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Hybrid Office Program (Administrator/Exempt/MoveUP Staff/Student Employees)

1. Introduction

- 1.1. In support of employee well-being and Envisioning 2030, Capilano University has developed a program to create optional flexible remote work arrangements where operationally feasible – and always within a “student first” mindset. Educational integrity, quality, and a distinct student experience remain of primary importance. With the move in March 2020 to remote and adapted work models, the University has seen that further flexible work arrangements, specifically related to remote work, are possible. In anticipation of an ongoing interest by employees to retain the ability to work remotely post-pandemic, the University introduced a one-year pilot model to better inform its long-term policies in terms of supporting this interest.
- 1.2. The pilot program started on September 1, 2021, and is closing on August 31, 2022. To date, it has shown success for many of the approved remote work arrangements. It is from the success of this one-year pilot that the University has chosen to move this pilot program into an ongoing program and continue the support of hybrid office work arrangements where it is operationally feasible and provides benefit to the University and the employee.
- 1.3. This document outlines the approval process, specifications and expectations for employees who have been approved for the Hybrid Office Program (HOP). This document also provides guidelines to ensure that employees working in a hybrid office environment are adequately equipped to provide the same levels of productivity and service delivery, while upholding the necessary standards of safety, confidentiality and records management.

2. Program Framework

- 2.1. The HOP applies to administrators, exempt employees, MoveUP staff and student employees. This program does not apply to faculty, as these arrangements are made through other channels, such as the CFA collective agreement.
- 2.2. All University employees must continue to work in British Columbia at all times.
- 2.3. This program is intended to be at no additional cost to the University.
- 2.4. Like other hybrid office arrangements, the opportunity to work remotely is at the sole discretion of the University. Unless mandated by legislation or regulations, remote work is a discretionary privilege, not an entitlement, nor a term of employment.
- 2.5. When a HOP schedule is approved, the University’s performance expectations and all terms and conditions of employment set out in applicable collective agreements, contracts and policies remain unchanged.
- 2.6. A HOP schedule will be approved for a maximum of one calendar year (e.g., September 1st to August 31st). Review and re-approval must be sought annually in accordance with the terms of this document.

- 2.7. At any point in time, the University reserves the right to cancel the work arrangement with two weeks' written notice.

3. Hybrid Office Schedule

- 3.1. A HOP arrangement is where an employee is approved by the University to perform their duties from a location other than their assigned work location.
- 3.2. An arrangement under HOP is not the same as a Modified Work Week (MWW). Requests for modified workweeks must go through the department head under the department-specific MWW program.

4. Guiding Principles for Hybrid Office Program Arrangements

- 4.1. Approved HOP arrangements shall be temporary arrangements that are agreed upon on an annual basis. All approved HOP arrangements will only be valid until August 31st of each calendar year, regardless of when the arrangement was submitted or approved.
- 4.2. All HOP arrangements are in the sole discretion of the University.
- 4.3. Considerations of requests for a HOP schedule start with a voluntary expression of interest from an employee to their administrator by the completion of the employee sections of the ***Hybrid Office Program Application***. The administrator will be responsible for reviewing the application request as it aligns with this policy including the following considerations:
- 4.3.1. The suitability of hybrid office options will vary according to specific operational requirements or employee circumstances. HOP arrangements must be operationally feasible based on the requirements of the employee's position. While some positions will be suitable for HOP, not every position will be. In exercising their discretion to approve HOP requests, administrators will consider the potential impact on student services, on employee and student experiences, campus life and university culture, and overall operational impact.
- 4.3.2. HOP schedules should include both on-campus and remote workdays.
- 4.3.3. HOP schedules should foster employee well-being, support productive and positive working relationships across and between departments, contribute to and enhance a positive campus culture, and result in an increased sense of engagement.
- 4.3.4. Employees must be performing satisfactorily prior to being approved and must maintain their performance. An employee's performance must already meet or exceed requirements and working remotely must not negatively affect their ability to maintain their performance.
- 4.3.5. HOP may not be appropriate for an employee's individual circumstances (e.g., during their probationary period or for those who would benefit from additional coaching and/or support to fulfill their duties in the workplace).
- 4.3.6. HOP schedules must not interfere with the University providing exceptional experiences for

students in alignment with Envisioning 2030 and the Academic Plan.

- 4.4. Employees with approved HOP arrangements will continue to schedule vacation time appropriately and in compliance with their collective agreement or policy, as applicable.
- 4.5. The employee and administrator will continue to have frequent connections and regular discussions about work priorities and other matters.
- 4.6. Approved HOP arrangements may be terminated by either the University or the employee upon two weeks' written notice. In exceptional circumstances, or where an employee is disciplined pursuant to this policy, the employer may terminate a HOP arrangement without notice.
- 4.7. The University reserves the right to terminate an approved HOP arrangement for any reason and in its sole discretion.

5. Schedule and Communication

- 5.1. The HOP schedule will be consistent with the operational needs of the employee's department.
- 5.2. The regularly scheduled work hours shall establish specific hours of remote and on-campus work.
- 5.3. The employee will be readily available during regular office hours and via appropriate technology (e.g., videoconferencing, telephone) as determined by their administrator to meet operational needs.
- 5.4. An employee in a position where overtime may be applicable must continue to request and receive advance written approval from their administrator to work overtime before the overtime work commences.
- 5.5. An employee and their administrator will establish and maintain a schedule to keep in regular contact on remote workdays, to ensure the health and safety of the employee at the remote location.

6. Workspace and Equipment

- 6.1. Administrators may require desk sharing when employees are on campus.
- 6.2. Employees approved for a HOP schedule are responsible for maintaining a designated and dedicated remote workspace that meets occupational health and safety standards, and confidentiality requirements. Employees must submit a **Hybrid Office Program Safety Checklist and Working Alone Plan** to their administrator for approval of their remote workspace prior to commencing a HOP arrangement. This checklist will need to be resubmitted with each application for this program.
- 6.3. Employees must ensure privacy is available in the remote workspace to ensure confidential information and conversations are protected. This can be supported by, for example, utilizing assistive technology such as a headset and/or a virtual background.

- 6.4. An employee is responsible for all expenses associated with the establishment and maintenance of a dedicated remote workspace. Employees may request to borrow equipment through the Technology Equipment and Furniture Loan Program for a remote workspace. Requests for other technology and equipment, including ergonomic equipment and software applications, follow the usual University processes. All other equipment and ergonomic needs for the remote work location that is outside of any approved request to the Technology Equipment and Furniture Loan Program are the sole responsibility and cost of the employee.
- 6.5. All equipment provided by the University for remote work shall remain the property of the University and must be returned, in good working order and immediately, should employment or the HOP agreement terminate, or upon the University's request.
- 6.6. The employee is responsible for any lost or damaged University property. University-owned property may only be used for business purposes. University-owned equipment shall not be used for personal use.
- 6.7. Employees must have access to reliable high-speed internet.
- 6.8. Employees participating in a HOP schedule should be prepared to work from a remote location at any time. University property should be available during all business hours and unexpected barriers to campus access should not prohibit a HOP participant from completing their normal work.
- 6.9. When the employee uses personal equipment (e.g., cellular phones), supplies, and furniture for working remotely, the employee is responsible for maintenance and repair of these items. The University assumes no responsibility for any damage to, wear of, or loss of the employee's personal property.
- 6.10. All household expenses, such as residential utility costs, internet, cleaning, maintenance, insurance, phone and any other related costs are the responsibility of the employee.
- 6.11. Should the employee wish to work at an alternate location from the one specified in their Hybrid Office Program Application, they must submit a new Hybrid Office Program Safety Checklist for this location. Alternate locations must be within British Columbia, and all permanent changes to the remote work location will require an updated application.
- 6.12. Acceptable work locations may include the employee's home, a family member's home, professional co-working spaces or short-term rental space. Locations that are not acceptable include but are not limited to coffee shops, restaurants, vehicles, and any public indoor or outdoor locations.
- 6.13. Employees are prohibited from holding in-person business visits or meetings with colleagues, students or the public at the remote work location.

7. On-Campus Considerations

- 7.1. At the University's sole discretion, employees may be required to attend campus, including during scheduled remote-work days for a variety of reasons, which are not limited to on-campus work, attending meetings or events, or other operational duties that may arise.

- 7.2. If an employee is scheduled for an on-campus workday or directed to report to campus, the University is not responsible for expenses related to attending campus such as mileage, transportation costs, parking, gas and commute time.
- 7.3. Where reasonably possible, administrators will provide advance notice of at least 24 hours when requiring an employee to attend campus on a scheduled remote workday.
- 7.4. If there is an urgent need (as determined by the administrator), employees may be requested to attend campus on short notice.

8. Occupational Health and Safety

- 8.1. The remote workspace will be considered an extension of the University workplace, and is therefore subject to, and governed by, applicable WorkSafeBC legislation and regulations.
- 8.2. The University may request periodic safety or inspection reports and conduct safety visits of the remote work location at a mutually agreed time (including virtually) for the purpose of ensuring the workplace is safe as required by WorkSafeBC legislation. If the workplace is deemed unsafe and cannot be made safe, the University may cancel the remote work arrangement.
- 8.3. Employees must report remote workplace incidents or accidents, including injuries, within 24 hours to their supervisor, consistent with their on-campus reporting requirements. Their supervisor or the Office of Health and Safety may request that the employee also contact Campus First Aid or other emergency first aid or medical provider. All employees are entitled to apply for a WorkSafeBC claim for a workplace injury or illness.
- 8.4. The University will not be responsible for any non-work-related injuries that may occur at the remote work location indicated in the **Hybrid Office Program Application**, or those outside of the agreed upon work schedule. The University will not be responsible for damage to an employee's property.
- 8.5. In case of incidents or accidents, the employer, including a representative from the Joint Health and Safety Committee, and/or WorkSafeBC may perform an investigation at the employee's remote workspace. The employee agrees to actively participate in any investigation following a work incident or accident occurring at the remote location.
- 8.6. The employee remains liable for injuries to third parties that occur on the employee's premises outside of the course of work.
- 8.7. The employee will ensure that working from home does not breach the terms of their household insurance policies.

9. Protection of Proprietary, Confidential, and Other Information

- 9.1. Employees who work remotely will be responsible for the safe and secure handling of all personal, proprietary and other information taken off-site or accessed from the remote work location, including, but not limited to, electronic files. The cybersecurity and acceptable use policies established by the University will continue to apply and employees are expected to follow all such IT policies, procedures, guidelines, and best practices. This includes applying

software updates, the use of anti-virus software and scanning, connecting through University VPN while accessing University IT resources and data (e.g., file shares, SharePoint, etc.), enrolling in multi-factor authentication, and locking the computer when not in use.

- 9.2. The University will provide the employee with appropriate technology to support a HOP arrangement if accessing any University systems. An employee's administrator will work with IT Services to determine the type of access and equipment required, assess the needs of each employee and approve the use of a University-supplied device through the Technology Equipment and Furniture Loan Program.
- 9.3. University documents and records must only be stored on University-owned servers and platforms provided by the University (e.g., Teams, OneDrive, etc.) at all times with no exceptions. The storage of University documents and records on a personal device, portable or not, or personally maintained cloud services (e.g., personal OneDrive, Dropbox, iCloud, Google Drive, etc.) is strictly prohibited. Questions regarding remote file access should be directed to IT Services.
- 9.4. Information that is not public must be treated as confidential. The University is subject to various requirements regarding privacy and confidentiality that arise out of legislation, including *BC's Freedom and Information and Protection of Privacy Act*, and other University policy. All privacy policy and legislative requirements must be met by the employee while working remotely with all electronic or hardcopy information or records used or remotely accessed.
- 9.5. While working remotely, the employee must take all reasonable steps to secure and maintain the confidentiality of all University information and documents while they are being transported to and from the employee's remote work location and while the documents are in the remote workspace. Such steps will include protecting such documents and equipment from being damaged, destroyed, stolen, copied, or otherwise accessed by unauthorized individuals.
- 9.6. There may be some documents that the employee working remotely will not be permitted to take out of the office due to privacy or confidentiality concerns.
- 9.7. If a breach of privacy or confidentiality occurs, the employee must inform their administrator as soon as reasonably possible and participate in any appropriate follow-up actions as per University direction.

10. Procedures

- 10.1. The employee completes the ***Hybrid Office Program Application*** and submits it to their administrator for consideration.
- 10.2. The administrator reviews and assesses requests against operational requirements and other eligibility considerations.
- 10.3. If approved, the employee receives a signed copy of the approved application. The employee then completes the Hybrid Office Program Safety Checklist and Working Alone Plan and submits it to their administrator.

- 10.4. If not approved, the employee receives a signed copy of the denied application including the rationale the administrator cites as the reason for the decision.
- 10.5. A copy of the employee's safety checklist and Working Alone Plan must be uploaded to Workday.
- 10.6. If at any time the employee wishes to discontinue their HOP participation, they may do so by providing two weeks' written notice to their administrator with a copy to their Human Resources Advisor. If a permanent workstation is no longer available, the University will make every attempt to find an appropriate workspace for the employee by the end of the notice period.
- 10.7. Administrators may waive the notice requirement at their discretion.
- 10.8. If the employee changes positions within the University and is seeking a HOP arrangement in the new role, a new HOP request will need to be submitted and approved by the employee's new administrator.

11. Administrator's Responsibilities

- 11.1. Assess and respond to request for HOP arrangements;
- 11.2. If declined, provide employees with a clear reason for denial;
- 11.3. Review department schedule for on-campus services and ensure operational effectiveness;
- 11.4. Review and approve the worker's HOP health and safety checklist and Working Alone Plan;
- 11.5. Consider requests for use of University equipment and furniture and approve as appropriate;
- 11.6. Ensure that working alone check-ins are conducted at an appropriate frequency;
- 11.7. Immediately respond to notifications of injury or illness;
- 11.8. Determine suitability of materials that can be removed from the on-campus office (confidentiality and privacy considerations);
- 11.9. Apply University policies and procedures to the remotely working individual as applicable;
- 11.10. Ensure all relevant documentation is forwarded to People, Culture, and Diversity in a timely manner; and,
- 11.11. Monitor the success of the program within the department.

12. Employees' Responsibilities

- 12.1. If the request is approved, complete the Hybrid Office Program Safety Checklist and Working Alone Plan and submit it to their administrator; once approved, upload the completed documents to Workday.

- 12.2. Adhere to all applicable University policies, procedures, rules, regulations, and collective agreements. This includes requirements related to standards of conduct, privacy and confidentiality, information security and technology use, records management, workplace health and safety, and the use of University equipment and resources.
- 12.3. Treat University materials in confidence and ensure University property and materials are protected in a safe and secure manner;
- 12.4. Meet obligations for workplace safety including office ergonomics during the work schedule;
- 12.5. Assume primary personal responsibility for maintaining productivity, effective communication, and workflow among co-workers, students, external constituents, etc. as necessary;
- 12.6. Conduct check-ins with their administrator on scheduled remote working days;
- 12.7. Attend all meetings, training sessions etc. which may be virtual or in person as requested by their administrator;
- 12.8. Attend the on-campus workplace as directed by their administrator;
- 12.9. Continue to follow normal processes for requesting and recording vacation, sick, and other leaves; and,
- 12.10. Abstain from holding in-person business visits or meetings with colleagues, students, or the public at the remote work location.

13. Program Evaluation

- 13.1. The University reserves the right to unilaterally modify or discontinue this program at any time in its sole discretion.

14. Breach of Program Requirements

- 14.1. Any employee found to be in violation of the terms of this program may be subject to disciplinary action, up to and including termination or their employment.