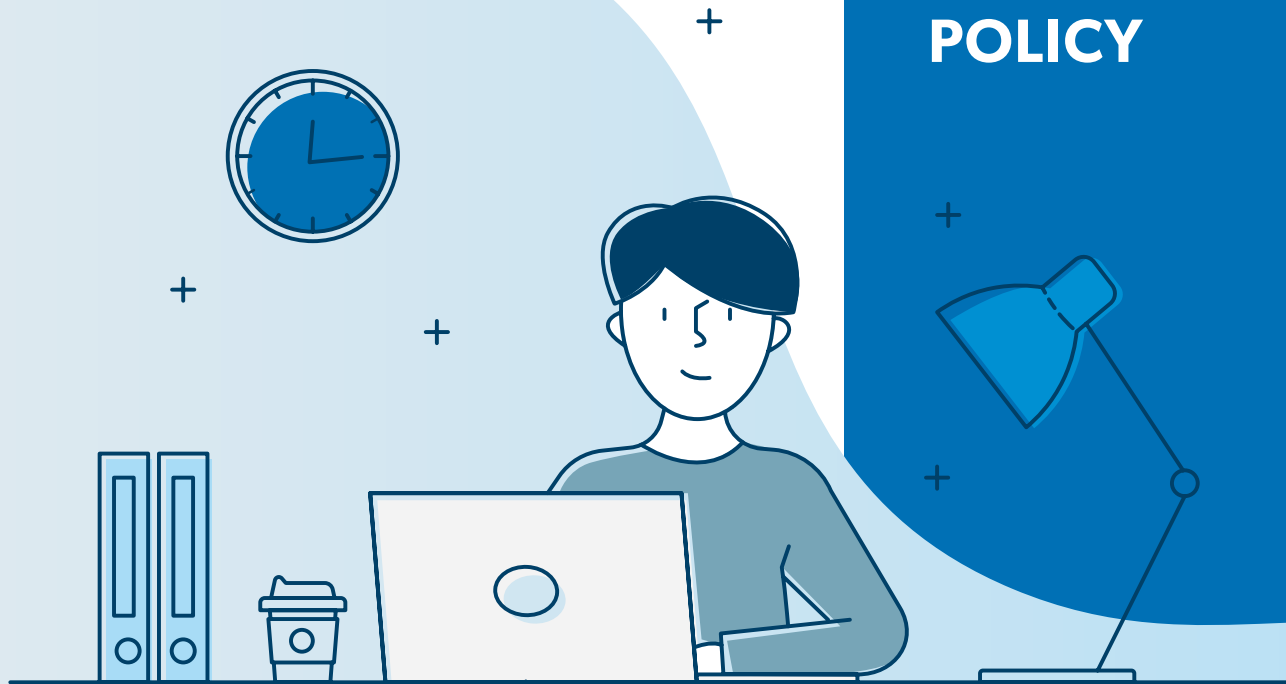


# CRHA

Ordre des conseillers  
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## SIX THINGS YOU NEED TO INCLUDE IN **YOUR** **WORK-FROM-HOME** **POLICY**

*With thanks to Marie-France Émond, CHRP, Vice-President, Operations and HR, Indigo Technologies Canada, for her help in developing this guide.*



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# 1. PURPOSE OF THE POLICY AND DEFINITION

ANSWER THE FOLLOWING QUESTIONS TO GET THE PROCESS STARTED AND GUIDE YOU ALONG THE WAY.

**What are your goals in establishing a work-from-home (WFH) policy in your organization?**

e.g., encourage a healthy work-life balance, strengthen the employer brand, offer greater flexibility

Text input area for goals of establishing a WFH policy.



**How long will this policy be in effect? Is it meant to be temporary or longer-term?**

e.g., summer months only, temporary COVID-19 measures, pilot project

Text input area for policy duration and effect.



**How will this WFH policy coexist with other internal policies?**

e.g., benefits, health and safety, IT equipment, data security/privacy

Text input area for policy coexistence with other internal policies.



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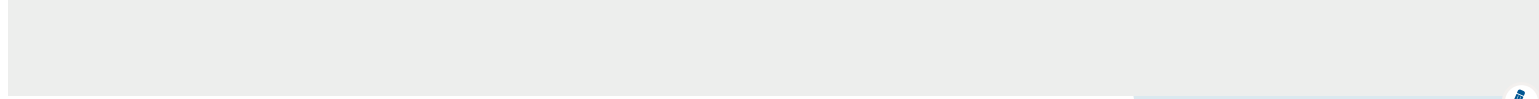
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COMMUNICATION AND SUPERVISION


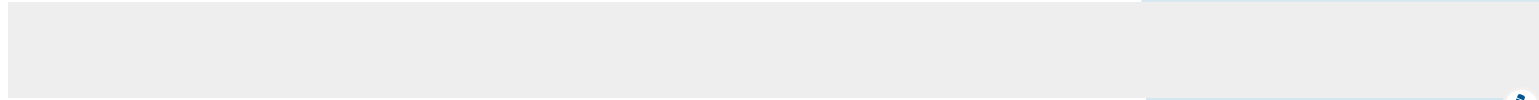
## 2. ELIGIBILITY AND APPLICATION

### Which types of jobs does this WFH policy apply to?

e.g., administrative positions, supervised positions, permanent/temporary staff


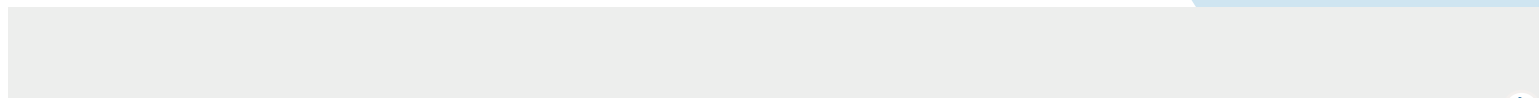


### Do the terms of application need to be included in the employment contract or an agreement section of the policy?



### What kind of schedule is expected of employees working from home?


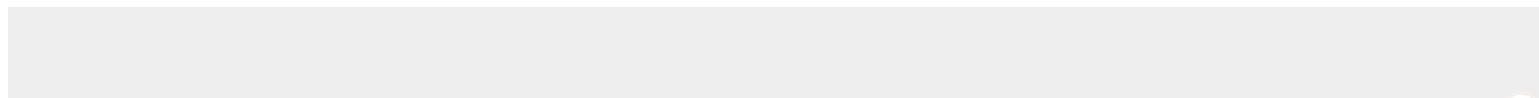
e.g., do you want to set specific hours or days where employees are required to be on the job?



### What is the process for approving employees' requests to work from home?


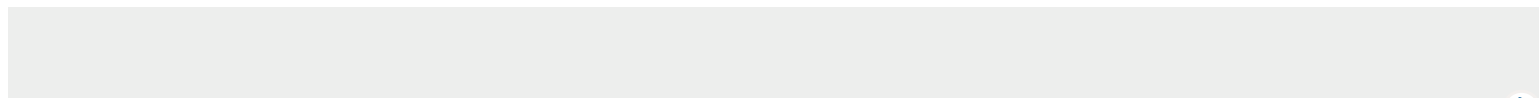
e.g., is the decision made by immediate supervisors or HR managers?

- Timeline for implementation
- Length of time arrangements will be in effect



### How will this policy coexist with other work-life balance initiatives within the organization?

e.g., can the WFH policy be combined with flex hours or compressed work weeks?





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# 3. WORK EQUIPMENT AND SUPPLIES

## Who provides the computer equipment used by WFH employees? What is each party's responsibility in this regard?

e.g., if the employer provides the equipment, be sure to incorporate clauses on personal use; in case of equipment breakdown, determine how responsibility is to be allocated and check that insurance coverage is adequate

## Will the organization pay for WFH-related expenses?

e.g., certain fees related to Internet access, telephone service and an ergonomic workstation

## Are WFH employees entitled to special tax deductions?

[Expenses related to the business use of an individual's home](#)

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# 4. OCCUPATIONAL HEALTH AND SAFETY

## What are the responsibilities applicable to the employer and employees with regard to occupational health and safety?

The same obligations apply whether an employee is working at home or on the employer's premises. Employees must set up a work space in their home that lets them perform their tasks in a safe and efficient way.

[Act Respecting Occupational Health and Safety](#)

[Les travailleurs ont des droits, mais aussi des obligations!](#) (in French only)

## Which ergonomic guidelines need to be heeded?

As an employer, you must provide help to employees with regard to workstation ergonomics and layout. You may want to ask your employee for a picture of their work environment.

A guide to an ergonomic workstation can be found here :

[Ergonomic tips for computer users](#) (in French only)

## What procedures and reporting mechanisms should be used in the event of an occupational injury or illness?

Determine which reporting mechanism you will be using. The Commission des lésions professionnelles (CLP) has acknowledged in various decisions that a home environment is indeed a workplace. Section 29 of the *Act Respecting Industrial Accidents and Occupational Diseases* is therefore applicable.

[Act Respecting Industrial Accidents and Occupational Diseases](#)



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*Employees working from home must comply with the same safety and security procedures as they do at the office: keep filing cabinets locked, keep passwords secret, etc. Make sure you stress this point in the text of your policy.*

## 5. DATA SECURITY AND PRIVACY

**Has your organization put any IT-related security mechanisms in place (firewall, antivirus software, automatic backups, remote access, Internet, document/data sharing, videoconferencing)?**

**Is there a procedure in place concerning password use and updates?  
Are documents and information kept in a safe, confidential way?**

Provide clear instructions as to how to keep and handle the files of clients, customers, providers and others, as well as guidelines for sending files, setting up a home office in a private space, etc.

[Act Respecting the Protection of Personal Information in the Private Sector](#)

[Personal Information Protection and Electronic Documents Act](#)



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# 6. COMMUNICATION AND SUPERVISION

## How can you promote and achieve effective remote communication?

e.g., supervision, monitoring and frequency

- Between immediate supervisors and their employees
- Between the organization and employees, so employees are kept in the loop of corporate operations
- Between various departments to provide updates on technical support, human resources, financial aspects, leave (sickness or otherwise), etc.

[How can you manage your communications efficiently and effectively?](#) (in French only)

## How can you support employee performance and output?

Make sure your performance management process is focused on results.

[Managing performance in a work-from-home environment](#) (in French only)

## How can managers provide remote support to their employees?

e.g., by checking in regularly and maintaining frequent communication based on their team's needs:

- phone calls, video calls, morning email greetings, etc.

[How to connect while working remotely](#) (in French only)

e.g., set up a work plan and individual check-ins at a frequency that suits each employee

**Good communication is the key to a successful WFH situation.  
This is especially important for managers and the members of their team.**



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## ADDITIONAL REFERENCES

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### Video:

- [PILOTER LA CONTINUITÉ DU TÉLÉTRAVAIL : STRATÉGIES POUR RÉUSSIR](#) (in French only)
- 

### Articles:

- [LES PROGRAMMES DE TRAVAIL FLEXIBLE : OBSTACLES À LA RÉUSSITE](#) (in French only)
- [IMPLANTER UN PROGRAMME DE TÉLÉTRAVAIL : CE QUE VOUS DEVEZ SAVOIR!](#) (in French only)
- [GUIDE D'IMPLANTATION DU TÉLÉTRAVAIL EN ENTREPRISE](#) (in French only)



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