

The Right Teleworker

- is a self-motivated, organized and disciplined self-starter who does not require constant supervision or feedback
- has a proven performance record and a good understanding of job requirements
- has low need for continual social interaction with 'the gang' at the office
- except for the occasional emergency situation, will not mix telework with child-care or elder-care responsibilities

The Right Home Office

Home offices should have the right environment, furniture and work tools. They should also be quiet and ergonomically safe and sound.



The Right Boss

Good telemanagers are likely to be good managers in any situation. They possess effective supervisory skills and trust their employees to be professional in their work. They tend to evaluate performance by results rather than by the clock. They are supportive of employee needs to balance work with personal life, and are willing to provide the right tools for the job.

The Right Company

Most companies have at least some teleworkable functions; however, telework is not practical for every organization. Either the line of work is unsuitable, or they have inflexible cultures and management styles.



COMMON TELEWORK MISCONCEPTIONS

- How do we know our staff is working if we can't see them?
- If we allow one person to telework, won't everyone want to do it?
- Doesn't telework cost too much?
- Telework will break up the team.

SUCCESSFUL TELEWORK IS BASED ON:

- common-sense and a custom fit within the organization
- a clear strategy with defined objectives, and effective implementation and evaluation methods
- a telework policy, guidelines and training program which address key criteria and administrative, financial, legal, technical and human resource issues

HOW TO GET STARTED?

The City of Nepean offers a variety of programs and services to support business. For details or to learn more about telework and whether it makes sense for you and your company, please see contact information on the back panel.



TELEWORK IN THE CITY OF NEPEAN

For more information on how the City of Nepean can help your business, contact:

Development Services
City of Nepean
Ben Franklin Place
101 Centrepointe Drive
Nepean, Ontario, K2G 5K7

Tel: 727-6626

Fax: 727-6694

e-mail: bizinfo@city.nepean.on.ca

web: www.city.nepean.on.ca

For information and resources about telework in general, visit the Canadian Telework Association online at www.ivc.ca



“THE CITY OF NEPEAN
RECOGNIZES THE
VALUABLE CONTRIBUTION
TELEWORK MAKES TO
OUR BUSINESSES AND
TO THE COMMUNITY
AS A WHOLE.”

MAYOR MARY PITT



Telework — or telecommuting — is a rapidly growing trend in Canada. There are currently more than one million teleworkers across the country, with 1.5 million forecast by the year 2001!

By reducing the need to commute to and from work, the benefits of teleworking are immediately visible on our roadways — less traffic congestion, fewer accidents, and reduced vehicle emissions and fuel consumption.

And the benefits don't stop there. In the years to come, teleworking will have an even broader impact on our environment, our lifestyles, and our community as a whole.

Nepean is home to many companies with growing telework programs. Nortel Networks — Nepean's largest employer — estimates that more than 10 per cent of its worldwide workforce telework through their 'HOMEbase' program.

This brochure is designed to help employers and employees better understand the telework concept, and to determine if it is right for them.

WHAT IS TELEWORK?

Telework is a flexible work arrangement which enables staff to work from remote locations (most commonly at home) for some or all of the workweek.

What are the benefits of telework?

FOR EMPLOYERS:

- **increased productivity**
Teleworking 2 to 3 days per week can increase productivity by 10 to 20 per cent.
- **reduced absenteeism**
Teleworkers require less time off due to illness, childcare, eldercare, and personal business — which can add up to several days per year.
- **efficient use of space**
Teleworking alleviates the office space crunch and helps to manage growth efficiently.
- **fewer disruptions**
Teleworkers remain productive during strikes, floods, bad weather and other emergencies. Despite massive power shutdowns during the ice storm in 1998, thousands of workers who still had power worked from home via the information highway.
- **improved recruitment and retention**
Telework can be an effective recruitment and retention tool, especially in tight labour markets. Surveys show employees often would choose telework over a pay raise.



FOR EMPLOYEES:

- **better work-life balance**
The imbalances between work and personal life, a major source of stress, can be alleviated by telework.
- **reduced commuting time**
The average one-hour daily commute (that's six full work weeks per year) can be reduced, even eliminated, with telework resulting in reduced stress, traffic accidents, traffic congestion, and road rage.

- **reduced absenteeism**
Telework reduces personal leave by an average of 20 per cent.
- **less overtime**
Improved personal productivity and efficiency reduces the need for overtime.
- **fewer expenses**
Gas, parking, business attire, childcare, and other work-related expenses are reduced.
- **improved morale**
Teleworkers are more likely to enjoy their work and remain loyal to their employer.

Is telework right for you?

Telework is not for everyone; and not all jobs are teleworkable. Here are some of the success factors needed for telework to function effectively.

The Right Job

To assess a particular job's suitability for telework, consider:

- the ease, speed and confidentiality with which the work can be performed remotely
- the degree of face-to-face contact required with managers, colleagues, or clients
- the need to access equipment and documentation situated only at the workplace
- the existence of any special security requirements that might prohibit telework
- the degree to which you need specialized equipment and connectivity with the office

