



The Corporation of the Township of Huron-Kinloss

Staff Report

Report Title: Work from Home Pilot Program Evaluation & Recommendation

Date: Jul. 7, 2025

Report Number: CAO-2025-15

Department: CAO

File Number: C11 CAO 25

Prepared By: Leanne Scott, Human Resources Generalist

Attachments: Working From Home Policy

Recommendation:

THAT the Township of Huron-Kinloss Committee of the Whole hereby approves Report CAO-2025-15 prepared by Leanne Scott, Human Resources Generalist;

AND authorizes removing the pilot program status of the Working From Home policy;

AND FURTHER that the amended by-law be brought forward approving the Working From Home Policy.

Background:

As part of the Township's strategic planning process, employee satisfaction and retention were identified as key priorities to support the organization's overall goals. In alignment with the Integrated Master Plan, a six-month work-from-home (WFH) pilot program was launched in January to explore flexible work arrangements that contribute to a supportive and productive work environment.

Discussion/Analysis/Overview:

As discussed in report CAO-2024-12-39, a work from home pilot program was developed following a comprehensive employee engagement process, which included structured interviews to assess staff needs and preferences. The program aimed to:

- Evaluate the feasibility and benefits of remote work.
- Support work-life balance.
- Maintain service levels for residents.
- Gather feedback to inform a final policy.

Following the six-month pilot, staff were surveyed on their experience with the pilot program, both from the perspective of working from home, the impact on staff working on site and customer service.

The majority of staff reported having the necessary tools and resources to work effectively from home. Employees indicated that the quality of their work remained consistent or improved while working from home. Most participants reported that

their productivity was the same or better compared to in-office work. Staff morale has shown some improvement, with employees expressing appreciation for the flexibility and trust demonstrated by the Township. There is opportunity to improve internal communications. The Work From Home staff committee is committed to continue meeting throughout the year to ensure this initiative remains successful and make suggested changes and improvements when these opportunities come up.

The pilot program has successfully met its objectives, demonstrating that a flexible work from home arrangement can enhance employee satisfaction and retention without compromising service delivery. These results align with the broader Township goals and reflect best practices observed in other municipalities and sectors.

Financial Impacts:

No financial impact.

Performance Measurement:

Strategic Area:

- | | |
|---|--|
| <input type="checkbox"/> Embrace a thriving rural lifestyle | <input checked="" type="checkbox"/> Enhance Municipal Service Delivery |
| <input type="checkbox"/> Prepare for Inclusive Growth | <input type="checkbox"/> Ensure Financial Stability |

Strategic Goal: Support employee recruitment and retention

Respectfully Submitted By:

Leanne Scott, Human Resources Generalist

Report Approved By:

Jodi MacArthur, Chief Administrative Officer