative work options as defined within this Policy, or as discussed with their Manager.
- 1.4 All alternative and flexible work arrangements must be approved by a General Manager.


2.0 Definitions

- 2.1 **Alternate Work Arrangements** - Alternate work arrangements are any working arrangements or schedules as outlined in this Policy that differ from the employee's standard hours or days of work.
- 2.2 **Flexible Work Week** - A flexible work week is when the employee continues to work their regular daily and weekly hours but alter their starting or ending times while still working within the core business hours of the position.
- 2.3 **Telecommuting** - Telecommuting is when the employee works from home.

3.0 Roles and Responsibilities

3.1 Employee

- Submit requests for alternative and flexible work arrangements as outlined within this Policy
- Maintain communication with their Manager
- Ensure service delivery is seamless to all other parties (internal and external)
- Understand that alternative and flexible work arrangements are a privilege and not a guarantee, and are subject to alteration, suspension or discontinuance upon receiving reasonable notice from their Manager
- Provide reasonable notice to their Manager of termination of alternative and flexible work arrangements


	Title:	Non-Union Alternative and Flexible Work Arrangements		
	Number:	HR – 008		
	Revision Date:	December, 2020	Approved by:	Council
	Revision Number:	0	Area:	Corporate
	Document Type:	Policy	Department:	Human Resources

3.2 Manager

- Establish core hours of work for business units within their operations, in consultation with the General Manager
- Review requests submitted by employees for alternative and flexible work arrangements as defined within this Policy
- Determine if the alternative and flexible work arrangement can be granted based on the operational and service delivery requirements of the Corporation and the employee's demonstrated effective performance and attendance
- Review all requests for alternative and flexible work arrangements with the General Manager, for final approval
- Communicate to other employees the approved alternative and flexible work arrangement
- Monitor to ensure service delivery is seamless to all other parties (internal and external) and not impacting the service levels of the department
- Ensure there are no increased labour or operational costs as a result of the alternative and flexible work arrangement
- Ensure that the employee shall be able to attend last-minute meetings, training sessions, etc., if required by the particular job
- Monitor productivity and maintain communication with the employee regardless of the work hours of the employee; and
- Review and assess the arrangement during the trial period to determine if such arrangement shall continue after the initial trial period

3.3 General Manager

- Meet with Managers to:
 - Establish core hours of work for business units within their operations and to determine if the alternative and flexible work arrangement can be granted based on the operational and service delivery requirements of the Corporation and the employee's demonstrated effective performance and attendance
 - Review requests submitted by employees for alternative and flexible work arrangements as defined within this Policy and provide final approval or denial of request
 - Ensure service delivery is seamless to all other parties (internal and external) and not impacting the service levels of the department
 - Ensure there are no increased labour or operational costs as a result of the alternative and flexible work arrangement
 - Review and assess the arrangement during the trial period to determine if such arrangement shall continue after the initial trial period.

	Title:	Non-Union Alternative and Flexible Work Arrangements		
	Number:	HR – 008		
	Revision Date:	December, 2020	Approved by:	Council
	Revision Number:	0	Area:	Corporate
	Document Type:	Policy	Department:	Human Resources


4.0 Application

4.1 General Terms

- As an employer, the City is committed to ensuring delivery of services are not compromised under alternative and flexible work arrangements; ensuring participation in alternative and flexible work arrangements are voluntary, a privilege and not a guarantee or an entitlement; ensuring alternative and flexible work arrangements comply with applicable legislation including employment laws and health and safety legislation; and ensuring the work unit is able to accept and absorb scheduling changes.
- Due to service delivery needs and the type of work involved, alternative and flexible work arrangements cannot be implemented for all positions. Some departments or divisions may have greater flexibility than others to approve certain arrangements. Therefore, there will be variation within departments in the ability to implement alternative and flexible work arrangements.
- Furthermore, the General Manager reserves the right to alter, suspend or discontinue approved alternative and flexible work arrangements, for any reason, by providing reasonable notice to the employee. The General Manager reserves the right to suspend the alternative and flexible work arrangement during peak periods of vacation (summer/December) or during peak workload periods. Employees may also terminate an alternative and flexible work arrangement by providing reasonable notice.
- In the event of the transfer of the employee to a new position, the alternative and flexible work arrangement shall be cancelled. If the employee wishes to continue the arrangement, in the new position, the employee must submit a new request and obtain approval for the arrangement in the new position.

4.2 Eligibility

- Characteristics of jobs suitable for alternative and flexible work arrangements include:
 - Work that provides direct customer service where extending the standard hours of operation would improve customer service
 - Work that requires minimal contact with customers or co-workers, allowing for work to be completed outside the normal hours of operation
 - Work that is project based


	Title:	Non-Union Alternative and Flexible Work Arrangements		
	Number:	HR – 008		
	Revision Date:	December, 2020	Approved by:	Council
	Revision Number:	0	Area:	Corporate
	Document Type:	Policy	Department:	Human Resources

4.3 Parameters

- The employee is required to work within the core business hours of the operation, as determined by their General Manager, and satisfy the required daily number of hours
- Furthermore, the General Manager shall ensure that there continues to be appropriate staff coverage during core business hours

4.4 Approval Process

- The employee shall submit in writing to their Manager a request for an alternative and flexible work arrangement indicating their starting and ending times, the effective date and the duration of the arrangement, if known
- The Manager shall meet with the employee to review the request and determine if the request can be granted based on:
 - the operational and service delivery requirements
 - the employee’s demonstrated and continued demonstration of satisfactory or effective performance and attendance; and
 - characteristics of jobs suitable for such arrangement
- The Manager must meet with the General Manager to review the request and obtain final approval
- If approved, the Manager must confirm the arrangement in writing to the employee and the employee must also sign the confirmed arrangement. The written approval must include:
 - starting and ending times
 - effective date and duration of trial period
 - any other conditions including employee’s flexibility to adjust hours accordingly to meet business emergencies, demands and requirements; and
 - the required reasonable notice for termination of the arrangement by either party
 - Approval signature from the General Manager
- If the arrangement is deemed to continue after the initial trial period, the Manager and General Manager shall confirm the agreement in writing to the employee with the employee also signing the confirmed arrangement
- Signed copies of alternative and flexible work agreements are to be sent to Human Resources

	Title:	Non-Union Alternative and Flexible Work Arrangements		
	Number:	HR – 008		
	Revision Date:	December, 2020	Approved by:	Council
	Revision Number:	0	Area:	Corporate
	Document Type:	Policy	Department:	Human Resources

4.5 Telecommuting

- Telecommuting will be offered on an ad hoc basis with the approval of the employees' Manager and General Manager
- The number of hours an employee works per week shall not change due to the telecommuting arrangement
- The employee shall be available by telephone or email during the scheduled hours of the telecommuting agreement
- The employee may be required to return to the office on a previously scheduled telecommuting day should work situations warrant such an action
- The employee shall have an appropriate work area in their home that shall be consistent with a typical office environment
- The City's liability for job-related accidents shall continue to exist during the approved work schedule and in the employee's designated work location since the home office shall be considered an extension of the City's workspace. The employee is required to report any injury to their Manager immediately
- All technical requirements for the telecommuting arrangement will be determined and approved by the Manager, in consultation with Information Services. The City will not provide reimbursement for internet service
- It is the employee's responsibility to ensure all precautions necessary are taken to secure information and to prevent unauthorized access when working outside the City's office to ensure the integrity and confidentiality of information. Steps include, but are not limited to, locking files and maintaining passwords
- Failure to comply with this Policy may result in an employee not being compensated

Revision History

Date	Description of Change	Initials