



Work From Home

Rationale

SAMU is a place-based organization, with much of our operation being forward facing to our membership. Work-From-Home (WFH) is designed to help create a supportive remote work environment for remote or hybrid workers, and to achieve multiple goals of remote work that will benefit both SAMU and our staff. These goals include improved work-life balance, reduced absenteeism, increased retention, enhanced individual performance, higher productivity levels and enhanced adaptability in challenging circumstances.

Successful workplace flexibility should meet the needs of both the organization and its staff. For areas of SAMU that can meet Departmental requirements while allowing some workplace flexibility, encouraging such flexibility not only helps staff maintain work life balance but also increases SAMU's ability to adapt.

Definitions

Full Remote: This is an agreement whereby the staff member fulfills their job responsibilities at a Remote Work Location. The staff member does not retain an office or workspace at SAMU. An appropriate workspace will be made available for the staff members while they are in the SAMU Building.

Hybrid Remote: This is an arrangement whereby a staff member fulfills their job responsibilities for part of the working week (as described in the Work From Home (WFH) Schedule - Appendix A) at a Remote Work Location.

Remote Work Location: The location where a staff member undertakes work for SAMU while not at the Work Location, under an approved Work-From-Home Agreement, most often the staff member's primary residence.

Work Location: The SAMU Building is located at 10850 104 Avenue NW, Edmonton, Alberta. T5J 4S2.

Regulations

Eligibility, Requests and Approval

- 1 Full-time SAMU staff may be eligible to work remotely from home.
 - 1.1 Each staff member is eligible to request to Work-From-Home.
 - 1.2 Work-From-Home may not be requested until after a 3-month probation period is successfully completed.
 - 1.3 Requests to Work-From-Home will be considered on a case-by-case basis.



1.4 To request Work-From-Home, staff must email their direct Supervisor and the Department Director. If the Department Director is your immediate Supervisor, the General Manager must be added to the email request.

1.5 The Department Director will review the request and assess the job position.

1.6 Each request will be reviewed and assessed based off and including, but not limited to;

1.6.1 the nature of the duties, tasks, and overall functions of the work undertaken by the position;

1.6.2 the environment and location in which the staff member is required to perform the work;

1.6.3 the privacy and confidentiality of information required by a staff member in the position in the course of their duties;

1.6.4 applicable departmental practices;

1.6.5 the operational needs, efficiency, and productivity of the department of which that position is a part; and

1.6.6 and the effect of the proposed Work-From-Home request on individual or team productivity or operations, or the productivity or operations of SAMU as a whole.

1.7 The Department Director will make a recommendation to the General Manager within 10 business days of receiving the request.

1.8 A documented email response, from the direct Supervisor, to the staff members' request will either approve the request, deny it, or propose adjustments.

Work Schedule, Hours and Availability

2 The staff approved to Hybrid Remote must follow the WFH Schedule (Appendix A).

2.1 Staff members will work within SAMU acceptable Operational Hours of 8 a.m.-6 p.m. unless otherwise agreed upon with direct supervisor.

2.2 When Hybrid Remote, staff are required to communicate with their Direct Supervisor on weekly schedule of days at Work Location and days at Remote Work Location.

2.3 Every shift a staff member works at their Remote Work Location, they are required to email administrative staff to be placed on the Out of Office/Work-From-Home notification

2.4 On weeks where a staff member is assigned kitchen duty they must work in office for the full week.



Compensation and Benefits

3 The staff member's compensation, benefits, work status and work responsibilities will not change due to participation in Working-From-Home.

3.1 The amount of time the employee is expected to work per day or pay period will not change as a result of participation in Working-From-Home.

Performance Expectations

4 It is expected that all staff maintain high levels of performance whether they work in-office or remotely. While working from home, staff should stay mindful of their performance goals and productivity. Direct Supervisors can conduct regular assessments of performance to ensure staff working remotely are meeting expectations, and staff members will maintain open communication with their Supervisor for support as needed to achieve their goals.

Communication

5 To ensure the success of Work-From-Home staff, we emphasize the need for open and regular communication. Staff who Work-From-Home should use the following approved communication channels to remain connected with team members: [Outlook, Microsoft Teams, SharePoint, MacEwan Portal, phone, text].

5.1 Staff who Work-From-Home must also maintain a prompt response time to messages, emails and phone/video calls they receive during core work hours.

Workspace Requirements

6 All staff taking part in remote work must show valid proof of homeowners or tenants liability insurance. This will be retained in the staff member's personnel file.

6.1 An appropriate workspace at home must include;

6.1.1 A desk, chair and other accessories that are of a comparable quality to that in the defined work location. (For example, the desk should be of appropriate height and sturdy enough to handle the weight of any equipment);

6.1.1.1 Examples of prohibited work equipment, Dining room table and chair, sofa and coffee table, etc.

6.1.2 A chair or workstation that is adjusted properly: the keyboard is at the right height (wrists are in a neutral position), and the mouse is placed nearby (reachable without arm or wrist strain);

6.1.3 A space or room where it is easy to concentrate - preferably separate from other living areas and away from distractions;

6.1.4 Internet connection and phone service is adequate to make and receive phone/video calls;

6.1.5 Control over temperature, light, and sound;



6.1.6 Proper ventilation;

6.1.7 Functional fire and carbon monoxide detectors; and

6.1.8 Be free from loose cords and cables.

Equipment

7 To enable efficient remote work, SAMU will provide Work-From-Home staff with the following equipment and technology: Laptop and charger.

7.1 Work-From-Home staff are expected to have or obtain a reliable internet connection, separate monitor(s) from the laptop screen, keyboard/mouse, and to maintain provided equipment in good working condition. In the event of technical or equipment issues, staff are required to return to the Work Location to have the equipment inspected immediately and work in the office until the equipment issues are resolved. This also includes internet connectivity issues.

Dependent Care

8 Work-From-Home is not a substitute for dependent care. Staff members that work from home will not be available during SAMU core hours to provide dependent care.

Work Outside the Edmonton Capital Region

9 Work-From-Home outside of the Edmonton Capital region carries significant risk and liabilities, with which the staff member and SAMU may not be able to comply. Unless otherwise agreed to by SAMU as set out in this Directive, SAMU staff must reside in and perform their work in the Edmonton Capital Region, within a location that allows them to attend the Work Location when required at SAMU's discretion. Time-limited approvals for a staff member to work outside the Capital Region may only be granted in rare and extenuating circumstances and require special approval from the General Manager.

Legal and Regulatory Compliance

10 SAMU staff performing work functions in the remote work location are covered by worker's compensation during their normal work hours.

10.1 Any Hybrid Remote and Full Remote arrangement is subject to all applicable legal requirements including Workers Compensation Board - Alberta (WCB) guidelines and health and safety requirements, which means that the at-home workspace is subject to the same safety requirements as SAMU workspaces. SAMU retains the right to audit staff members space to ensure that it is WCB compliant and that SAMU's resources are being properly secured and stored.



Directive Review, Updates and Termination

11 The Work-From-Home Directive can be terminated at any point. SAMU reserves the right to terminate or modify the Directive at our discretion, based on factors including job performance issues, evolving business requirements or changes in job role responsibilities

11.1 If the Work-From-Home Directive is terminated, staff will be given reasonable notice (1 month) of the change.

Staff Meetings and Events

12 All ALL staff, ELT, and SLT meetings are to be in person regardless of work-from-home status. From time to time any ad hoc meetings or events may be in person and left to the discretion of the organizer of the meeting. Staff will make appropriate arrangements to attend these meeting in person. Switching work-from-home days for the purpose of the meeting is not permitted.

To and From Work Travel

13 When coming to an in-person meeting when at work-from-home, travel to and from the office is to be done during ones break period. ie travel at lunch to or from the office.

New Staff Training

14 With an exception for full remote staff members, when new employes start at SAMU, the new employee and their supervisor will work in the office at the same time until the employee has successfully completed their onboarding and probation period.



Appendix A. Work-From-Home Schedule

Month	Required # of Work in Office Days	Allowed # of Work From Home Days
September	5	0
October	5	0
November	4 Before Reading Break 3 After Reading Beak	1 Before Reading Break 2 After Reading Break
December	3	2
January	5	0
February	5	0
March	4	1
April	3	2
May	3	2
June	3	2
July	3	2
August	4 5 Last Week	1 0 Last Week



Fact Sheet

Approvals:

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Source and Updates:

August 14, 2024: *Work From Home* Directive approved by Directives Group motion 2024-08-14-1.
Directive newly created.

Related Documents: