

**Policy Title: Disconnecting from Work**

**Policy Number: 01-02-08**

Section: **Human Resources**

Effective Date: **June 2, 2022**

Approved by:

**Leadership Team**

Subsection: **Employment Standards**

Last Review Date: **N/A**

Owner Division/Contact:

**Human Resources/Senior Manager, Total Rewards**

## Policy Statement

The City of Mississauga is committed to the health and wellbeing of all City employees. The City values its employees and recognizes the need for a work-life balance and the value of disconnecting from work.

## Purpose

This policy outlines the City’s commitment to encouraging flexibility for employees to disconnect from work.

## Scope

This policy applies to all City of Mississauga employees.

## Legislative Requirements

This policy is written in compliance with the *Working for Workers Act, 2021*.

## Related Policies

[Alternative Working Arrangements](#)

[Leaves of Absence](#)

[Overtime](#)

[Paid Holidays](#)

[Rest Periods \(Breaks\)](#)

[Vacation](#)

[Working Remotely](#)

## Definitions

For the purposes of this policy:

"Disconnecting from work" means employees not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

"Hours of work" means an employee's scheduled hours of work in a work day or a work week. Hours of work in a work day may be flexible, as agreed to by an employee and their manager/supervisor.

## Disconnecting from Work

Hours of work within business units, divisions and departments will vary based on the nature of the work performed and the role of the particular employee. Employees are encouraged to disconnect from work outside of their hours of work, conduct their assigned work within their established hours and to respect their colleagues' when they disconnect from work. The City encourages all employees to disconnect from work at the appropriate time, regardless of the nature of the employee's working arrangement (in-office, remote or in a hybrid or flexible arrangement).

All managers and supervisors, with the approval of the applicable director, are expected to establish parameters for communicating and disconnecting outside of working hours.

Work outside of established working hours may be required from time to time, for example if urgent, unforeseeable circumstances or an emergency arises, or based on operational requirements for each section. A process must be established for business units and approved by the applicable director to address when urgent issues arise outside of working hours.

Examples of the processes to be put in place could include:

- Establishing how to connect and communicate with employees when an emergency occurs outside of working hours, e.g. phone
- Marking the urgency level in the subject of the email
- Using agreed upon naming conventions that clearly state the action required in the subject line of an email, or
- Scheduling the delay of emails to be sent during working hours

## Roles and Responsibilities

### Commissioners

Commissioners are responsible for:

- Ensuring directors are aware of and comply with this policy, and
- Creating a culture to empower all managers/supervisors to encourage employees to disconnect from work in appropriate circumstances, without reprisal

## Directors

Directors are responsible for:

- Ensuring operational and customer service requirements are met
- Establishing divisional guidelines with the managers/supervisors and ensuring guidelines are communicated to employees
- Ensuring managers/supervisors are aware of and comply with this policy, and
- Creating a culture to empower all managers/supervisors to encourage employees to disconnect from work in appropriate circumstances, without reprisal

## Managers/Supervisors

Managers/supervisors are responsible for:

- Setting hours of work, based on operational and customer service requirements and communicating expectations in this regard
- Adhering to the guidelines approved by the applicable director and ensuring guidelines are communicated and understood by employees
- Ensuring employees are aware of and comply with this policy
- Respecting employees' ability to disconnect from work in appropriate circumstances, without reprisal, and
- Considering employees' concerns in good faith about their ability to disconnect from work

## Employees

Employees are responsible for:

- Ensuring that their hours of work are approved by their director and/or manager/supervisor (e.g. [Alternative Work Arrangements](#); [Working Remotely](#); flex time)
- Performing their work within their daily and weekly hours of work where reasonably possible and accurately recording their working time as required
- Respecting other employees' ability to disconnect from work, and
- Discussing with their manager/supervisor any concerns or issues they may have regarding their ability to disconnect from work

## Revision History

Reference	Description
May 19, 2022	Approved by LT; effective June 2, 2022.
June 02, 2023	Housekeeping revision to update Owner Division/Contact.