

**THE CORPORATION OF THE CITY OF WINDSOR  
POLICY**

Service Area:	<b>Office of the City Clerk</b>	Policy No:	
Department:	<b>Council Services</b>	Approval Date:	June 7, 2010
Division:		Approved By:	CR206/2010
		Effective Date:	
Subject:	<b>Flag/Building Illumination and Proclamation Policy</b>	Procedure Ref.:	
<b>Review Date:</b>	<b>June 2021</b>	Pages:	Replaces: CR149/81 and CR519/90
Prepared By:	William Foot and Grace Montgomery		Date:

## 1. **POLICY**

- 1.1 To establish guidelines for the display of flags at municipal facilities and events, for the illumination of the City Hall Building at 350 City Hall Square West and guidelines related to Corporate Proclamation requests as outlined in section 5 of this policy.

## 2. **PURPOSE**

- 2.1 To provide a uniform and harmonized protocol for the raising, displaying and half-staffing of flags at all properties and facilities owned and operated by the City of Windsor and at events conducted by the City at other locations.
- 2.2 To provide a uniform and harmonized protocol for the illumination of the City Hall Building at 350 City Hall Square West.
- 2.3 To provide a uniform and harmonized protocol for the Corporate Proclamations.

## 3. **SCOPE**

- 3.1 This policy applies to all flag raisings at properties and facilities owned and operated by the City of Windsor, as well as the locations of all city-run events, except those that take place where the policies of another government body would take precedence.
- 3.2 This policy applies to illuminations at the City Hall Building at 350 City Hall Square West.

#### **4. RESPONSIBILITY**

- 4.1** The City Clerk or his/her designate will be authorized to order the raising or lowering of flags at properties and facilities owned and operated by the City of Windsor and/or the illumination of the City Hall Building at 350 City Hall Square West.
- 4.2** The City Clerk will provide notification to the Senior Manager of Communications & Customer Service and the 311 Call Centre accordingly when the flags of an agency or organization are raised or displayed or when flags are ordered to a half-staff position, or when the City Hall Building at 350 City Hall Square West has an illumination display.
- 4.3** The City Clerk or his/her designate will be responsible to review this policy every 3 years.

#### **5. PROCLAMATIONS**

- 5.1** Requests for proclamations shall be processed by the City Clerk on the condition the request will meet the following criteria:
- i) The request must be made at least four weeks in advance of the due date;
  - ii) The request must be submitted by a non-profit or charitable organization located in the City of Windsor on the organization's letterhead;
  - iii) The request must reflect a bona fide connection to the City of Windsor
- 5.2** Requests shall not be processed by the City Clerk if the request meets any of the following criteria:
- i) The request includes matters of political controversy, ideological or religious beliefs or individual conviction;
  - ii) The request contravenes Corporate policies or by-laws;
  - iii) The request defames the integrity of the City of Windsor;
  - iv) The request is intended for commercial or profit-making purposes;
  - v) The request is intended to influence federal, provincial or municipal government policy.
- 5.3** The City Clerk shall review the request and make any appropriate amendments to the proclamation, which in the City Clerk's view improves the structure and/or intent of the requested proclamation. If deemed appropriate, at the sole discretion of the City Clerk, the proclamation may be presented to the Mayor for signature purposes only. Once the proclamation has been signed, the proclamation shall be listed on the appropriate Council Agenda for information only along with approved flag raisings and building illuminations.

## **6. GOVERNING RULES AND REGULATIONS**

### **6.1 CITY OF WINDSOR FLAG**

- (a) The City of Windsor Flag will be flown at all city buildings or facilities where there are sufficient flagpoles to do so. Either in the event that only one flagpole exists on the property, the Canadian Flag or City of Windsor Flag may be displayed.
- (b) The City of Windsor Flag may be displayed indoors, in the Council Chambers, the Mayor's Office and functions where such flags are required.
- (c) The City of Windsor Flag should be flown or displayed properly and treated with dignity and respect.
- (d) The City of Windsor Flag shall not be used for commercial purposes by any organization.
- (e) The City of Windsor reserves the right to refuse, deny or restrict the use of the City Flag with respect to where or how it will be flown or displayed.

#### **6.1.1 PROTOCOL**

- (a) Flags will be flown and displayed in accordance to the manner outlined by the Federal Government which can be found at the following website: <https://www.canada.ca/en/services/culture/canadian-identity-society/anthems-symbols/national-flag.html>
- (b) Where the City of Windsor Flag is flown or displayed with the Canadian Flag, the Canadian Flag will take the place of honour, which is to the left of the observer of the flags and the City of Windsor Flag on the right.
- (c) Where the City of Windsor Flag is flown or displayed with the Canadian Flag and Province of Ontario Flag, the Canadian Flag will occupy the centre position to the observer of the flag, the Province of Ontario Flag to the left and the City of Windsor Flag to the right.
- (d) When using flags with a speaker's podium, the flags may be positioned either directly behind, or to the left of the podium from the observer's view of the speaker. Furthermore, flags shall be positioned in accordance to the manner outlined by the Federal Government as outlined in sections 6.1.1(b) and 6.1.1(c) of this policy.
- (e) When hung indoors without a flagpole, flags must be hung horizontally or vertically.

- (f) Under the discretionary authority of the Prime Minister, exceptional circumstances may be declared to approve the half-staffing of the Canadian Flag on the Peace Tower, and/or on all or some federal buildings and establishments in Canada or abroad. The half-staffing of The City of Windsor Flag will follow the same guidelines and will adhere to the half-staffing timeframe outlined by the Federal Government.
- (g) In the event that multiple flags are flown together, the flags should be identical in size and flown from separate flagpoles, which must also be the same height and shall follow the same half-staffing protocol.
- (h) When multiple flags are to be raised and lowered, and where it is not possible to perform this task at the same time, the flags will be raised and lowered in accordance to rank, with the Canadian Flag first, followed by the Province of Ontario Flag, followed by the City of Windsor Flag.
- (i) Where an official representative of a Canadian province is visiting the City of Windsor on an official visit, that particular provincial flag may be flown at all municipal buildings and facilities where it is feasible to do so.
- (j) Where an official representative of a country recognized by Canada, is visiting the City of Windsor on an official visit, that country's flag may be flown at all municipal buildings and facilities where it is feasible to do so.
- (k) Where an official delegation is visiting Windsor from a recognized twin city, that country's flag may be flown at the City Hall Building at 350 City Hall Square West.
- (l) The City of Windsor reserves the right to fly flags to commemorate an event it deems appropriate at various properties such as, but not limited to, the Raid on Dieppe Memorial or Vietnam Memorial.
- (m) Flags will be destroyed and disposed of in a dignified manner and replaced as soon as they show signs of wear.

### **6.1.2 HALF-STAFFING FOR MOURNING**

- (a) The flying of flags at half-staff represents a period of official mourning or commemoration.
- (b) To honour the deceased, flags will be flown at half-staff from the time of death notification until sunset on the day of the memorial service.

- (c) Flags flown at municipally owned and operated buildings and facilities shall be lowered to a half-staff position, where it is feasible to do so, as a sign of mourning upon the death of the following persons:
  - i) The Reigning Monarch and members of the Royal Family;
  - ii) A past or present Canadian Prime Minister;
  - iii) A past or present day elected area representative of the Federal, Provincial and Municipal governments;
  - iv) Past or present Mayor and Members of Council;
  - v) Present day employees of the Corporation of the City of Windsor
  - vi) As directed by Proclamation from the Governor General of Canada or Lieutenant Governor of Ontario;
  - vii) As directed by the Mayor and City Council or Chief Administrative Officer.
  
- (d) Flags flown at municipal buildings and facilities shall be lowered to a half-staff position from sunrise to sunset to observe the following days:
  - i) Workers' Day of Mourning (April 28);
  - ii) National Day of Remembrance for Victims of Terrorism (June 23);
  - iii) Second Sunday in September, Firefighters' National Memorial Day, unless half-staffing occurs near the place where a memorial is being observed, then half-staffing can occur according to the prescribed order of service, until sunset;
  - iv) Last Sunday in September, Police and Peace Officers' National Memorial Day, unless half-staffing occurs near the place where a memorial is being observed, then half-staffing can occur according to the prescribed order of service until sunset;
  - v) National Day of Truth and Reconciliation (September 30);
  - vi) Remembrance Day (November 11) unless half-staffing occurs at a place where remembrance is being observed, then half-staffing can occur at 11:00 a.m. or according to the prescribed order of service, until sunset;
  - vii) National Day of Remembrance and Action on Violence Against Women (December 6)
  - viii) Any other national day of remembrance as recognized by federal or provincial governments.
  
- (e) In the event of the death of a current municipal employee including those employed by Windsor Police and Windsor Fire Services, flags will be lowered to half-staff at that person's immediate workplace in accordance of Section 6.1.2(b) of this policy. Should that workplace not fly flags, the flags flown at 350 City Hall Square West will be lowered to half-staff to honour the deceased employee.
  
- (f) When lowering to half-staff, the flag should be raised fully to the top of the flagpole, and then lowered immediately to the half-staff position.

- (g) In the event of multiple flags being flown together, all will be flown at half-staff.
- (h) The half-staff position will depend on the height of the flagpole itself; however, the flag should be lowered to the approximated centre position of the flagstaff not to be confused as a flag that has accidentally fallen.

### **6.1.3 CITY OF WINDSOR CENOTAPH**

- (a) All flags to be flown at the City of Windsor Cenotaph will have a direct association to the Allied War efforts during World War I, World War II and the Korean War.

### **6.1.4 SPECIAL REQUESTS – FLAGS**

- (a) A special request from an agency or organization located in Windsor/Essex wishing to raise their flags at 350 City Hall Square West or at any property owned and operated by the City of Windsor to mark an event will be reviewed and processed by the City Clerk to authorize and will be provided to the Mayor for signature. The special request will be noted on the Council Agenda under the Flag Raising/Building Illumination/Proclamation section for information only.
- (b) A special request in writing to the City Clerk must be made four weeks prior to the requested date including the following information:
  - Name of the requesting organization;
  - Contact information;
  - Requested event or occasion;
  - Date or time period of event or occasion;
  - Explanation or purpose of the event or occasion;
  - Description of the applicant organization including any local national or international affiliation, brief history, and any other relevant information.
- (c) There will be no presentations or delegations at City Council with respect to flag raising requests/proclamations and/or building illumination.
- (d) Flags flown by special request will take the place of the City Flag for the duration that the request is granted or for an appropriate period specified by the City Clerk to mark an event.
- (e) In the event of the death of military personnel with the Canadian Armed Forces while deployed on duty and with a direct relationship to the City of Windsor, the flags flown at the City Hall Building at 350 City Hall Square West will be lowered to half- staff in accordance with

section 6.1.2(b) of this policy to honour the fallen soldier.

- (f) At no time, will the City of Windsor display flags deemed inappropriate or offensive in nature or those supporting discrimination, prejudice, political or religious movements.
- (g) The City of Windsor reserves the right to choose which flags may or may not be flown at City owned properties.

## **6.2 CITY OF WINDSOR BUILDING ILLUMINATION**

- (a) The use of multi-colour capable LED lighting installations at the City Hall Building at 350 City Hall Square West provides a unique opportunity to display the official colour associated with a charitable or non-profit organization or a City of Windsor event, in order to create awareness of and/or celebrate and/or memorialize an organization or significant event.

### **6.2.1 PROTOCOL**

- (a) Organizations making a Building Illumination request must be charitable or non-profit organizations.
- (b) Charitable or non-profit organizations making a Building Illumination request must be consistent with City of Windsor's policies and/or by-laws.
- (c) The City Hall Building at 350 City Hall Square West shall not be illuminated for political, religious, or for-profit organizations or purposes.

### **6.2.2 SPECIAL REQUESTS – BUILDING ILLUMINATIONS**

- (a) A special request from an agency or organization located in Windsor/Essex wishing to change the Building Illumination at 350 City Hall Square West will be reviewed and processed by the City Clerk to authorize and will be provided to the Mayor for signature. If approved, the special request will be noted on the Council Agenda under the Flag Raising/Building Illumination section for information only.
- (b) A special request in writing to the City Clerk must be made four weeks prior to the requested date including the following information:
  - Name of the requesting organization;
  - Contact information;
  - Requested event or occasion;
  - Date or time period of event or occasion;
  - Explanation or purpose of the event or occasion;
  - Description of the applicant organization including any local national or international affiliation, brief history, and any other relevant information.

- Colour of lights requested
- (c) There will be no presentations or delegations at City Council with respect to Building Illumination.
- (d) Building Illumination by special request will take place at the City Hall Building at 350 City Hall Square West for the duration that the request is granted, or for an appropriate period specified by the City Clerk to mark the event.

## **7. RECORDS, FORMS AND ATTACHMENTS**

**7.1.** Records for this policy shall be prepared and retained in accordance with Records Retention By-Law 21-2013, as amended.

**7.2.** Attachments:

- The Proclamation Application Form
- The Flag Application Form
- The Building Illumination Application Form





# Application for Proclamation

Completed form to be submitted to City Clerk at least four weeks in advance of the event.

You must provide the draft wording for your proclamation in order to receive an official, signed proclamation from the Mayor. Please attach the draft wording to the completed form.

**Organization Name:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Province:** \_\_\_\_\_ **Postal Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Proclamation Requested:**  
(Name or title of proclamation, week or month to be proclaimed)

**Purpose of Proclamation:**

Has the same or a similar proclamation been requested previously?  Yes  No

**Date of previous request:** \_\_\_\_\_

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**Please Submit the Completed Form to the Council Services Department**

In person: Council Services Department, 350 City Hall Square West, Suite 530

Email: [clerks@citywindsor.ca](mailto:clerks@citywindsor.ca)

Fax: 519-255-6868

The personal information on this form is collected under the authority of the *Municipal Act*. The information is used for the purpose of processing the application for proclamation. Questions about this collection of information can be made to the Manager, Records / Election & Freedom of Information Coordinator, (519) 255-6100 ext. 6578.

**Internal Use Only**

\_\_\_\_\_  
**City Clerk**

\_\_\_\_\_  
**Date**

## Application for Flag Raising – 350 City Hall Square West

Completed form to be submitted to City Clerk at least four weeks in advance of the event.

A special request from an agency or organization located in Windsor/Essex wishing to raise their flags at 350 City Hall Square to mark an event will be reviewed and processed by the City Clerk, who will present the request to the Mayor for signature. If approved, the special request will be noted on the Council Agenda under the Proclamations section for information only.

**Note:** *As per the City of Windsor Flag Policy CR206/2010:*

- There will be no presentations or delegations at City Council with respect to flag raising request.
- At no time will the City of Windsor display flags deemed to be inappropriate or offensive in nature or those supporting discrimination, prejudice, political or religious movements.
- The City of Windsor reserves the right to choose which flags may or may not be flown at city owned properties.

**Organization Name:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Province:** \_\_\_\_\_ **Postal Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Requested Event or Occasion:** \_\_\_\_\_

**Date / Time of Event & Length of Time to Fly your Flag**

**Explanation or Purpose of the Event**

**Description of the Applicant Organization**

(Include any local, national or international affiliation, brief history and any other relevant information)

**Description of the Flag to be Raised** (Note: The flag should be no larger than 36 inches x 72 inches)

(Include brief physical description, colours, symbols, and any other relevant information)

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**Signature**

**Date**

**Please Submit the Completed Form to the Council Services Department**

In person: Council Services Department, 350 City Hall Square West, Suite 530

Email: [clerks@citywindsor.ca](mailto:clerks@citywindsor.ca)

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**Internal Use Only**

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**City Clerk**

**Date**

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**Mayor**

**Date**

**Internal Distribution**

- \_\_\_\_\_ **Corporate Communications**
- \_\_\_\_\_ **Manager of Facilities**
- \_\_\_\_\_ **311 Call Centre**
- \_\_\_\_\_ **Community Special Events, Recreation & Culture Department**



## Application for City Hall Building Illumination – 350 City Hall Square West

Completed form to be submitted to City Clerk at least four weeks in advance of the event.

A special request from an agency or organization located in Windsor/Essex wishing to illuminate the 350 City Hall Square building to mark an event will be reviewed and processed by the City Clerk, who will present the request to the Mayor for signature. If approved, the special request will be noted on the Council Agenda under the Proclamations section for information only.

**Note:** *As per the City of Windsor Flag Policy CR206/2010:*

- There will be no presentations or delegations at City Council with respect to building illuminations

**Organization Name:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Province:** \_\_\_\_\_ **Postal Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Requested Event or Occasion:** \_\_\_\_\_

**Date / Time of Event & Length of Time for Illumination:** \_\_\_\_\_

**Explanation or Purpose of the Event:** \_\_\_\_\_  
\_\_\_\_\_

**Description of the Applicant Organization:**

(Include any local, national or international affiliation, brief history and any other relevant information)

**Description of the Requested Illumination:**

(Include colours and any other relevant information)

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**



**Please Submit the Completed Form to the Council Services Department**

In person: Council Services Department, 350 City Hall Square West, Suite 530

Email: [clerks@citywindsor.ca](mailto:clerks@citywindsor.ca)

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**Internal Use Only**

\_\_\_\_\_  
**City Clerk**

\_\_\_\_\_  
**Date**

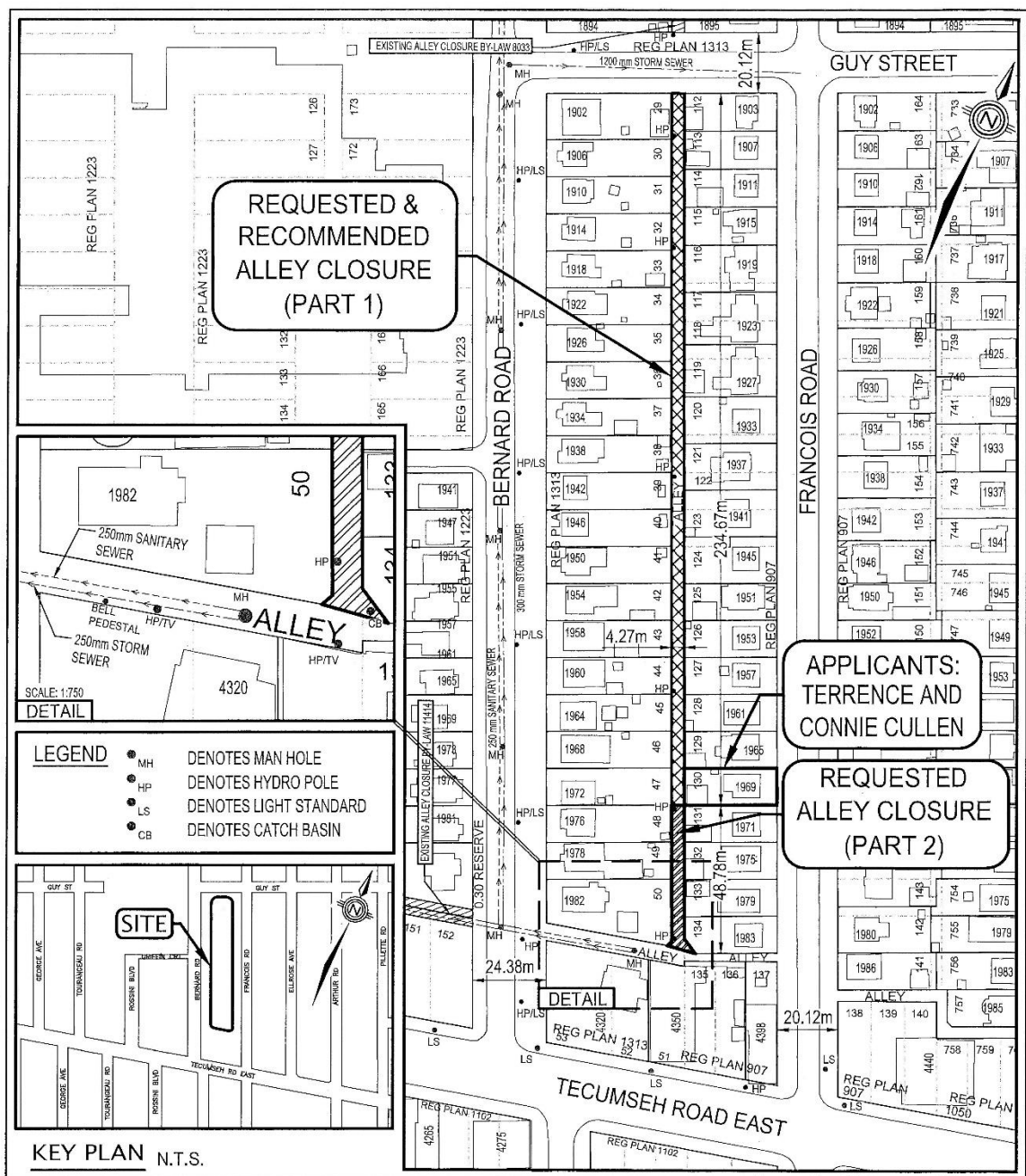
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**Mayor**

\_\_\_\_\_  
**Date**

**Internal Distribution**

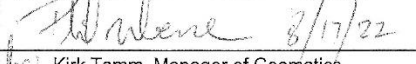
- \_\_\_\_\_ **Corporate Communications**
- \_\_\_\_\_ **Manager of Facilities**
- \_\_\_\_\_ **311 Call Centre**
- \_\_\_\_\_ **Community Special Events, Recreation & Culture Department**

APPENDIX "A"  
Drawing No. CC-1755



THE CORPORATION OF THE CITY OF WINDSOR - ENGINEERING DEPARTMENT

Proposed Closure of the North/South Alley from Guy Street to Alley North of Tecumseh Rd. East Between Bernard Rd. and Francois Rd.

 Kirk Tamm, Manager of Geomatics	SCALE: 1:750	DATE: JULY 2022	REVISED:	DWG. NO.
	DWN BY: AN, NS	CHKD BY: PJU / BN	REVISION NO.:	CC-1755

**APPENDIX "C"****Consultations with Municipal Departments and Utility Companies****BELL CANADA WSP**

Bell Canada requests an easement over the entire alley for protection of aerial facilities.

**[Charleyne Hall, Right-of-Way Associate]**

**CANADA POST**

Canada Post has no comments

**[Bruno DeSando, Delivery Planning]**

**COGECO CABLE SYSTEMS INC.**

Please be advised that Cogeco Connexion Inc. will require this Easement.

**[Rebecca Borsellino, Senior Agreements Administrator]**

**ENVIRONMENTAL SERVICES**

No concerns from Environmental Services

**[Anne-Marie Albidone, Manager of Environmental Services]**

**ENWIN UTILITIES - HYDRO**

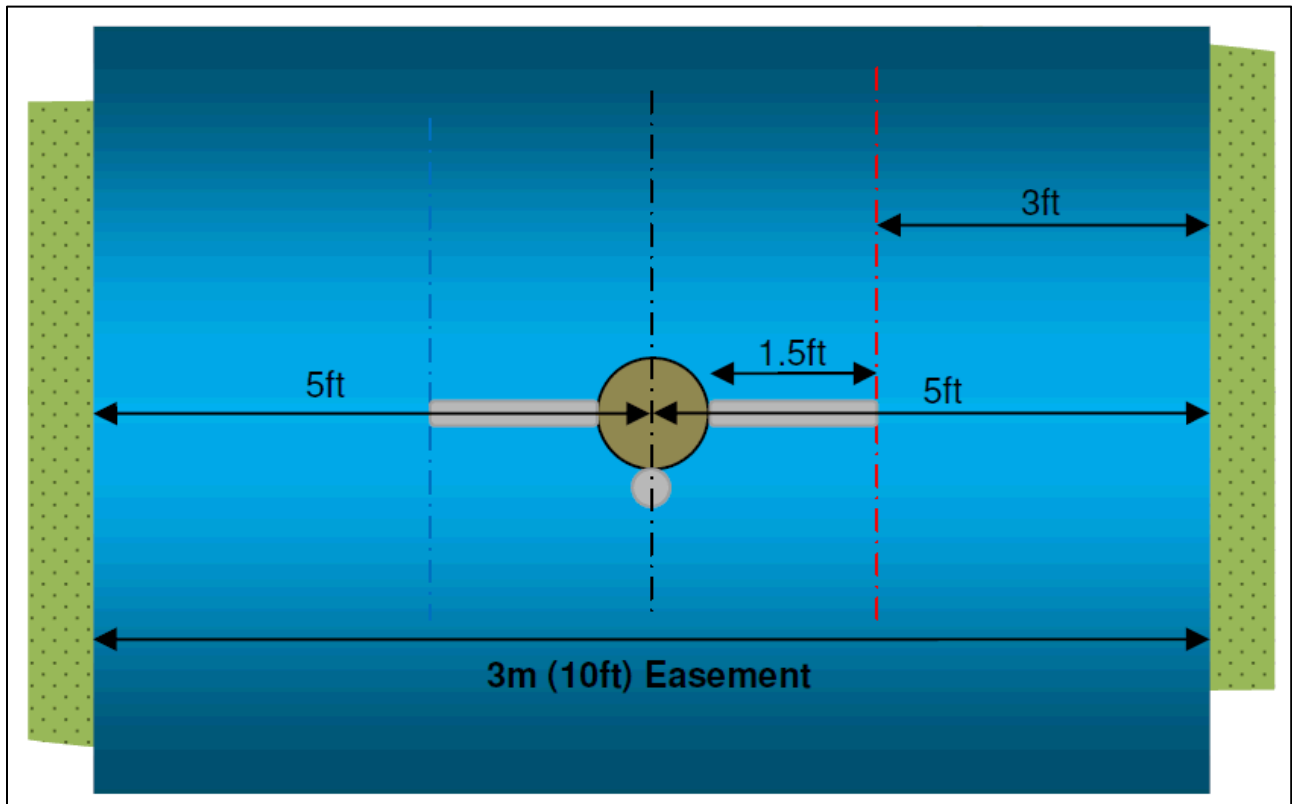
**May 7, 2019**

No Objection, however, an easement named to ENWIN Utilities Ltd is required for the entire north / south alley between Bernard Rd. and Francois Rd. from Guy St. to Tecumseh Rd. E and the alley along the north property limit of 4320 Tecumseh Rd. E between Bernard Rd. and Francois Rd. upon closing to accommodate existing overhead 28kV primary hydro distribution, 120/240V, 120/208V and 347/600V secondary hydro distribution, poles, transformers, associated down guys and anchors.

Refer to documentation attached below for easement requirements.

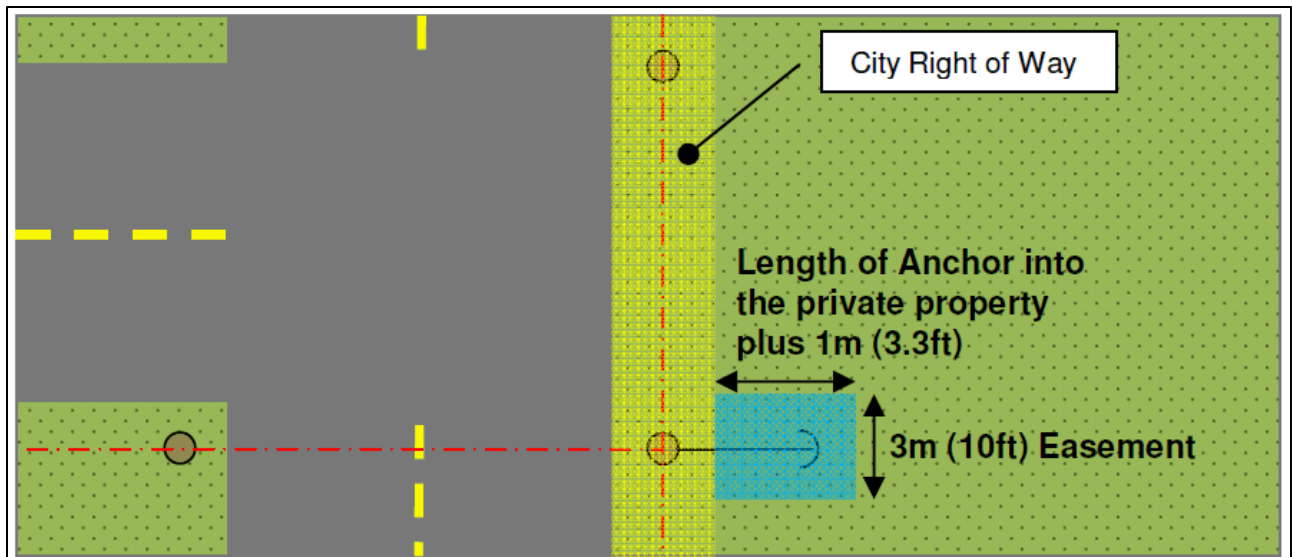
**Overhead Line**

A 3m (10ft) Easement is required for a straight pole line (5ft on each side). This takes into consideration a 1ft pole diameter, 1.5ft primary insulator, and 3ft clearance from any nearby structure. See top view representation below:



**Guy and Anchor**

A 3m (10ft) wide easement is required for guy and anchor installations into private property. This easement should extend 1m (3.3ft) into the property.



**September 10, 2021**

No Objections. However an easement will be required as previously stated, as well as E/W as highlight in the picture below.





**PLANNING DEPARTMENT**

No comments provided

**PLANNING DEPARTMENT - LANDSCAPE ARCHITECT**

No objection from a Landscape Architectural perspective.

**[Stefan Fediuk - Landscape Architect]**

**PUBLIC WORKS DEPARTMENT**

The subject alley closure is approximately 4.26m (14ft) wide, untraveled and composed mostly of grass. There are municipal sewers in the east/west section of the closure an easement will be required. There are hydro poles, guy wires, anchors and overhead wires running through the closure. An easement is required for utilities. There is concrete driveway approach and curb cut on Guy Street to access the alley; it may be the responsibility of the City to remove the curb cut in the future when funds exist. There is a gravel approach off Bernard Road and if the abutting owner at 1982 Bernard use this approach for access they will be required to obtain a driveway permit to complete and maintain the approach to City Standard AS-221 or AS-222. This alley appears to serve no useful purpose by CR146/2005; therefore, we have no objections to the closure of this alley.

**[Adam Pillon - Manager of Right-of-Way]**

**PUBLIC WORKS – TRANSPORTATION/TRAFFIC**

The only garage was at the back of 1907 Francois. If resident needs vehicular access, then recommend leaving the alley open from Guy to the south side of 1907. No objections closing the remainder of the alley.

**[Mike Spagnuolo, Signal Systems Analyst]**

**ROGERS COMMUNICATIONS**

No comments provided

**TELUS COMMUNICATIONS**

TELUS has no underground infrastructure in the area of your proposed work. Permit expires six (6) months from approval date.

**[Indira Sharma, Project Support]**

**TRANSPORTATION PLANNING**

No comments provided

**UNION GAS**

I can confirm that Union Gas Limited does not have any facility located within the proposed closure.

**[Mary Jane Patrick, Analyst, Land Services]**

**WINDSOR FIRE**

No concerns from WFRS

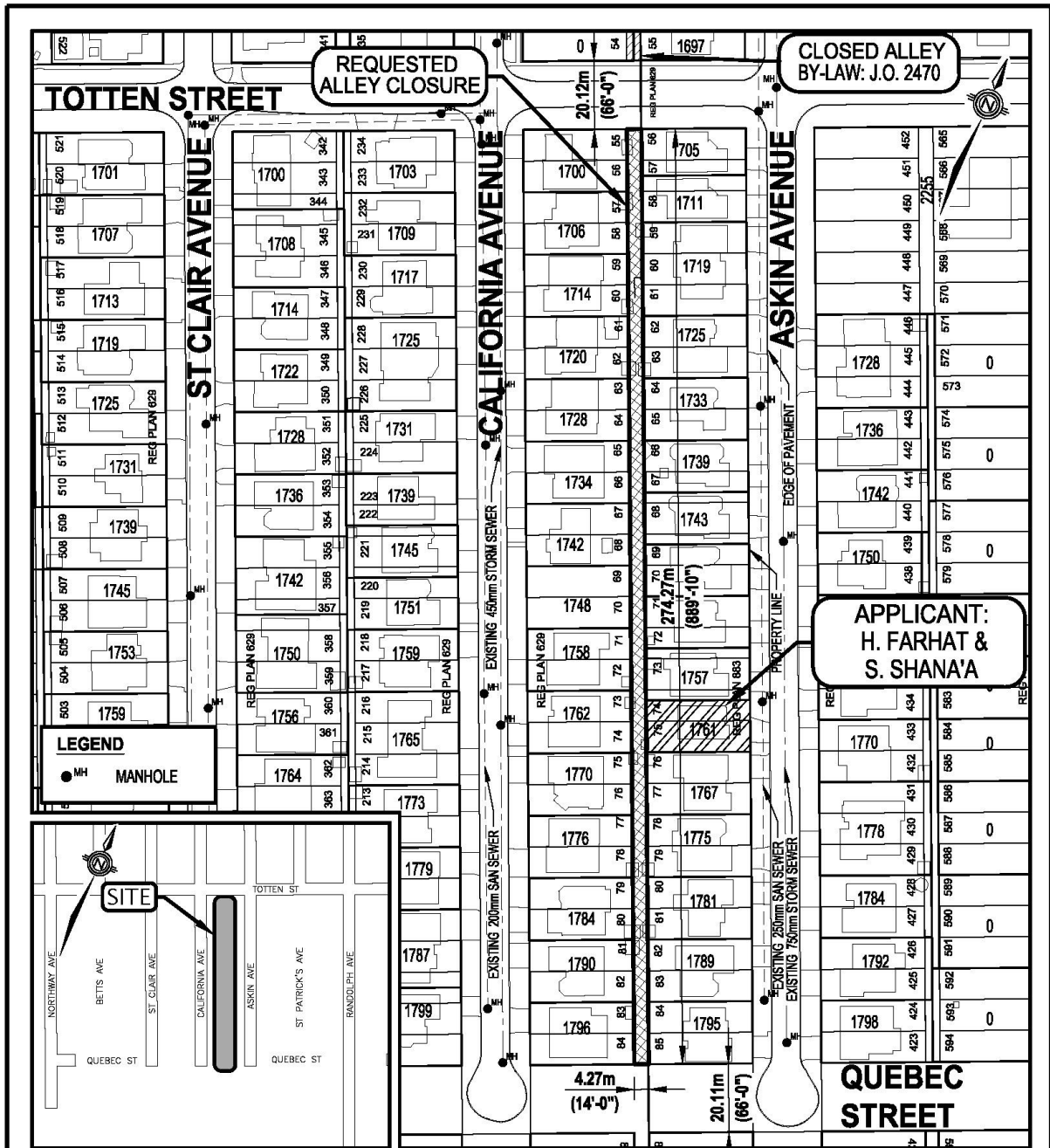
**[John Lee, Chief Fire Prevention Officer]**

**WINDSOR POLICE**

The Windsor Police Service has no concerns or objections with this proposed closure, particularly since the City will no longer maintain it. Unmaintained alleys attract unlawful behaviour/activity and closure will be the best measure available to permanently mitigate such activity over the long term. We do not require this alley for police patrol or incident response capability so closure will not have a negative impact on public safety.

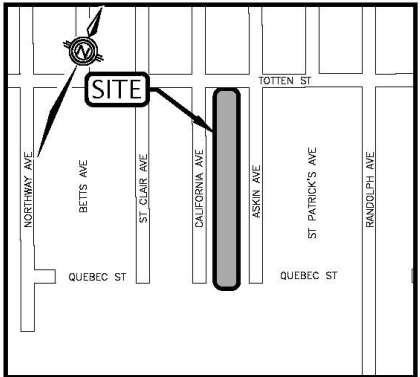
**[Barry Horrobin, Director of Planning & Physical Resources]**

**APPENDIX "A"**  
**Drawing No. CC-1797**



**LEGEND**

● MH MANHOLE



**KEY PLAN** N.T.S.

**THE CORPORATION OF THE CITY OF WINDSOR - ENGINEERING DEPARTMENT**  
**Proposed Closure of North/South Alley from Totten Street to Quebec Street**  
**and between California Avenue and Askin Avenue**

Kirk Tamm, Manager of Geomatics	SCALE: 1:1500	DATE: AUGUST 2021	REVISED:	DWG. NO.
	DWN BY: JLH	CHKD BY: PJU / JC	REVISION NO.:	CC-1797

**APPENDIX "C"****Consultations with Municipal Departments and Utility Companies****BELL CANADA WSP**

Bell Canada has no easement requirements regarding this liaison.

**[Charleyne Hall, Bell Canada External Liaison]**

**CANADA POST**

No comments provided

**COGECO CABLE SYSTEMS INC.**

No comments provided

**ENVIRONMENTAL SERVICES**

No comments provided

**ENWIN UTILITIES - HYDRO**

**August 10, 2021**

No Objection, however, an easement named to Enwin Utilities Ltd. is required upon closing of the alley at the highlighted location to accommodate existing down guy wires and anchors.

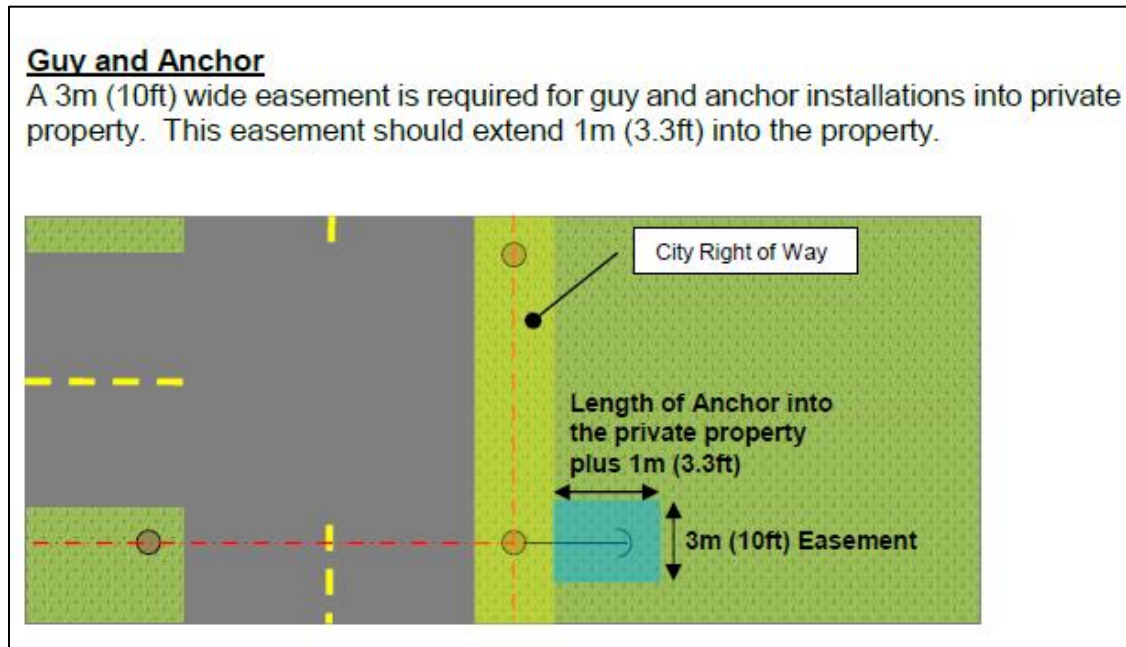
Find this marked location in the sketch below.

**[Cassidy Chevalier-Gray, Hydro Engineering Technologist]**



**July 18, 2022**

ENWIN will require an easement for the down guy and anchor in the backyard of 1700 California that meets the requirements of the attachment below.



**[Steve Zambito, Senior Hydro Engineering Technologist]**

**ENWIN UTILITIES - WATER**

Water Engineering has no objections.

**[Bruce Ogg, Water Project Review Officer]**

**LEGAL DEPARTMENT**

For lands abutting RD1.1, \$1.00 plus deed preparation fee and proportionate share of the survey cost as invoiced to The Corporation of the City of Windsor by an Ontario Land Surveyor.

**[Chris Carpenter, Coordinator of Real Estate Services]**

**MNSi**

MNSi does not require an easement through this alley closing.

**[Dave Hartleib, Outside Plant Manager]**

**PARKS & FACILITIES**

No comments / objection from Park Department; depending further review by City Planning Landscape Architect (Stefan) copied on this e-mail.

**[Wadah Al-Yassiri, Manager of Parks Development]**

**PLANNING DEPARTMENT**

No comments provided

**PLANNING DEPARTMENT - LANDSCAPE ARCHITECT**

No objection from a landscape architectural perspective.

**[Stefan Fediuk - Landscape Architect]**

**PUBLIC WORKS DEPARTMENT**

No comments provided

**PUBLIC WORKS – TRANSPORTATION/TRAFFIC**

No objections

**[Mike Spagnuolo, Signal Systems Analyst]**

**ROGERS COMMUNICATIONS**

No comments provided

**TELUS COMMUNICATIONS**

TELUS has no underground infrastructure in the area of your proposed work. Permit expires six (6) months from approval date.

**[Indira Sharma, Project Support]**

**TRANSPORTATION PLANNING**

No comments provided

**UNION GAS**

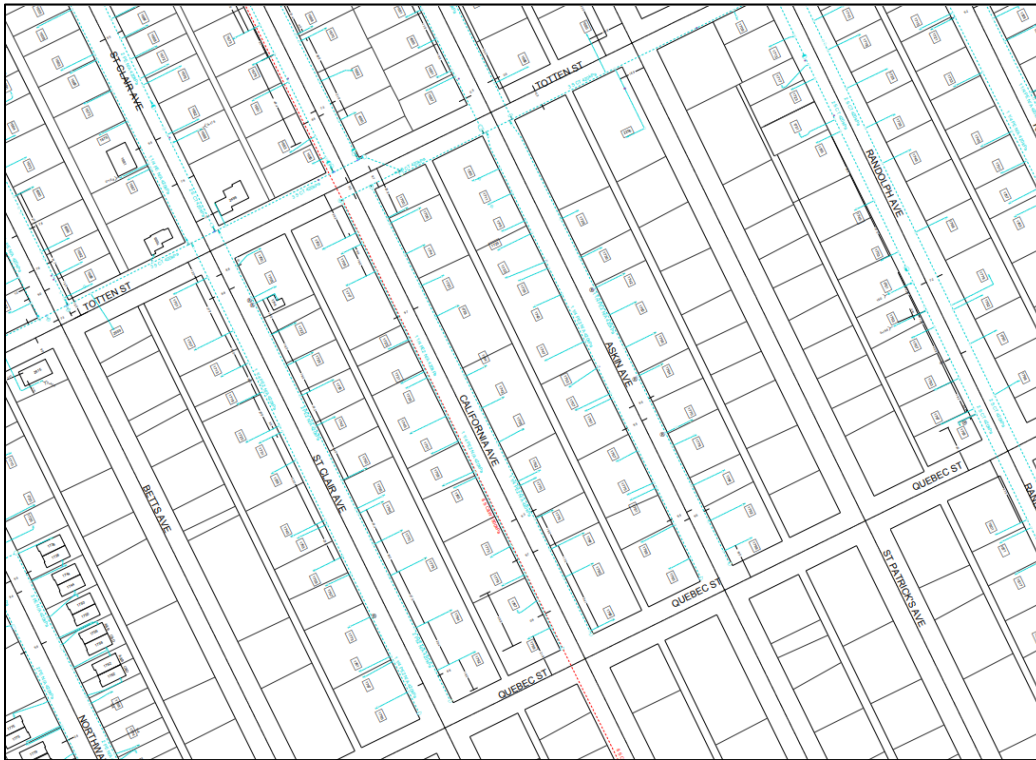
After reviewing the provided drawing at the Alley between Askin Avenue and California Avenue and consulting our mapping system, please note that Enbridge Gas has no active infrastructure in the proposed area. A PDF drawing is provided below for reference.

Also, please note the following should you find any abandoned infrastructure in the area:

- Any pipe that is excavated, please assume that it is live

- If during the course of any job, any pipe is found that is not on the locate sheet and is in conflict with your work, please call our emergency number (1-877-969-0999), and one of our Union Gas representatives will respond to determine if that plant is in fact live or dead
- Please note that our Enbridge Gas representative will respond to the live or dead call within 1-4 hours, so please plan your work accordingly

**[Gord Joynson, Drafter Estimator]**



### **WINDSOR FIRE**

No comments provided

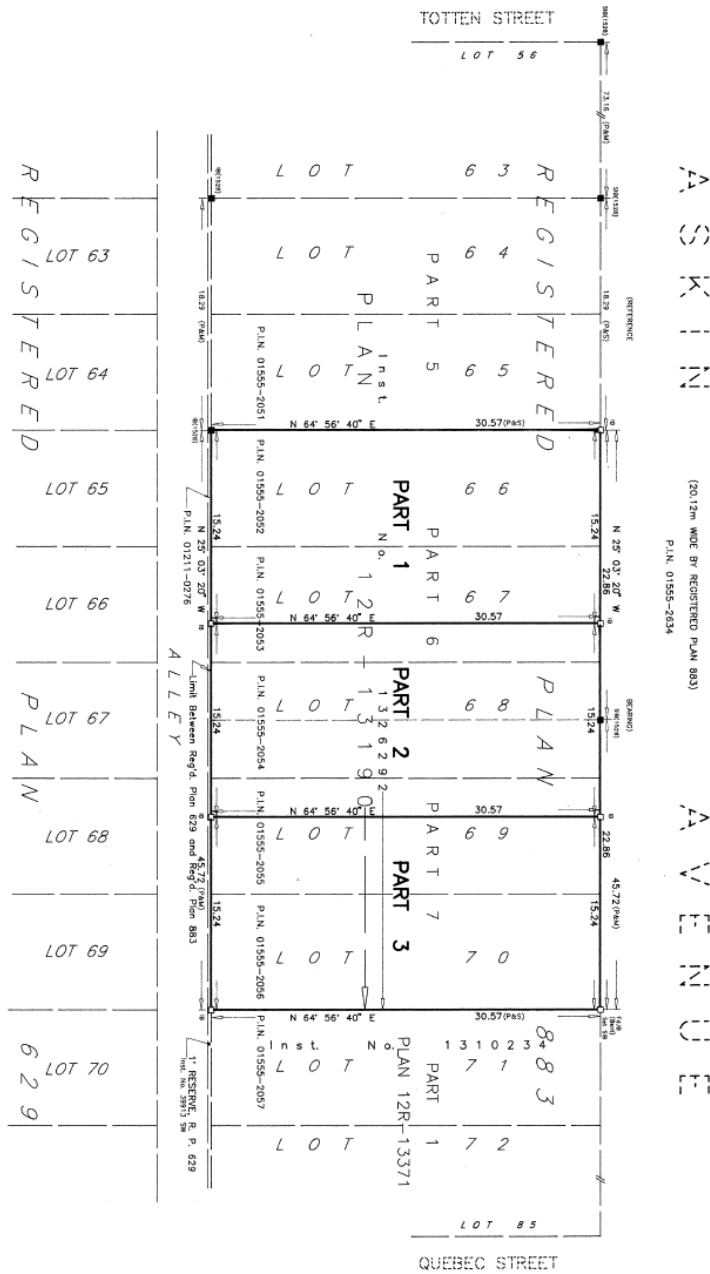
### **WINDSOR POLICE**

The Windsor Police Service has no concerns or objections with this application. The alley in question appears to be largely untraversable and the outcome from this closure will not impair police patrol or incident response capability in any way to the general area.

**[Barry Horrobin, Director of Planning & Physical Resources]**



# APPENDIX "F" Excerpt from Reference Plan 12R-14496



BEARING REFERENCE  
BEARINGS ARE ASTROLOGIC AND ARE REFERRED TO THE WESTERN LIMB OF ASKIN AVENUE AS SHOWN ON PLAN 12R-13371 AND HAVING A BEARING OF N 29° 03' 20" W.

ASKIN

(20.17m WIDE BY REGISTERED PLAN 883)  
PLAN 01555-2034

AVENUE

TOTTEN STREET

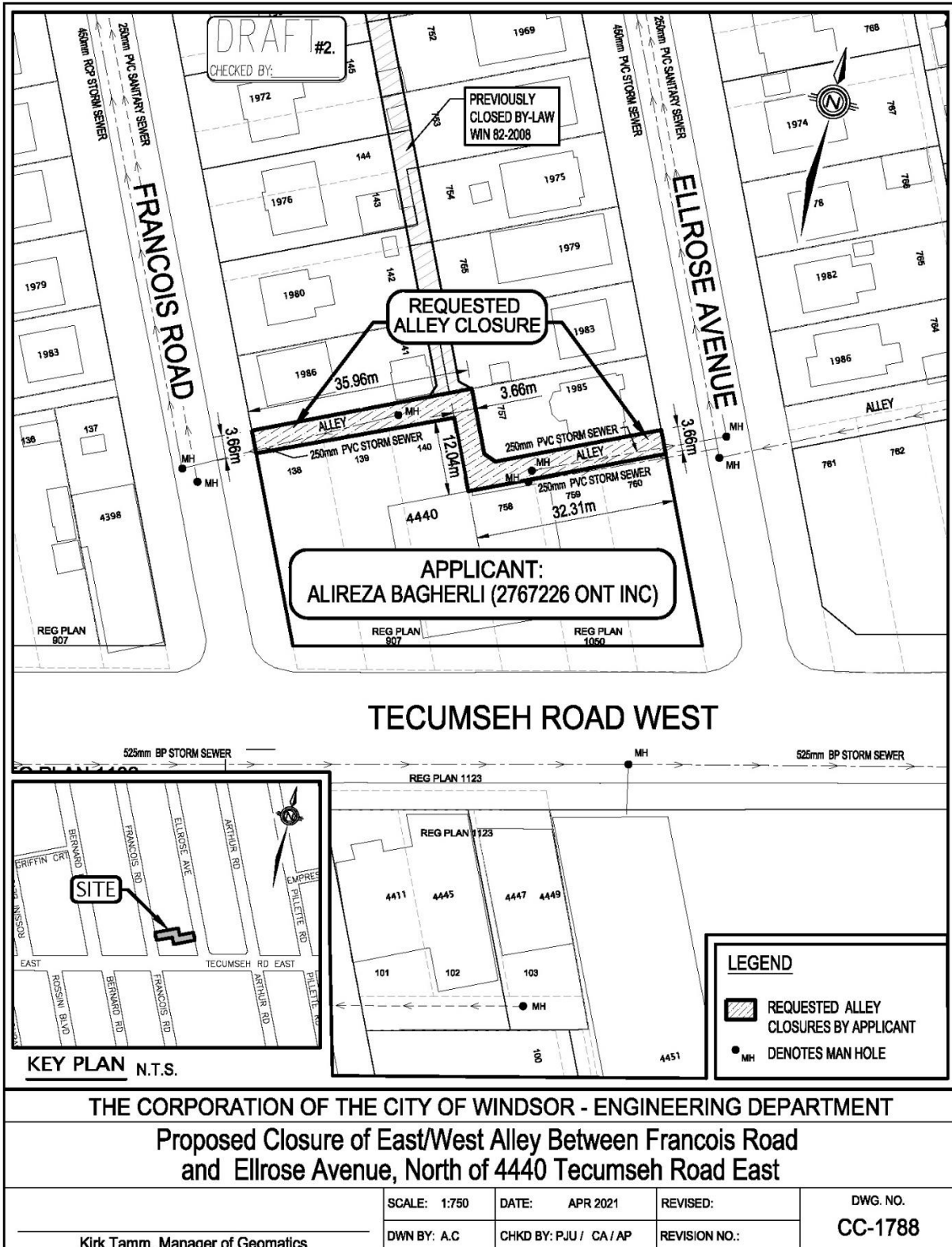
QUEBEC STREET

REGISTERED  
LOT 63  
LOT 64  
LOT 65  
LOT 66  
LOT 67  
LOT 68  
LOT 69  
LOT 70  
629

ALLEY

883  
PART 1  
PART 2  
PART 3  
PLAN 12R-13371

**APPENDIX "A"**  
**Drawing No. CC-1788**



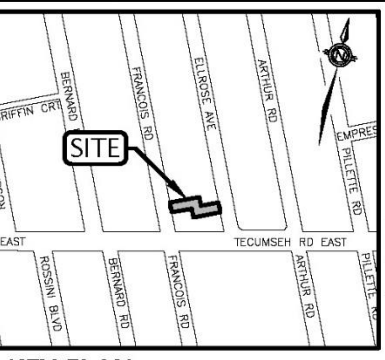
DRAFT #2  
 CHECKED BY:

PREVIOUSLY  
 CLOSED BY-LAW  
 WIN 82-2008

REQUESTED  
 ALLEY CLOSURE

APPLICANT:  
 ALIREZA BAGHERLI (2767226 ONT INC)

TECUMSEH ROAD WEST



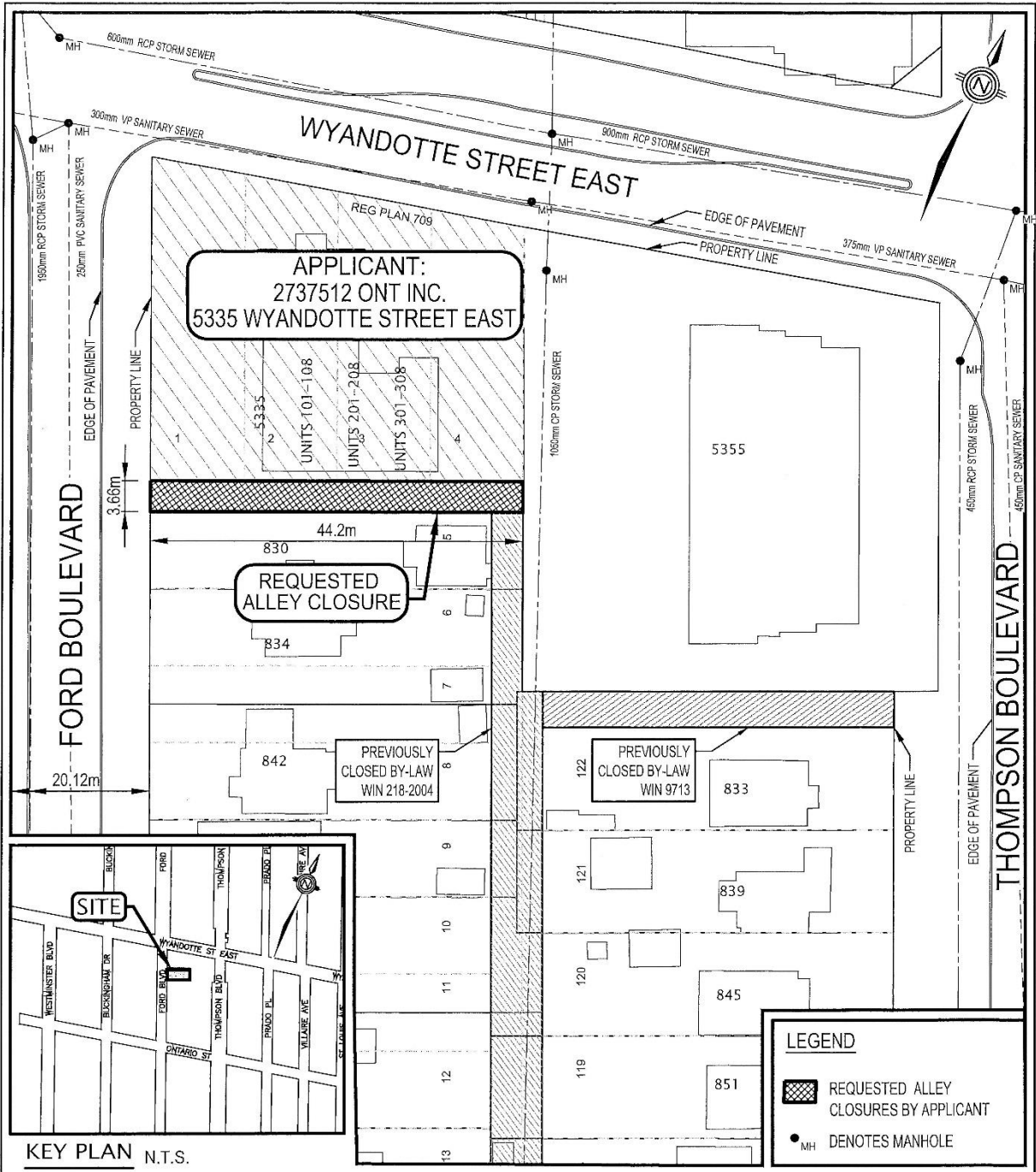
LEGEND	
	REQUESTED ALLEY CLOSURES BY APPLICANT
	DENOTES MAN HOLE


THE CORPORATION OF THE CITY OF WINDSOR - ENGINEERING DEPARTMENT

Proposed Closure of East/West Alley Between Francois Road  
 and Ellrose Avenue, North of 4440 Tecumseh Road East

Kirk Tamm, Manager of Geomatics	SCALE: 1:750	DATE: APR 2021	REVISED:	DWG. NO. CC-1788
	DWN BY: A.C	CHKD BY: PJU / CA / AP	REVISION NO.:	

APPENDIX "A"  
Drawing No. CC-1798



THE CORPORATION OF THE CITY OF WINDSOR - ENGINEERING DEPARTMENT Proposed Closure of the East / West Alley, South of Wyandotte Street East Between Ford Boulevard and Thompson Boulevard			
 Kirk Tamm, Manager of Geomatics	SCALE: 1:600	DATE: Sep 2021	REVISED:
	DWN BY: A.C	CHKO BY: PJJ / CA / AP	REVISION NO.:
			DWG. NO. <b>CC-1798</b>

## Appendix A

	<b>Municipal Address</b>	<b>Owner(s)</b>	<b>Land to be Expropriated</b>	<b>Type of Acquisition</b>
1)	6226 Riverside Drive East	Peter and Barbara Kuker	A 146.5 m <sup>2</sup> easement from the property legally described as Part of Lot 5 on Registered Plan 1376 being part of PIN 01053-0096, further described as Part 1 on Plan 12R-29023	Berm easement
2)	6212 Riverside Drive East	Carolyn Mason	A 164.7 m <sup>2</sup> easement from the property legally described as Part of Lot 4 on Registered Plan 1376 being part of PIN 01053-0095, further described as Part 2 on Plan 12R-12R-29023	Berm easement
3)	6200 Riverside Drive East	Elaine McLean	An approximate 4.5 m <sup>2</sup> easement along the south boundary of Part of Lot 3 on Registered Plan 1376 being part of PIN 01053-0003, further described as Part 4 on Plan 12R-12R-29023	Underground gas easement and Berm easement
			An approximate 154.8 m <sup>2</sup> easement from the property legally described as Part of Lot 3 on Registered Plan 1376 being part of PIN 01053-0003, further described as Part 3 on Plan 12R-12R-29023	Berm easement
4)	6180 Riverside Drive East	Dean and Fotene Santarossa	An approximate 7.6 m <sup>2</sup> easement along the south boundary of Part of Lot 2 on Registered Plan 1376 being part of PIN 01053-0002, further described as Part 5 on Plan 12R-12R-29023	Underground gas easement and Berm easement
			An approximate 183.4 m <sup>2</sup> easement from the property legally described as Part of Lot 2 on Registered Plan 1376 being part of PIN 01053-0002, further described as Part 6 on Plan 12R-12R-29023	Berm easement
5)	6160 Riverside Drive East	John Stein	An approximate 7.6 m <sup>2</sup> easement along the south boundary of Part of Lot 1 on Registered Plan 1376 being part of PIN 01053-0001, further described as Part 8 on Plan 12R-12R-29023	Underground gas easement and Berm easement
			An approximate 112.2 m <sup>2</sup> easement from the property legally described as Part of Lot 1 on Registered Plan 1376 being part of PIN 01053-0001, further described as Part 7 on Plan 12R-12R-29023	Berm easement

6)	6138 Riverside Drive East	Colleen and Harry Turnbull	<p>An approximate 3.6 m<sup>2</sup> easement along the south boundary of Part of Block A on Registered Plan 717 being part of PIN 01053-0148, further described as Part 9 on Plan 12R-12R-29023</p> <p>An approximate 102.5 m<sup>2</sup> easement from the property legally described as Part of Block A on Registered Plan 717 being part of PIN 01053-0148, further described as Part 10 on Plan 12R-12R-29023</p>	<p>Underground gas easement and Berm easement</p> <p>Berm easement</p>
7)	6132 Riverside Drive East	Margaret and James Dunn	<p>An approximate 3.8 m<sup>2</sup> easement along the south boundary of Part of Block A on Registered Plan 717 being part of PIN 01053-0147, further described as Part 12 on Plan 12R-12R-29023</p> <p>An approximate 126.1 m<sup>2</sup> easement from the property legally described as Part of Block A on Registered Plan 717 being part of PIN 01053-0147, further described as Part 11 on Plan 12R-12R-29023</p>	<p>Underground gas easement and Berm easement</p> <p>Berm easement</p>
8)	0 Riverside Drive East	Vincent Daugharty, Charles Scott and Edward Kenning	<p>An approximate 2.9 m<sup>2</sup> easement along the south boundary of Part of Block A on Registered Plan 717 being part of PIN 01053-0146, further described as Part 13 on Plan 12R-12R-29023</p> <p>An approximate 43.3 m<sup>2</sup> easement from the property legally described as Part of Block A on Registered Plan 717 being part of PIN 01053-0146, further described as Part 14 on Plan 12R-12R-29023</p>	<p>Underground gas easement and Berm easement</p> <p>Berm easement</p>
9)	6040 Riverside Drive East	Lisa and Brian Schwab	A 228.5 m <sup>2</sup> easement from the property legally described as Part of Lot 117, Concession 1 being part of PIN 01052-0122, further described as Part 15 on Plan 12R-12R-29023	Berm easement
10)	6020 Riverside Drive East	LSB Holdings Inc.	A 141.2 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1 being part of PIN 01052-0146, further described as Part 16 on Plan 12R-12R-29023	Berm easement
11)	6000 Riverside Drive East	2524023 Ontario Ltd.	A 118 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1 being part of PIN 01052-0145, further described as Part 17 on Plan 12R-12R-29023	Berm easement

12)	5970 Riverside Drive East	Chifor Investments Limited	A 421.3 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1 being part of PIN 01052-0144, further described as Part 18 on Plan 12R-12R-29023	Berm easement
13)	5930 Riverside Drive East	Karen Corriveau and Peter Retar	A 226.3 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1 being part of PIN 01052-0143, further described as Part 19 on Plan 12R-12R-29023	Berm easement
14)	0 Riverside Drive East	Juanita and Maxwell Zalev, Karen Corriveau, Peter Retar, Sally Bick and James Grier	A 10.6 m <sup>2</sup> easement along the south boundary of Part of Private Park on Registered Plan 675 being part of PIN 01052-0007, further described as Part 45 on Plan 12R-12R-29023	Underground gas easement and Berm easement
			A 202.4 m <sup>2</sup> easement from the property legally described as Part of Private Park on Registered Plan 675 being part of PIN 01052-0007, further described as Part 44 on Plan 12R-12R-29023	Berm easement
15)	5880 Riverside Drive East	Juanita and Maxwell Zalev	A 147.5 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1 being part of PIN 01052-0142, further described as Part 20 on Plan 12R-12R-29023	Berm easement
16)	5860 Riverside Drive East	Sally Bick and James Grier	A 208.8 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1 being part of PIN 01052-0141, further described as Part 21 on Plan 12R-12R-29023	Berm easement
17)	5885 Riverside Drive East	Courtney and Sean Laing	A 62.9 m <sup>2</sup> acquisition along the north boundary of Part of Lots 43 and 44 on Registered Plan 675 being part of PIN 01081-0585, further described as Part 22 on Plan 12R-12R-29023	Fee Simple
			A 55.5 m <sup>2</sup> easement from the property legally described as Part of Lots 43 and 44 on Registered Plan 675 being part of PIN 01081-0585, further described as Part 23 on Plan 12R-12R-29023	Underground utility easement and Underground gas easement
18)	5925 Riverside Drive East	Mary-Lynn Calcott	A 33.3 m <sup>2</sup> acquisition along the north boundary of Part of Lot 2 on Registered Plan 675 being part of PIN 01081-0565, further described as Part 24 on Plan 12R-12R-29023	Fee Simple

		A 15.4 m <sup>2</sup> easement from the property legally described as Part of Lot 2 on Registered Plan 675 being part of PIN 01081-0565, further described as Part 25 on Plan 12R-12R-29023	Underground utility easement and Underground gas easement
19)	5965 Riverside Drive East Zeljko Haramic	A 51 m <sup>2</sup> acquisition along the north boundary of Part of Lot 116, Concession 1 being part of PIN 01081-0371, further described as Parts 28 and 31 on Plan 12R-12R-29023  A 36.3 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1 being part of PIN 01081-0371, further described as Parts 29 and 30 on Plan 12R-12R-29023	Fee Simple  Underground utility easement and Underground gas easement
20)	6015 Riverside Drive East Pamela and Kenneth Golish	A 41.4 m <sup>2</sup> acquisition along the north boundary of Part of Lot 116, Concession 1, and Part of Lot 33 on Registered Plan 717 being part of PIN 01081-0569, further described as Parts 32 and 35 on Plan 12R-12R-29023  A 33.4 m <sup>2</sup> easement from the property legally described as Part of Lot 116, Concession 1, and Part of Lot 33 on Registered Plan 717 being part of PIN 01081-0569, further described as Parts 33 and 34 on Plan 12R-12R-29023	Fee Simple  Underground utility easement and Underground gas easement
21)	6065 Riverside Drive East Rachel and William Mechanic	A 44.2 m <sup>2</sup> acquisition along the north boundary of Part of Lots 32 and 33 on Registered Plan 717 being part of PIN 01081-0568, further described as Part 36 on Plan 12R-12R-29023  A 36.9 m <sup>2</sup> easement from the property legally described as Part of Lots 32 and 33 on Registered Plan 717 being part of PIN 01081-0568, further described as Part 37 on Plan 12R-12R-29023	Fee Simple  Underground utility easement and Underground gas easement
22)	6125 Riverside Drive East Marsha and Stephen Kamen	A 17.4 m <sup>2</sup> acquisition along the north boundary of Part of Lot 2 on Registered Plan 717 being part of PIN 01080-0040, further described as Part 38 on Plan 12R-12R-29023	Fee Simple



		A 28.4 m <sup>2</sup> easement from the property legally described as Part of Lot 2 on Registered Plan 717 being part of PIN 01080-0040, further described as Part 39 on Plan 12R-12R-29023	Underground utility easement and Underground gas easement
23)	6145 Riverside Drive East Lisa and Albert Wilson	A 18.5 m <sup>2</sup> acquisition along the north boundary of Part of Lot 1 on Registered Plan 717 being part of PIN 01080-0039, further described as Part 41 on Plan 12R-12R-29023  A 23.6 m <sup>2</sup> easement from the property legally described as Part of Lot 1 on Registered Plan 717 being part of PIN 01080-0039, further described as Part 40 on Plan 12R-12R-29023	Fee Simple  Underground utility easement and Underground gas easement
24)	6185 Riverside Drive East Phyllis and Guy Reaume	A 44.8 m <sup>2</sup> acquisition along the north boundary of Part of Lots 7 and 8 on Registered Plan 1376 being part of PIN 01080-0175, further described as Part 42 on Plan 12R-12R-29023  A 38.4 m <sup>2</sup> easement from the property legally described as Part of Lots 7 and 8 on Registered Plan 1376 being part of PIN 01080-0175, further described as Part 43 on Plan 12R-12R-29023	Fee Simple  Underground utility easement and Underground gas easement
25)	5945 Riverside Drive East Wira Vendrasco	A 19.0 m <sup>2</sup> acquisition along the north boundary of Part of Lot 1 on Registered Plan 675 being part of PIN 01081-0564, further described as Part 26 on Plan 12R-12R-29023  A 31.0 m <sup>2</sup> easement from the property legally described as Part of Lot 1 on Registered Plan 675 being part of PIN 01081-0564, further described as Part 27 on Plan 12R-12R-29023	Underground utility easement and Underground gas easement  Fee Simple



## THE CORPORATION OF THE CITY OF WINDSOR PROCEDURE

Service Area:	<b>Office of Corporate Services</b>	Procedure No.:	<b>HRHAS - PRO - 0045</b>
Department:	<b>Human Resources</b>	Approval Date:	
Division:	Employment Services	Approved By:	<b>CAO and CLT</b>
		Effective Date:	
Subject:	<b>Hybrid Work</b>	Policy Ref.:	Working Environment Policy
		<i>Pages:</i>	Replaces: Hybrid Work Procedure
Prepared By:	Deirdre Brode, 2022		Date: 22 February 2022

### 1. Purpose

**1.1.** In keeping with the modernization of the workplace and in an effort to foster a productive and flexible work environment employees will be encouraged to establish a Hybrid Work Agreement in accordance with this procedure wherever it is operationally feasible to do so.

**1.2.** A hybrid work model will increase the Corporation of the City of Windsor (the Corporation)'s ability to attract and retain the best employees.

**1.3.** This procedure outlines the eligibility requirements and steps required to engage in a hybrid work arrangement in a way that allows for employees to meet the requirements of their job responsibilities in serving the citizens and internal customers of the Corporation.

**1.4.** A hybrid work arrangement must not have a negative impact on an employee's performance and therefore the ability of the Corporation or a department to meet its goals and objectives.

### 2. Scope

**2.1.** This procedure applies to all employees including Transit Windsor (as approved by Transit Windsor Board Resolution M104-2015).

**2.2.** If established, a hybrid work arrangement will not be permanent and will not entitle an employee to an ongoing or future arrangement. Eligibility will be reassessed from time to time. If an employee changes jobs within the Corporation, there are performance concerns, or the arrangement is not operationally feasible, any existing hybrid work arrangement may be re-evaluated, modified, or rescinded at the discretion of management and will be discussed with the affected employee.

**2.3.** This procedure does not alter or replace the terms of an existing employment contract, collective agreement, policies, procedures, practices, or legislation.

**2.4.** During periods of extraordinary circumstances, such as a pandemic or other emergencies, the Corporation may request or require that employees work from home for a temporary period of time as outlined in the Work at Home in the Event of an Emergency Procedure.

**2.5.** If there is inclement weather so severe that the CAO declares that certain City facilities should be closed, the Inclement Weather Procedure will be implemented and the Corporation may request or require that employees work from home.

### **3. Definitions**

**Anchor day:** predetermined day(s) in which the employee attends their municipal work site. Anchor days will be outlined in the employee's Hybrid Work Agreement but can be changed with the approval of the employee's manager or changed by the employee's manager as operationally required.

**Designated work location:** the location within the employee's home in which the employee will establish a suitable, safe, dedicated workstation.

**Hybrid Work Agreement:** an agreement between the Corporation and the employee that outlines the hybrid work schedule and the expectations and conditions for the hybrid work arrangement. Must be approved by the employee's supervisor, Executive Director, and Commissioner and submitted to HR.

**Hybrid work:** a workplace model that supports a blend of in-office and remote workers. Employees spend some of their work hours at their municipal worksite and others working from home.

**Municipal worksite:** the municipal facility at which the employee works.

**Operational feasibility:** a measure of how well a proposed system solves problems, takes advantage of opportunities and performs the necessary tasks of the Corporation. To be operationally feasible, the hybrid work arrangement must fulfill the needs of internal and external customers without sacrificing quality, efficiency, and productivity.

**Work at Home Health and Safety Form:** a form that is to be completed by the employee in consultation with their supervisor and submitted to HR. Includes a home office safety checklist to assess any possible risks and hazards associated with the employee's designated work location.

### **4. Responsibility**

#### **4.1. The Chief Administrative Officer (CAO) will:**

**4.1.1.** Support the use of this procedure corporate-wide by promoting compliance and consistency.

**4.1.2.** Support this procedure including recommending to City Council that adequate budgetary resources be made available to meet the obligations under this procedure.

**4.1.3.** Prescribe minimum requirements for anchor days, per department, depending on departmental success with this program and adherence to its requirements.

**4.1.4.** Provide guidance, direction, and final authority when issues arise and the Corporate Leadership Team and the Executive Director of Human Resources are unable to come to a resolution.

**4.1.5.** Provide exemptions to this procedure depending on exigencies for service at the request of Corporate Leadership Team members.

**4.2. The Corporate Leadership Team (CLT) will:**

**4.2.1.** Support the use of this procedure in their respective areas by promoting compliance and consistency.

**4.2.2.** Review and approve Hybrid Work Agreements submitted by employees in their area to ensure consistency and fairness.

**4.2.3.** Ensure employees in their area are adhering to the prescribed minimum number of anchor days.

**4.2.4.** Lead by example in adhering to all of the standards of the Hybrid Work Program.

**4.2.5.** Request exemptions to this procedure depending on exigencies for service for employees in their areas.

**4.3. Executive Directors (ED) will:**

**4.3.1.** Review and approve Hybrid Work Agreements submitted by employees in their area to ensure consistency and fairness.

**4.3.2.** When considering approving Hybrid Work Agreements for their direct reports, ensure there are enough onsite managers and supervisors for their area. Suggest alterations to the proposed hybrid work schedule when necessary.

**4.3.3.** Provide direction to managers and supervisors on monitoring hybrid workers' performance, efficiency, and productivity as well as the quality of work produced and customer service provided.

**4.3.4.** Determine whether new technological equipment that managers and supervisors wish to purchase to enable employees to work at home should be included within their departmental budget.

**4.3.5.** When purchasing any new technological equipment, consider options that will allow for more employees to engage in hybrid work in the future (i.e. consider purchasing laptops instead of desktops).

**4.4. The Executive Director of Human Resources will:**

**4.4.1.** Communicate this procedure and the related program, protocols, and guidelines to all employees.

**4.4.2.** Work with departments to resolve any work-from-home issues, as requested, especially concerning health and safety, sick leave, WSIB claims, or training.

**4.4.3.** Regularly report to the CLT on the ongoing successes or issues in order to monitor the hybrid work program.

#### **4.5. The Executive Director of Information Technology will:**

**4.5.1.** Establish the rules for safe and secure network connectivity to the corporate network from home.

**4.5.2.** Provide the necessary technological equipment where available and appropriate and the corporate network access if requested by the employee's supervisor or manager.

**4.5.3.** Be responsible for recording all technological equipment and corporate network access that has been provided by Information Technology (IT) to employees working from home and removal of corporate network access upon the termination of a hybrid work arrangement or when needed.

#### **4.6. The Manager of Employee Relations will:**

**4.6.1.** Provide advice and recommendations to EDs, supervisors, and managers regarding any collective agreement implications arising out of hybrid work arrangements.

#### **4.7. The Occupational Health, Safety and Wellness Manager will:**

**4.7.1.** Review, track, and deliver appropriate training in compliance with this procedure and the related program, specifically as it relates to health, safety, ergonomics, and wellness.

**4.7.2.** Review, track, update, and maintain appropriate documentation such as Hybrid Work Agreements and Work at Home Health and Safety Forms.

#### **4.8. Managers and supervisors will:**

**4.8.1.** Review and adhere to the Hybrid Work Program.

**4.8.2.** Assess the ability of each employee under their supervision who submits a Hybrid Work Agreement to work-from-home, taking into consideration their job duties and past performance, equipment requirements, and operational feasibility.

**4.8.3.** If an employee requires a Corporate laptop (or other technological equipment) submit a request for new computer hardware form to Information Technology prior to approving their Hybrid Work Agreement.

**4.8.4.** Record all corporate equipment that an employee has taken home and secure the return of such equipment upon termination of the hybrid work arrangement.

**4.8.5.** Immediately inform IT of any changes to which employee is assigned which laptop.

**4.8.6.** Ensure employees entering into a hybrid work arrangement complete and sign a Hybrid Work Agreement and a Work at Home Health and Safety Form. Employees who refuse to sign the Hybrid Work Agreement or Work at Home Health and Safety Form will not be permitted to work from home.

**4.8.7.** In consultation with their Health and Safety Advisor, Disability Management Specialist, and the Ergonomist & Wellness Specialist, ensure that the employee demonstrates that their designated work location meets the safety standards of the Corporation by completing the Work at Home Health and Safety Form.

**4.8.8.** Make sure employees are properly trained to work-from-home including, but not limited to, the use of technology, health and safety, records compliance, and protecting confidential information.

**4.8.9.** Track the hours of the employee using the Workforce Management System or their established departmental practice.

**4.8.10.** Approve or deny requests from employees to alter their hybrid work schedule, and know where their employees are working at all times.

**4.8.11.** Determine a method of communication in consultation with the employee and maintain regular communication. Communication via personal social media is not acceptable.

**4.8.12.** Monitor the work performance, efficiency, and productivity of the employee as well as the quality of work produced and/or customer service provided and take appropriate steps if performance issues arise. Report any issues or concerns to their ED.

**4.8.13.** Ensure that the employee's duties are completed without compromising the quality of service.

**4.8.14.** Monitor the physical and mental health of the employee to ensure that their environment remains safe, productive, and supportive of their well-being to the extent possible by staying in regular communication.

**4.8.15.** Follow the established protocols if the employee reports a workplace accident including completing an Accident/Incident Report.

**4.8.16.** Endeavour to provide reasonable notice if an employee is required to attend a work function on-site or at another location or otherwise alter their hybrid work schedule (unless it is due to an urgent situation).

**4.8.17.** Terminate the hybrid work arrangement if circumstances arise that justify the termination, as agreed by the Executive Director, Commissioner, and the supervisor or manager at their discretion.

**4.8.18.** Immediately inform Human Resources when a hybrid work arrangement is terminated.

**4.8.19.** Provide reasonable notice if a change is required to the employee's Hybrid Work Agreement unless it is due to an urgent situation or the employee's permission is suspended or revoked for performance reasons. If a change is required to the employee's Hybrid Work Agreement, communicate to the employee the reasons why.

#### **4.9. Employees will:**

- 4.9.1.** Review and adhere to the Hybrid Work Program.
- 4.9.2.** Self-assess whether a hybrid work arrangement is an avenue they wish to pursue given their personal circumstances and work requirements.
- 4.9.3.** Adhere to this procedure as well as any directives given by their supervisor or manager.
- 4.9.4.** Take all reasonable precautions to maintain their health and safety while working from home.
- 4.9.5.** In consultation with their supervisor or manager, define the designated work location within their home where they will work and bring forward any health and safety concerns.
- 4.9.6.** Provide an adequate workspace and furnishings while working from home. There will be no duplication of any office furniture for a home office.
- 4.9.7.** Complete all of their assigned work. If unable to complete their assigned duties, communicate to their manager/supervisor as to the reasons why and proactively work to resolve the issue.
- 4.9.8.** Spend their work hours as outlined in their Hybrid Work Agreement dedicated to completing their job duties for the Corporation.
- 4.9.9.** Participate in online and other forms of hybrid work collaboration with colleagues to maintain engagement with corporate culture.
- 4.9.10.** Take all reasonable precautions to ensure the security of confidential information including personal information and private conversations.
- 4.9.11.** Immediately report any potential breach of privacy to their supervisor or manager, where there may be unauthorized access, disclosure, loss or theft of personal/sensitive information or a City device.
- 4.9.12.** If appropriate, log their work hours in the Workforce Management System or departmental system. Any falsification of this information could lead to disciplinary measures up to and including dismissal.
- 4.9.13.** Keep any online or shared calendars or schedules up to date every day.
- 4.9.14.** Complete, sign, and forward the Hybrid Work Agreement and the Work at Home Health and Safety Form and comply with any conditions.
- 4.9.15.** Promptly return any equipment belonging to the Corporation after the hybrid work arrangement has been terminated or upon request.
- 4.9.16.** Be responsible for at home or personal internet service if their duties require online internet services or access to the Corporate computer network.
- 4.9.17.** Ensure they can attend the municipal worksite when requested by their manager/supervisor, even on days they were scheduled to work from home (ex. in

emergencies/co-worker's absence). Including having the ability to commute to the worksite within a reasonable time.

## **5. Procedure**

**5.1.** The employee's designated work location must be in Ontario and within 200km of the City of Windsor city limits except with express permission from their manager, the appropriate Commissioner, and the Executive Director of Human Resources.

**5.2.** All employees who want to enter into a hybrid work arrangement must first complete their probationary period as set out in their collective agreement or terms and conditions of employment, except with express permission from their manager, the appropriate Commissioner, and the Executive Director of Human Resources.

**5.3.** The employee's hybrid work schedule must include a minimum of one anchor day per week except with express permission from the CAO.

**5.4.** To establish a hybrid work arrangement, the employee is required to submit an approved Hybrid Work Agreement and Work at Home Health and Safety Form to Human Resources.

**5.5.** Employees should first submit a proposed Hybrid Work Agreement to their supervisor/manager for approval before completing the Work at Home Health and Safety Form.

**5.6.** Supervisors and managers may advise the employee to revise their proposed hybrid work schedule (based on scheduling concerns, customer service requirements, departmental needs, etc.) and submit a new Hybrid Work Agreement for approval.

**5.7.** When considering approving a Hybrid Work Agreement, supervisors/managers should consider whether it is operationally feasible. Providing exceptional customer service to residents needs to remain the paramount concern.

**5.8.** In some cases, employees will not be eligible to participate because of staffing levels, the necessity to conduct work on-site at Corporate facilities or out in the community, the nature of their work, scheduling issues, the availability of technological resources, or operational demands.

**5.9.** The home/work environment, work habits, skills, and abilities of the employee may also impact the decision to approve or deny a Hybrid Work Agreement.

### **5.10. Basic Eligibility Requirements:**

- The employee must be in good standing;
- The employee must not have a recent history of unsatisfactory job performance;
- The employee has a history of abiding by all Corporate policies and procedures and all lawful instructions and requirements of the Corporation;
- There are no increased labour costs and no significantly increased unapproved operational or capital costs (excluding IT equipment costs);
- The employee must be willing and flexible to adjust their schedule at the direction of management based on operational requirements, staffing levels, nature of work, etc.

This can be on short notice or with advanced notice depending on changing needs. This requirement may be waived by the CAO in exceptional circumstances;

- The employee will follow all existing policies, procedures and practices, and abide by the terms and conditions of this procedure, the Hybrid Work Program and the Hybrid Work Agreement.

**5.11. Job Characteristics:**

- Work can be sent to and from the employee's designated work location with ease, speed, and confidentiality;
- The job involves a reasonable percentage of work that can be performed from home;
- There is not a daily requirement for in-person contact with management, direct reports, customers, members of the public, other employees, etc.;
- The needs of internal and external customers can be satisfied without adverse impact to the Corporation.

**5.12. Schedule Considerations:**

- The proposed schedule compliments the hybrid work schedules and regular work schedules of the other employees in the department;
- All other employees can complete their duties while this employee is working from home;
- Coverage can be assured for any breaks or absences;
- There will be enough supervisory staff on-site as needed to adequately manage the area;
- The proposed schedule is not intended to be a replacement for child or dependent care.

**5.13.** Hybrid workers will require a corporate laptop. It is up to each department to determine if they have room within their departmental budget to address these needs and if that is the best use of their resources.

**5.14.** During the transition period, employees may be permitted to begin hybrid work using a personal laptop/computer, provided their manager/supervisor has submitted the Request for New Computer Hardware form to IT to request a Corporate-issued laptop.

**5.15.** Any new technological equipment that managers and supervisors wish to purchase to enable employees to work at home must be included within their departmental budget.

**5.16.** The Corporation will not be held accountable and is not liable for any technical problems that may occur while using a personal laptop or computer.

**5.17.** If the employee does not have sufficient internet connection in their home office, the necessary technological equipment in their home office, there is none available to borrow, and the Department decides not to purchase more equipment at that time, the Hybrid Work Agreement can not be approved.



**5.18.** If a manager/supervisor is denying a hybrid work request, they must state the reason why on the Hybrid Work Agreement and then send the form to the employee and HR.

**5.19.** Once approved by the manager/supervisor, the Hybrid Work Agreement should be sent to the employee's ED for approval, then the appropriate CLT member before being sent to Human Resources.

**5.20.** Once the employee's Hybrid Work Agreement is approved, the employee will complete and sign a Work at Home Health and Safety Form. There are no exemptions from this requirement.

**5.21.** Once completed, the employee should send the Work at Home Health and Safety Form to their supervisor/manager for approval.

**5.22.** Supervisors and managers should review Work at Home Health and Safety Forms for completion and ensure that any health and safety concerns are discussed and addressed with the employee. In consultation with their Health and Safety Advisor, Disability Management Specialist, and the Ergonomist & Wellness Specialist, confirm that the employee demonstrates that their designated work location meets the health, safety, and wellness standards of the Corporation.

**5.23.** Employees must submit a new Hybrid Work Agreement at least every 12 months during their annual performance appraisal, or sooner depending on operational demands, to be reviewed by supervisors/managers and the employee to determine if it is operationally feasible to continue with the arrangement and what changes may be required.

**5.24.** All employees must follow, to the best of their ability, the requirements of the Occupational Health and Safety Act, the Canada Labour Code Part II, the Canada Occupational Health and Safety Regulations, the Occupational Health and Safety Act, the Workplace Safety and Insurance Act, and guidelines produced by associated health and safety partners, as applicable.

**5.25.** If an employee is injured while working from home, they must inform their supervisor as soon as possible. The supervisor should complete an Internal Accident/Incident Report as soon as possible as per normal protocols.

**5.26.** An employer has an obligation and responsibility to adhere to the reporting requirements of the Workplace Safety & Insurance Act (WSIA) and the Canada Labour Code in the event of a work related accident sustained by a person who is working from home as a result of the implementation of this procedure.

**5.27.** The Corporation reserves the right to inspect the home office space periodically to ensure that it meets all required health and safety standards.

**5.28.** Except in the case of an incident, accident, or emergency, the Corporation will provide reasonable notice to the employee prior to the inspection. All inspections will adhere to any public health restrictions in place at that time.

**5.29.** Employees are not eligible to claim any expenses from the Corporation incurred from working from home.

**5.30.** Employees who are not approved for hybrid work may be eligible at a later date (as more City services are provided online, departmental budget has room for more technology, etc.).

**5.31.** Employees seeking flex time, a compressed work week, job sharing, or any other modified work week arrangements should refer to the Flex Time Policy and Guidelines.

**5.32.** The establishment of a hybrid work arrangement under this procedure does not create a contractual entitlement to ongoing hybrid work or work-from-home arrangement. The terms of a Hybrid Work Agreement established under this procedure may be altered, modified, or cancelled by the Corporation at any time. All employees that request a hybrid work arrangement are required to acknowledge that the establishment of a hybrid work arrangement does not create a contractual right to any ongoing or future hybrid work arrangement and that the Corporation has the express and unfettered right, to cancel or alter the terms of any hybrid work arrangement.

**5.33. Applicable legislation, regulations and guidelines**

- Canada Labour Code;
- Canada Occupational Health and Safety Regulations
- Occupational Health and Safety Act;
- Workplace Safety & Insurance Act;
- Employment Standards Act;
- Ontario Human Rights Code;
- Ontario Regulation 380/04
- The Municipal Freedom of Information and Protection of Privacy Act;
- Hybrid Work Program
- Acceptable Use Policy
- Access Removal and Reinstatement Procedure
- Flex Time Policy and Guidelines
- Hours of Work/Overtime for Non Union Procedure
- Inclement Weather Procedure
- Information Management Inventory
- Mobile Strategy
- Musculoskeletal Disorder (MSD) Prevention Procedure
- Personal Social Media Use Directive
- Professional Dress Policy for Non Uniformed Employees
- Standards of Employee Department
- Time and Attendance Reporting Procedure
- Transitional Work and Permanent Accommodation Procedure
- Travel and Business Expense Policy
- Work at Home in the Event of an Emergency Procedure

- Collective agreements negotiated between the Corporation and any of its unions/associations;

## **6. Records, Forms, and Attachments**

- Hybrid Work Agreement
- Hybrid Work Eligibility and Performance Guidelines for Managers
- Work at Home Health and Safety Agreement
- HR Info Sheet: Computer Workstation Guidelines
- HR Info Sheet: General Ergonomics Principles
- HR Info Sheet: Working at Home General Safety Guidelines
- Internal Accident/Incident Form
- WSIB Employer's Report of Injury/Illness

Approved By:

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Vincenza Mihalo  
Executive Director of Human Resources

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Date

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Shelby Askin Hager  
Commissioner,  
Legal & Legislative Services

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Date

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Andrew Daher  
Commissioner,  
Human & Health Services

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Date

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Joe Mancina  
Commissioner,  
Corporate Services  
Chief Financial Officer/City Treasurer

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Date

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Ray Mensour  
Commissioner,  
Community Services

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Date

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Christopher Nepszy  
Commissioner,  
Infrastructure Services

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Date

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Jelena Payne  
Commissioner,  
Economic Development & Innovation

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Date

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O.C.  
Chief Administrative Officer

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Date



# Hybrid Work Program

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## Introduction

The City of Windsor (the City) supports its employees working from home where operationally possible without compromising the delivery and quality of services provided to our citizens. The Hybrid Work Program (Program) is a working document/guide that will evolve over time.

It is recognized that the operational needs of each department and/or division may be such that hybrid work is not possible. Given that working from home is a relatively new phenomenon at the City, all participants are reminded to be mindful and patient as the City navigates this new working arrangement and to work collaboratively as required. We all have a responsibility and vested interest in hybrid work being a successful alternative working arrangement now and in the future.

This program guide is to provide employees and management with terms of reference and provide the foundation of what the expectations are for employees who are working from home. The day-to-day requirements including the regularity of meetings and management check-ins will vary depending on the nature of the work itself; and as a result, may vary across divisions and departments. The option for a hybrid work arrangement is not guaranteed for any employee or any position. The City reserves the right to alter any hybrid work arrangement to meet operational needs, scheduling concerns, customer service demands or other unforeseen circumstances. This Program is to be read together with the Hybrid Work Procedure.

## Definitions

**Anchor day:** predetermined day(s) in which the employee attends their municipal work site. Anchor days will be outlined in the employee's Hybrid Work Agreement but can be changed with the approval of the employee's manager/supervisor or changed by the employee's manager/supervisor as operationally required.

**Designated work location:** the location within the employee's home in which the employee will establish a suitable, dedicated workstation.

**Hybrid meeting:** in a hybrid meeting, a subset of the people attending are located together in the same place and other participants join the meeting by conference call or web conference.

**Hybrid Work Agreement:** an agreement between the City and the employee that outlines the hybrid work schedule and the expectations and conditions for the hybrid work arrangement. Must be approved by the employee's manager/supervisor, Executive Director, and Commissioner and submitted to HR. Must be submitted every 12 months (during their annual performance appraisal).

**Hybrid Work Schedule Adjustment Form:** Employees may use this form to adjust their hybrid work schedule in between performance appraisals.

**Hybrid work:** a workplace model that supports a blend of in-office and remote workers. Employees spend some of their work hours at their municipal worksite and others working off-site.

## Hybrid Work Program

**Municipal worksite:** the municipal facility at which the employee works.

**Operational feasibility:** a measure of how well a proposed system solves problems, takes advantage of opportunities and performs the necessary tasks of the City. To be operationally feasible, the hybrid work arrangement must fulfill the needs of internal and external customers without sacrificing quality, efficiency, and productivity.

**Standard business hours:** the regular hours for the employee's work location, not including regular breaks and lunch (ex. 8:30 am to 4:30 pm Monday through Friday).

**Work at Home Health and Safety Form:** a form that is to be completed by the employee in consultation with their manager/supervisor and submitted to the Health, Safety, and Wellness Division in Human Resources. Includes a home office safety checklist to assess any possible risks and hazards associated with the employee's designated work location.

### Right to Direct the Workforce

Employees understand that a hybrid work arrangement does not negate the right of management to direct the workforce, subject to the provisions of any relevant collective agreements, terms and conditions of employment, employment contracts, and/or City policies which may be amended from time to time.

It is recognized that management has the right to require hybrid work employees to attend their municipal worksite any day at any time during standard business hours. This may be for anchor days, meetings, training, events, ensuring coverage when coworkers are absent, urgent situations, rotating in or out of the office as required, etc. Any hybrid work arrangement does not prevent such direction from management nor negate the obligation on the part of the employee to follow such direction.

The establishment of a hybrid work arrangement does not create a contractual entitlement to any ongoing hybrid work or work-from-home arrangement. The terms of any hybrid work arrangement may be altered or cancelled by the City at any time.

### Accommodations

- ✚ The City is committed to accommodating employees pursuant to the Ontario *Human Rights Code* and the *Canada Labour Code*.
- ✚ Hybrid work is not a replacement for a workplace accommodation. Workplace accommodations will continue to follow the Transitional Work and Permanent Accommodation Procedure. Employees who require a workplace accommodation should contact their Disability Management Specialist in Human Resources.
- ✚ A hybrid work arrangement is **not** a replacement for child/dependent care.

### Entering Into a Hybrid Work Arrangement

- ✚ All employees (including all union and non-union) who want to enter into a hybrid work arrangement are required to complete and sign a Hybrid Work Agreement and a Work at Home Health and Safety Form. These two documents must be approved



## Hybrid Work Program

and submitted to Human Resources, Health, Safety and Wellness Division before the employee may begin their hybrid work arrangement.

### Hybrid Work Agreement

- ✚ First, employees should complete a Hybrid Work Agreement and submit it to their manager/supervisor for approval.
- ✚ Managers/supervisors may request that the employee revise their proposed hybrid work schedule (based on scheduling concerns, departmental needs, etc.) and submit a new Hybrid Work Agreement for approval.
- ✚ By entering into a hybrid work agreement, employees should be aware that their hybrid work schedule will be viewable by other City employees. Their scheduling information may also be relayed to residents/customers.
  - **Note:** Employee's home address and contact information will **not** be shared. Only information about which days they will be working from home.
- ✚ Managers/supervisors should refer to the Hybrid Work Eligibility and Performance Guidelines for Managers when assessing a hybrid work agreement (available on Dashboard with Hybrid Work Procedure).
- ✚ If the employee has not already been issued a corporate laptop, the manager/supervisor needs to submit a request for new computer hardware form to IT to request a Corporate-issued laptop **before** approving the Hybrid Work Agreement.
- ✚ Before approving a Hybrid Work Agreement, managers/supervisors must ensure that the employee has completed the Ergonomics Safety Talk and the Ergonomics Reminders for your Temporary Home Office Safety Talk (both available on e-learn).
- ✚ Managers/supervisors should also advise the employee to review the Computer Workstation Guidelines, General Ergonomics Principles, and the Back Care Information Sheet which are available on Dashboard as related documents to the Musculoskeletal Disorder Prevention Program.
- ✚ If the manager/supervisor denies the request, they must include the reason as to why on the Hybrid Work Agreement. The form should then be sent to the employee and HR.
- ✚ If the manager/supervisor approves the hybrid work agreement, they should send the form to their Executive Director/department head who reports directly to the Commissioner (ED) and cc the employee.
- ✚ The ED will approve or deny the Hybrid Work Agreement. Denied forms should be sent to the employee, the manager/supervisor, and HR. Approved forms should be sent to their Commissioner (cc the employee and manager/supervisor).
- ✚ The Commissioner will approve or deny the Hybrid Work Agreement. Denied forms should be sent to the employee, manager/supervisor, ED, and HR. Approved forms should be sent to HR (cc the employee and manager/supervisor).

## Hybrid Work Program

### Work at Home Health and Safety Form

- ✚ Once their Hybrid Work Agreement has been approved by their manager/supervisor, the employee must complete the Work at Home Health and Safety Form in full and submit it to the manager/supervisor for approval.
- ✚ Employees are responsible for assessing their designated work location for existing or potential problems and for taking corrective steps in consultation with their manager/supervisor and Occupational Health and Safety Advisors.
- ✚ Employees are expected to work at their approved designated work location for health and safety reasons. Employees who choose to work at a location other than their designated work location at their home address do so at their own risk. Risks include, but are not limited to ergonomic issues, tripping hazards, and (if working outdoors) insect bites, sunburns, and heat exhaustion.
- ✚ The approved Work at Home Health and Safety Form should be submitted to Human Resources.
- ✚ The employee should regularly review the Work at Home Health and Safety Form to identify and rectify potential hazards.
- ✚ Failure to submit the Work at Home Health and Safety Form will render the Hybrid Work Agreement null and void.

### Appeal Process

- ✚ If a manager/supervisor denies a hybrid work request, the employee may appeal the decision to their ED. The ED's decision will be final.
- ✚ The employee should contact their ED and send them the denied Hybrid Work Agreement Form and if they choose, an explanation of why they think they should be approved for hybrid work.
- ✚ When reviewing the appeal, the ED will consider the reason the manager/supervisor gave for the denial and the justification the employee gave in their appeal. They will make a decision based on ensuring fairness and consistency in their area.
- ✚ The ED should note in the comments section of the Hybrid Work Agreement the reason why the appeal was approved or denied.
- ✚ Denied appeals should be sent to the employee, the manager/supervisor, and HR.
- ✚ If the ED approves the Hybrid Work Agreement, they should send the form to the Commissioner for approval and cc the employee and the manager/supervisor.
- ✚ Employees who report directly to an ED, Commissioner, or the CAO will not be eligible to appeal.

### Hybrid Work Schedule

- ✚ The City expects that employees will work from home during standard business hours or their regular hours of work per their collective agreement or employment

## Hybrid Work Program

contract (e.g. 35 hours per week, 7 hours per day with a one-hour lunch and two 15-minute breaks).

- ✚ Employees are expected to maintain their hybrid work schedule (home/on-site days) per their Hybrid Work Agreement unless they have preapproval otherwise.
- ✚ If an employee wants or needs to deviate from their schedule and change their home/on-site days, a request must be submitted to and approved by their manager/supervisor. The employee does not need to submit a new Hybrid Work Agreement, they just need to contact their manager/supervisor and get their approval in advance (e.g. via email/text).
- ✚ A mechanism to track any deviation from the regular schedule is important for both health and safety and WSIB purposes. Managers/supervisors may exercise discretion in approving requests to change home/on-site days as long as they are aware of where each of their employees is working on any given day.
- ✚ Managers/supervisors may require that an employee attend the municipal worksite on days they were scheduled to work from home (ex. in emergencies/co-worker's absence/operational needs). Employees must be sure they can comply with this direction and can commute to the worksite within a reasonable time.
- ✚ When working remotely, employees are expected to be prepared to attend the work site on any given day on short notice, upon request (including professional dress). Employees are expected to attend the work site promptly, considering their distance from the work site as reported on the Hybrid Work Agreement. Failure to attend the work site within a reasonable length of time may result in the termination of the Hybrid Work Agreement.
- ✚ In urgent or unexpected circumstances (such as bad weather or if the employee has a repair service coming over), employees may request a last-minute change to their hybrid work schedule subject to their manager/supervisor's approval. Depending on the circumstances, these requests may be denied if the municipal worksite is open and the employee is required to provide services on-site.
- ✚ Due to the importance of maintaining consistency, last-minute changes to the hybrid work schedule requested by the employee must be approved in advance of the requested change and must be the exception, not the rule. Employees who frequently request changes to their hybrid work schedule will be required to meet with management to discuss whether a change to their hybrid work schedule is necessary/possible, and in some cases may result in the revocation of their ability to participate in the program.
- ✚ If an employee is working from home and unforeseen circumstances arise such as a power outage or issue with internet connectivity, the employee should alert their supervisor immediately. If the employee is unable to resolve the issue and resume their work within 15 minutes, they should go to their usual municipal worksite for the rest of their shift. If they are unable to attend the worksite within this time period, they are to contact their supervisor to determine next steps.

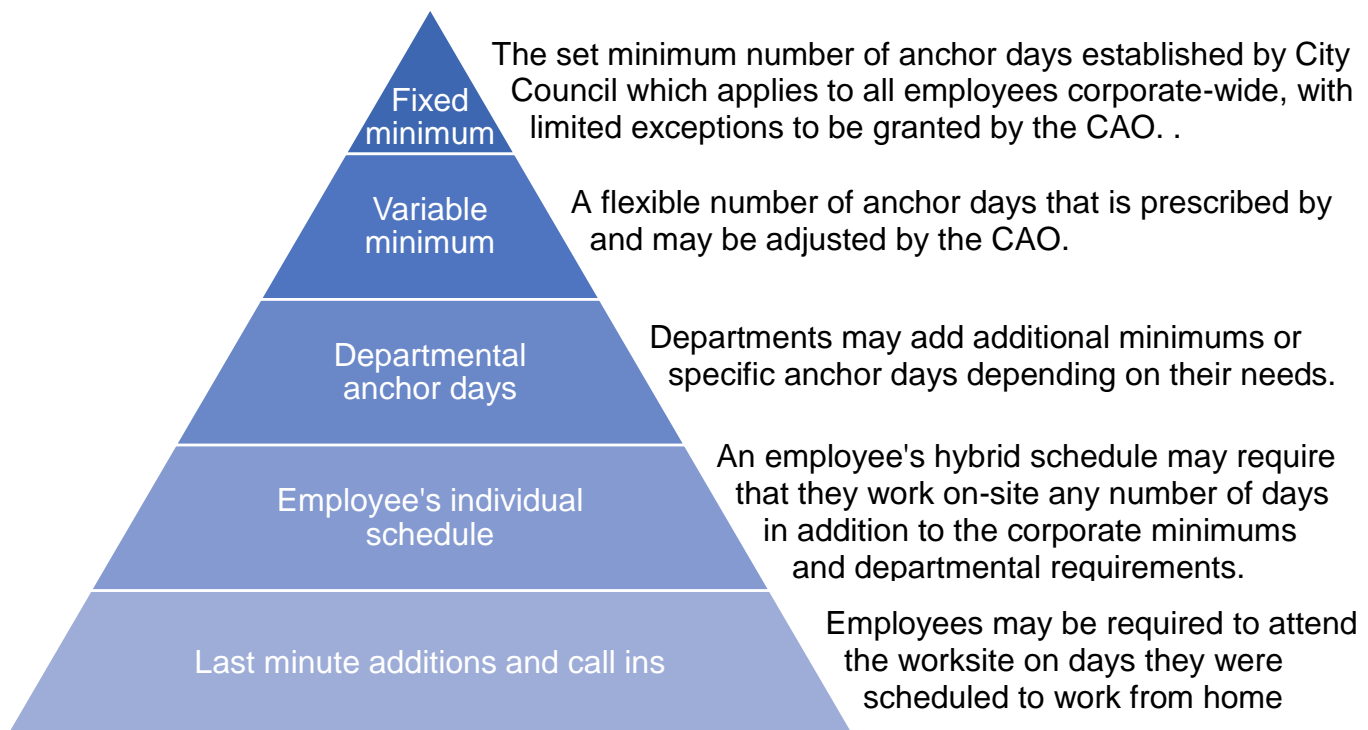
## Hybrid Work Program

- If there is inclement weather so severe that the CAO declares that certain City facilities should be closed, the Inclement Weather Procedure will be implemented.
- During a state of emergency, pandemic, or other similar crisis declared by a federal, provincial, or municipal authority, employees may be directed to work at home which will be governed by the Work at Home in the Event of an Emergency Procedure.

### Anchor Days

- City Council has set a base level of anchor days required of all employees (minimum number of days in which the employee attends their municipal work site). All employees corporate-wide are required to work on-site at least 1 day per week. In certain limited circumstances, the CAO may permit fewer than 1 day per week.
- The CAO may also prescribe a flexible number of anchor days which may be more than the City Council minimum. This amount will be reviewed at regular intervals. The CAO may vary the number of anchor days over time and by department.
- In addition, departments have the flexibility to set additional anchor days. This may be based on their department needs (i.e. cheque run day) or building comradery (regular team meetings). Departments may change these requirements seasonally based on workflow.
- Depending on the employee's job duties and the departmental schedule, an employee's individual schedule may include additional days at the municipal worksite.

### Number of Days Working Onsite



### Timekeeping: Overtime and Absences

- ✚ The regular protocols to report an absence continue to apply including the Time and Attendance Reporting Procedure.
- ✚ Managers/supervisors who have positive time entry employees (those who clock in and out) in their area who are approved for hybrid work should seek permission from the CAO for those employees to be granted access to mobile or web clocking (as per the Time and Attendance Reporting Procedure).
- ✚ Managers/supervisors must inform the Health and Safety Coordinator in HR of the names of the employees who have been approved for mobile/web clocking.
- ✚ Managers/supervisors will be responsible for ensuring that their positive time entry employees only use mobile/web clocking on the days when they are approved to work from home. On all other days, they will be required to clock in as normal.
- ✚ The regular protocols to request time off continue to apply.
- ✚ Employees may not alter their hours of work unless preapproved by management as outlined in the Flex Time Policy and Guidelines.
- ✚ Employees may not work overtime unless preapproved by their manager/supervisor.
- ✚ Employees are not expected to respond to emails or calls outside of their regular hours of work except in the case of standby or call back (as outlined in the Hours of Work/Overtime for Non Union Procedure) or if they are pre-approved to work overtime.
- ✚ The time recorded in the Workforce Management System is accepted as the employee's representation of a true facsimile of their time and misrepresentations of such entries are subject to investigation and/or discipline.

### Work from Home Location

- ✚ The employee's primary residence is the only location from which working from home is permissible. The primary residence must be in Ontario and within 200km of the City of Windsor city limits except with express permission from their manager/supervisor, Commissioner and the Executive Director of Human Resources. Employees who live outside of Ontario may not be eligible to engage in hybrid work given the variation in employment and health and safety laws.
- ✚ Employees are expected to notify their manager/supervisor and the Health and Safety Coordinator in HR as soon as possible of any change to their designated work location and may be required to reapply or complete a new Work at Home Health and Safety Form to continue their hybrid work arrangement depending on the change in circumstances.
- ✚ It is recommended that employees advise their personal home insurance carrier of their working-from-home arrangements.

### Technology Requirements

- ✦ Employees working from home require a corporate-issued laptop.
- ✦ A corporate-issued laptop with VPN is the expected work-at-home solution. LogMeIn is not a viable Hybrid Work option but is a potential application used while waiting for a laptop to arrive or if the Work at Home in the Event of an Emergency Procedure is implemented.
- ✦ Personally owned peripherals may be used (keyboard, mouse, monitor, headphones or earbuds). The City will not be held accountable and is not liable or able to provide support for any technical problems that may occur while using personal peripheral equipment.
- ✦ The City's insurance coverage does not apply to non-City property.
- ✦ Employees must ensure that any City equipment is kept in a secure location and is not utilized by non-City employees.
- ✦ Where it is evident that employees have failed to take reasonable precautions to secure and protect City property, the City will not be held liable for loss or damage of such property.
- ✦ All City equipment and property including hardware, software, data, and supplies must be restricted to City business and any damage or misuse must be reported immediately to the employee's manager/supervisor. The Acceptable Use Policy applies to all employees working from home.
- ✦ Employees must promptly return all City equipment and property to the City when employment has ceased or upon request by the City.
- ✦ An internet connection of no less than 10/10 Mbps is expected.
- ✦ To participate in video conference meetings (such as Zoom or MS Teams), employees should use the built-in laptop video camera so they can join by video and audio and fully participate in an effort to mimic the office environment. The employee should not join the meeting by phone because they will not be able to see the screen or the information being presented clearly.
- ✦ Your office telephone extension will be available via a softphone (software on a laptop) so you can answer, place phone calls, or review your voicemail messages.
- ✦ A corporate printer will not be provided or supported. A paperless environment is strongly encouraged.
- ✦ Employees who have a city email connected to their mobile device must ensure that their mobile email signature is consistent with their usual signature and does not indicate that the email is being sent from their mobile device.



### Expenses

- ✦ The employee is responsible for providing an adequate workspace and furnishings while working from home. There will be no duplication of any office equipment for a home office.
- ✦ Employees may access basic office supplies required to perform their duties (e.g. paper, pens) from their municipal work site. The employee is responsible for purchasing and stocking all other supplies necessary to do their job.
- ✦ Since a paperless office is the goal, ink cartridges will not be supplied or reimbursed.
- ✦ Employees are not eligible to claim any expenses from the City incurred from working from home. For example, the employee would be responsible for expenses relating to insurance, communication lines including internet connection and usage fees, phone lines and usage fees, utilities, meal allowance, lighting, as well as the procurement and maintenance of remote workstation furniture and IT equipment not provided by the City.
- ✦ The employee is responsible for any costs associated with home renovations required for a home office, including the physical installation of phone lines and electrical upgrades.
- ✦ Employees may be required to attend their municipal worksite for anchor days, meetings, training, events, unexpected work schedule changes, or to pick up or deliver work-related items from time to time. When such travel occurs, employees are not entitled to mileage reimbursement.

### Borrowing Office Equipment

- ✦ While it is not guaranteed, with their manager's approval, employees **may** be permitted to borrow small office equipment such as footstools if the department has it available.
- ✦ Employees who have small office equipment at their in-office workstations may also be permitted to transport it to and from their work and home offices, with their manager's approval.
- ✦ Large office equipment, which includes but is not limited to anything that could not be transported easily by one person, anything that is permanently attached to another piece of office furniture/equipment, or anything that would not fit inside an airplane carry-on bag may not be borrowed. This applies regardless of whether the furniture/equipment was provided as a workplace accommodation.

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- The following chart illustrates what would be considered small or large office equipment:

Borrowing Office Equipment	
Small Office Equipment (could possibly be borrowed)	Large Office Equipment (may not be borrowed)
<ul style="list-style-type: none"> <li>○ Document holder</li> <li>○ Footrest</li> <li>○ Laptop raiser stand</li> <li>○ Mouse pad</li> </ul>	<ul style="list-style-type: none"> <li>○ Chair</li> <li>○ Desk/sit-stand desk</li> <li>○ Filing cabinet</li> <li>○ Keyboard tray</li> <li>○ Lamp</li> <li>○ Printer</li> </ul>

- Supervisors and managers are responsible for tracking what office equipment has been lent to employees working at home.
- Any equipment borrowed from the City must be returned immediately upon request.
- The employee is responsible for the relocation of any equipment they have been approved to borrow from the City to and from the home, as well as the proper installation, maintenance and cleaning thereof. Support staff from IT or Facilities will only provide remote support and will not attend the employee's home.

### Security and Confidentiality

- All City of Windsor staff, regardless of their role or job title in the organization, are responsible for the proper use of records under their custody and control that contain personal information. A record is anything that could contain personal information: a file, a form, an email, a voicemail recording, a handwritten note, etc. Personal information is any information about an identifiable individual, including their address, phone number, email address, sex, age, education, medical history, financial information, credit card information, etc.
- Employees must take all reasonable precautions to secure and protect City property and data, regardless of the physical location where their work is being conducted.
- When working from home, the privacy and confidentiality of City data must be maintained the same as when working in the office.
- If you are unsure whether the information is confidential or not, err on the side of caution and treat it as confidential.
- A separate, dedicated space for a home office will assist in keeping equipment, data, and documentation within a designated area to avoid loss or inappropriate access.
- Employees must maintain a clean desk and put away all files once complete and at the end of the day.
- Whenever possible, the designated work location should have a lockable door or lockable cabinetry where equipment and documents can be stored.



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- ✦ If the designated work location is shared or within a common area of the residence, employees must ensure equipment is password-protected or locked when temporarily unattended or not in use.
- ✦ Sensitive or private information must not be discussed in the presence of others or where it can be overheard. Watch the volume of your voice when having conversations via web conference or on the phone that involve confidential information.
- ✦ Documents and screens should be placed so they are in view of the employee only.
- ✦ In a shared workspace, physical paper documents should be supervised by the employee to ensure they are not retrieved or accessed by other individuals.
- ✦ Passwords should be complex and not recorded or accessible to others. Passwords must meet the current requirements outlined by the Information Technology Department and in the Acceptable Use Policy.
- ✦ Employees should avoid removing personal or sensitive documentation from municipal worksites. If you need to transport files or information from one location to another, ensure that it is kept confidential in your briefcase, vehicle, home office, etc.
- ✦ Employees must avoid connecting to any public Wi-Fi networks using City-issued devices.
- ✦ Employees must ensure that they password-protect their home wireless network if connecting a City-issued device to their home Wi-Fi.
- ✦ Employees may not dispose of any City records at their residence but instead, ensure that such records are returned to their municipal worksite and disposed of via the acceptable record disposal process at marked shredding consoles.
- ✦ Employees must immediately report any potential breach of privacy to their manager/supervisor, where there may be unauthorized access, disclosure, loss or theft of personal/sensitive information or a City device.

### Performance

- ✦ A hybrid work schedule must not negatively impact an employee's performance. Providing exceptional customer service to residents remains the number one priority.
- ✦ While working from home, employees will need to complete all of their assigned duties to the best of their ability. If they are unable, employees must communicate this to their immediate supervisor.
- ✦ Employees must spend their work hours (not including breaks and lunch) dedicated to completing their job duties for the City and cannot work for another employer during that time.
- ✦ Employees who are currently required to log their work assignments or work time while at their municipal worksite will continue to do so while working from home unless directed otherwise by their supervisor.

## Hybrid Work Program

- ✚ Managers/supervisors should monitor and manage performance as outlined in the Hybrid Work Eligibility and Performance Guidelines for Managers ([available on Dashboard](#)).
- ✚ Managers/supervisors are responsible for ensuring that their employee's hybrid work schedules do not result in any service disruption.
- ✚ Performance issues may lead to discipline or revocation of privileges for both the employee and manager.

### Professionalism While Working From Home

- ✚ As public servants, we must be mindful of the perception we give to residents.
- ✚ If a request or assignment comes up that requires an employee to be on-site to complete it, then they must attend the municipal worksite and complete the task. It is never acceptable for an employee to tell a client, customer, co-worker, or City Council Member that they will complete their request the next time they are in the office. Employees should not pass off requests to a co-worker who is in the office.
- ✚ All employees must adhere to the Personal Social Media Use Directive.
  - Social media is not private. Any posts made to social media are inherently public.
  - Employees may not post information that may affect the City's reputation.
  - Employees may not post on social media about working from home. Posts about working from home are open to the possibility of being misconstrued by members of the public and reflecting poorly on the City.

### Policies, Procedures and Programs

- ✚ Appropriate, professional behaviour is expected when conducting City business. All City policies, procedures, and programs continue to apply to employees working from home including but not limited to the Respectful Workplace Policy, the Personal Social Media Use Directive, and Standards of Employee Department.
- ✚ The Working Alone Procedure does not apply to employees who are working at home. Employees should ensure that they have a means of communication to gain assistance in the event of an emergency available in their designated work location (home phone, cell phone, computer etc.).
- ✚ A full list of City policies is available on Dashboard under Policies/Procedures.

### Communication

- ✚ Employees who are working from home are expected to maintain the City's customer service standard. This includes responding to written correspondence within 3 business days and telephone correspondence within 2 business days.
- ✚ Employees who are working from home should not have an out-of-office message on their answering machine or their email.

## Hybrid Work Program

- ✦ Employees should review the instructions on accessing voicemail from home or your cell phone (available on Dashboard) if needed.
- ✦ Employees are required to communicate with their supervisor and maintain an agreed-upon work plan and deliverables. Personal social media platforms are not an acceptable avenue for communication.
- ✦ Employees should check Dashboard to stay up to date with what is happening at the City and with their union/association. The Human Resources page on Dashboard has information about how to connect with your union/association.
- ✦ Employees may never hold in-person meetings in their homes or personal vehicles.

## Collaboration

### Hybrid Meetings

- ✦ Employees must adhere to the Professional Dress Policy for Non Uniformed Employees while attending online meetings.
- ✦ At times, employees may be required to attend meetings in person at their municipal worksite. However, online meetings and hybrid meetings (with some employees attending in-person and some attending online) will also be available and encouraged when possible.
- ✦ Anyone planning a hybrid meeting should ensure that the meeting room they book has a screen available so anyone who is attending online can be seen.
- ✦ Set up the room so online participants can see the faces of in-room attendees, shared presentations, physical documents handed out, content created during the meeting on whiteboards or flipcharts, etc.
- ✦ Managing a hybrid meeting is harder than when the whole group is in person or online together. One person should be assigned to guide the conversation and keep it on track. The facilitator should draw the online participants in, keep them engaged, and ensure their voices are heard, not interrupted or talked over.
- ✦ Meetings should be designed for all attendees. Review each activity or exercise and focus on how online participants can engage. Consider what tools and techniques can be used to maximize their interaction with the in-room attendees.
- ✦ If you need to poll the group, use an online or phone-based survey tool to collect everyone's input in real-time. This puts online participants on an equal footing, versus a show-of-hands or relying on verbal feedback.
- ✦ To capture meeting notes, use an online whiteboard (or focus a remote camera on a flip chart) so everyone can see what's being written as it happens.
- ✦ If the meeting calls for breakout groups, integrate online participants across several breakout groups to accentuate their equal status.

## Hybrid Work Program

- ✚ Employees should participate in online and other forms of hybrid work collaboration with their colleagues to maintain engagement with corporate culture.

### Onsite Collaborations

- ✚ When appropriate and safe, managers/supervisors should consider scheduling an anchor day a few times per year when all the employees in their area will be in the office to encourage in-person collaboration and team building.

### Microsoft Teams (MS Teams)

- ✚ Employees must keep their schedule updated in MS Teams, including any last-minute schedule changes.
- ✚ Employees must indicate in their status message whether they are working onsite or remotely each day. It is important for other employees, managers, and supervisors to know who is working from home or in the office at any given time.
- ✚ Employees in front-facing positions should refer to Microsoft Teams to see where an employee is working when requested.

### Mitel MiCollab

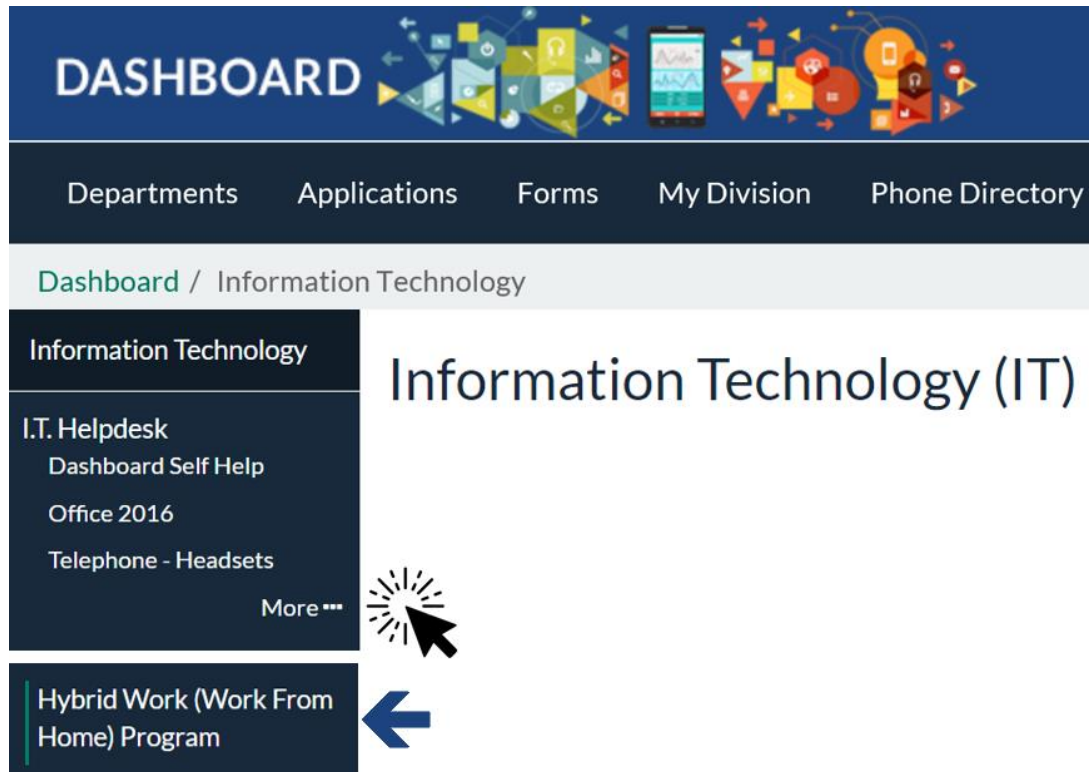
- ✚ Mitel MiCollab is an enterprise collaboration software and tools platform solution that securely and swiftly powers communications. MiCollab is an application for voice, messaging, presence, audio conferencing, mobility and team collaboration. Just as you have advanced features when you are using MiCollab when you are at work, you can use the application to deal with voicemails from home.
- ✚ You can play, forward, or delete voicemail messages.
- ✚ Make calls from MiCollab softphone for Mobile Client.

### Microsoft SharePoint

- ✚ MS SharePoint is a multi-purpose platform that is used to leverage the standardization, branding, and marketing of our Internet/Intranet websites.
- ✚ MS SharePoint functionality includes our internet/intranet websites, web applications, SharePoint collaboration, enterprise portals, enterprise searches, content management, and workflows.
- ✚ The integration of all these platforms allows us to leverage MS SharePoint tools to effectively share information, collaborate, manage, and publish documents.

### Technical Support

The Information Technology Department has an array of tools available to employees working from home available on [Dashboard](#), including accessing voicemail from home, teleconferencing instructions, Outlook web access and ESET, work from home tips, MS Teams, Mitel MiCollab, and many more.



The screenshot shows the 'DASHBOARD' for Information Technology. At the top, there are navigation links: Departments, Applications, Forms, My Division, and Phone Directory. Below this is a breadcrumb trail: Dashboard / Information Technology. On the left is a sidebar menu with the following items: Information Technology, I.T. Helpdesk (with sub-items: Dashboard Self Help, Office 2016, Telephone - Headsets, and More...), and Hybrid Work (Work From Home) Program. A mouse cursor is pointing at the 'More...' link, and a blue arrow points to the 'Hybrid Work (Work From Home) Program' link.

## Information Technology (IT)

If employees require assistance, the Help Desk is available:

Phone: 519-255-6143

Email: [helpdesk@citywindsor.ca](mailto:helpdesk@citywindsor.ca)

Regular Hours: Monday to Friday 8:00 a.m. to 4:30 p.m.

After-Hours Emergency: 519-999-9049



IT Service Portal

You can use the IT portal to access IT support and service. Get help or search the self-help knowledge base.

## Learning and Development

- ✚ Employees are expected to have current and valid training in any required areas. This includes completing the monthly safety talks and any mandatory in-class or online training.
- ✚ As required, employees may be asked to report to their regular municipal worksite or another municipal worksite to attend training.

## Health and Safety

- ✚ Employees must review the Work at Home Health and Safety Form with their manager/supervisor.
- ✚ Employees must allow City representatives from Health, Safety and Wellness to inspect their designated work location via pictures and/or video chat to ensure that it meets City standards for ergonomic wellness and health and safety.

## Hybrid Work Program

- ✚ The regular reporting protocols for any illness/accident arising out of work should be followed. Employees must report any work-related injuries or illness which occurs during their work hours to their manager/supervisor as soon as possible. Managers/supervisors must complete and submit an Internal Accident/Incident Report (available on Dashboard under forms).
- ✚ Employees must allow City representatives from Health, Safety and Wellness and/or their manager/supervisor to inspect their designated work location where an injury occurred to conduct any sort of assessment or investigation arising out of the illness/accident.
- ✚ Employees working from home may be required to grant access to their premises to Ministry of Labour or Workplace Safety and Insurance Board authorities and Federal Safety Officers.
- ✚ Employees must have a first aid kit in their home that is fully stocked and they must inspect it periodically. For example, a fully stocked first aid kit would include:
  - a current first aid manual;
  - 1 card of safety pins;
  - 12 adhesive dressings individually wrapped;
  - 4 sterile gauze pads, 3 inches square;
  - 2 rolls of gauze bandage, 2 inches wide;
  - 2 field dressings, 4 inches square or 2 4-inch sterile bandage compresses; and
  - 1 triangular bandage.
- ✚ Employees must have a fire extinguisher in their home that is easily accessible, fully charged, sealed, and in the proper class. Employees must visually inspect their fire extinguishers monthly.
- ✚ Employees must have a smoke detector on the same floor as their designated work location that is fully functioning. If they have fuel-burning appliances, employees must also have a carbon monoxide detector in their home that is fully functioning. Employees must test these devices every six months and change the batteries when needed.
- ✚ The maintenance and repair of electrical outlets and other parts of domestic electrical systems are the responsibility of the employee.
- ✚ Employees should always follow the manufacturer's recommendations as outlined in the owner's manual for all health and safety-related devices.



## Hybrid Work Program

- In addition to following the manufacturer’s recommendations, employees should use the following inspection schedule as a minimum standard:

Home Office Inspection Schedule	
Fire extinguisher	Visually inspect <b>monthly</b>
First aid kit	Inspect the first aid box and its contents every <b>3 months</b>
Smoke detector	Test every <b>6 months</b> and change the batteries when needed
Carbon monoxide detector (if required)	Test every <b>6 months</b> and change the batteries when needed

- The City reserves the right to inspect the designated work location periodically to ensure that it meets all required health and safety standards. Except in the case of an incident, accident, or emergency, the City will provide at least 48 hours notice to the employee before the inspection.
- All inspections of the employee’s designated work location will follow any current public health restrictions.

### Ergonomics

- Employees are encouraged to know the hazards or factors in their job that could cause musculoskeletal disorders (MSDs). While working from home, employees should take steps to control or eliminate MSD hazards and participate in making their workplace safer. Employees need to be aware of MSD symptoms & report any concerns or hazards to their supervisor.
- When working with computer screens, employees need to adjust their workstation to a comfortable position and take breaks from work. Remembering to stretch and change position regularly can help reduce tiredness and prevent pains in the hands, wrists, arms, neck, shoulders, and back.
- Employees who have concerns regarding the ergonomics of their home office should contact the Ergonomist & Wellness Specialist.
- Additional information and guidelines can be found in the Musculoskeletal Disorder (MSD) Prevention Procedure and the related documents (available on Dashboard) including the Ergonomics Information Sheet, Computer Workstation Guidelines, General Ergonomics Principles, and the Back Care Information Sheet.

### Wellness

- The City of Windsor offers an [employee wellness website](#) designed to help improve the overall health and well-being of employees. The goal of this website is to improve health awareness, teach new skills, and show how to become involved with the Wellness program. Check in with the wellness website regularly because the wellness program is always being updated with new events and initiatives.
- The City offers several confidential counselling services through the Employee Family Assistance Program (EFAP). This service is available to all eligible

## Hybrid Work Program

employees, to see if you meet eligibility requirements contact Human Resources at 255-6515 or email [esc@citywindsor.ca](mailto:esc@citywindsor.ca). For more information, visit the EFAP page on [Dashboard](#).

- ✚ Together with our EFAP, the City has put together an online interactive wellness site (microsite) that offers resources and tools to help you get the complete picture of healthy living. The site, [Proactive Living: Your 360° Guide to Complete Health](#), also highlights the importance of the connection between physical, mental and emotional health.
- ✚ Employees should talk to their managers/supervisors if they feel that their hybrid work arrangement is negatively affecting their wellness or mental health. Together they can discuss ways to change or improve the situation. Hybrid Work Agreements can be changed and resubmitted if approved by the manager/supervisor. Human Resources is available whenever needed to assist or provide resources for employees and managers/supervisors.

### Renewal of Agreement

- ✚ Hybrid Work Agreements will be submitted for approval every year or more often depending on operational needs.
- ✚ Employees will be asked to submit a Hybrid Work Agreement before their annual performance appraisal if they wish to renew their hybrid work arrangement for the upcoming year.
- ✚ When considering renewing a Hybrid Work Agreement, the manager/supervisor will consider the employee's performance results over the previous year and any related service impacts using the Hybrid Work Eligibility and Performance Guidelines for Managers and the Performance Appraisal and Development Plan Guidelines. These guidelines are available on Dashboard under Policies/Procedures with the Hybrid Work Procedure.
- ✚ The manager/supervisor will determine if it is operationally feasible to continue with the arrangement and what changes may be required.
- ✚ During their performance appraisal, managers/supervisors should review with the employee how their hybrid work arrangement is working for the employee and if they require any additional training, supports, or adjustments.
- ✚ Managers/supervisors may choose to review a hybrid work arrangement more often if they deem it necessary.

### Termination of Agreement

- ✚ The City or the employee may change, revoke, or temporarily suspend a Hybrid Work Agreement at any time as working from home is a privilege and not a condition of employment.
- ✚ If the Hybrid Work Agreement is terminated by the City, every effort will be made to provide notice to the employee.



## Hybrid Work Program

- ✚ Normally, a minimum of ten working days' notice will be given before the termination or change takes effect unless the termination is due to operational need, an emergency, or performance reasons.
- ✚ Valid reasons for changes, terminations, or temporary suspension may include but are not limited to:
  - Business needs or operational concerns;
  - Performance concerns;
  - Workload peaks or increases;
  - Required attendance at business meetings or training;
  - Holidays, peak vacation periods, illnesses, absences;
  - Failure to meet the conditions of the agreement;
  - Personal circumstances.
- ✚ If the employee transfers to a new position, they will need to submit a new Hybrid Work Agreement to their new manager/supervisor.
- ✚ Employees who fail to comply with this program may be subject to disciplinary action up to and including dismissal.

### **Abuse of Agreement or City Property**

The City retains the right to monitor, audit, or investigate any activity occurring on City-issued devices or across City transmissions or data storage. Where it becomes apparent that potential abuse of the Hybrid Work Agreement may have occurred, employees will be notified of such concern by their manager/supervisor and the normal protocols regarding a workplace investigation will occur. Where abuse of the arrangement has occurred, the City is within its right to cancel the arrangement.