

TELEWORKING POLICY

Preamble

The College is committed to the well-being of its employees by providing them with working conditions that promote a healthy balance between work, personal, and family obligations by offering an alternative to traditional in-person work arrangements. The College also prides itself on providing high-quality services to community members and the general public.

1) Definitions

Telework: Telework is a flexible working arrangement requested by an employee and authorized by their immediate supervisor to perform their duties at a location other than the College.

Voluntary Telework: Voluntary Telework is a work arrangement requested by an employee and approved by the immediate supervisor to perform the duties away from the usual workplace at a telework location (most often in a private home).

Required Telework: Required Telework is a work arrangement explicitly mandated by the immediate supervisor when working on campus is not possible. (This applies to managers only as per the Dawson Support Staff Union (DSSU) and the Association of Dawson Professional's (ADP) respective collective agreements, telework cannot be mandatory.)

College: Dawson College, including but not limited to its buildings (main campus, rented space, etc.)

Employee: Any person employed by the College, regardless of whether they are covered by an accreditation certificate issued to a union or by an association, with the exception of teaching personnel to whom this Policy does not apply.

Telework Agreement: An approved request outlining the main elements of telework requirements (Appendix 2 of this Policy –Telework Request Form).

College Workplace: the location where the employee usually performs their work.

Telework Location: The employee's home, or any location approved in writing in advance by the supervisor, where the employee performs their telework.

Supervisor: The person to whom the employee reports directly.

2) Scope and Jurisdiction

The Teleworking Policy enables non-teaching employees to perform their college duties from a remote location, under the same terms and conditions as working from the College.

The Policy is not designed to accommodate alternative schedules or replace existing agreements or policies covered by the collective agreements, College bylaws, or College policies.

The College reserves the right to terminate the telework practices in whole or in part at any time. The terms and conditions of this Policy are subject to change at any time. The supervisor will notify the employees in writing of any changes to their teleworking arrangement.

3) General Provisions

Employees are expected to work from the College at least two days per week. Voluntary telework may be granted for one to three days per week at the immediate supervisor's discretion.

New employees of the College must normally have successfully completed three months of continuous service in the position to apply.

The employee must comply with all applicable guidelines and procedures in the course of their employment at the College, including those relating to IST, security, and confidentiality.

When a task or a meeting requires the presence of an employee at the College on a teleworking day, the entirety of their working hours should be performed on site.

The supervisor of a department may identify blackout periods (e.g., meetings, audit, final exam period) which will require employees' attendance at the College.

Employees who participate in teleworking must continue to provide high-quality service and work and maintain a harmonious and supportive work culture.

At the request of the union, the termination of an employee's telework agreement may be brought to the LRC for discussion.

4) Eligibility Criteria

College management will identify the positions eligible for the voluntary telework arrangement, in alignment with the College's needs regarding on-site delivery.

For a position to be considered for telework, the supervisor will evaluate the request with the following:

- The workload can be done remotely without reducing quality or productivity.
- Teleworking should not create inefficiencies or issues for students, employees, partners (internal or external), and projects.

To be eligible to telework, employees must meet the following criteria:

- Hold a position for which teleworking has been considered suitable.
- Have demonstrated autonomy in the performance of their tasks.
- Meet their supervisor's expectations regarding their productivity, work performance, and attendance record.
- Have a safe workplace that meets the criteria set forth in Entrac's Practical Guide – Ergonomics and Temporary Work from Home (**Appendix 1**).

Telework shall not impede the quality of services to community members and the general public. As such, any employee who does not meet expectations or who no longer meets eligibility criteria may have their telework authorization withdrawn (refer to Section 5).

5) Criteria for the Refusal, Modification, or Termination of a Telework Agreement

The individual telework agreement may be refused, modified, or withdrawn at any time for the following reasons:

- Non-compliance with the teleworking agreement.
- Performance below expectations.
- Disciplinary measures.
- Repeated absences during required attendance at the College.
- Telework has proven to compromise the operation of a service or department.
- Position change.
- Changes in staffing needs.

The supervisor will notify the employee five working days prior to the date the telework arrangement is to be withdrawn.

6) Application Process

Any employee wishing to work remotely must complete the Telework Request Form and have it signed by their supervisor to obtain authorization. (**Appendix 2: Telework Request Form**)

The supervisor will evaluate the employee's request to telework based on the criteria defined for the position they hold and following criteria as outlined in Section 5 of this Policy (Criteria for the Refusal, Modification, or Termination of a Telework Agreement).

If the supervisor determines that the employee is not eligible, the supervisor must provide the employee with the reasons for the decision. The employee may reapply when the employee can demonstrate that they have met the eligibility criteria.

If a telework agreement is withdrawn, the employee may reapply for telework after one year.

In the event of a change in position, the employee must submit a new request for the teleworking agreement.

The telework request form must be completed prior to the start of each semester and forwarded to the Office of Human Resources. (**Appendix 2: Telework Request Form**)

- By April 1 for the Fall semester (July to December);
- By November 1 for the Winter semester (January to June).

The employee will receive an official written notice from Human Resources regarding their request.

7) Roles and Responsibilities of Employees

- Respect the College policies in force, working conditions, and the Code of Conduct.
- Provide work performance that meets the requirements of the College.
- Must be available through Microsoft Teams during working hours.

- Ensure that a teleworking environment meets the standards set forth in Entrac’s Practical Guide – Ergonomics and Temporary Work from Home (**Appendix 1**).
- Collaborate with colleagues to attain the results expected by the College.
- Be easily reachable via the technological tools in accordance with the established work schedule.
- Ensure they have the technological functionality to carry out tasks remotely, especially with regard to internet connection.
- Immediately notify their supervisor of any breakage, malfunction, or other situations that prevent them from teleworking.
- Immediately report any work-related incident that may lead to an employment injury.
- Maintain the same security procedures in teleworking locations as they use at the College, including passwords and any other appropriate security measures.
- Create a workspace in a location that will allow them, as well as their colleagues, to work safely not being disturbed by ambient noise or interrupted by members of the household.
- The College expects employees to wear appropriate attire for College activities (Code of Conduct 7.5 Dress Code).
- Comply with College’s IT policies and procedures.

8) Roles and Responsibilities of Supervisors

- Respect the College policies in force, working conditions, and the Code of Conduct.
- Adopt effective management practices to ensure that teleworking employees receive the support they need to perform their duties.
- Define expectations and objectives with the teleworking employee.
- Ensure accessibility of the employees in order to meet the needs of the community, through the presence of sufficient staffing at all times in each department to fulfill those needs.
- Maintain a connection and communication with employees.
- Respect employee’s work schedule.
- Review the telework agreement at the intervals established in the procedures or at the end of the telework agreement (See Section 6).
- Just as in person, monitor the progress being made on tasks assigned to employees who are working remotely.

9) Roles and Responsibilities of Information Systems and Technology

- If resources are available, with a supervisor’s approval, supply standard computer equipment required for the employee to complete their tasks as requested.
- Ensure that all computer equipment, software and networking tools provided to teleworkers are compliant with established security standards and procedure

10) Roles and Responsibilities of the Office of Human Resources

- Ensure the application and coordination of all activities related to this Policy.
- Review all the requests, update the employee file, and notify employees.
- Provide documentation on work ergonomics for all teleworking employees (**See Appendix 1**).
- Update the Policy when necessary, following consultation with the unions and management association.

11) Non-Job-Related Responsibilities

Telework is not intended to replace childcare, dependent care, or sick days. An employee who is required to make caregiving/childcare arrangements during workdays at the regular work location must make the same arrangements for telework days so that the employee is not responsible for childcare, dependent adult care, or other duties during working hours. If this is not possible, the employee must contact their supervisor to determine the terms and conditions of work performance.

12) Work Schedule and Performance

Telework must be carried out according to the established work schedule. The usual process for absences, vacation, overtime authorization, schedule arrangements, work reduction, and for any directive pertaining to the work schedule continues to apply. The required authorizations must be obtained in advance as prescribed in the applicable directives of this Policy and /or collective agreements.

If the employee is unable to work due to illness or any other reason, they must report their absence to their supervisor.

The supervisor is responsible for periodically checking on the progress of the tasks of staff working remotely. Teleworkers agree to respond to their supervisor's requests within the prescribed time limits of the specific task.

13) Availability

The supervisor may, at any time, despite the telework agreement, ask an employee to come to the College for a reason related to the needs of the service or administrative unit.

The supervisor must notify the employee at least one working day before the date if they must come to the College on a teleworking day.

14) Safe and Professional Work Environment

The College is responsible for meeting the CNESST requirements for a safe work environment to ensure the health, safety, and physical well-being of its staff. The law also applies in a teleworking environment. Therefore, the employee must ensure that their workstation is safe.

Complete details concerning the conformity of the workplace, the adaptation of the workstation, and the ergonomics in a teleworking situation are appended.

15) Application

The Director of Human Resources is responsible for applying this Policy. This Policy will come into effect on January 2, 2025, and will be reviewed as necessary.

Appendix 1

ENTRAC – Practical Guide Ergonomics and Temporary Work from Home

https://entrac.ca/wp-content/uploads/2020/03/Practical-Guide-ergonomics-and-temporary-work-from-home-by-Entrac.pdf?_gl=1*10yu5gh*_gcl_au*NTM3NjExNTU3LjE3MjczNjE3OTY.*_ga*NDM3NjIxMTIwLjE3MjczNjE3OTY.*_ga_B4HXMFRX9Y*MTcyNzM2MTC5NS4xLjEuMTcyNzM2MTgzMy4wLjAuMA..

https://entrac.ca/wp-content/uploads/2020/03/Guide-Ergonomie-teletravail-temporaire-par-Entrac.pdf?_gl=1*1vrvgpj*_gcl_au*NTM3NjExNTU3LjE3MjczNjE3OTY.*_ga*NDM3NjIxMTIwLjE3MjczNjE3OTY.*_ga_B4HXMF RX9Y*MTcyNzM2MTC5NS4xLjEuMTcyNzM2MTkwNi4wLjAuMA.

Appendix 2

Telework Request Form



TELEWORK REQUEST FORM

APPENDIX 2



PART A – To be filled out by the employee after discussion with their immediate supervisor.

DEADLINE: Please fill out the form and send it to Human Resources: hr@dawsoncollege.qc.ca by december 19, 2024

A. EMPLOYEE

NAME

FUNCTION

DEPARTMENT AND SERVICE

NAME OF IMMEDIATE
SUPERVISOR

LOCATION OF TELEWORK
(Full address)

PHONE NUMBER (Where the
employee can be reached during
working hours)

B. TELEWORK SCHEDULE

Please select the number of days you would like to telework.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE