

Yukon Government's
Telework Guidelines



Yukon
Public Service Commission

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These guidelines are intended to be read in conjunction with the Telework Policy 3.12, General Administration Manual, Vol. 3. A Frequently Asked Questions document and Telework process guide is also available for supervisors and employees.

Telework Guidelines (GAM 3.12)

Application: These guidelines are designed to be read in conjunction with the Yukon Government Telework policy, GAM 3.12. Updates to the guidelines may be issued from time to time, subject to approval from the Public Service Commissioner and the Deputy Ministers Human Resource Committee (DMHR).

Principle Statement: As an employer, the Yukon government recognizes and supports healthy work-life balance for employees. Telework is an option that may be considered within the context of the employer's operational requirements and employee needs.

Definitions:

Dependent-care: Includes child care, elder care and care of ill or disabled dependents.

Official workplace: The location where the employee would normally work if there were no teleworkplace.

Suitability: Pertains to the appropriateness of telework for a particular employee, position and alternate work site.

Telework: An alternate work arrangement that allows employees to perform their job duties away from their official workplace for part or all of their work week.

Teleworkplace: The alternate work location as specified in the written Telework Agreement. (This would usually be the employee's residence.)

Eligibility: Telework may be considered for persons hired under the *Public Service Act* who have a minimum of one year of service in their current position. Exceptions may be granted by the Public Service Commissioner where operational requirements warrant.

Approval

Criteria: Approval to telework is granted on a case-by-case basis at the discretion of individual departments subject to operational requirements and the following criteria.

A. General

- Telework is a voluntary and reversible alternate work arrangement subject to regular review.
- The telework arrangement may not alter an employee's status, responsibilities, benefits, entitlements, access to advancement opportunities or to organizational information and services.
- Service and productivity are maintained or improved.
- Associated costs can be accommodated within department resources.
- Co-worker concerns can be addressed in an equitable manner.

Telework Guidelines (GAM 3.12)

B. Job Suitability

Not every position in the public service is appropriate for telework. In order to be suitable, the job must:

- be compatible with an off-site location, and where applicable, with an alternate/flexible work schedule;
- be of a nature that doesn't require daily face-to-face contact with supervisor, other employees, clients or the general public;
- allow for essential face-to-face contact to occur during periodic meetings;
- be managed by results; and
- involve material that can be securely transmitted or transported between the official workplace and the teleworkplace.

C. Employee Suitability

Telework is not a good fit for every employee. To be considered for a telework arrangement, an employee must:

- have a history of strong job performance and the required experience to be able to work independently and off-site;
- be self-motivated and capable of working with minimal supervision or "face time";
- have excellent organizational and time management skills; and
- be reliable, responsible, flexible and trustworthy.

Employees must be able to commit to a schedule that meets their professional responsibilities, not just personal needs or preferences. This includes ensuring that regular dependent-care arrangements are in place to provide a distraction-free work environment.

D. Teleworkplace Suitability

The teleworkplace must be suited for the nature of the work performed and:

- be a designated space with appropriate furnishings;
- meet security requirements for storage of electronic and hard copy materials; and
- meet the employer's workplace health and safety requirements.

Telework Guidelines (GAM 3.12)

Telework Agreement	<p>The telework arrangement must be formalized by a written agreement outlining the terms and conditions and signed by the employee, supervisor, human resource director and deputy minister.</p>
Telework Schedule	<p>A telework arrangement may apply to all or part of the work week, depending on operational requirements and the employee's individual needs.</p> <p>The Telework Agreement must specify the telework location, the days per week the employee will telework and, where applicable, identify provisions for an on-site work space (i.e. within the official workplace).</p> <p>Teleworkers are expected to accommodate meetings and other work-related events requiring their attendance at the official workplace or elsewhere.</p>
Hours of Work	<p>Subject to operational requirements, hours of work may be scheduled in such a way as to allow a degree of flexibility in meeting both professional commitments and personal needs; however hours of work, leave and overtime provisions continue to apply per the collective agreement and other applicable terms and conditions of employment.</p>
Telework Office	<p>The teleworkplace should be a dedicated space furnished and equipped as appropriate for the job requirements.</p> <p>The teleworkplace must conform to the employer's occupational health and safety rules. Telework employees are required to complete a health and safety checklist (see Appendix B) for attachment to the Telework Agreement.</p> <p>Teleworkers are responsible for ensuring they conform to local zoning bylaws regarding home offices.</p> <p>Approval to telework is based upon a specific pre-approved teleworkplace. Employees who wish to alter the telework location will be required to obtain departmental approval and to satisfy all criteria pertaining to teleworkplaces.</p>
Access to Telework Office	<p>As part of the Telework Agreement, employees agree to allow government personnel (IT, human resource, health and safety inspectors, supervisors, etc) to access the teleworkplace upon reasonable prior notice.</p>

Telework Guidelines (GAM 3.12)

Equipment & Furniture

In each telework arrangement, the employee and supervisor will determine what furniture and equipment is required. Where appropriate, the telework employee may provide suitable office furnishings.

While other requirements may vary, departments must provide the teleworker with a dedicated Yukon government computer and a locking filing cabinet. Access to government equipment and property is to be limited solely to the telework employee for the purposes of conducting Yukon government business.

Unless otherwise specified in the Telework Agreement, departments will generally provide other necessary office equipment, such as a telephone, printer, fax, etc. The Telework Agreement must itemize the equipment provided by the department and outline arrangements for its return upon termination of the agreement.

Security of Information

As part of the Telework Agreement, the employee and supervisor must establish safeguards to protect the confidentiality of government files, documents and materials – both hard copy and electronic. This includes provisions for the appropriate storage, transport, return and disposal of confidential materials.

All material and files, whether hard copy or electronic are the property of the employer and must be returned upon termination of the telework arrangement.

The Yukon government's Guidelines for Using Computers and all other relevant rules continue to apply.

Costs and Expenses

Unless otherwise specified in the Telework Agreement, the department will pay all reasonable expenses and service charges for phone line, internet (email), office supplies, business related long distance calls and network hook-up. Any additional expenses must be pre-approved.

The telework employee is responsible for the cost of home utilities (excluding those outlined in the Telework Agreement) and any renovation costs associated with the home office.

Insurance

Telework employees will be required to carry, at their expense, a minimum \$1,000,000 in general liability insurance and must inform their insurance company in writing of their intent to establish a home office. A copy of the proof of insurance must be attached to the Telework Agreement.

Telework Guidelines (GAM 3.12)

Safety	<p>Teleworkers will be covered for injuries arising out of and in the course of their employment, according to WCHSB processes. Any work-related accidents must be reported promptly to the supervisor.</p> <p>For safety reasons, no client appointments or other work-related meetings may take place at the teleworkplace without the supervisor's prior written approval.</p>
Employment Policies	<p>Telework employees are subject to the same terms and conditions as apply to other Yukon government employees, including the Guidelines on Using Computers and the Conflict of Interest Policy.</p>
Performance Measurement	<p>The Telework Agreement should clearly outline the job tasks and deliverables to be met. Expectations should focus on measurable goals and outcomes to be integrated into the employee's regular performance evaluation plan.</p>
Meetings and Communication	<p>The Telework Agreement should specify any regular meetings which will require the teleworker's attendance (e.g. monthly branch meetings) and identify how the teleworker will maintain the necessary contact with his/her supervisor, colleagues and clients.</p>
Evaluation & Renewal	<p>It's important to regularly evaluate Telework Agreements to ensure they are continuing to meet both operational requirements and the needs of the employee.</p> <p>Telework agreements must specify a review date to trigger a mandatory evaluation of the arrangement from both an operational and employee perspective. Based on this review, the agreement may be extended subject to subsequent regular reviews.</p>
Termination of Agreement	<p>Except where the department has cause to order immediate termination of the agreement (such as in the event of a serious breach of employment conditions or health and safety risk), either party may request termination of the telework arrangement by providing two weeks' prior notice (or other pre-agreed period). Upon termination of the agreement, telework employees will return to their official workplace. Arrangements will also be made for the return of all government property.</p> <p>If the employee changes positions within the government, the Telework Agreement is automatically terminated.</p>

Telework Guidelines (GAM 3.12)

The next section of this document is the actual Telework Agreement that must be signed by the employee, the department Human Resource Director and the Deputy Minister.

Appendix A –Telework Agreement Template

Effective _____, the Department and _____, hereafter referred to as the "Employee", agree to enter into a telework arrangement.

The Government of Yukon's Telework Policy and Guidelines apply. Specific conditions are as follows:

Employee Status and Benefits

The Employee's status, hours of work, eligibility for authorized overtime, obligations, benefits and entitlements are not altered by this agreement.

Location / Contact

The address of the teleworkplace is: _____.

Telephone: _____ Fax: _____

Tasks:

The Employee will perform the following typical tasks from the teleworkplace (*list*):

Work Schedule:

A. The Employee's schedule will consist of:

_____ as regular office days;

_____ as telework days.

B. Hours of work shall be: _____

Safety:

A. The Employee agrees to maintain a defined and secure workspace that meets the corporate and departmental occupational health and safety policies and other rules. A completed safety checklist is attached to this agreement.

B. The Employee agrees to promptly report any work-related injuries to the supervisor.

C. The Employee agrees that no work-related appointments or meetings will take place at the telework location without prior written approval from their supervisor.

Appendix A –Telework Agreement Template

Care of dependents

To ensure a distraction-free work environment, the Employee will ensure dependent-care arrangements are in place.

Access to the Telework Office

The Employee agrees to make the home office accessible for on-site visits by department personnel for safety inspections, accident investigation, equipment maintenance etc. upon 24 hours notice or less if agreed by the Employee.

Insurance and Zoning

The Employee agrees to carry a minimum of \$1,000,000 in general liability insurance for the home and to notify their insurance company of their intent to establish a home office. Proof of insurance must be attached to this agreement. The employee also agrees to confirm that the home office conforms to applicable zoning requirements.

Equipment

The Department will provide the following equipment to be returned upon termination of the Agreement: *Specify who is responsible for arranging equipment return, by when. (list – include serial numbers)*

Costs and Expenses

- A. The Department will supply or pay for the following pre-authorized costs associated with the teleworkplace *(list – examples phone line, internet, office supplies, modems etc):*

- B. The Employee agrees to assume any additional costs associated with establishing and maintaining the teleworkplace.

Security

The Department and the Employee have discussed and agreed upon security protocols to protect government property, data and communications. *List specific protocols e.g. employee will use a locking filing cabinet to store materials; files will be transported to and from teleworkplace in a locked briefcase; employee will dispose of confidential materials at the department shredding centre....*

Appendix A –Telework Agreement Template

Employment Policies

The Employee will continue to comply with all relevant terms and conditions of employment including the Guidelines on Using Computers and the Conflict of Interest policy.

Additional Conditions:

Include any regular meetings at which the employee's attendance is required; discussion of communication protocol between coworkers, space sharing in the official workplace, etc.

Review and Renewal of Telework Agreement

The Employee's work will continue to be evaluated based on a regular performance plan, taking into account any specific tasks and deliverables outlined in this agreement.

An interim review/evaluation of this Agreement will be conducted by _____ with subsequent reviews on an annual basis. The employee and department must reconfirm on renewal that the teleworkplace continues to comply with insurance, zoning and health and safety requirements.

Termination of Telework Agreement

Except where the Department has cause to order immediate termination owing to a serious breach of this agreement or other employment policy, either party may choose to terminate the Telework Agreement upon _____ days prior written notice.

Notwithstanding the above, the Agreement automatically terminates if the Employee transfers to a new position.

Signed,

Employee

Supervisor

Date

Date

Human Resource Director

Deputy Minister

Date

Date

- Attachments:
Health & Safety checklist
Proof of insurance

Appendix A –Telework Agreement Template

**APPENDIX B
HOME OFFICE SAFETY CHECKLIST**

(Based on Yukon YWCHSB Space Sharing directive. Consult with your department health and safety coordinator if you have questions about ensuring a safe work environment.)

LOCATION: _____ **DATE:** _____

INSPECTED BY: _____

SUPERVISOR'S REVIEW: _____
(Signature)

HUMAN RESOURCES REVIEW: _____
(Signature)

CATEGORY	YES	NO	ACTION REQUIRED	COMPLETION DATE
A. WORKPLACE CONDITIONS				
1. Floors				
• Free of trip, slip, fall hazards.				
• Free of protrusions, loose tiles, or carpets.				
2. Aisles, Walkways				
• Clear and unobstructed.				
3. Stairs				
• Clear and unobstructed.				
• Railing provided and in good condition.				
4. Exits				
• Clear and unobstructed.				
• Outside landings, walkways clean (snow and ice).				
5. Lighting				
• Walking/working areas adequately illuminated.				
• Light fixtures in good condition.				
6. Ergonomics				
• Are proper ergonomic furniture/principles used?				
• Are proper lifting methods used?				

B. STORAGE				
1. Storage				
• Adequate shelving available.				
• Shelving secured.				
• Material properly stacked (heavy material on bottom) and is it stable.				
C. EQUIPMENT/FURNISHINGS				
1. Equipment Condition				
• In good repair.				
• Properly located.				
2. Furnishings				
• File cabinets secure and loaded from bottom drawer to top drawer.				
• No broken areas on desks, chairs, etc.				
• No unsafe practices – drawers open, objects on floor, etc.				
D. ELECTRICAL				
1. Power cords in good condition – no exposed wires, not frayed or with cracked plugs.				
2. Three-pronged plugs used where required.				
3. Cords properly placed or secured to prevent tripping.				
4. Adequate number of outlets provided. No overloading outlets with too many plugs.				
E. EMERGENCY SYSTEMS				
1. First Aid				
• Treatment recorded in record book.				
2. Fire Extinguishers				
• Properly mounted, inspection date noted and signed.				
F. GENERAL FACILITY				
1. Employees work in a safe manner.				