

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

Service Area:	Office of the City Clerk	Policy No.:	<b>HRENV – POL - 0001</b>
Department:	Human Resources	Approval Date:	<b>March 7, 2016</b>
Division:	Organizational Development	Approved By:	<b>City Council CR 127/2016</b>
		Effective Date:	<b>March 7, 2016</b>
Subject:	<b>Working Environment</b>	Procedure Ref.:	
			Replaces: Blood Donor Policy, Facility Access and Identification Badge Policy, Flex Time Policy and Guidelines, Inclement Weather Policy, Moving Expenses, References – Releasing Information Policy, Retirees – Policy for Corporate Gifts, Council Resolution 254/73 re LOA Policy, Visitor Sign in Policy, Work at Home Policy in the Event of an Emergency, Hours of Work/Overtime for Non-Union Policy
<b>Review Date:</b>	December 1, 2020	<i>Pages:</i>	
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**1. POLICY**

**1.1** The City of Windsor (the Corporation) strives to create a good place for its employees to work while remaining cognizant of its fiscal responsibilities to the citizens of Windsor. Every employee can contribute to the quality of the work environment through good work habits, personal responsibility, respect for others, professional decorum and cooperation with approved policies, procedures and practices.

**2. PURPOSE**

**2.1** This policy covers various areas and topics that have not been addressed in the other six (6) Human Resource policies as per the HR Policy and Procedure Plan, Council Resolution M517-2012.

**2.2** This policy establishes general principles, statements and goals that assist in establishing the framework for a structured, transparent, productive, positive, equitable, and cohesive work environment.

**3. SCOPE**

**3.1** This policy applies to all City of Windsor employees regardless of employment status.

**3.2** This policy applies to individuals, inclusive of, but not limited to volunteers, non paid placements, contract employees, Transit Windsor and other individuals who access City premises.

#### 4. **RESPONSIBILITY**

**4.1 The Mayor and City Council** are responsible to:

**4.1.1** Support the Working Environment Policy in principle and by providing the necessary financial and human resources to carry out its intent.

**4.2 The Chief Administrative Officer** is responsible to:

**4.2.1** Support the Working Environment Policy including providing guidance, direction and final authority on issues that may arise where the Corporate Leadership Team (“CLT”), Executive Director of Human Resources and applicable department(s) were unable to achieve resolution.

**4.2.2** Recommend to City Council adequate budgetary resources to meet the obligations under this policy.

**4.3 The Corporate Leadership Team (CLT), Executive Directors, Managers and Supervisors** are responsible to:

**4.3.1** Communicate this policy to staff.

**4.3.2** Support the Working Environment Policy by facilitating compliance and consistency in its application.

**4.3.3** Allocate appropriate budget dollars to implement this policy.

**4.4 The Executive Director of Human Resources** is responsible to:

**4.4.1** Ensure the Corporation has a current policy on the Corporation’s working environment and it is made available to staff.

**4.4.2** Assess, develop, review, administer, direct and manage all matters related to the Working Environment Policy and related procedures.

**4.4.3** Request an annual budget allocation for resources to implement this policy as may be necessary.

**4.4.4** Support appropriate training requirements to effectively carry out this policy.

**4.4.5** Endeavour to apply the policy and applicable procedures consistently across the Corporation and where issues arise that cannot be resolved at the department level, they shall be forwarded to the applicable CLT member and if no resolve is achieved, to the Chief Administrative Officer.

- 4.4.6 Review this policy one year after initial implementation and every five (5) years thereafter or as required.

**4.5 Human Resource staff** are responsible to:

- 4.5.1 Be familiar with, abide by and provide consistency in the application of the Working Environment Policy and applicable procedures, including advising their respective Manager or designate of any issues arising from the application of this policy.
- 4.5.2 Endeavour to ensure departments are aware of and abide by the policy and applicable procedures.

**4.6 Employees and other individuals identified in Section 3** are responsible to:

- 4.6.1 Be aware of and comply with the Working Environment Policy, applicable procedures and practices as a condition of continued employment, placement, volunteer assignment, separation or retirement.
- 4.6.2 Provide Human Resources with all required information, as requested as a condition of continued employment with the Corporation, and accordingly following separation or retirement.

## **5. GOVERNING RULES AND REGULATIONS**

### **5.1 DEFINITIONS:**

- 5.1.1 **Working Environment** pertains to everything that forms part of an employee's involvement with the work itself. It is the surrounding conditions in which an employee operates and includes, but is not limited to: the relationship with co-workers and managers/supervisors; organizational culture; personal development; physical atmosphere and surroundings; perks and benefits of employment; work processes and procedures (that have not been addressed in the other six Human Resource policies).
- 5.1.2 **Employee Recognition** is the acknowledgement of an individual or team's behaviour, effort and accomplishments that support an organization's goals and values. It lets employees know their hard work is valued. It does not have to be costly however recognition is not a one-size fits all. Consideration should be given as to what would be appreciated by the person(s) being recognized.
- 5.1.3 **ID Badge/Card Access System** is an electronic system whose primary function is to provide:
  - 5131 Employee identification through an ID badge.
  - 5132 An access system for entering Corporate facilities

- 5.1.4 Employee Docket** is a separate file(s) for each employee containing documents and records specific to that employee. The Employee Docket provides the Corporation with a consolidated place to store employee information and provide documentation to substantiate decisions made in the employee/employer relationship. It allows the Corporation to effectively manage the workforce. It should be noted that certain highly confidential employee information is maintained separately so as to ensure its privacy. The Employee Docket is maintained and stored in the Human Resources Department and is regarded as the official file for that employee of the Corporation.
- 5.1.5 Human Resources Management Information System (HRMIS)** is a system which seeks to merge the activities associated with human resource management (such as compensation & benefits, recruitment and applicant tracking, position control, payroll, labour distribution, etc) and information technology into one common database.
- 5.1.6 Leave of Absence** is a continuous period of time where the employee is absent from work, i.e. not actively at the work site and/or actively performing work for the Corporation, for reasons other than compensable injuries or sick leave. A Leave of Absence must comply with the minimum standards required by law; can be with pay or without pay; is normally authorized in advance; and implies that the employee intends to return to the same or similar position, which will be available upon the employee's return.
- 5.1.7 Alternative Work Arrangement** refers to work arrangements that are variations from the standard workday, workweek and/or work location. It occurs when the Corporation, an individual employee, or group of employees, who for specific reasons, wishes to vary the work hours or location from the standard work schedule/location that is based on a five (5) day per week basis. Alternative Work Arrangements may include:
- 5.1.7.1 Flextime** – fluctuating start and end times during the workday and/or workweek
  - 5.1.7.2 Compressed Work Week** – working the equivalent of a full-time week in fewer than five days or working longer shifts in exchange for a reduction in the number of working days in one's work cycle. Examples (for a 40 hour work week) may include:
    - Working four 10-hour days with every Friday off OR
    - Working nine 9-hour days over a two-week period with every other Friday off.
  - 5.1.7.3 Job Sharing** – when two employees fill one approved full-time position. In sharing the one job the employees work a regular schedule that is less than the standard hours per week for that job.
  - 5.1.7.4 Working At Home In The Event Of An Emergency** – as noted

- 51.75 Telework** - An employee has approval to carry out some or all of their work duties away from their official workplace
- 51.76 Reduced Work Week or Graduated Return To Work** – As per approved accommodations working less than the regular hours of the job (i.e. part-time hours) with the goal of increasing hours up to the employee’s regular hours of work
- 51.77** Any other type of alternative work arrangements that deviates from the established norm.

**5.1.8 Vacation** is annual time off for employees as outlined in the Employment Standards Act and applicable union/association collective agreements and/or terms and conditions of employment.

## **5.2 OVERALL PRINCIPLES, GOALS AND OBJECTIVES**

- 5.2.1** The Corporation shall follow applicable governmental legislation and Council By-laws in the development of various policies and procedures.
- 5.2.2** The Corporation is committed to adhering to City of Windsor’s Union/Association Collective Agreements, the Civic Association of Non Union Employees (CANUE) Terms & Conditions of Employment and the Senior Management Team (SMT) Terms & Conditions of Employment.
- 5.2.3** In the absence of clear language and details in various Union/Association Collective Agreements or SMT or CANUE Terms & Conditions of Employment, Corporate policies and procedures shall be developed in consultation with various employee groups to address specific areas, operational needs and business processes.
- 5.2.4** All employees and others, as noted in Section 3.2, shall follow Corporate policies, procedures, rules and practices, as applicable.
- 5.2.5** Employees and those as defined in Section 3.2 that fail to comply with this policy may be subject to disciplinary action up to and including termination.
- 5.2.6** The Corporation, its employees and other persons noted in Section 3.2, share the responsibility to communicate and know the rules.
  - 5261** The Corporation has an obligation to communicate policies, procedures, information and various rules and operational standards to its employees in a clear and concise manner.
  - 5262** Employees and those noted in Section 3.2 have an obligation to familiarize themselves and inquire about situations that may affect them.

- 5.2.7** Every employee/person under Section 3.2 shall maintain a professional demeanour. They shall treat all persons they come in contact with during their work day with respect, dignity and professionalism both within and outside of the work environment.
- 5.2.8** The Corporation acknowledges the value of employee recognition as: a method to let employees know their hard work is valued and appreciated; to give employees a sense of ownership and belonging in their work place; to improve employee morale; enhance loyalty; increase employee motivation; and help build a supportive work environment.
- 5.2.9** The complexity of the Corporation is reinforced by the various hours of work in which the Corporation does business. Each office or work location shall be sufficiently staffed for its hours of business in order to ensure the delivery of services in the most efficient and effective manner. Procedures on hours of work shall reflect this principle as well as reinforce a working environment that respects a balance between work and personal responsibilities.
- 5.2.10** The Corporation recognizes the strategic importance of addressing work and personal life integration. As such, there may be a need amongst some employees to apply for alternative working arrangements and/or apply for a leave of absence. Procedures shall be developed to ensure that consistency is maintained when considering such arrangements, to guarantee that efficient service to the public is not compromised and to comply with applicable legislation, Union/Association Collective Agreements, and/or SMT or CANUE Terms & Conditions of Employment. The Corporation may also require the implementation of alternative work arrangements for an employee or group of employees as part of ensuring the operational and business needs of the Corporation are maintained.
- 5.2.11** Work and vacation schedules shall be established as appropriate to meet business needs and to comply with applicable legislation and Union/Association Collective Agreements and/or SMT or CANUE Terms & Conditions of Employment.
- 5.2.12** The first obligation of staff and others conducting business on the City's behalf is the preparation for and carrying out of official Corporate duties. Full-time staff are expected to devote full-time effort and part-time staff are expected to devote a corresponding part-time effort to their institutional responsibilities.
- 5.2.13** The Corporation recognizes the importance of community involvement and encourages employees to participate in volunteer activities that promote the well being of the community. Such events may include participating in Blood Donor drives; United Way Initiatives, Sparky's Toy Drive/other toy and can drives and other charitable fundraisers.

Corporate wide procedures shall be established by Human Resources, and approved by the CAO, consistent with existing policy and financial funding dedication that support participation in community initiatives while remaining cognizant of the employee's primary duty to provide customer service in an efficient manner.

**5.2.14** Employees and others as noted in Section 3.2 are expected to follow and implement safe security measures as established by the Corporation in their every day work environment. Procedures shall be developed that incorporate the following requirements:

**52141** All employees and persons noted in Section 3 regardless of status are to carry a Corporate identification badge with them at all times during their work day or while conducting business on City premises, in a visible location, remaining cognizant of any health and safety issues associated with their work that requires one to modify this requirement.

**52142** All visitors and other persons noted in Section 3 attending at City of Windsor facilities and going beyond areas designated as "public areas" must report to the designated staff person in the area. A record of the visit shall be maintained for security purposes.

**52143** Employees are responsible for ensuring the security of the Corporation's confidential/proprietary material in their possession and similarly maintaining the security of company provided equipment. Employees concerned for the security of their work area or equipment must inform their supervisor of such concerns.

**52144** The Corporation shall take measures to ensure the security of Corporate property, technology, buildings, and information remains secure while an employee is absent from work due to various reasons.

**52145** Human Resources, in collaboration with Information Technology and Facility Management, shall be responsible for the administration, implementation and maintenance of the ID Badge/Card Access system, while Information Technology will be responsible for Corporate Security and all the software/technology needs of the ID Badge/Card Access system.

**5.2.15** The Corporation recognizes that weather conditions can, at times, create difficult and dangerous travel conditions for its employees and subsequently interfere with the normal business operations of the Corporation. Procedures shall establish proper protocols to be followed under severe weather conditions including the expectation that employees are required to account for their time off work and the options available.

Procedures shall further identify the CAO as the individual responsible to issue directives on the closure of facilities and services.

**5.2.16** The Corporation understands the importance of planning for emergency situations, such as a pandemic. Procedures on working at home in the event of an emergency shall establish the protocol and process to: identify designated employees who are required to work at home during a declared emergency; assist Managers/Supervisors in managing employees who have been designated to work at home; establish guidelines related to the Workplace Safety and Insurance Act, Occupational Health & Safety Act, and any other related legislative requirements; and provide direction and guidance to those designated employees who have been directed to work at home during an emergency situation.

**5.2.17** The Corporation shall develop a Moving Expenses procedure that recognizes the importance of attracting qualified applicants to positions of a specialized nature. Each request for payment of moving expenses shall be reviewed on an individual basis. Procedures shall outline the criteria for review and payment, including giving the Chief Administrative Officer discretionary power to expend monies where necessary for other expenses incurred by the employee by reason of their relocation.

**5.2.18** The Human Resources Department shall be responsible for the management and retention of employee information and records. Departments are required to forward employee information to the Human Resources Department accordingly. The release of employee information, such as employment reference information, on current or former employees is to be referred to the Human Resources Department.

**5.2.19** Human Resources shall develop and maintain a Document Management procedure that identifies the type of information collected and retained in employee dockets and other HR files, why the information is collected, who has access to that information, how it is used and a retention schedule in accordance with the City of Windsor's Records Retention Disposal By-Law 21-2013.

**5.2.20** The Human Resources Department, in collaboration with Information Technology, shall develop, administer and maintain a viable Human Resources Management Information System (HRMIS).

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

**6.1** All documentation related to matters under this policy shall be retained and filed in the Human Resources Department.

**6.2** Records will be retained in accordance with the record retention requirements of the *Municipal Freedom of Information and Protection of Privacy Act* and the City of Windsor's Records Retention Disposal By-Law 21-2013.