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Accommodation and Inclusion Management: Modified Work Hours

## Examples:

* Having a flexible start/ end time
* Flexible breaks: i.e. when breaks are taken, length of breaks
  + As well as the opposite where some individuals need to always have breaks at the same time (i.e. if they need to take medication at a certain time, eat at a specific time, etc.)
* Ability to modify work hours for childcare needs, creed, and appointments on an “as needed basis”
* Ability to work more hours in one part of a pay period in return for more time off in another part of the same pay period. This is often referred to as:
  + Flex time
  + Banking of hours
  + Compressed work hour; working 10-hours per day for 4 days in a week to get 1 day off, rather than working 8-hours per day for 5 days
* Blended work arrangements (being able to work remotely or on-site)

## Why Employers Should Consider This Option When Appropriate

This workplace adjustment…

* Is attractive for high-performing and experienced talent
* Helps with job retention
* Can lower office overhead costs
* Reduces employee absences
* Increases job satisfaction, energy, and stress-management

## Best Practices for Employers Supporting an Employee with this Workplace Adjustment

1. **Be open minded**
   * The standard 9am-5pm workday is not the most ideal schedule for all employees. Consider your reasoning for not allowing modified work hours:

* + - Is it because of the mentality that “everyone should start and end at the same time” and “that’s the way it’s always been done”?
    - Is there a justified reason why there cannot be flexibility with modifying work hours?
    - Is it because you are concerned about employees taking advantage of the modified work hours and getting less work done?

1. **Set clear expectations and focus on whether the work is being completed rather than setting dedicated working hours.** Managers can address issues if they come up.
   * For example, letting staff know that they must be available every Tuesday at 1pm for all team meetings. Setting limitations for flexibility will ensure staff are available during mandatory working hours.
   * If it’s not possible to provide flexibility or it’s difficult to do so, provide employees with a rationale as to why they cannot be flexible.
     + For example, someone working at a front desk must work during a set time period to ensure availability during the business’ hours
     + Another example is a bank teller, a role in which set hours are necessary to serve the public
   * Keep in mind that some roles allow for more flexibility than others.
2. **Create a plan**
   * If an employee wishes to arrange for a modified work schedule for 2 weeks to be able to work four 10-hour days rather than five 8-hour days, create a plan and come up with an agreement to ensure both parties are aware of the plan and expectations during that time.

*Some information adapted from:* [*Flexible Work Arrangements : OSH Answers (ccohs.ca)*](https://www.ccohs.ca/oshanswers/psychosocial/flexible.html)

CCRW offers support in workplace adjustments. If you need help with creating a plan or accessing workplace accommodation and adjustment options, connect with us.