



POLICY NO. 90
EXPANDED SERVICE HOURS AND COMPRESSED WORK WEEK POLICY

1.0 PURPOSE

1.1 The purpose of the policy is to outline the expansion of service hours and the terms and conditions for the implementation of a compressed (4-day) work week arrangement.

2.0 OBJECTIVES

2.1 The Municipality desires to provide the best possible service to its residents and aims to create a happy, healthy, and productive workplace. The objectives of this policy is to expand service hours, increasing residents' ability to access the municipal administrative centre and municipal services and help maintain high levels of employee satisfaction and commitment, provide greater work-life balance, maintain a productive workplace and improve the attractiveness of the Municipality as an employer.

3.0 EXPANDED SERVICE HOURS

3.1 The Municipal Administration Centre hours of operation will be expanded effective July 4, 2022, to 8:00 a.m. to 5:00 p.m., inclusive, Monday to Friday.

3.2 The Service hours of other facilities could also be expanded depending on its staff complement and operational requirements.

4.0 COMPRESSED WORK WEEK

4.1 Workplaces

4.1.1 The Municipality has several operational departments and workplaces. Directors considering implementing a compressed work week arrangement may do so subject to the eligibility and operational requirements of this Policy, and approval of the CAO.

4.1.2 Alternative forms of work arrangements may be considered for municipal workplaces where a compressed work week arrangement is not practical to implement.

4.2 Eligibility

4.2.1 This policy applies to all full-time, permanent employees of the

Municipality, which have passed their probationary period and have had good past performance appraisals demonstrating their ability to meet job expectations.

4.2.2 Employees must be able to work independently without constant supervision from their Director and must have strong self-discipline and good time management skills.

4.3 Operational Requirements

4.3.1 Operational requirements of each department must be met. Where an employee is working a compressed work week, their workplace shall be open to the public for all scheduled work hours.

4.3.2 Service to the customer must be maintained or improved. Some services are provided by a single individual. Under a compressed work week, those services must still be available the same number of hours per week. However, those hours will be compressed into 4 days.

4.3.3 Some services may not be available during extended hours, (before 8:30 a.m. and after 4:30 p.m.) if the individuals providing those services are not participating in the compressed work week.

4.3.4 Costs to the Municipality must not be increased.

4.4 Shifts

4.4.1 In a workplace implementing a compressed work week, participating employees will work under a two-shift system with employees divided into “Team A” and “Team B”.

4.4.2 Commencing July 4, 2022, “Team A” employees will work on a shift from Monday to Thursday and “Team B” employees will work on a shift from Tuesday to Friday. To ensure that all operational requirements are met, the two teams will generally consist of the following positions. In some circumstances, an alteration to this division will be required and will be at the discretion of the CAO.

TEAM A	TEAM B
CAO	Director of Finance
Municipal Clerk	Accounts Payable Clerk
Executive Assistant	Tax Clerk
Director of Recreation	Active Living Coordinator
Director of Property Services	Treatment Plant Operator
Building Inspector	Building Inspection Administrative Support
Property Services Technician A	Property Services Technician B
Fire Services and EMO Coordinator	Director of Marketing and Tourism Development
Senior Services Administrative Support	Senior Services Coordinator

- 4.4.3 These shifts will switch between the teams every four (4) months.
- 4.4.4 Each employee will be required to work the number of hours per day as outlined in their employee contract in addition to a minimum of one-half hour unpaid lunch break. The span of hours will be at the discretion of each Director based on each employee's duties and the department's operational requirements. For example, if an employee is contracted to work 35 hours per week, the employee will be required to work 8.75 hours per day in addition to a minimum of one-half hour unpaid lunch break for a total of 9.25 hours per day.
- 4.4.5 Other than for a significant reason determined by the CAO, no swapping or shift changes are permitted between the teams at any time.
- 4.4.6 Employees joining on any other date will be assigned to a team by their Director, and subject to standard shift change dates.

4.5 Application and Approval

- 4.5.1 Employees can apply for the arrangement using the *Compressed Work Week Arrangement Application Form* (Appendix A).
- 4.5.2 The application of the compressed work week arrangement must be submitted to an employee's Director for consideration.
- 4.5.3 Directors will review applications and consider the operational impacts of approving a compressed work week arrangement.
- 4.5.4 The approval of the compressed work week application will be done by the Director, in consultation with the CAO.
- 4.5.5 Directors are encouraged to approve employees' requests for compressed work week arrangements whenever it is possible to do so without compromising the organization's service levels.
- 4.5.6 If a compressed work week arrangement application is approved, the employee and the Director shall determine the start date and the Director shall then assign the employee to the most appropriate team.

5.0 HOLIDAYS

- 5.1 Employees will still be entitled to all regular paid holidays. If a holiday falls on a regular day of rest (i.e., Monday) the employee shall take Tuesday off with pay. If a holiday falls on a regular day of rest (i.e., Friday) the employee shall take Thursday off with pay.
- 5.2 For holidays that fall on Tuesday, Wednesday, or Thursday, the day off shall be that day.

6.0 OVERTIME, VACATION AND SICK LEAVE

- 6.1 Employees who are called in to work on their regular day of rest will be entitled to time in lieu that can be taken on either a Tuesday, Wednesday, or Thursday.
- 6.2 Sick leave and vacation will be applied on a per hour basis versus a per day basis.
- 6.3 Employees must have their vacation and/or use of overtime or time in lieu approved by their Director to ensure that shifts are always appropriately covered.

7.0 GENERAL CONSIDERATIONS

- 7.1 Compressed work week arrangements will not diminish the ability of the Municipality to assign responsibility and accountability to individual employees for the provision of services and performance of their duties.
- 7.2 Compressed work week arrangements are a privilege and may be discontinued at any time by the Director or CAO. A compressed work week arrangement may also be discontinued upon request of an employee.
- 7.3 Directors and the CAO reserve the right to immediately suspend the arrangement in case of unanticipated circumstances regarding employee performance or operational needs.
- 7.4 Compressed work week employees' salary, compensation and benefits do not differ from standard full-time employees.
- 7.5 Banking or combining lunch breaks and/or breaks will not be permitted.
- 7.6 Agreements shall be reviewed and reconsidered during each employee's annual performance appraisal.
- 7.7 Modifications and/or renewals shall be documented appropriately. The original shall be maintained in the employee's personnel file with copies to the employee and Director.
- 7.8 The employee shall work the hours agreed upon and obtain approval from the Director in advance of working any overtime.
- 7.9 The Director shall maintain open communication, ensure that the employee's hours of work do not fall below the normal work week hours and discuss with the employee any concerns as they arise.
- 7.10 A compressed work week arrangement does not change the employment contract.

APPENDIX A



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COMPRESSED WORK WEEK ARRANGEMENT APPLICATION FORM

This form is to be used for the purposes of requesting, reviewing, and modifying compressed work week arrangements.

Employee Information

Employee Name:

Department:

Job Title:

Email Address:

Director Information

Name:

Job Title:

Email:

Acknowledgement and Authorization

I acknowledge that I have read, in its entirety, the *Expanded Service Hours and Compressed Work Week Policy* and will abide by its terms and conditions.

I understand that the approval of a compressed work week arrangement does not amend my employment contract.

I understand that compressed work week arrangements are a privilege and may be discontinued at any time by my Director or CAO.

I understand that my Director and the CAO have the right to immediately suspend the arrangement in case of unanticipated circumstances regarding employee performance or operational needs.

Date: _____

Employee Signature: _____

Director Signature: _____

For Office Use Only

Compressed work week arrangement is Approved Rejected

If approved, employee start date will be: _____ on Team A or B

If rejected, the reason is: _____

