



**TOWN OF TOFIELD**

**POLICY AND PROCEDURE  
HANDBOOK**

**OPERATIONAL  
ADMINISTRATION**

**POLICY: HYBRID/REMOTE WORK    Policy 2.23**

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**POLICY:**

The Town of Tofield is committed to providing a flexible, healthy, and safe work environment for our employees. As an integral component of the Town's attraction and retention initiatives, the Town recognizes an appropriate balance of remote and on-site presence is important for organizational culture, career growth and employment engagement.

**Definitions:**

1. "Dependent Family Member" A spouse or dependent children as defined by the Town's general health benefits plan.
2. "Hybrid Work" A remote work model where an employee regularly splits their work time between the remote and Town work locations, based upon a mutually agreed upon arrangement between the employee and their supervisor, and/or Council, if applicable.
3. "Hybrid Work Agreement" An agreed upon arrangement that confirms an employee's understanding and commitment to the parameters of the Town of Tofield Hybrid Work program and provides their remote work location(s).
4. "Primary Work Location" The work location where an employee spends at least 50% of their work time.

5. "Remote Workspace" A workspace at a location other than a Town workplace located within a 2-hour drive of the Primary Work Location. Typically, this will be a designated secure space in the employee's home.
6. "Working Remotely" A work model where an employee's default work location is a Town workspace, with the ability to work remotely on occasion as mutually agreed upon by the supervisor and employee.
7. "Workspace" The space in which an employee works.

### **GUIDELINES AND PROCEDURES:**

It is important to first establish that the Town of Tofield must be appropriately staffed at all times to effectively serve the general public. The Policy outlines the types of flexible work arrangements that may be available to certain staff members and the process by which such an arrangement is developed and implemented.

1. Due to the nature of Town office operations, some employees will not be able to participate in a Hybrid/Remote Work arrangement.
  - a) Only regular full-time employees who work a 35 or 40 hour/week work schedule and who are not required to maintain daily, direct citizen engaged contact with external customers are eligible to Work Remotely.
2. The Town wishes to ensure that the general public have access to in-person services whenever possible, however recognizes that flexibility in the workplace is increasingly being sought after by employees as a result of changing demographics and other life factors. The Town's Hybrid Work arrangements will balance the need for optimal service with incentives to attract and retain talented employees.
3. The Town will consider Hybrid Work arrangements for eligible employees when the following criteria are met:
  - a) There is no increase in cost, or where there is an increase in cost, the increase is demonstrably offset by an increase in productivity,
  - b) The level and quality of service is maintained or increased,
  - c) Operational deadlines can be met or exceeded.
4. Supervisors (CAO, Asst CAO) or when applicable, Council will ensure that each Hybrid Work arrangement meets the intended purposes of the policy and will not adversely affect operational needs.
5. No relief staff will be hired to cover an employee who is Working Remotely.
6. The minimum commitment from an employee to participate in a Hybrid Work arrangement is one calendar year, subject to the exception that an individual arrangement requires review, alteration or to the extreme exception, termination due to performance and/or operational issues.
7. The Town prides itself for in-person Customer service. Therefore, eligible employees may only work remotely up to a maximum of 2 days per week.



- a) Employees may not accumulate or carry over days if they are not able to Work Remotely in a specific week.
  - b) Employees who choose to combine an approved leave of absence (e.g. medical appointment) with Working Remotely may not carry over the "unused" portion of their remote workday to another day.
  - c) Employees may work from home if they need to care for a Dependent Family Member, however such a situation does not entitle the employee to an additional remote workday in the same week (unless circumstances require such. This shall be reviewed on a case-by-case basis).
  - d) In extraordinary circumstances, the Chief Administrative Officer, or if applicable Council may authorize an employee to Work Remotely for an extended period of time.
8. All regular workplace and performance expectations are expected to continue or improve while working remotely. Workspace productivity will be monitored and measured on an ongoing basis, through the use of e-mail, phone logs, etc.
  9. Employees are expected to be engaged and productive during working hours, including attending, and participating in meetings and events as requested, either on site or virtually.
  10. As an organization that serves the community, the employee must be available to attend work at the Primary Work Location within 2 hours' notice, however, illness, and, or poor road/weather conditions being used as the exception. No mileage will be paid to travel to the Primary Work Location.

#### **Employee Health and Safety**

11. Employees must adhere to the Towns health and safety program at the Remote Workspace.
12. Employees must designate a Remote Workspace that meets the requirements of the Towns health and safety program. The Town may inspect the site either in person or virtually.
13. Employees are responsible for ensuring the appropriate household insurance coverage is in place. The cost of coverage is the responsibility of the employee.
14. The employee agrees to follow safe work practices and to promptly report any work-related accident or injury that occurs at their Remote Workspace to their immediate supervisor.

#### **Equipment/Technology/Tools and Office Supplies**

15. The Town may provide specific equipment/technology/tools in order for the employee to perform their duties and responsibilities in an effective and efficient manner.
16. The use of Town owned equipment is limited to authorized persons and for the purposes related to Town business only.
17. The Town may restrict the transport/use of Town files at the Remote Workspace.
18. On-site visits may also be made for the purposes of retrieving equipment and any additional Town property in the event of the employee's illness, termination, suspension of the Hybrid Work arrangement, employee termination, or any other circumstances deemed extraordinary by the Town.



### **Confidentiality and Security**

19. Employees are responsible for the security and protection of the Town's property, documents, and other information.
20. All Town work-related information and data must be managed and disposed of in accordance with FOIP and other Alberta government guidelines, and Town policies and procedures.

### **Child and Dependent Care**

21. A Hybrid or Remote Work arrangement are not a substitute for child or dependent care.
22. Employees are required to ensure dependent care, childcare or family care demands and personal commitments do not impact work responsibilities or service levels.
23. Employees must ensure appropriate plans are in place to manage personal commitments outside of work time. When necessary, employees may access applicable leave entitlements for which they are eligible to manage personal commitments.

### **Communication and Availability**

24. Employees are expected to be available by phone, email and/or video (e.g. ZOOM or Teams) during the course of their assigned hours or work shift.
25. Employees are expected to be available in-person for team meetings, staff meetings, social events, and/or other meetings deemed necessary by management and/or Council where applicable.
26. Employees will maintain regular contact and ongoing communication with both their supervisor and other co-workers as needed to conduct their responsibilities, either on-site or remotely, while maintaining positive working relationships.

### **Fit for Duty**

27. An employee working in an approved Hybrid/Remote Work arrangement is still governed by the Town's Fit for Duty policy and all other Town policies. Employees should ensure that they review these policies and comply with all conduct and reporting guidelines.

### **Liability**

28. The employees Remote Workspace will be considered an extension of the Towns work location or Workspace. The Town will remain liable for any work or job-related accidents, injuries or illnesses to the employee that occur in the employee's Remote Workspace during the employee's working hours.
29. As per Alberta statutory requirements, the Town will be liable for injuries or illnesses to the employee that occur during the employee's approved work hours.
30. The Town assumes no liability or responsibility for injuries occurring in the employee's Remote Workspace outside the agreed-upon work hours.



31. The Town is not liable for other losses, destruction, or injuries that occur in or to the employee's Remote Workspace while working remotely. This provision includes family members, visitors, or others that may become injured within or around the employee's Remote Workspace.
32. Employees must ensure that personal insurance policies cover Hybrid Work arrangements. Costs of insurance coverage is the employee's responsibility.

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COUNCIL APPROVAL MOTION #09-04-24

  
MAYOR

DATE: April 8, 2024