

## REMOTE WORK ARRANGEMENTS

PROGRAM INFORMATION AND REQUEST PACKAGE

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# Remote Work Arrangements

## PROGRAM INFORMATION

### Purpose

Remote work is defined as performing regular, recurring or scheduled work from a remote location that is not an employee's normal on-campus worksite. Remote Work Arrangements (RWAs) provide employees the opportunity to work remotely on a regular basis for a fixed duration of time. RWAs will be reviewed and renewed at regular intervals. Incidental remote work on an ad hoc basis will not normally require a formal RWA.

### Approach

The University of Victoria has adopted a principle-based approach, rather than a one-size-fits-all approach to working remotely. Each unit or department leader will establish criteria for remote work based on the operational needs of their workplace and UVic's remote work principles and framework. Specific workplace agreements will be created for each request that address the needs of the department and individual and support the success of the RWA.

### Eligibility

Any employee may request a RWA. The approval is at the discretion of the departmental supervisor or manager. Having experienced a variety of remote work scenarios at UVic, we know that in many cases working remotely can benefit both the employee and the university. We also learned that not all roles are appropriate for remote work. Some roles that were able to work remotely during the 2020-2021 campus closure do not lend themselves well to remote work when students, staff and faculty are on campus. Student and client-facing roles and roles that require access to facilities or equipment on campus may not be suitable for remote work.

### Process

Referring to the department's established criteria for remote work, and the UVic RWA principles and framework, the employee and their supervisor or manager will meet to review the remote work request. Using the conversation guides provided, they will develop specific agreements that are relevant to the context of the department, role and individual. RWAs will be for a fixed duration, are reviewed regularly, and may be cancelled by either party with reasonable notice (normally 30 days). Decisions are at the sole discretion of the manager/supervisor and will not be made in a manner that is arbitrary, discriminatory or in bad faith. Disagreements related to remote work requests may be reviewed by the senior Management Excluded leader in the faculty, program or division (Dean, Director or higher).

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## REMOTE WORK ARRANGMENT (RWA) PRINCIPLES

|  |   |
|--|---|
| <p><b>RWAs support organizational effectiveness</b></p>                            | <ul style="list-style-type: none"> <li>• Student and client service, team effectiveness and operational needs will be the primary considerations for establishing RWAs.</li> <li>• All RWAs will be considered temporary and have an end date that may be renewed based on regular review.</li> <li>• A RWA can be extended, amended, suspended or withdrawn by either party with appropriate notice (normally 30 days but may vary due to circumstances).</li> <li>• Staff participating in RWAs will be required to give up dedicated on-campus office space and be assigned to on-campus space that has been configured for part-time use.</li> </ul>  |
| <p><b>RWAs build engagement and satisfaction through trust and flexibility</b></p> | <ul style="list-style-type: none"> <li>• Principle-based RWAs require trust, sound judgement and flexibility to create arrangements that work in each circumstance.</li> <li>• RWAs require a supervisory approach that is outcome based, with performance expectations, conduct and understanding of work output, standards and communication clearly stated up front, allowing for less day-to-day oversight.</li> <li>• A formal RWA is only required for ongoing or regularly scheduled arrangements. Incidental or ad hoc remote work will be at the discretion of the supervisor.</li> </ul>  |
| <p><b>RWAs are voluntary, with shared responsibility</b></p>                       | <ul style="list-style-type: none"> <li>• RWAs will normally be initiated by employees who can demonstrate their request is consistent with these principles and the remote work framework. Departments may initiate a call for volunteers for RWAs to address operational needs such as office space constraints.</li> <li>• Employees are responsible for setting up an appropriate and ergonomic workspace at home and for providing adequate internet connectivity. The employer may provide office furnishings if the employee does not retain a dedicated workspace on campus and the remote work location is considered the employee's primary work location (4 days a week or more).</li> <li>• The employer will provide computer equipment required for the work, some or all of which may need to be transferred to and from the remote work location.</li> <li>• Employees will commit to effectively utilizing UVic supported collaboration technology.</li> <li>• Employees are responsible for ensuring appropriate dependent care is in place, as RWAs are not a substitute for dependent care obligations.</li> </ul> |
| <p><b>RWAs consider equity, but not necessarily equality</b></p>                   | <ul style="list-style-type: none"> <li>• Not all roles are appropriate for remote work.</li> <li>• Not all individuals (even those in the same role) may be equally suited to remote work. An objective assessment will assist individuals and supervisors to determine suitability.</li> <li>• Not all departments are equally able to support remote work, even with similar roles.</li> <li>• While every effort will be made to consider RWA requests in a fair and equitable manner across the institution, each decision must consider the unique circumstances of the role, individual, team and department context.</li> </ul>  |
| <p><b>RWAs maintain connection and collaboration</b></p>                           | <ul style="list-style-type: none"> <li>• UVic seeks to provide a vibrant on-campus experience and responsive suite of services for our students. Connections to campus, students, clients and colleagues are necessary to some degree in all roles and will be considered in RWA approval.</li> <li>• Employees engaged in RWAs are expected to attend campus as required and may need to adjust their RWA schedule to do so. Supervisors will provide as much notice as possible.</li> <li>• Long distance RWAs will only be considered exceptional circumstances on a temporary basis and are limited to Canadian locations.</li> <li>• Consideration of employee health, safety and well-being is important for all employees. Both supervisors and employees have a responsibility to stay connected, to identify issues and to access appropriate resources when needed.</li> </ul>  |

## REMOTE WORK FRAMEWORK

While UVic's principle-based approach recognizes that decisions about the appropriateness of remote work and the specific agreements for each RWA are best determined at the departmental level, the following framework provides some scope and guidance for all RWAs at UVic:

### Location of Work

- The remote work location will normally be the employee's home unless a different location is specified and agreed upon. Employees will maintain their [UVic employee profile](#) with their current home address and emergency contacts.
- Mileage, parking or transit fees will not be reimbursed when an employee is required to attend work at the university.
- Long distance remote work (locations that exceed commuting distance) will only be considered in exceptional and temporary circumstances.

### Terms and Conditions, Policies and Guidelines

- RWAs do not alter the terms and conditions of employment. Job descriptions, hours of work, collective agreements and other employment terms and conditions continue to apply.
- Relevant workplace policies, guidelines and legislation continue to apply.

### Hours of Work and Scheduling

- A RWA does not alter the assigned workload, and employees are accountable for fulfilling their normal hours of work per week. An alternate form of scheduling such as earned time off or compressed workweeks may be implemented as outlined in the appropriate collective agreement.
- RWAs may include non-standard work schedules but must consider the need for employee availability and accessibility during normal office hours.
- Employees working remotely must ensure they remain free from personal distractions or interruptions during their regular hours. Working remotely is not a substitute for dependent care or other personal obligations.

### Performance

- A RWA should not impede an employee's ability to meet performance expectations and complete regular work functions and duties, including communicating with colleagues and supervisors, providing client/student service and remaining current on departmental and operational issues and updates.

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- The normal [Performance and Development Cycle](#) process continues during a RWA including setting goals, regular check-in conversations and a periodic review process.

## Health and Safety

- Employees working remotely continue to have access to applicable sick leave provisions when they are unable to work due to illness.
- Employees with approved RWAs are covered for injuries that arise out of and in the course of employment, and compensation will be limited to the designated remote workspace within their home or other agreed upon work location. If an employee suffers an injury while in their designated remote workspace, they should immediately seek assistance, report the incident to their supervisor as soon as possible and document the incident on the UVic report form available from [OHSE](#), including any [WorkSafeBC claim forms](#), if applicable.

## Office Furniture, Computer Equipment and Expenses

- The employee will establish an appropriate, professional workspace free from personal distractions and interruptions. Workspaces should be ergonomically optimized with proper furnishings and adequate space that supports working efficiently and safely. UVic will not be responsible for costs associated with the setup of the employee's remote workspace such as remodeling, furniture or lighting, nor for repairs or modifications to the space. UVic assumes no responsibility for any damage to, or loss of, an employee's personal property. When the employee does not retain a dedicated on-campus workspace and the remote location is considered the primary work location (4 days a week or more), UVic may provide office furnishings.
- Computer equipment used in remote locations will be UVic standard computers available through the [Technology Solutions Centre](#) that are managed by appropriate UVic personnel (e.g. University Systems Desktop Support Services) and utilize the UVic Virtual Private Network (VPN) service at all times. UVic-supplied computers will include all required peripherals, e.g. monitors, keyboard and mice. If an employee wishes to supply their own peripherals, the supervisor must approve the connection of personal peripherals to UVic computers based on advice from University Systems or their IT support personnel. Note that the university will not provide any support for personal peripherals.
- University Systems offers a software version of campus VoIP phones that can be used remotely. Individuals who have an existing campus VoIP phone and local can use this service at no additional charge. Request this service via the Buy Now link under the Cisco Jabber Softphone section of the following site: <https://www.uvic.ca/systems/support/computerssoftware/technologysolutions/phones.php> If you have University Systems Desktop Support Services, contact your DSS support person for assistance.

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- Equipment supplied by UVic will be maintained by the university and is subject to all applicable rules, policies and practices relating to use of equipment. Employees must take reasonable steps to protect any university property from theft, damage or misuse.
- While UVic's [Acceptable Use Policy \(IM7200\)](#) allows "incidental personal use" of university information resource, university computers supplied for remote work are not meant to replace personal computers.
- Employees working on a part-time or ad hoc arrangement must ensure they take the appropriate equipment to and from the office each day as necessary for their work.
- The employee must provide internet connectivity that functions consistently with sufficient bandwidth so that the employee can work effectively and meet the expectations of the role.
- Employees must comply with UVic's [Information Security](#) policies and procedures, guidelines and best practices, including without limitation software updates, anti-virus software and scanning, password protection, file sharing and downloads and locking the computer when not in use.
- The employer will continue to supply materials and supplies that are normally available in the workplace such as office supplies and basic supplies required to perform the work. Printers and toner will not be provided as any printing should be done on campus.
- The employee is responsible for obtaining and maintaining adequate home insurance and to consult with their insurer on any insurance implications due to their remote work arrangement.

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## REMOTE WORK REQUEST FORM

|  |  |                   |  |
|--|--|-------------------|--|
| Employee Name                              |  | Supervisor Name   |  |
| Department                                 |  |                   |  |
| Proposed remote work schedule and location |  |                   |  |
| Proposed Start date                        |  | Proposed End date |  |

### Step 1: Employee initiates the request

Confirm the following prior to initiating the request:

- I have considered my unit/department's criteria for Remote work in making this request.
- I have read and understand the Remote Work Principles
- I acknowledge and accept the terms of the Remote Work Framework
- I have completed the Remote Work Self-Assessment
- I have completed the Home Office Safety Checklist

### Step 2: Employee and supervisor meet to jointly review the request.

The employee and supervisor meet to review the request. The conversation guides can be used to establish alignment with departmental criteria and UVic principles and framework. These conversations will consider and determine what specific agreements will be necessary for the request to be successful in the context of the department, role and employee. Decisions are at the sole discretion of the manager/supervisor. Disagreements related to remote work requests may be reviewed by the senior excluded leader in the faculty, program or division (Dean, Director or higher).

### Step 3: Employee and supervisor confirm agreements developed to support the RWA.

Forms are retained in departmental files.

My supervisor and I have discussed this request and have developed agreements to support its success.

Employee name:

Employee Signature:

Date: \_\_\_\_\_

The employee and I have discussed this request and have developed agreements to support its success.

Supervisor name:

Supervisor Signature:

Supervisor one-over signature (optional):

Date: \_\_\_\_\_

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## REMOTE WORK AGREEMENT CONVERSATION GUIDE

Use the conversation guide to help determine if the request aligns with the department/unit criteria and UVic Principles and Framework. Based on this conversation, the supervisor/manager may approve, deny or seek modifications to the request. The employee and supervisor will jointly consider what specific agreements are necessary for the request to be successful in the context of the department, role and employee.

### Communication and Team Interaction Agreements

Consider how you will ensure ongoing supervisor/employee communication, team connection and collaboration. Add or skip topics as needed to address your work context.

How will you ensure regular two-way communication occurs between employee and supervisor?

What team norms and agreements have you developed to ensure communication with team members?

How will you address team collaboration issues such as scheduling meetings, sharing documents and collaborating on tasks or projects?

Other:

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## Work Assignments, Expectations and Feedback Agreements

Consider how you will ensure performance expectations are clearly defined and systems are in place to identify and address issues or challenges early when working remotely? Add or skip topics as needed to address your work context.

How will this request positively impact unit operations and/or client service aspects of the role?

How will on-campus tasks be distributed equitably among team members?

How will work assignments, goals and priorities be established and work reviewed?

How will you address emergent needs, staff coverage, client or operational requirements that require changes or flexibility in the remote work arrangements?

Other:

# Remote Work Arrangements

## Remote Workspace Location, Office Setup and Technology Agreements

Consider how you will ensure an appropriate workspace, internet connectivity and technology are available to support remote work. Add or skip topics as needed to address your work context.

What arrangements have been made to create an appropriate and ergonomic workstation?

How have you ensured that internet connectivity and speed at the remote work location is sufficient for the needs of the role?  
What contingencies are in place for an unexpected internet outage?

What additional practices and protocols do we need to adopt to comply with University Systems and data security policies and guidelines?

How have you addressed any issues identified in the Remote Home Office Safety Checklist?

What support, training or access to technology is needed for online collaboration, information sharing and meeting participation?

Other:

# Remote Work Arrangements

## Employee Mental Health and Emotional Wellbeing Agreements

Consider how you will support employee health and emotional wellbeing. Add or skip topics as needed to address your work context.

How will you jointly ensure appropriate work/home boundaries are maintained?

How will you create opportunities to participate in the informal interactions of the workplace?

What kind of check-ins should we put in place to ensure your health and well-being given we won't be seeing each other in person every day?

Other:

### DETERMINE REVIEW INTERVALS AND SCHEDULE CHECK IN MEETINGS.

Check-in notes:

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## REMOTE WORK SELF-ASSESSMENT

Employees requesting RWAs should consider a variety of factors in determining if remote work is the right choice for their personal circumstances.

Please complete the self-assessment, referencing the resources available. Upon completion, reflect on your responses. If you have indicated 'no' in areas, consider how these can be addressed. This self-assessment, along with the Home Office Safety Checklist should be discussed with your supervisor as part of your Remote Work request.

| Technology  |  |  |
|---|--|--|
| I have access to the appropriate technology (hardware, software, internet connection) to work productively.   | <input type="radio"/> Yes<br><input type="radio"/> No                              | <a href="#">Remote Work Resources</a>  |
| I am aware of and able to comply with IT and data security policies and guidelines and understand how to send digital information safely.             | <input type="radio"/> Yes<br><input type="radio"/> No                              | <a href="#">Information Security</a><br><a href="#">Sending Digital Information Safely</a><br><a href="#">Records Management</a> |
| I have access to and am comfortable using UVic collaboration technology (Zoom, MS Teams, etc.) to connect with my team, students, clients and others. | <input type="radio"/> Yes<br><input type="radio"/> No                              | <a href="#">Technology Training</a>  |
| Physical Surroundings   |  |  |
| I have a safe workstation setup (ergonomic, secure and free of hazards).  | <input type="radio"/> Yes<br><input type="radio"/> No                              | <a href="#">Office Ergonomics Guide</a>  |
| My workspace is appropriately suited to my needs (quiet, adequate space).   | <input type="radio"/> Yes<br><input type="radio"/> No                              |  |
| I have adequate care arrangements for children or other dependents.   | <input type="radio"/> Yes<br><input type="radio"/> No<br><input type="radio"/> n/a |  |
| Personal Wellbeing  |  |  |
| I am able to set boundaries around work regardless of my environment, such as being able to fully disengage from work after my remote workday.        | <input type="radio"/> Yes<br><input type="radio"/> No                              |  |

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|  |  |  |
|--|--|--|
| I am comfortable working alone and can stay engaged without the social aspects of working on-campus. | <input type="radio"/> Yes<br><input type="radio"/> No                              |  |
| I have developed a working alone safety plan with regular safety check-ins (if applicable)           | <input type="radio"/> Yes<br><input type="radio"/> No<br><input type="radio"/> n/a |  |
| I have integrated self-care into my remote work plans.   | <input type="radio"/> Yes<br><input type="radio"/> No                              | <a href="#">UVic Health and Wellness</a> |

## Personal Characteristics and Individual Approach to Work

|   |   |   |
|---|---|---|
| I am effective working autonomously and independently and perform well in these conditions.   | <input type="radio"/> Yes<br><input type="radio"/> No |   |
| I am generally skilled at setting milestones and key deliverables for my work. I am comfortable working with deadlines and independently managing my tasks to ensure deadlines are met. | <input type="radio"/> Yes<br><input type="radio"/> No |   |
| I am able to foster effective and collaborative working relationships with colleagues, clients or other stakeholders when working remotely.   | <input type="radio"/> Yes<br><input type="radio"/> No |   |
| I prefer a flexible approach to work and easily adapt to changing routines and environments. I am willing/able to be on campus when required by my team.                                | <input type="radio"/> Yes<br><input type="radio"/> No |   |
| I have a current Performance and Development plan approved by my supervisor and will be able to meet my goals within the context of a RWA.  | <input type="radio"/> Yes<br><input type="radio"/> No | <a href="#">Performance and Development Cycle</a> |

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## HOME OFFICE SAFETY SELF-CHECKLIST

Employees are responsible for ensuring their designated workspace meets WorkSafeBC’s normal occupational health and safety standards for a home office. Use this document as a guide to identify and address any potential hazards while working at home. If you have any questions about your home office, please discuss with your supervisor.

|   | Satisfactory | Unsatisfactory | N/A | Comments |
|---|--------------|----------------|-----|----------|
| <b>Designated Workspace</b>   |              |                |     |          |
| Are there any worn or broken items with sharp or splintered edges?  |              |                |     |          |
| Is the floor clear with cables stowed neatly?   |              |                |     |          |
| Are any electrical cords frayed? Are electrical outlets and devices properly grounded, and are extension cords and power bars used safely?  |              |                |     |          |
| Are there appropriate security measures in place at the remote work location to ensure individual personal security and to prevent theft or non-authorized access to equipment and sensitive materials? |              |                |     |          |
| Are cabinets and shelves in the designated workspace secured to walls with heavy items placed on lower shelves to reduce falling hazards?   |              |                |     |          |
| Are exit routes to and from the designated workspace unobstructed and clear?  |              |                |     |          |
| Is a personal first aid kit available (recommended)?  |              |                |     |          |
| <b>Workstation Ergonomics</b>   |              |                |     |          |
| Is task and general lighting adequate with minimal glare on computer screen?  |              |                |     |          |
| Are the chair, desk and keyboard ergonomic and height/settings adjusted correctly?  |              |                |     |          |

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|   |  |  |  |  |
|---|--|--|--|--|
| Is the space adequate to perform the work, with appropriate ventilation, temperature control and work surfaces? |  |  |  |  |
|---|--|--|--|--|

Please review UVic Ergonomic Resources including online training, guides, checklists and resources: <https://www.uvic.ca/hr/health-wellness/ergonomics/index.php>