

EFFECTIVE DATE	March 28, 2022
ID CODE	REF – 20220328
APPROVAL REQUIRED	Human Resources Service
RESPONSIBILITY FOR FOLLOW-UP	Human Resources Service

ROADMAP

UPDATE	October 25, 2023
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1. PURPOSE

The purpose of these Terms of Reference for the Centre de services scolaire du Littoral (CSSL) is to provide employees with the necessary guidance to take advantage of the benefits of telework on an ongoing basis. This work organization is an evolution of the traditional method of personnel management and is based on the trust that must exist and be maintained within a work team. Telework is part of the school service centre's desire to offer its employees the best possible circumstances for carrying out their professional activities and to meet the challenges of attraction, retention and health of its employees.

2. DEFINITIONS

In this document, the terms below have the following meanings:

“Home workspace”: The employee’s place of residence, which must meet the requirements set forth in this policy. As an exception, if an employee wishes to telework from another location, they must first obtain approval from their immediate supervisor. Note that CSSL will not approve telework in public places.

“Telework”: A work arrangement whereby an employer allows an employee to work from home using information and communications technology.

“Workplace”: The place designated by the employer as the usual work location where duties are performed (schools, centres, administrative offices, workshops, etc.).

3. OBJECTIVES

This framework aims to:

- Document the vision, guidelines and organizing principles for telework;
- Provide employees with tools and support materials to facilitate telework and promote best practices;
- Set out the applicable rules and everyone’s responsibilities;
- Standardize the rules for all school service centre staff;
- Help protect the security and confidentiality of information, the image and reputation of the organization and its staff as well as the physical and psychological health and safety of its staff;
- Offer employees whose duties allow it the option of working from home to improve their quality of work life and work/life balance.

4. GUIDING PRINCIPLES

- 4.1 In the context of telework, the employer is still responsible for determining how work is organized, specifying expected results, assessing staff performance and encouraging feedback practices.
- 4.2 The school service centre may temporarily suspend telework immediately to meet the needs of a service or a school/centre.
- 4.3 Telework is permitted when an employee’s duties can be performed remotely, and the employee has the necessary skills and abilities to do so, as determined and authorized by their immediate supervisor.

4.4 Working from home is a privilege, not a right.

Accordingly, the immediate supervisor may withdraw this privilege at any time, including if:

- The work being performed is unsatisfactory in quality or quantity;
- Occupational health and safety principles are not being followed to the employer's satisfaction;
- Information security and confidentiality requirements are not being met;
- The department needs the employee in the workplace;
- Any of the terms and conditions of this policy are not being met.

Barring special circumstances, withdrawal of this privilege will be subject to notice for the following Monday.

4.5 Employees must be as productive in carrying out their duties and the organization's various responsibilities as if they were in the workplace. They must also provide the same level of customer service.

Employees' expectations and deadlines remain the same as if they were in the workplace.

The way the employer communicates, oversees, monitors and manages work may vary to reflect the realities of telework.

4.6 Employees must be able to perform their duties independently.

4.7 Telework is not intended to serve as a way to alleviate specific or unexpected situations related to family or other personal obligations, such as the medical conditions of employees or their relatives. Telework does not replace family leave.

5. TERMS AND CONDITIONS

5.1 Security and confidentiality of information

In the course of their duties, teleworkers must comply with all applicable CSSL laws, policies and regulations, particularly those related to occupational health and safety as well as information security. Employees agree to keep information secure and confidential. This is mentioned in the agreement to be signed with the immediate supervisor (Appendices 3 and 4).

Employees must be honest and ethical and not use confidential information obtained in the course of or in connection with their work. Employees must also take appropriate steps to ensure the confidentiality of documents and data being handled at their home workspace.

Employees and their immediate supervisors must determine what documents, programs and data employees will be able to access or keep at their home workspace. They must agree on the measures to be put in place to protect personal and confidential information.

Employees agree not to leave work documents in plain sight, not to leave their computer unattended and not to share passwords. If documents containing confidential information are to be used, they must be kept secure and out of sight.

If confidential information is to be discussed, it must be done in a place and manner that ensures confidentiality.

As stated in Section 2 of this framework, telework is strictly prohibited in public places because public wireless networks are not secure, and others could overhear conversations or see the employee's documents or screen.

5.2 Working hours and conditions

The school service centre allows employees who have been employed for more than six months to work from home up to three days a week (not cumulative or transferable).

In a temporary situation, to carry out a specific task or project, the 6 months period may not be required and a different arrangement may be agreed upon with the immediate supervisor. Telework days must be determined with the supervisor based on the needs of the service or the school/centre.

Telework is also permitted on pedagogical days and on days when classes are suspended, unless the manager requests that the employee comes to the workplace for a team meeting or other reason.

Employees keep the same daily schedule when working from home as they would when working on site. They must devote themselves to their work during their scheduled working hours.

No travel is permitted on telework days unless specifically requested by the immediate

supervisor. Employees must therefore make sure that they have everything they need to do their job from home. If they must travel to their usual workplace to retrieve documents or other items, no financial compensation will be provided.

Employees may be asked to come to the workplace at any time for various reasons (e.g., meetings, events) without compensation. Barring unusual circumstances, at least one business day's notice must be provided. When the employee must travel, he must do so during non-working hours. (e.g.: the employee works from 8:00 to 12:00 and from 13:00 to 16:00. The employee's presence is required for a meeting starting at 10:00 am. The employee must come to work according to his usual schedule, i.e. at 8:00 am. He may resume teleworking at 1:00 pm. This half day worked in the office cannot be transferred to telework at a later date).

The school service centre's usual rules for absences and overtime apply, e.g., overtime must be specifically requested by the immediate supervisor and employees must obtain prior approval.

During scheduled working hours, teleworkers must be available to their immediate supervisors and co-workers. Employees who do not have an employer-provided cell phone can use applications such as Teams and Zoom.

Office spaces are mostly reserved for full-time employees, and their use should be encouraged for meetings, collaboration and innovation. Employees who are at their main place of work for two days or less will no longer necessarily have an assigned office or dedicated space in which to work. In such a situation, the immediate superior will inform the employee as soon as possible, at least one month in advance. An employee who no longer has an assigned office or dedicated space must reserve a workstation. Use of the premises must be agreed with the office/centre manager. Meeting rooms cannot be reserved for this purpose. If necessary, a secure and confidential space will be made available to the employee.

5.3 School closure

When an organization closes, in accordance with the Procedure for the Closure of Organizations and Suspension of Courses, teleworking is required. It is the employee's responsibility to bring all the equipment needed to perform his or her usual work.

Should the employee fail to bring his or her equipment, this day will be considered as an absence in accordance with the collective agreements and/or local agreements in effect.

The employee retains the same daily schedule when teleworking as when performing his or her duties at the workplace. The employee undertakes to devote his or her time to their work during the schedules working hours.

5.4 Equipment and supplies

The employer is responsible for:

- Providing basic hardware, software and equipment (laptop, mouse, headset and laptop bag) and maintaining and repairing it to ensure that employees can properly

perform their duties. Employees will be supplied with a laptop, a mouse, a headset and a laptop bag. Employees are responsible for moving the equipment to and from their home workspace;

- Providing basic office supplies (notebooks, pencils, markers, etc.) as required. This does not include printing supplies and equipment. For their printing needs, employees must use the paper and equipment available to them at the workplace.

Employees are responsible for:

- Assuming the costs of maintaining their home workspace (insurance, heating, electricity, etc.);
- Furnishing and equipping their home workspace to meet occupational health and safety standards;¹
- Assuming Internet and telephone costs, if applicable.

5.5 Inability to work

If circumstances are such that an employee is unable to work from home (e.g., power failure, computer problems), the employee must inform their immediate supervisor as soon as possible and arrange to return to the workplace or take a day off from the leave bank.

5.6 Occupational health and safety

The *Act respecting occupational health and safety* also applies to employees who work from home. Employees must therefore work with the employer to identify and eliminate occupational health and safety risks in their home workspace and take the necessary measures to ensure their health, safety and well-being.

In the event of a work-related injury or illness, the same rules apply to remote and on-site employees. This includes the obligation to notify the immediate supervisor and the Human Resources Service as soon as possible following a work-related accident, mishap or injury.

A home workspace is a private place. However, in the event of a work-related accident and with 24 hours' notice, barring exceptional circumstances, the school service centre will be allowed access to the home workspace to ascertain the safety of the premises. Any investigation into a work-related accident in a home workspace will follow the same methodology as an accident in the workplace.

Teleworkers may not receive suppliers, clients or co-workers at their home workspace.

5.7 Telework Agreement

Telework is subject to an agreement signed by the employee and their immediate supervisor as well as a commitment by the employee (Appendices 3 and 4).

¹ See tips for setting up your home workspace (Appendix 2).

6. EFFECTIVE DATE

This framework is effective on the date of its approval.

APPENDIX 1

The following criteria may be considered when reviewing an employee's eligibility to telework:

This list is not exhaustive

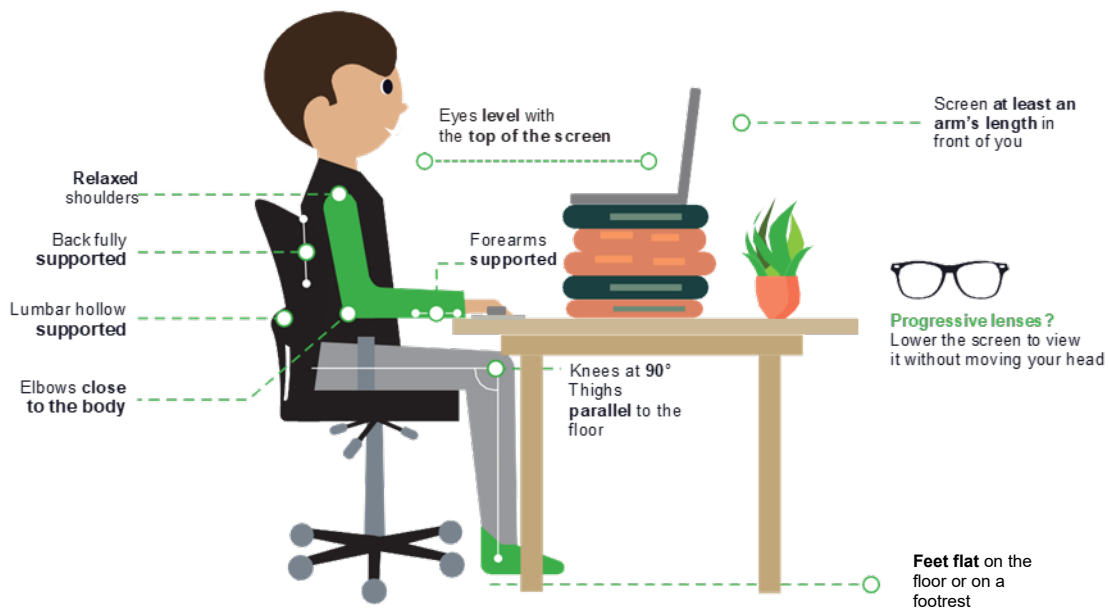
- ☞ Type of job
- ☞ Job duties
- ☞ Ability to respond to clients remotely
- ☞ Quality of service to staff, parents, students and others
- ☞ Impact of telework on the service to be provided and on the organization
- ☞ Needs of the school/centre, service or school service centre
- ☞ Access to documents required for telework
- ☞ Work progress and file follow-up
- ☞ Attendance and punctuality
- ☞ Autonomy and responsibility
- ☞ Adaptability and flexibility
- ☞ Time and priority management
- ☞ Teamwork
- ☞ Ability to establish communication links
- ☞ Suitable home workspace (Internet connection, user-friendly environment, etc.)
- ☞ Home workspace ensuring the security, confidentiality and integrity of data, files and discussions.

APPENDIX 2

Tips for setting up your home workspace:

- ☞ Set up a work area: choose a room in your home with enough space for you to work comfortably. Your bedroom and high-traffic rooms are not suitable options.
- ☞ Look for natural light. If possible, set up your office in a naturally lit area. Avoid having your back to the window, however, as this can make it hard for others to see you during videoconferences and other types of video meetings.
- ☞ The practical guide *Ergonomics and Temporary Work from Home*² by Entrac can be used to set up a suitable workspace.

An ideal workspace:



² Ergonomics and Temporary Work from Home, 2020, [Practical-Guide-ergonomics-and-temporary-work-from-home-by-Entrac.pdf](#)

APPENDIX 3

TELEWORK AGREEMENT

EMPLOYEE NAME:

Job title:

Department:

With the permission of my immediate supervisor, I would like to be given the opportunity to do part of my work from home. I acknowledge that I have read and understood the conditions for telework as set out in the *Framework for Telework*.

Working from home is a privilege, not a right. My immediate supervisor may therefore withdraw this privilege at any time if my work is unsatisfactory in quality or quantity or if other conditions are not being met.

1. INFORMATION SECURITY

I agree to maintain the confidentiality of the documents and data I use in the course of my work. Any confidentiality agreements I have previously signed will apply regardless of location.

If I must discuss confidential information, I will do so in a place and manner that ensures confidentiality.

2. TELEWORKING HOURS AND CONDITIONS

My telework schedule will be as follows: _____

My working hours will remain the same. My supervisor and co-workers must be able to reach me during these hours.

All absences must be reported as usual.

Overtime must be approved in advance by my immediate supervisor.

I may be required to come to the workplace even though I am working from home (e.g., for a meeting, assembly or other event). In such cases, any time I spend in transit will not be considered work time and will not constitute a travel expense.

3. HOME WORKSPACE

I agree not to telework in a public place.

I must be able to get to the workplace within ____ minutes.

I have read the guide *Ergonomics and Temporary Work from Home* and agree to follow its recommendations.

The employer may, if it deems appropriate and with reasonable notice, arrange for someone to visit my home workspace, particularly to ensure that it is safe and healthy or to investigate a work-related incident, accident or illness.

I agree to immediately report to my immediate supervisor any incident or accident that may occur while I am teleworking.

4. EQUIPMENT AND SUPPLIES

The employer is responsible for:

- Providing the required computer hardware and ensuring its maintenance and repair so that I can properly perform my duties. I will be responsible for moving the equipment to and from my home workspace;
- Providing basic office supplies as required. This does not include printing supplies and equipment. For my printing needs, I must use the paper and equipment available to me at the workplace.

I am responsible for:

- Assuming the costs of maintaining my home workspace (insurance, heating, electricity, etc.);
- Furnishing and equipping my home workspace to meet occupational health and safety standards;
- Assuming Internet and telephone costs, if applicable.

Employee signature

Date

Immediate supervisor signature

Date

APPENDIX 4

STATEMENT OF COMMITMENT

The Statement of Commitment covers compliance with information security rules. Users have an obligation to protect the information assets made available to them by the Centre de services scolaire du Littoral.

To this end, they must:

- ☞ Comply with the school service centre's guidelines, procedures, *Information Security Policy* and other policies related to information security;
- ☞ Use the information assets made available to them for their intended purpose, according to their access rights and only when necessary to perform their duties;
- ☞ Maintain the security features on their computers and any other devices containing sensitive data without changing the settings or disabling them;
- ☞ Comply with legal requirements regarding the use of products that may be subject to intellectual property rights;
- ☞ Immediately report to their supervisor any act of which they are aware that may constitute an actual or suspected violation of security rules as well as any anomaly that may jeopardize the security of the school service centre's information assets;
- ☞ Upon leaving the school service centre, return all ID and access cards, information assets and computer or telephone equipment that had been made available to them in the course of their duties.

I, the undersigned, _____, acknowledge that I have read the above information security rules of the school service centre and agree to follow them.

Signature: _____

Date: _____