

**Leamington Mennonite Home
Long Term Care & Retirement Residence**

POLICY AND PROCEDURE

CATEGORY: Personnel	SUBJECT: Disconnecting from Work	SECTION: D
DATE: May 2022	Administrator's Signature: 	POLICY: 2

DISCONNECTING FROM WORK

PURPOSE

The Leamington Mennonite Home respects the personal time of all Staff Members and seeks to promote a work life balance. We encourage Staff to complete their work during their regular working hours and to reasonably disconnect from work by not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of messages, to be free from the performance from work. However, work demands, which include operations, management and patient needs, will at times require communications outside of regular working hours. The process of managing “call ins” is considered within the realm of regular operations and management.

This policy has been developed to communicate expectations of management and staff regarding work-related communications outside of regular working hours. This policy covers all Staff, always, including when the Staff Member is on a leave of absence.

RESPECTING REGULAR HOURS OF WORK

Employees are encouraged to respect their co-workers’ regular hours of work and to avoid sending/making unreasonable emails or calls outside of regular working hours. Employees may delay the delivery of communications to other co-workers, that are not urgent or do not require immediate attention.

Most email messaging applications (e.g., Microsoft Outlook) allow the sender to delay the delivery of messages. Employees should use this function to schedule the delivery of a non-urgent message to regular working hours. Employees may also add the following to their email signature: My working hours and your working hours may be different. Please do not feel obligated to reply outside your normal working hours. Where appropriate, employees may alert callers/emailers by voicemail or email messages to their regular hours of work and to advise if they are not able to respond outside of regular working hours.

Staff Members should advise in voicemail/email, when they will be able to respond and where to redirect urgent communications. Such messaging on emails/voicemails must be pre-approved by the Staff Member’s Supervisor/Department Director.

Staff are expected to use sound judgement when deciding whether to send/respond to non-urgent/time sensitive communications outside of regular working hours.

COMMUNICATIONS OUTSIDE OF REGULAR WORKING HOURS

There will be instances where communication needs to be made outside a Staff Member's regular working hours. Staff Members, including Directors/Supervisors who message/call Staff Members outside the Staff Member's regular work hours, should first consider whether the message/call can wait until the Staff Member is at work. If the message is urgent/time sensitive, the message should indicate to the recipient Staff Member, the urgent/time sensitive nature of the message. Staff Members are required to review and respond to urgent/time sensitive communications from any coworkers. Recipients of such urgent/time sensitive messages are expected to respond as soon as possible. If there is a dispute about whether the message was urgent or time sensitive, we expect Staff Member to respond to the message and to raise the concern with the other Staff Member and Management after the fact. Staff Members are also expected to review and respond to all communications from management, including their immediate Department Director/Supervisor and to participate in management processes such as scheduling, absence management, accommodation processes and other performance management issues that occur outside of regular hours. Management will communicate the expected response time, and the employee is expected to comply.

Any questions or concerns relating to this policy can be directed to Administrator