

ATTACHMENT 3: INITIAL FAQs

The following is an initial list of FAQs that are meant to be a living document. Over the coming weeks the Flexible Work Program Team will be updating the Employee Engagement, Flexible Work Arrangements page on the Staff Hub for questions and feedback, and a FAQ for employees will be distilled from the Staff Hub questions.

Question	Answer
What's the difference between return-to-work vs flexible work?	Return to work focuses on re-opening of our offices as per Provincial guidance outlined in our COVID recovery playbook. Flexible work is a new policy being put in place once we are able to fully re-open our offices. Flexible Work Arrangements include remote work and flex time.
Why is TRCA looking at flexible work options?	Global engagement surveys results, including our own, demonstrate that employees are seeking greater flexibility in the workplace. TRCA is taking a hybrid approach to balance flexibility with the demonstrated benefits of in-person collaboration. TRCA will allow up to 50% amount of time to be remote monthly and will also be introducing flex time.
Why are we returning to the office?	While work continued remotely throughout the pandemic, the organization will continue to strive for the most optimal way to operate. Accordingly, there a variety of benefits that maintaining time at the office can afford; inclusive of more meaningful relationships, mentorship and knowledge sharing, more connected communications, and an enhanced work culture, among others.
Can all employees participate in flexible work arrangements?	Due to service delivery needs and commitments, along with the nature of some of TRCA's positions, flexible work cannot be implemented for all positions. Divisions and business units will have a varying degree of flexibility to facilitate flexible work arrangements and as such there will be variation.
Can an employee participating in a remote work arrangement be required to come into the office on days they are scheduled to work from a remote location?	Yes, they are based on operational priorities. Supervisors are encouraged to provide advanced notice when possible.
If an employee works from home and is required to come to the office for a meeting, can they count that as business travel and submit mileage?	No.
Am I able to care for my children while working remotely?	Employees are not permitted to engage in activities while working remotely that would not be permitted at the regular worksite, such as conducting non-TRCA work or business, dependent care, etc.
What are some of the factors that supervisors should consider as we move to more flexible work arrangements?	There are many considerations including: requirements of positions, operational priorities, customer service standards, engagement, performance, team building opportunities, knowledge sharing, mentorship and development, to name a few.



What is required to participate in a Flexible Work Arrangement?	The Flexible Work Arrangement (FWA) Policy will be released next week and will take effect closer to the full return to office. As part of the FWA program, supervisors will need to agree with a FWA, which will be required to align with the policy and all participants will acknowledge and sign an FWA agreement.
How do we book/cancel desk space and how do we determine criteria for permanent desk space?	<p>Prior to procurement of the desk booking platform Divisions will be given floorplans with their neighbourhoods that they will be situated in, and staff and their immediate supervisors will manually arrange where staff will be seated. Upon finalizing and implementing the desk booking software, this process will be fully automated with visuals and real-time data of desk locations and availability.</p> <p>With respect to requests for permanent desks, staff are required to discuss with their immediate supervisor as they will be given criteria for the selection and approval of dedicated desks.</p>
What if I have an ergonomic accommodation currently in place?	Please speak with your immediate supervisor who will work with Human Resources.
What area or neighbourhood will I be sitting at in the office when booking desks?	The Program Team will communicate your designated area/neighbourhood during the last week of November.
Will desk booking be based on pre-established 2m/6ft of distancing?	Yes, desk booking and spacing will be based on 2m/6ft and will also be indicated on flooring plans given to each division.
What do I do with the files, records, and personal items that are currently stored at my desk?	Please see the TRCA Records and Information Management Guide and the Internal Declutter Guide. For any outstanding questions regarding records and information guidelines, please contact Jason Ramharry (jason.ramharry@trca.ca).
What public health guidelines are being implemented at our office spaces?	<p>The Flexible Work Program Team is working with the respective office managers and landlords on a return to workplace strategy that covers three broad, government mandated categories:</p> <ol style="list-style-type: none">1. Physical distancing (2m/6 ft between people);2. Wearing Personal Protective Equipment when physical distancing is not possible;3. General hygiene and etiquette <p>TRCA COVID-19 Employee Health and Safety training will also be available through the Learning Management System (Ceridian Dayforce Module) during the last week of November. This is required to be completed by January 14, 2022.</p>