

City of Mississauga

Corporate Policy & Procedure



Policy Title: Working Remotely

Policy Number: 01-02-07

Section:	Human Resources	Subsection:	Employment Standards
Effective Date:	October 28, 2020	Last Review Date:	[Last Review]
Approved by: Click here to enter text.		Owner Division/Contact: Total Rewards, Human Resources Division, Corporate Services Department	

Policy Statement

The City of Mississauga supports and encourages flexibility in employee work arrangements whenever it is possible and practical to do so. Working remotely is possible when the job can be performed without disruption to productivity and/or service levels. Working remotely may also be required due to emergency or other operational needs.

Purpose

The City values its employees and is committed to encouraging flexibility in employee work arrangements, while continuing to maintain internal and external service levels, by providing the flexibility often needed to help employees meet their personal responsibilities. This policy outlines cost considerations, corporate requirements and employee responsibilities when working from home on a permanent full-time, permanent part-time or ad hoc basis.

Scope

All non-union employees are eligible to request working remotely. Union employees should refer to the terms of their particular collective agreement.

Approval of the arrangement is based on the City's current operational requirements and the employee's specific responsibilities.

For information on alternative working arrangements (banking of hours; compressed work week; job sharing and voluntary reduced hours) refer to Corporate Policy and Procedure – [Alternative Working Arrangements](#). Working remotely may be combined with alternative working arrangements with manager/supervisor approval.

Other Related Policies

[Allowable Business Expenses – Employees and Citizen Members of Committees and Boards](#)

Policy Number: 01-02-07

Effective Date: October 28, 2020

Policy Title: Working Remotely

Last Review Date:

2 of 8

[Reporting a City-Owned Property Damage Insurance Claim](#)
[Reporting Potential Liability Insurance Claims](#)
[Car Allowance/Reimbursement for Use of Personal Vehicles for City Business](#)
[Rest Periods \(Breaks\)](#)
[Corporate Records Management Program](#)
[Access to and Acceptable Use of IT Resources](#)
[Reporting Accidents](#)
[Workplace Violence](#)

Working Remotely

Under a remote work arrangement, employees perform their work away from the office on a permanent full-time, permanent part-time basis or ad hoc basis. Requests for a remote work arrangement may be initiated either by the employee or, due to operational requirements, organizational decisions or an emergency, by the immediate manager/supervisor or the Leadership Team (City Manager and Commissioners). With the exception of emergencies and working remotely on an ad hoc basis, the Working Remotely Agreement must be completed and acknowledged by the employee and the manager/supervisor prior to commencing working remotely to ensure that all aspects of the Agreement are discussed and understood.

Managers/supervisors must review the working remotely arrangement during the annual Performance Development Program (PDP) Q4 check-in (or equivalent) or more often to ensure operational needs and compliance with this Policy will continue to be met and to determine if the arrangement can continue.

Time spent working remotely must be reported by the employee through their Fiori Timesheet or in Time and Labour (T&L) by the T&L Reporter. The manager/supervisor is responsible for ensuring that remote work is coded correctly and approved in a timely manner in order to maintain accurate records. Failure to correctly report working remotely will also impact the issuance of T2200s by Finance for eligible employees.

Employees working remotely can blend family responsibilities and the completion of their work duties, while maintaining their expected daily hours of work and achieving the expected performance and productivity. Managers/supervisors are responsible for:

- Discussing the expectations of the job
- Approving the employee's primary remote work location. A temporary exception to the remote work location may be approved, providing both are in Ontario and within a reasonable commute to the City work location
- Advising the employee that they may be required to attend a City work location for meetings or training sessions and are expected to remain flexible and available to accommodate these requirements if called in
- Approving the employee's schedule and core or flex hours of work

Policy Number: 01-02-07

Effective Date: October 28, 2020

Policy Title: Working Remotely

Last Review Date:

3 of 8

- Ensuring employees are aware of the requirement to take the necessary breaks required under the *Employment Standards Act, 2000* (ESA) and, secondly, in accordance with any divisional guidelines, and
- Advising employees that in-person meetings cannot be conducted at the employee's personal residence

In the event the employee transfers to a new position, either within the same business unit or to a different business unit, a new Working Remotely Agreement must be completed and signed by the employee and the manager/supervisor of the new position, providing remote work is still acceptable or necessary.

The arrangement may be revised or terminated in writing (e.g. by email) by the employee or manager/supervisor at any time, with 30 days' notice, where possible.

Emergency/Unforeseen Situations

There may be a requirement for employees to work remotely due to an emergency (e.g. building damage) or an unforeseen event such as a pandemic. In this case it may not be possible to review the Working Remotely Agreement prior to an employee working remotely. However, it should be reviewed as soon as practical (within 10 days if possible).

Cost Considerations

The manager/supervisor or budget controller may preapprove some expenses for specific job related needs when working remotely is a requirement or when an employee works remotely for a minimum of 60% of their paid working hours during the calendar year. For example: if an employee who works five days per week works remotely an average of three days per week, the employee would be eligible. Any such expenses must be reconciled in accordance with Corporate Policy and Procedure – [Allowable Business Expenses – Employees and Citizen Members of Committees and Boards](#). Managers/supervisors are responsible to monitor the frequency and costs of requests for reimbursement related to working remotely to ensure they are reasonable and in accordance with Appendix A. Appendix A outlines eligible expenses; items that the City provides; and expenses that may be reimbursed through the employee's Personal Spending Account (PSA). Any exceptions must be approved by the applicable director.

Employees working remotely are responsible for all internet and phone costs, with the exception of expenses eligible under BYOD (Bring Your Own Device) Policy.

Revisions to Appendix A may be authorized by the Director, Finance, in consultation with the Director, Human Resources.

Policy Number: 01-02-07

Effective Date: October 28, 2020

Policy Title: Working Remotely

Last Review Date:

4 of 8

In accordance with Canada Revenue Agency (CRA) rules, if an employee has performed 50% or more of their work remotely during a calendar year, the employee may be eligible to deduct certain expenses related to their remote workplace when filing their personal tax return. Finance will provide a Canada Revenue Agency Form T2200 - Declaration of Conditions of Employment to eligible staff based on coding submitted in Fiori Timesheet or T&L and on CRA requirements, as determined by the Finance Division. If a T2200 is provided by Finance, this only validates that an employee has engaged in working remotely and whether certain expenses have been reimbursed. The City does not validate the expenses that are claimed when employees file their tax return, as employees are responsible for their personal tax filings and any associated documentation. Staff are encouraged to seek independent tax advice before submitting a T2200 as a part of their personal tax returns, as CRA rules are subject to change.

Insurance

The City's property insurance covers City property wherever it is permitted to be in accordance with this or any other City policy, or with management approval. In other words, the City's insurance covers the loss of or damage to City property, tools and equipment wherever it occurs, as long as the property is permitted to be there. The City's property insurance does not cover an employee's home or personal property in the event of damage or loss. Refer to Corporate Policy and Procedure – [Reporting a City-Owned Property Damage Insurance Claim](#) for more information.

The City's liability insurance and indemnification By-law 0076-2014 covers the employee's good faith performance of their duties wherever they may be in accordance with this or any other policy, subject to the terms and conditions within the insurance policy and By-law. This covers the employee whenever they are performing their work duties; examples include home, in the community, at other City facilities, etc. The City's liability insurance and indemnification By-law do not cover the employee's personal or personal premises liability. Appropriate home and auto insurance coverage for personal property and liability, including any additional costs, remains the employee's responsibility and is strongly recommended. Employees should consult an insurance company or licenced broker for any information regarding personal insurance. Refer to Corporate Policy and Procedure – [Reporting Potential Liability Insurance Claims](#) for more information.

Other Considerations

1. Office supplies can be acquired at the business unit location (see Appendix A); if not available, consult your manager/supervisor.
2. Printing –employees are expected to complete any required document printing at the business unit location (see Appendix A)
3. Mileage will not be paid for travel to and from the remote work location to the City business unit location (e.g. for printing, meetings or training). Eligible reimbursement for other travel related to work, such as travel to conferences, will be calculated in accordance with

Policy Number: 01-02-07

Effective Date: October 28, 2020

Policy Title: Working Remotely

Last Review Date:

5 of 8

Corporate Policy and Procedure - [Car Allowance/Reimbursement for Use of Personal Vehicles for City Business.](#)

4. Employees must ensure they have an appropriate office setup, including chair, desk, etc.; managers/supervisors must review the [Home Office: Ergonomic & Safety Requirements](#) with the employee as part of the Working Remotely Agreement.
5. IT equipment and software that is required to work remotely may be obtained through the [Tech Hub](#).
6. The City will consider employee requests to borrow equipment required to do their job; such equipment remains the property of the City and must be returned to the City when the employee is no longer working remotely or is no longer employed by the City.

Corporate Requirements

The following requirements must be met:

- Job descriptions or job classifications must not be altered – the nature and function of all positions must remain intact
- The terms and conditions of employment and application of existing corporate policies and legislation will continue
- There can be no increased labour costs and no significantly increased operational costs as a result of the arrangement
- In accordance with the ESA, employees must take a minimum 30 minute unpaid meal period after no more than five hours of consecutive work; breaks must be taken in accordance with Corporate Policy and Procedure - [Rest Periods \(Breaks\)](#)
- The City has the right to claim all City files in the remote work location, both paper and electronic, at any time. Records management requirements must be met; at a minimum:
 - employees must ensure the confidentiality, privacy and security of all City records at all times and ensure they are stored and disposed of in compliance with the [Corporate Records Management Program](#) and any divisional guidelines
 - if a MFIPPA (*Municipal Freedom of Information and Protection of Privacy Act*) request is received, the employee will be responsible for returning all associated files to the City for use in responding to the request
 - employees working remotely must provide a secure area for paper records, such as a locked cabinet or desk and securely dispose of City information that is not an official record in order to maintain security and confidentiality
 - official records in paper format must be filed at the applicable City facility in a timely manner and in accordance with divisional guidelines
- Access to City-approved technology/systems such as Cisco WebEx is available over a reliable, secure internet connection with sufficient bandwidth; employees must use a City-provided device(s), such as a desktop, laptop, tablet or smartphone (including devices approved under the Bring Your Own Device – BYOD policy)
- Meetings/conversations held virtually must be conducted in a manner that ensures confidentiality, both visually and audibly

Policy Number: 01-02-07

Effective Date: October 28, 2020

Policy Title: Working Remotely

Last Review Date:

6 of 8

- Employee initiated online meetings, both internal and external, must be conducted using City-approved technology such as Cisco WebEx and Cisco Jabber; employees may use other third party technology to initiate or join virtual meetings where this is not possible
- Employees must ensure the security of City equipment; refer to Corporate Policy and Procedure - [Access to and Acceptable Use of IT Resources](#)
- Health and safety requirements must be met, including:
 - Review and compliance of the [Home Office: Ergonomic & Safety Requirements](#). Any accidents or incidents that occur while working remotely must be reported in compliance with the applicable Corporate Policy and Procedure (e.g. [Reporting Accidents](#); [Workplace Violence](#))

Roles and Responsibilities

Managers/Supervisors

Managers/supervisors are responsible for:

- Ensuring applicable staff are aware of and comply with this Policy and any related HR procedures
- Imposing limits on remote work based on business needs, if required (e.g. percentage of the business unit working remotely)
- Managing expectations (hours of work, deadlines, attending meetings, etc.)
- Ensuring communication and performance management with employees is maintained
- Completing and signing of the Working Remotely Agreement when approving or implementing arrangements for working remotely, including approving the location of the primary remote workplace
- Monitoring the frequency and cost of requests for reimbursement of items related to working remotely
- Ensuring items belonging to the City are returned if an employee leaves the City or transfers to a position where the items are no longer required
- Approving Fiori Timesheets in a timely manner and/or ensuring that hours are coded correctly, and
- Maintaining records of the signed Agreement

Employees

Employees are responsible for:

- Complying with this Policy, any related HR procedures and all existing policies and procedures
- Advising their manager/supervisor in advance or as soon as practical when working remotely on an ad hoc basis or away from their primary remote work location
- Ensuring performance goals and service levels continue to be met
- Completing and signing of the Working Remotely Agreement
- Entering time spent working remotely in their Fiori Timesheet, where applicable
- Attending all virtual and in-person meetings and/or training, as required, and

Policy Number: 01-02-07

Effective Date: October 28, 2020

Policy Title: Working Remotely

Last Review Date:

7 of 8

- Returning or reimbursing the City for all items belonging to the City when leaving the City or transferring to a position where they are no longer required

Revision History

Reference	Description
GC-2020 -10-14	

Policy Number: 01-02-07

Effective Date: October 28, 2020

Policy Title: Working Remotely

Last Review Date:

8 of 8

Appendix A:

Equipment reimbursed under the Allowable Business Expenses policy (with the exception of desks – see Note below) or provided by the City for use while working remotely must be returned if the employee no longer works for the City or transfers to a position where the items are not required.

Provided by the City	Allowable Business Expenses Policy	Personal Spending / Wellness Account
Computer/Laptop/Tablet Keyboard Monitor Cables/Cords/Docking Station Headset Chair Printer (office location) Shredder (office location) Stationery: pens, pencils, erasers, notepads, document holder, etc. Printing services (i.e. Print Shop) Cell phone or phone plan (reimbursement as Per City BYOD policy)	Desks (one time): <ul style="list-style-type: none"> Regular (<i>up to \$200</i>) Height Adjustable desk subject to City guidelines (<i>up to \$300</i>) (see Notes, below) Ergonomics (<i>keyboard, mouse, footrest, mouse pad</i>) upon EHS approval via preferred City vendor In certain circumstances only and in accordance with IT guidelines USB External Webcam USB Headphones Glare Screen Privacy screen Please contact IT.Storefront@mississauga.ca for items not included on this list.	Personal Printer and printer ink Personal shredder Desk or office lights Laptop table/stand Filing cabinet External microphone Ergonomic chair Exercise ball chair Anti-fatigue floor mat

Note: Employees who are reimbursed for a desk are not required to return the desk; however, they must repay the full amount if they are no longer employed by the City within 12 months of the reimbursement.

Note: Height adjustable (sit/stand) desks must meet the following specifications:
 30" depth X 50" width (76cm X 127cm). 30" depth allows for sufficient distance with monitor use, document holder and adequate working space. Desks that exceed these specifications will be at the employee's expense.