



KONNECTING-WIT-HUMANITY

Remote Work Policy

Policy Owner	Executive Director / Operations Lead
Applies To	Employees and, where relevant, volunteers, board members, contractors, consultants, students and interns approved to work remotely
Effective Date	August 2026
Review Cycle	Annually or as required by law or organizational change
Approved By	KWH Leadership / Board of Directors
Policy Version	Version 1.0

Internal policy template prepared for KWH. KWH should review this policy with qualified Ontario HR or legal counsel before formal adoption.

1. Purpose

Konnnecting-Wit-Humanity (KWH) supports flexible ways of working when they strengthen service, accessibility, staff wellbeing and organizational effectiveness. Remote work is built on trust, clear outcomes, respectful communication, safety, inclusion and responsible care of KWH information.

This policy establishes the minimum expectations for approved remote and hybrid work. It is intended to help KWH maintain consistent programs and operations while allowing eligible work to be completed away from a KWH or partner location.

2. Scope and Policy Status

This policy applies to employees and, where relevant to their relationship with KWH, volunteers, board members, contractors, consultants, students and interns whose duties are approved for remote work. It covers regular remote work, hybrid arrangements and occasional work from an approved location.

Remote work is not automatically available for every role and does not create a permanent entitlement unless required by law, confirmed as an accommodation, or included in a binding written agreement. An approved remote arrangement does not by itself change a person's employment or contract status, compensation, benefits, assigned hours, reporting relationship or responsibilities.

If this policy conflicts with applicable law, a collective agreement, an individual employment or service contract, or an approved accommodation plan, the applicable legal or contractual requirement will govern.

3. Definitions

- **Remote work:** approved KWH work performed away from a KWH, partner, program or community worksite.
- **Hybrid work:** a planned combination of remote work and in-person work.
- **Approved remote location:** the specific private residence or other location authorized by KWH for the arrangement.
- **KWH information:** all records, participant or client information, grant and financial information, passwords, communications, intellectual property and other data created, received, accessed or stored for KWH work.

4. Eligibility and Approval

Remote work must be approved in writing by the Executive Director, Operations Lead or an authorized delegate before it begins. Approval may be for a set period, a trial period, an ongoing schedule or a specific situation.

KWH may consider:

- whether the essential duties can be performed effectively and securely away from the regular worksite;
- program, participant, community, partner and team needs, including in-person coverage;

- the person's performance, reliability, communication and ability to work with appropriate supervision;
- the suitability and safety of the proposed workspace, internet access and available equipment;
- privacy, cybersecurity, insurance, funding, tax, payroll and legal requirements; and
- any individual accommodation needs and the duty to consider them without discrimination.

A request for remote work will be considered fairly. KWH will not use this policy to avoid its duty to accommodate, and a request connected to a protected ground will be assessed through the appropriate accommodation process.

5. Required Remote Work Record

Every regular remote or hybrid arrangement should be recorded in writing, including by signed agreement or confirmation email. The record should state:

- the approved work location and the days or percentage of time worked remotely;
- regular working hours, core availability and any flexible scheduling arrangement;
- in-person attendance, travel, program and meeting expectations;
- supervisor, communication channels, check-in schedule and performance deliverables;
- equipment, technology, information-security and approved-expense arrangements; and
- the start date, review date, end date if applicable, and any trial-period conditions.

6. Hours, Availability and Disconnecting From Work

Employees must work their agreed schedule, accurately record all hours worked and take required meal periods and rest periods. Overtime or additional hours should be approved in advance where required, but all hours actually worked must still be reported and handled in accordance with applicable law.

During agreed working hours, remote workers must be reasonably reachable through approved communication channels and must promptly advise their supervisor if they will be unavailable. Flexible scheduling must still protect program coverage, deadlines, meetings and service commitments.

KWH generally does not expect a person to read or respond to routine work messages outside their scheduled hours unless they are on an approved on-call arrangement, responding to an urgent safety or operational matter, or have agreed to a different schedule. Team members should respect one another's non-working time and use delayed delivery or clearly mark messages that can wait.

Where Ontario's Employment Standards Act requires KWH to maintain a separate written policy on disconnecting from work or electronic monitoring, KWH will issue and maintain that policy in addition to this document.

7. Communication, Performance and Supervision

The same quality, conduct, confidentiality, attendance and performance standards apply whether work is completed remotely or in person. Performance should be assessed through agreed results,

quality, reliability, service and respectful collaboration - not constant visibility or unnecessary camera use.

- keep calendars, task records and status updates reasonably current;
- attend required meetings and participate professionally;
- raise delays, risks, workload concerns and support needs early;
- use only approved platforms for KWH work and participant communications; and
- maintain regular check-ins appropriate to the role without excessive surveillance.

8. Remote Workspace, Health and Safety

A remote worker must maintain a workspace that is reasonably safe, secure, private and suitable for the duties being performed. The workspace should have adequate lighting, ventilation, electrical safety and ergonomic positioning, and should be kept free from avoidable hazards.

- Use equipment in accordance with instructions and take reasonable steps to prevent strain, trips, falls and electrical hazards.
- Keep confidential conversations and screens away from household members, visitors and the public.
- Report hazards, near misses, work-related injuries and illnesses to the supervisor or Operations Lead as soon as possible, even when they occur at home.
- For an emergency requiring immediate assistance, contact emergency services first, then notify KWH when safe to do so.
- Co-operate with any reasonable safety review, incident documentation, accommodation or return-to-work process while preserving appropriate personal privacy.

KWH will assess and report work-related incidents as required. An incident is not excluded from review merely because it occurred away from a KWH site; the time, place, activity and surrounding circumstances must be considered.

9. Equipment, Internet and Expenses

KWH will identify in writing which equipment, software, supplies or services it will provide or approve. Unless otherwise required by law or agreed in writing, ordinary household costs such as home internet, electricity, furniture and workspace maintenance remain the remote worker's responsibility.

- Protect KWH equipment from loss, theft, damage and unauthorized use.
- Do not install unapproved software, alter security settings or allow another person to use KWH accounts or devices.
- Immediately report lost, stolen or damaged equipment and follow instructions for securing accounts or information.
- Obtain approval before incurring a reimbursable expense and submit required receipts or records.
- Return KWH property, records, access credentials and copies when requested or when the arrangement or relationship ends.

KWH is not responsible for loss or damage to personal property used for remote work except where required by law or expressly agreed in writing. A remote worker should confirm any relevant lease, condominium or home-insurance obligations.

10. Privacy, Confidentiality, Records and Cybersecurity

KWH information must receive the same or stronger protection during remote work as it would at a KWH worksite. Access should be limited to what is necessary for the person's duties.

- Use KWH-approved accounts, devices, storage locations and communication platforms.
- Use strong unique passwords, multi-factor authentication and automatic screen locking where available; never share login credentials.
- Do not send KWH information to a personal email account or store it in an unapproved cloud service, messaging app or local device folder.
- Use a private network. Avoid public Wi-Fi unless an approved secure connection or other authorized protection is used.
- Hold confidential calls in a private area and use headphones when others may overhear.
- Print only when necessary and authorized. Secure paper records and return or destroy them through an approved method.
- Do not record meetings, calls or participants without authorization and any consent required by law or KWH procedure.
- Immediately report suspected phishing, misdirected messages, unauthorized access, lost devices, privacy breaches or other security incidents.

Authorized KWH systems may create access, security, collaboration or timekeeping logs. KWH will use any electronic monitoring only for legitimate purposes, with appropriate notice and in accordance with applicable law and policy.

11. Accessibility, Inclusion and Accommodation

Remote work decisions and practices must support dignity, individualization, integration and full participation. KWH will consider accommodation needs related to disability and other protected grounds to the point of undue hardship, as required by the Ontario Human Rights Code.

Remote work may form part of an accommodation, but it is not the only possible accommodation and must be assessed individually. Requests should be directed to the supervisor, Executive Director or Operations Lead and will be handled as confidentially as reasonably possible. No person may be punished or disadvantaged for making a good-faith accommodation request or raising an accessibility concern.

12. Professional Conduct and Community Service

All KWH policies and professional expectations continue to apply during remote work, including requirements concerning non-discrimination, anti-harassment, confidentiality, conflicts of interest, respectful communications, social media, records and health and safety.

- Maintain a professional, private and accessible setting for participant, partner and community interactions.

- Use approved KWH branding, email signatures, records and communication channels.
- Protect the dignity and confidentiality of participants, especially during virtual meetings and service delivery.
- Attend required in-person programs, community activities, partner meetings or training unless an approved arrangement states otherwise.

13. Work Location, Travel and Care Responsibilities

Remote work must be performed from the approved location. Working from another province or country requires advance written approval because it may create tax, payroll, privacy, immigration, insurance, funding or workplace-law obligations.

Remote work does not remove the obligation to perform assigned duties. A person experiencing dependent-care needs or another circumstance affecting availability should speak with their supervisor about a workable schedule, leave option or accommodation rather than attempting to hide the conflict.

Approved remote workers may be required to attend a KWH, partner or community location with reasonable notice, subject to any approved accommodation. Travel and commuting expenses will be handled under the applicable written arrangement and KWH expense rules.

14. Service Interruptions and Emergencies

If internet, power, equipment, illness, an unsafe condition or another disruption prevents effective work, the remote worker must promptly notify the supervisor. KWH and the worker will determine whether duties can continue through an approved alternative, whether the person should report to another location, or whether leave or another arrangement is appropriate.

Remote workers must follow KWH emergency, data-breach and business-continuity instructions and maintain current contact information for urgent operational communication.

15. Review, Change or End of Arrangement

KWH may review a remote work arrangement based on service needs, funding, performance, communication, safety, security, legal obligations or other legitimate operational factors. Wherever practical, KWH will discuss concerns and provide reasonable notice before changing or ending an arrangement.

KWH may immediately pause remote access where there is an urgent safety, privacy, cybersecurity, misconduct or continuity risk. Any decision will be made fairly, without discrimination or reprisal, and subject to applicable law, contract terms and accommodation duties.

16. Roles and Responsibilities

KWH leadership and supervisors

- make consistent, documented and non-discriminatory approval decisions;
- set clear outcomes, schedules, communication expectations and review dates;
- protect reasonable work-life boundaries and avoid unnecessary monitoring;

- respond promptly to safety, accessibility, privacy and workload concerns; and
- maintain required time, equipment, incident and arrangement records.

Remote workers

- follow the approved arrangement, this policy and all related KWH policies;
- remain accountable for work quality, hours, communication and service commitments;
- maintain a safe, secure and appropriate workspace;
- protect KWH information, equipment, relationships and reputation; and
- promptly report changes, incidents, risks and support needs.

17. Questions, Concerns and Non-Retaliation

Questions or requests under this policy may be directed to the immediate supervisor, Executive Director or Operations Lead. A person who raises a good-faith concern about safety, privacy, accessibility, hours, harassment, security or compliance must not face retaliation.

A failure to follow this policy may result in corrective action, removal of remote access or other proportionate steps, subject to fair process, applicable law and the person's employment, volunteer or contractual relationship with KWH.

18. Related Policies and Annual Review

This policy should be read with KWH's Non-Discrimination and Anti-Harassment Policy and any adopted policies on privacy, cybersecurity and acceptable use, expenses, workplace health and safety, records management, electronic monitoring and disconnecting from work.

KWH will review this policy annually and sooner when legislation, operational needs, technology, insurance, funding requirements or organizational practices change. Material revisions should be approved through KWH's governance process and communicated to affected people.

Ontario guidance considered for Version 1.0

- [Ontario Ministry of Labour - Hours of work](#)
- [Ontario Ministry of Labour - Record keeping](#)
- [Ontario Ministry of Labour - Written policy on disconnecting from work](#)
- [Ontario Ministry of Labour - Written policy on electronic monitoring](#)
- [Ontario Human Rights Commission - Duty to accommodate](#)
- [Workplace Safety and Insurance Board - Reporting an injury or illness](#)
- [Workplace Safety and Insurance Board - Accident in the course of employment](#)

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