

Remote and Flexible Work Toolkit for Employers



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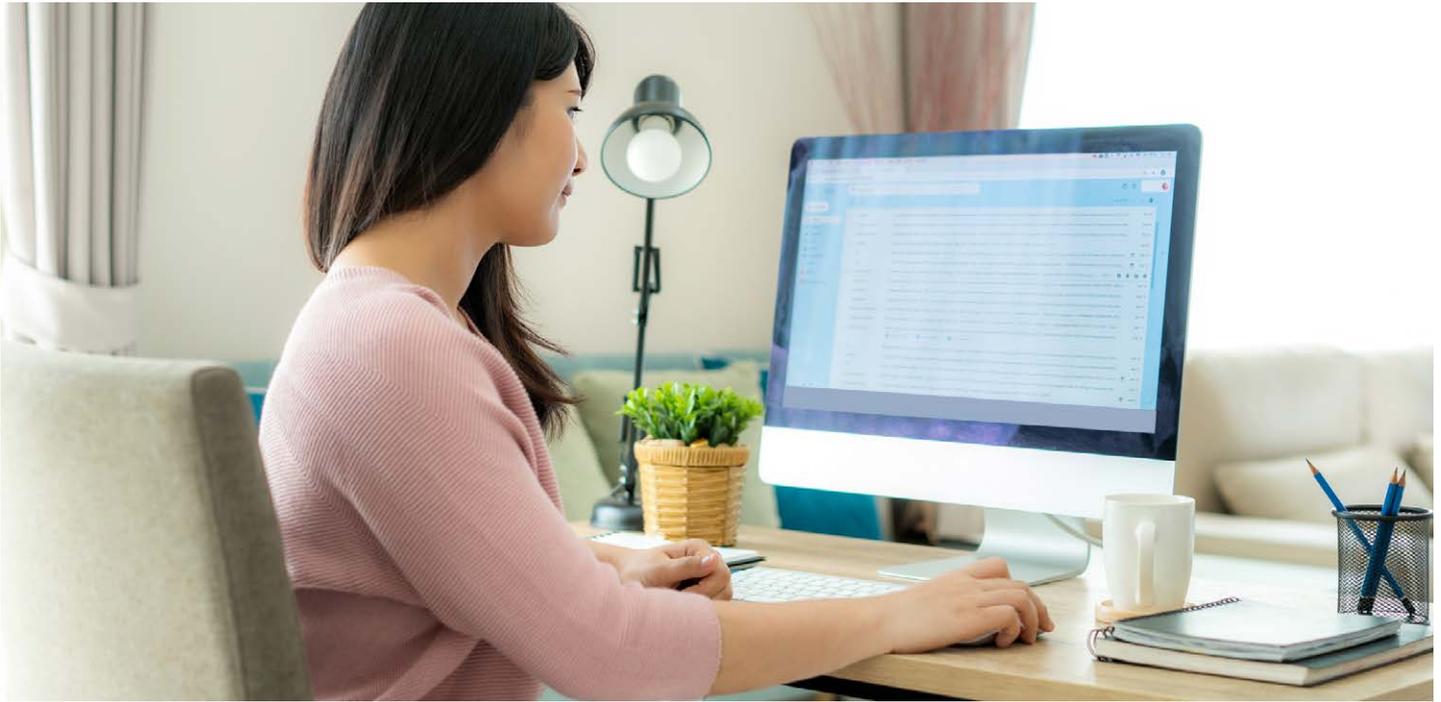
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Do you have any feedback?

We want this toolkit to be as helpful as possible to you and your organization. If you think any information is missing or could be covered in more detail, please let us know so we can keep improving this toolkit. Please send feedback to employerTDM@vancouver.ca



Introduction

This Remote and Flexible Work Toolkit is a free resource for organizations that want to learn more about remote and flexible working, or improve their current programs and policies. This toolkit is aimed at employers with office-based staff or staff who are able to work effectively away from an organization’s main worksite.

The City has created this toolkit as part of our Climate Emergency Action Plan. There are numerous environmental benefits to be realized from encouraging remote working, including eliminating vehicle trips, congestion and carbon pollution, which all work towards our climate targets.

The COVID-19 pandemic has been an unprecedented shock to our community, with many organizations shifting to having their staff work remotely on very short notice. As of May 25, 2020, 30% of people in BC work remotely¹, compared to just 7% prior to the pandemic².

It is important to acknowledge that working at home during the COVID-19 pandemic is not a normal remote working experience and employees face new challenges, including personal stresses, social isolation, and juggling work and family responsibilities. The COVID-19 pandemic has shown, however, that remote work can be adopted



successfully on a much larger scale than previously thought and 60% of workers now realize their job is doable outside of the office³. Additionally, a survey of Canadian workers found that 53% of employees would prefer to work remotely “much more often” after the COVID-19 pandemic, and a further 23% stated they would like to work remotely “a little more often”⁴.

Working remotely does not have to be a full-time arrangement; part-time remote working is often balanced with more standard days commuting to a central worksite. Allowing employees to work remotely one to two days per week as we head into recovery can benefit the transportation network and offer flexibility to your employees. Remote working does not have to be just an interim measure, but can provide long-term benefits to your organization, your employees and your community.

¹leger360.com/wp-content/uploads/2020/05/Leger-National-weekly-pandemic-tracker-May-25-2020.pdf

²Statistics Canada, 2016 Census

³roberthalf.ca/en/blog/office-culture/covid-19-and-the-workplace-employees-in-canada-weigh-in

⁴leger360.com/wp-content/uploads/2020/05/Leger-National-weekly-pandemic-tracker-May-25-2020.pdf



Flexible work schedules allow employees to balance their work and home commitments, and to work the hours when they feel most productive.

What is Remote Working?

Remote working, also known as ‘telecommuting’, ‘teleworking’ or ‘working from home’ is a work arrangement that allows employees to perform their usual job duties at an approved alternative location. Employees can work on a full- or part-time basis from a remote worksite, including their home, a shared workspace or an alternate work location, within the guidelines set out by the employer.

What is Flexible Working?

Flexible working, or ‘flextime’, is a work schedule arrangement in which employees continue to work a full day but with varied work hours outside of the typical ‘9 to 5’ work day.

Flexible arrangements are usually established with guidelines from the employer, including a set range of start and end times, and if required, core working hours when all staff must be at work. For example, an employee may choose to start work between 7 am and 11 am, and finish between 3 pm and 7 pm. This would set the core hours as 11 am – 3 pm, enabling employees to travel outside at least one of the peak periods.

Flexible work schedules allow employees to balance their work and home commitments, and to work the hours when they feel most productive. In addition, flexible work schedules help spread travel demand beyond conventional peak hours, and thereby reduce congestion on the roads and transit, as well as the time your employee spends commuting.

Futureproof your Policies

For many organizations, implementing a remote work policy had to be done very quickly in response to the COVID-19 pandemic. Some organizations may have had policies in place that were simply extended to allow full-time remote working, but for others it may have been a new introduction to remote working with teams still adjusting to suddenly becoming remote workers.

Regardless of your organization’s specific situation, all employees can benefit from remote and flexible working programs. This experience during COVID-19 can help you shape your remote and flexible working policies in time for your employees returning to the office.

If your organization did not previously offer remote or flexible working options, consider surveying your employees—using the ready to go survey included in this toolkit—to see if there is interest in starting or continuing to work from home. Tailor your policies accordingly to retain and recruit talent.

Benefits of Continued Remote and Flexible Working

Remote and flexible working has the potential to provide significant benefits for employers, employees and the community.

Offering remote and flexible work opportunities can help your organization boost employee productivity and provide these additional benefits:

- **Ensure business continuity:** Remote working allows employees to remain productive during construction projects or emergencies.
- **Increase employee recruitment and retention:** Attract a talented workforce by offering a flexible work arrangement valued by employees. A survey found 76% of respondents agree that the ability to work remotely would make them less likely to leave their employer.¹
- **Use your workspace more efficiently and save money:** Many organizations are able to cut back on their use of office space and parking by offering remote work opportunities. A US study estimates the average company saves about US \$11,000 for each employee that works remotely for half the year due to better productivity, less absenteeism and lower real estate costs.²
- **Contribute to your sustainability goals:** Remote work opportunities can be used to reach LEED certifications and reduce your organization's carbon footprint by eliminating vehicle trips.

Allowing remote and flexible working may help your employees to:

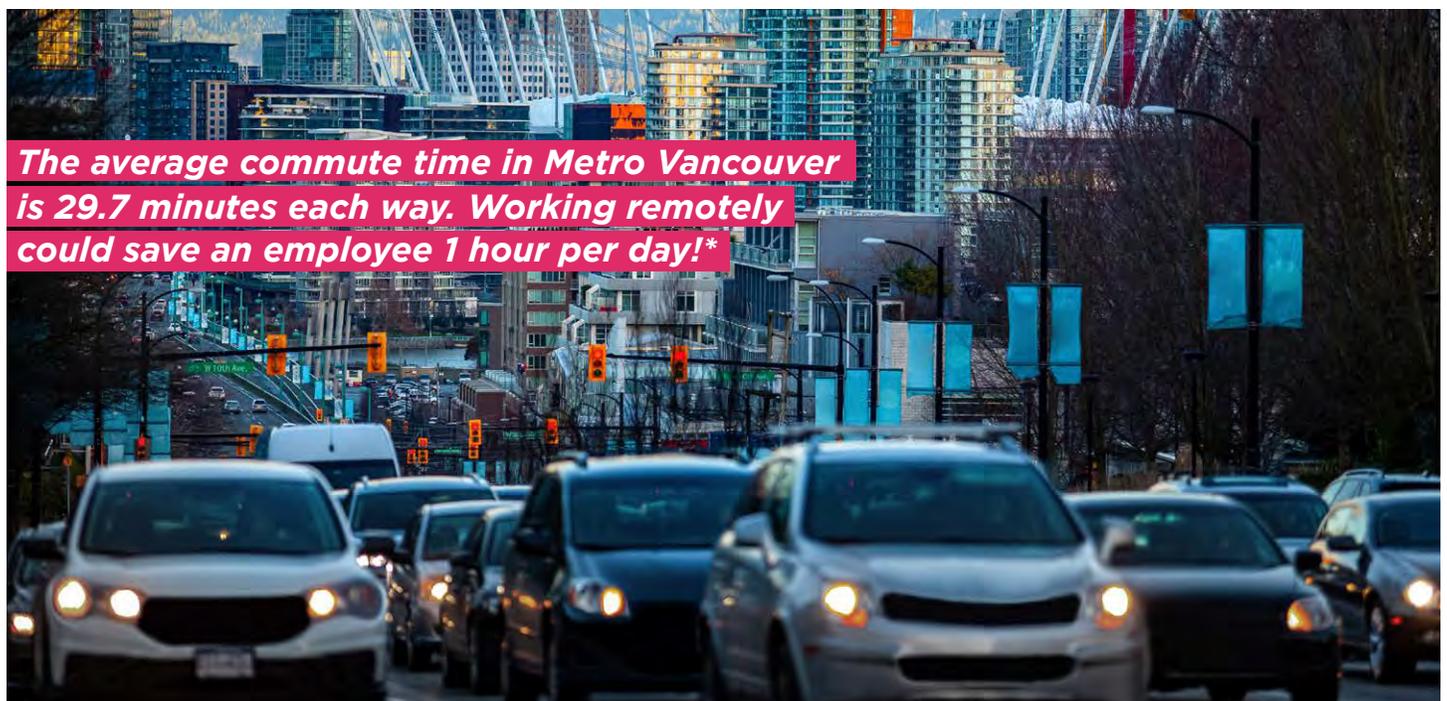
- Reduce commute time, costs, and stress
- Balance work and home life more easily
- Maintain better health
- Increase productivity
- Increase job satisfaction
- Value, and remain with, the organization

As remote and flexible working is adopted on a larger scale, the benefits to the community and the environment grow including:

- Decreased traffic congestion
- Reduced air pollution
- Reduced strain on transportation systems, making space for others to use transit
- Increased opportunities to reallocate road space to active modes due to decrease in vehicle trips

¹smallbizgenius.net/by-the-numbers/remote-work-statistics/#gref

²bmoficc.bluematrix.com/sellside/EmailDocViewer?encrypt=e52dcb3d-e94f-4b0a-9d0f-babb929b4912&mime=pdf&co=bmoficc&id=grace.cheng@vancouver.ca&source=mail



*Statistics Canada 2016 Census

How to Implement or Enhance Remote and Flexible Work Opportunities

This Toolkit provides the information your organization needs to formalize your remote work program. Whichever stage of implementing a policy your organization is at, following the step-by-step guidelines below should help you to implement a successful program. Various templates and additional program tips are provided at the end of this Toolkit.

1. Designate a Remote Work Program Coordinator.

The development of a remote work program is typically managed by Human Resources, with input and guidance from your Information Technology (IT) unit and senior leadership. For larger employers, establishing a Remote Work Advisory Committee may be beneficial.

2. Survey your employees. This is an important step in successfully developing or further enhancing your program. Are your staff having on-going challenges, are they interested in continuing with a full- or part-time remote working arrangement, or flexible work schedules?

3. Conduct an assessment of jobs and employees. Determine which jobs are most conducive to continued remote work. Most office based jobs are able to be carried out remotely. When identifying employees who may be successful working remotely, consider criteria such as job function, need for face to face contact with clients or the public, and need of access to special equipment, programs or technologies.

4. Conduct an IT assessment. Consult with your IT department early on to ensure that the necessary technology is in place—and aligns with organization policies on data storage and security—to support remote workers in the long term through remote computer access, availability of equipment, communications tools and virtual meeting programs. Consider if you want to make use of programs that monitor employee productivity, but be sure to weigh up the pros and cons of this controversial software.

5. Determine the costs and savings associated with remote work. Assess any costs associated with implementing a remote work program, such as IT and equipment expenses. Your organization may have already invested in supportive equipment and technologies due to the COVID-19 pandemic. Continuing to make use of these for long-term remote working will maximize your investment. Identifying the potential added savings as a result of implementing a remote work program will help gain buy-in from senior staff.



6. Develop Guidelines for your Remote Work Program.

Formalizing a remote work policy and remote worker agreement will clarify roles and responsibilities and establish remote working parameters, including employee expenses and set working hours. Remote work agreements should be revisited and renewed with employees annually.

7. Communicate with managers and employees about the options available. Send out the formalized remote work guidelines, agreements and any other resources to all staff. Transparency is key to a successful program!

8. Deliver manager and employee training. Provide training to managers on effectively managing remote workers. Provide training to remote workers on technology tools, company policies and expectations for working remotely. While many of your staff will have been working remotely during the COVID-19 pandemic, ensuring they all have the knowledge and training to work effectively and efficiently will benefit your organization.

9. Evaluate the program. The ongoing evaluation of your remote and flexible work program will ensure the program's continued success. The best way to gather feedback is by conducting focus groups and a survey of participating employees and managers annually to determine the impacts of the remote work program. Assessment criteria could include communication, technology, teamwork, productivity and morale.

Encourage Active and Sustainable Commuting

It is unlikely that all employees at an organization will work remotely on a full-time basis. In addition to offering remote work opportunities, encouraging sustainable and active commuting to your workplace will help reduce your organization’s carbon footprint, and improve the health and well-being of your employees.

Explore some of the ways to encourage sustainable and active commuting at your workplace:

- Provide sustainable transportation information to new hires and consider establishing a “transport buddy” scheme where knowledgeable staff can support new hires.
- Encourage your employees to travel by active modes when possible. You can find helpful resources on the HUB Cycling website including maps, route planning, cycling safety and tips: bikehub.ca/resources
- Join the Mobi bike share Corporate Membership program: mobibikes.ca/en/corporate
- For employees with longer commutes, consider recommending e-bikes. For tips on how to get started, see: buzzer.translink.ca/2020/05/go-by-bike-week-what-do-you-need-to-know-about-buying-an-e-bike
- Promote and facilitate carpooling: translink.ca/Getting-Around/Driving/Carpooling.aspx



- Provide discounted car share memberships: modo.coop/how-it-works/business-plans
- Join the Compass for Organizations program and provide discounted transit passes to your staff: translink.ca/Rider-Guide/TravelSmart.aspx
- If you have been offering free or subsidized parking for your employees, consider discouraging driving by introducing parking fees, or offering a parking cash-out program where employees are offered the cash equivalent value of the parking space if they use an alternative travel mode.

Additional Resources Included

1	2	3	4	5
MANAGER TIPS	SAMPLE STAFF SURVEY	SAMPLE REMOTE WORK POLICY	SAMPLE REMOTE WORKER AGREEMENT	SAMPLE PROGRAM EVALUATION SURVEY

Manager Tips

Things to do when managing remote workers	Things NOT to do when managing remote workers
<p>Communication</p> <ul style="list-style-type: none"> • Develop good communication and access procedures so employees are clear about meeting times and availability • Establish a clear system for employee progress updates. For example, providing a weekly update on their priorities for the week, and a summary of work achieved at the end of the week • Communicate with the remote worker like you would in the office • Plan meetings when your remote workers can participate • Consider short online team meetings 	<p>Communication</p> <ul style="list-style-type: none"> • Don't call your remote worker every hour to check on progress. Trust they are performing their role.
<p>Productivity</p> <ul style="list-style-type: none"> • Manage by measuring results • Build trust through troubleshooting with the remote workers • Delegate assignments equitably among your remote workers and non-remote workers • Think creatively about how work can be re-organized for remote working • Provide feedback in a timely manner 	<p>Productivity</p> <ul style="list-style-type: none"> • Don't set unattainable goals • Don't expect perfection; there will be adjustments needed • Don't set unrealistic deadlines for projects
<p>Managing</p> <ul style="list-style-type: none"> • Be prepared if remote work doesn't work well and allow the employee to terminate participation • Make sure remote worker has appropriate contacts with other departments, e.g. IT • Ask for feedback on the remote working program • Trust your remote workers 	<p>Managing</p> <ul style="list-style-type: none"> • Don't neglect problems • Don't expect everyone to be a successful remote worker instantly • Don't require face-to-face or team meetings unless necessary—make use of video calls and new technologies • Don't feel obligated to continue the arrangement if it's not working

Sample Staff Survey

This sample survey has been written to support organizations understand how their staff are experiencing remote working during the COVID-19 pandemic, and how you might improve this experience longer term.

How often, if at all, are you currently working remotely?

- | | |
|--|--|
| <input type="checkbox"/> Never | <input type="checkbox"/> 1-2 days per week |
| <input type="checkbox"/> Once a month | <input type="checkbox"/> 3-4 days per week |
| <input type="checkbox"/> A few times per month | <input type="checkbox"/> 5+ days per week |

Since working from home in response to the COVID-19 pandemic, how much do you agree or disagree with the following statements?

	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree
It is easy to collaborate or brainstorm with my coworkers	<input type="checkbox"/>				
It is easy to collaborate or brainstorm with individuals at other organizations	<input type="checkbox"/>				
It takes the same amount of time to get work-related questions answered as it did before the COVID-19 pandemic	<input type="checkbox"/>				
The work expectations and goals for my job are clear	<input type="checkbox"/>				
I have access to the resources I need to do my job effectively	<input type="checkbox"/>				

Thinking about your experience working from home since the COVID-19 pandemic, have any of the following negatively impacted you? *Select all that apply.*

- Internet connectivity issues (reliability, slow speeds)
- Difficulty accessing network drives/files
- Difficulty connecting to a VPN
- Lack of access to important software or databases
- Lack of access to equipment like dual monitors, printers, external keyboards, scientific equipment, etc.
- My home workspace is not the same quality as that at work
- Other, please specify: _____
- None of these have negatively impacted me

Have you experienced any of the following personal challenges since working from home as part of the COVID-19 pandemic? *Select all that apply.*

- My morale is lower
- I feel lonely
- There are frequent distractions from kids, pets, or other people at home
- I miss the commute time I spent to exercise or relax
- I'm anxious about my job and/or the health of my company
- I struggle to unplug from work
- It's difficult staying motivated
- I'm less productive
- I'm anxious about the COVID-19 pandemic
- Other, please specify: _____
- I have experienced none of these

Sample Staff Survey *(continued)*

Have you experienced any of the following positive benefits working from home since the COVID-19 pandemic? *Select all that apply.*

- I'm spending more time with family or friends
- I'm sleeping more
- I'm more productive
- I'm getting to know my neighbors better
- I have more time to work on household projects/chores
- I'm better able to concentrate on work tasks
- I'm saving money by not commuting to work
- Not commuting to work is decreasing my stress level
- I'm exercising more
- I'm eating more healthily
- Other, please specify: _____
- I have experienced none of these

Do you have access to the necessary tools or resources when working from home?

- Yes No Some but not all

Please specify any tools or resources you would like to have access to that you don't currently to improve your working from home set up, such as ergonomic chair, computer equipment, specific software programs:

Would any of the following make it easier for you to work remotely?

Select all that apply.

- Better ways to collaborate with your coworkers
- Tips on how to improve your home office workspace
- Training on company software/communication tools
- Guidance on how to balance work and home life
- Tips or training on managing staff remotely
- Tips or training on how to support employees during crises
- Other, please specify: _____
- None of these would be helpful

Prior to the COVID-19 pandemic, how often did you work remotely?

- | | | |
|--|--|--|
| <input type="checkbox"/> Never | <input type="checkbox"/> Once a month | <input type="checkbox"/> A few times per month |
| <input type="checkbox"/> 1-2 days per week | <input type="checkbox"/> 3-4 days per week | <input type="checkbox"/> 5+ days per week |

Given the choice, how frequently would you choose to work from home after business returns to normal?

- | | | |
|--|--|--|
| <input type="checkbox"/> Never | <input type="checkbox"/> Once a month | <input type="checkbox"/> A few times per month |
| <input type="checkbox"/> 1-2 days per week | <input type="checkbox"/> 3-4 days per week | <input type="checkbox"/> 5+ days per week |

Is there anything else you would like to share with us such as: challenges or positive experiences you have had working from home and tools or tips you would recommend to other people working from home?

The Sample Remote Work Policy below provides guidelines for the overall remote working program. This is a sample only and is not intended as legal advice.

Disclaimer: This document is offered as a conceptual sample. Your own document should reflect your company's policies as well as local, provincial, and federal regulations. Be sure to consult an attorney familiar with employment law before using any such document.

Sample Remote Work Policy

[Insert Company Name/Logo]

Remote working is the concept of working from home or another location on a full- or part-time basis. Remote working is not a formal, universal employee benefit. Rather, it is an alternative method of meeting the needs of the company and employee. The company has the right to refuse to make remote working available to an employee and to terminate a remote working arrangement at any time.

The company's policies for remote working are as follows:

Compensation and Work Hours

The employee's compensation, benefits, work status and work responsibilities will not change due to participation in the remote working program.

The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the remote working program.

Eligibility

Successful remote workers have the support of their supervisors. Employees will be selected based on the suitability of their jobs, an evaluation of the likelihood of their being successful remote workers, and an evaluation of their supervisor's ability to manage remote workers. Each department will make its own selections.

Upon acceptance to the program both the employee and manager will be expected to complete a training course designed to prepare them for the remote working experience. All remote workers must sign an agreement.

Equipment/Tools

The company may provide specific tools/equipment for the employee to perform their current duties. This may include computer hardware, computer software, phone lines, email, voice-mail, connectivity to host applications, and other applicable equipment as deemed necessary.

The use of equipment, software, data supplies and furniture when provided by the company for use at the remote work location is limited to authorized persons and for purposes relating to company business. The company will provide for repairs to company equipment.

When the employee uses their own equipment, the employee is responsible for maintenance and repair of equipment.

A loaner laptop may be provided when available. Loaner computers will vary in performance and configuration. Loaners must be returned upon request.

Workspace

The employee shall designate a workspace within the remote work location for placement and installation of equipment to be used while remote working. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment. The company must approve the site chosen as the employee's remote workspace.

Any company materials taken home should be kept in the designated work area at home and not be made accessible to others.

The company has the right to make on-site visits (with 48 hours advance notice) to the remote work location for purposes of determining that the site is safe and free from hazards, and to maintain, repair, inspect, or retrieve company-owned equipment, software, data or supplies.

Office Supplies

Office supplies will be provided by the company as needed. Out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of the employee's manager.

Sample Remote Work Policy *(continued)*

Worker's Compensation

During work hours and while performing work functions in the designated remote work area, remote workers are covered by worker's compensation.

Liability

The employee's remote workspace will be considered an extension of the company's workspace. Therefore, the company will continue to be liable for job-related accidents that occur in the employee's remote workspace during the employee's working hours.

The company will be liable for injuries or illnesses that occur during the employee's agreed-upon work hours. The employee's at-home work hours will conform to a schedule agreed upon by the employee and their supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as before the employee began remote working.

The company assumes no liability for injuries occurring in the employee's remote workspace outside the agreed-upon work hours.

The company is not liable for loss, destruction, or injury that may occur in or to the employee's home. This includes family members, visitors, or others that may become injured within or around the employee's home.

Dependent Care

Remote working is not a substitute for dependent care. Remote workers will not be available during company core hours to provide dependent care.

Taxes

It will be the employee's responsibility to determine any tax implications of maintaining a home office area. The company will not provide tax guidance nor will the company assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss tax implications.

Communication

Employees must be available by phone and email during core hours. All client interactions will be conducted on a client or company site. Employees will still be available for staff meetings, and other meetings deemed necessary by management.

The company will pay work-related voice and data communication charges

Evaluation

The employee shall agree to participate in all studies, inquiries, reports and analyses relating to this program.

The employee remains obligated to comply with all company rules, practices and instructions.

The Sample Employee Remote Work Agreement below is a sample only and is not intended as legal advice.

The Employee Remote Work Agreement is a legal document identifying the responsibilities of both the remote worker and the employer. The agreement mirrors the policies. The employee signs the agreement.

Disclaimer: This document is offered as a conceptual sample. Your own document should reflect your company's policies as well as local, state, and federal regulations. Be sure to consult an attorney familiar with employment law before using any such document.

Sample Employee Remote Work Agreement

[Insert Company Name/Logo]

This Agreement, effective [insert date], is between [insert employee name] (here after referred to as "Employee") and [Insert Company Name] (here after referred to as "Employer").

The parties, intending to be legally bound, agree as follows:

Scope of Agreement: Employee agrees to perform services for Employer as "remote worker." Employee agrees that remote working is voluntary and may be terminated at any time, by either the Employee or Employer, with or without cause.

Term of Agreement: This Agreement shall become effective as of the date written above, and shall remain in full force and effect, as long as Employee remote works, unless the agreement is terminated.

Termination of Agreement: Employee's participation as a remote worker is entirely voluntary. Remote working is available only to eligible employees, at Employer's sole discretion. Remote working is not an employee benefit intended to be available to the entire organization. As such, no employee is entitled to, or guaranteed the opportunity to, remote work. Either party may terminate Employee's participation in the program, with or without cause, upon reasonable notice, in writing, to the other party. Employer will not be held responsible for costs, damages or losses resulting from cessation of participation in the remote working program. This Agreement is not a contract of employment and may not be construed as such.

Salary, Job Responsibility, Benefits: Salary, job responsibilities, and benefits will not change because of involvement in the program, except as they might have changed had Employee stayed in the office full-time, e.g., regular salary reviews will occur as scheduled, and Employee will be entitled to any company-wide benefits changes that may be implemented. Employee agrees to comply with all existing job requirements as now are in effect in the office.

Work hours, Overtime, Vacation: Work hours are not expected to change during the program. In the event that overtime is anticipated, this must be discussed and approved in advance with the manager, just as any overtime scheduling would normally have to be approved.

Work Schedule: The daily work schedule for the days when working at home is subject to negotiation with and approval by Employee's manager. The manager may require that Employee work certain "core hours" and be accessible by telephone during those hours.

Equipment: Employer may provide the necessary computer, modem, software, and other equipment needed for remote working. All of these items remain the property of the company and must be returned to the company upon request. The computer, modem, software, and any other equipment or supplies provided by Employer are provided for use on company assignments. Other household members or anyone else should not use the equipment and software. Company-owned software may not be duplicated except as formally authorized. Employer will be responsible for insurance and maintenance of all company-provided materials.

Employee may use personal equipment for remote working purposes. In such cases, Employee will be responsible for the maintenance and insurance required for the equipment.

Sample Employee Remote Work Agreement *(continued)*

Workspace: Employee agrees to designate a workspace within Employee’s remote work location for placement and installation of equipment to be used while remote working. Employee agrees to maintain this workspace in a safe condition, free from hazards and other dangers to Employee and equipment. Employer must approve the site chosen as Employee’s remote workspace. Employee is expected to submit three photos of the home workspace to management prior to implementation.

Any company materials taken home should be kept in the designated work area at home and not be made accessible to others.

Employee agrees that Employer can make on-site visits (with 48 hours advance notice) to the remote work location for the purpose of determining that the site is safe and free from hazards, and to maintain, repair, inspect, or retrieve company-owned equipment, software, data or supplies. In the event that legal action is required to regain possession of company-owned equipment, software, or supplies, Employee agrees to pay all costs incurred by Employer, including attorney’s fees, should Employer prevail.

Office Supplies: Office supplies will be provided by Employer as needed. Employee’s out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of Employee’s manager.

Worker’s Compensation: Employer will be responsible for any work-related injuries under our state’s Workers Compensation laws, but this liability is limited to injuries resulting directly from work and only if the injury occurs in the designated work area. Any claims will be handled according to the normal procedure for Worker’s Compensation claims.

Liability for Injuries: Employee understands that the Employee remains liable for injuries to third persons and/or members of Employee’s family on Employee’s premises. Employee agrees to defend, indemnify and hold harmless Employer, its affiliates, employees, contractors and agents, from and against any and all claims, demands or liability (including any related losses, costs, expenses, and attorney fees) resulting from, or arising in connection with, any injury to persons (including death) or damage to property caused, directly or indirectly, by the services provided herein by Employee or by Employee’s willful misconduct, negligent acts or omissions in the performance of the Employee’s duties and obligations under this Agreement, except where such claims, demands, or liability arise solely from the gross negligence or willful misconduct of the Employer.

Dependent Care: Remote working is not a substitute for dependent care. Remote workers will not be available during company core hours to provide dependent care.

Taxes: It will be the Employee’s responsibility to determine any income tax implications of maintaining a home office area. Employer will not provide tax guidance nor will Employer assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.

Evaluation: Employee agrees to participate in all studies, inquiries, reports and analyses relating to this program.

Employee remains obligated to comply with all of Employer’s rules, practices, instructions and this Agreement. Employee understands that violation of any of the above may result in preclusion from remote working.

I have read and understand this Agreement and accept its conditions.

Employee Name

Signature

Date

Sample Program Evaluation Survey

How often are you currently working remotely?

- Never
- Once a month
- A few times per month
- 1-2 days per week
- 3-4 days per week
- 5+ days per week

How much do you agree or disagree with the following statements?

	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	N/A
It is easy to collaborate or brainstorm with my coworkers	<input type="checkbox"/>					
It is easy to collaborate or brainstorm with individuals at other organizations	<input type="checkbox"/>					
It takes the same amount of time to get work-related questions answered as it does when working from the office	<input type="checkbox"/>					
The work expectations and goals for my job are clear	<input type="checkbox"/>					
I have access to the resources I need to do my job effectively	<input type="checkbox"/>					

Thinking about your experience working remotely, have you been negatively impacted by any of the following on an ongoing basis? *Select all that apply.*

- Internet connectivity issues (reliability, slow speeds)
- Difficulty accessing network drives/files
- Difficulty connecting to a VPN
- Lack of access to important software or databases
- Lack of access to equipment like dual monitors, printers, external keyboards, scientific equipment, etc.
- My home workspace is not the same quality as that at work
- Low morale
- I feel lonely
- Frequent distractions from kids, pets or other people at home
- I miss the commute time I spent to exercise or relax
- I struggle to unplug from work
- Difficulty staying motivated
- I'm less productive
- Other, please specify: _____
- None of these have negatively impacted me

Sample Program Evaluation Survey *(continued)*

Do you have any new concerns based on your remote work experience?

Thinking about your experience working remotely, have you been positively impacted by any of the following on an ongoing basis? *Select all that apply.*

- I'm spending more time with family or friends
- I'm sleeping more
- I'm more productive
- I'm getting to know my neighbors better
- I have more time to work on household projects/chores
- I'm better able to concentrate on work tasks
- I'm saving money by not commuting to work
- Not commuting to work is decreasing my stress level
- I'm exercising more
- I'm eating more healthily
- Other, please specify: _____
- I have experienced none of these

Have you discovered any other benefits to remote working that are important to you?

Have you acquired new skills or improved any of your skills because you've been working remotely?

- Yes
- No
- Please describe any new or improved skills: _____

What would improve your ability to work remotely, or work remotely more frequently?

Have you needed any technical support from your employer while working remotely?

- Yes
- No

If 'yes' how satisfied have you been with the technical support you've received?

- Not satisfied
- Somewhat satisfied
- Mostly satisfied
- Very satisfied
- Doesn't apply

Sample Program Evaluation Survey *(continued)*

If you weren't completely satisfied, what could have been improved?

Has remote working had any positive impacts on your relationships with your coworkers, manager, spouse, children, or others?

- Yes
- No positive impact
- If you answered yes, please give further details: _____

Has remote working had any negative impacts on your relationships with your coworkers, manager, spouse, children, or others?

- Yes
- No negative impact
- If you answered yes, please give further details: _____

Would you like to continue working remotely?

- Yes, same amount as now
- Yes, more often than now
- Yes, but less often than now
- No
- Don't know

If you don't want to continue working remotely, please describe your reasons for this decision:

Do you have any suggestions for improving remote working at your organization?

Please select any topics below for which you would like to receive further training to improve your remote work experience.

- Understanding the remote work policy
- Time management skills
- Data security
- Troubleshooting tech problems
- Setting up a home office
- Collaboration tools
- Remote work best practices
- Records retention requirements
- Internet and remote working skills
- Ergonomics (e.g. posture, monitor height)
- Home office safety
- Other, please specify: _____



For More Information:

Visit: vancouver.ca/remote-work

employerTDM@vancouver.ca

Phone: 3-1-1 TTY: 7-1-1

Outside Vancouver: 604-873-7000

Hỏi chi tiết **Obtenga Información**

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