520 ~~Telecommuting~~ (Remote Work Policy)
Effective Date: 9/1/2003
Revision Date: 10/21/2020

Remote working is the practice of accessing the Agency's computer system from an approved alternate location instead of physically traveling to a central workplace. This work alternative must be approved by the Executive Director.

The Agency maintains various approved accounts for the purpose of working remotely. In order for an employee to access their computer remotely, it must remain in logged in status and must be secured to the extent possible to prevent unauthorized use.

Remote working is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, Community Services has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

Terms and Conditions:

Eligibility

An employee may be eligible to work remotely if their duties can be met through basic hardware and software; they have proven to be trustworthy, disciplined, and self-motivated; are accountable for productivity; and have been given permission by Community Services.

Rules and other company policies

While working remotely, employees must adhere to all the conditions in the Employee Guidelines. All company policies around conduct, confidentiality, personal leave, etc., continue to apply, regardless of one's location.

Failure to adhere to these policies could result in disciplinary action, up to and including termination of employment.

Work expectations

Employees must follow the work schedules provided to them, be sure to meet deadlines and uphold high-quality standards. And while some flexibility is allowed, the employee must agree to work set hours as much as possible, five days a week, or on your regular schedule as established in consultation with your supervisor.

- Choose a quiet and distraction-free working space
- Have adequate internet connection
- Dedicate your full attention to job duties during working hours
- Adhere to break and attendance schedules agreed upon with your supervisor

- Use time keeping policies while working remotely
- When clocked in, be available for communication

Tools may be made available to employees for managing time and tasks, communicating with co-workers, logging and tracking projects, and accessing resources. Discuss the tools necessary to complete your job with your supervisor.

Performance will be measured focusing on the same metrics that apply to work done in the office.

Communicate clearly and consistently

Employees are to be online and accessible during working hours according to their regular schedule. All employees are expected to check-in with their managers at least once a day. If they leave their work location for any reason, their supervisor must be notified.

Any correspondence from a co-worker must be answered with all information requested expeditiously.

Tools have been provided for communicating with team members and collaborating on projects. On-time attendance is expected at scheduled remote meetings. Expectations will be set and agreed upon between the employee and manager.

Security

Employees are advised to choose a safe and secure location to work from, and to maintain high levels of safety, applying all privacy safeguards. (See Policy 112)

Employees are expected to safeguard any equipment assigned to them when working remotely.

As per the Employee Guidelines and the confidentiality agreement signed by the employee upon employment, securing data and company information is of utmost concern.

Compensation

Employees working remotely are eligible for company benefits, including health insurance and worker's compensation, according to the same terms as employees working at Pathways sites.

In accordance with our current guidance, no changes will be made to an employee's salary if said employee works from home and fulfills their regular work schedule.