

## 2.1(2) Teleworking

This policy applies as described below.

### POLICIES AND PROCEDURES

Teleworking is a voluntary work arrangement, which permits an eligible employee to work from a remote location during the regular work day instead of commuting to the workplace. Teleworking is not a universal employee benefit; it is an alternative method of meeting the needs of the organization. Department Directors, or their designees, will determine whether or not an employee may participate, and final approval will be made by the County Manager's Office and People and Culture Services.

#### Definitions

Teleworking encompasses a variety of different scheduling options. The following are the two options used by Adams County:

1. **Irregular Teleworking.** Teleworking that has an irregular or inconsistent schedule is generally used to accommodate a short-term request, so an employee can work on a specific project or program. Department Directors, or their designees, shall review an employee's request prior to each teleworking event.
2. **Regular Teleworking.** Teleworking that has a regular or consistent schedule is generally used to accommodate a long-term request. When an employee has been approved to telework on a regular basis, the Department Directors, or their designees, must provide a periodic review of the situation (to occur at least once every six months).

#### Eligibility

Department directors are responsible for designating which positions are eligible for irregular and regular teleworking. In general, positions that require a physical presence in the workplace or more than a minimal amount of face-to-face interaction are not appropriate for teleworking. The County Manager's Office shall have the final responsibility of approving the positions that are designated as eligible for teleworking.

Only employees who are working in positions that are eligible for teleworking may request a teleworking arrangement. The designation of a position as eligible for telework does not guarantee that an employee will be permitted to telework.

An employee's most recent performance evaluation must be at or above "Satisfactory" to begin or continue teleworking.

## **2.1(2) Teleworking (continued)**

### **General Guidelines**

- Teleworking is a voluntary work arrangement, which is based on the needs of the job, the department, and the county. Each teleworking arrangement is voluntary, and may be terminated by the employee or the County at any time.
- Regular teleworking schedules may range in frequency from one (1) day per month to one (1) day per week. During some emergency situations (e.g. snowstorms, pandemics, etc.), employees may be allowed or required to telework for a longer time period.
- Teleworking does not change the basic terms and conditions of employment as an Adams County employee.
- Employee's salary, job responsibilities, benefits, and county-sponsored insurance coverage do not change as a result of teleworking. Teleworking is subject to the same county policies, timesheet recording, Drug Use Policy, and federal regulations (particularly the Fair Labor Standards Act) as work done on county premises. Employees and their supervisors must comply with the law and County policies regarding overtime.
- All non-exempt teleworking employees are required to track and record any and all time worked from a remote site.
- Missed teleworking days shall not be accrued or traded.
- Employee tax implications that are related to the remote workspace are the responsibility of the employee; these include remodeling, furniture purchases, and equipment.
- Loss, damage, or wear to employee-owned equipment that is used for teleworking is the responsibility of the employee.
- Office supplies that are needed for teleworking will be provided by the employee. Out-of-pocket expenses for supplies will not be reimbursed.
- An employee may not engage in other employment during teleworking hours, in accordance with the Adams County Code of Ethics.
- Employees working at home remain liable for injuries to third persons and/or members of the employee's family, on the employee's premises. Adams County is not liable for damage to employee's real or personal property.

## 2.1(2) Teleworking (continued)

- An employee may not unilaterally decide to work from home, via remote access, as a method of reporting to work late or leaving early.
- While working remotely, the employee must be available by phone or other communication methods (e.g., email) during scheduled work hours; availability must be similar to their physical County work location. The method(s) of communication used should be as reliable and dependable as on-site communication; for example, a teleworker may be required to have a high speed bandwidth (cable/DSL/satellite) connection.
- While working remotely, employees must notify their supervisor if they leave their alternative work location, just as they would notify their office when leaving their on-site office during the workday.
- If an employee working remotely is absent or tardy for the scheduled work day, the Department Director/Elected Official, or their designee, must be notified just as if the employee were scheduled to work in the on-site office that day.
- Teleworkers will be evaluated based on their ability to manage dependent care, personal responsibilities, and non-work related interruptions in a manner that allows them to fully meet their job responsibilities. In general, regular teleworkers should not be responsible for an infant, toddler, sick child, or anyone who requires frequent or continual care during regularly scheduled work hours. Employees working at home may be required to submit a proposal regarding the arrangements for the care of others requiring special attention during scheduled work hours.
- The County provides sick leave and vacation leave to each employee to effectively deal with non-work-related situations. Teleworking should not be viewed as an alternative to either sick leave or vacation leave.

### Process for Teleworking

1. **Complete the Teleworking application.** When an employee requests a teleworking arrangement, the employee and employee's supervisor must complete the County's Teleworking application. This application will be retained in the employee's personnel file. The employee's supervisor should complete a Teleworking application for an employee only when the supervisor has determined that telework is appropriate for the employee based on the following considerations:

## 2.1(2) Teleworking (continued)

- a. *Supervision Requirements.* Does the potential teleworker display work-related behaviors that are consistent with successful teleworkers?
    - i. A history of reliable and responsible performance of job duties
    - ii. The trust of his/her supervisor
    - iii. An ability to establish priorities and manage his/her own time
    - iv. A conscientious pursuit of high quality work production
  - b. *Resource Requirements.* Will the employee need input or advice from other employees that is only available in the office? What percentage of the job is predicated on the use of resources located in the employee's primary work office? Does the remote worksite have adequate technology capabilities?
  - c. *Special Equipment Requirements.* What percentage of the job relies on access to photocopiers, fax machines, or other specialized equipment?
2. **Submit the Teleworking application.** Supervisor submits the Teleworking application to the Department Director or designee. The Department Director or designee will verify the employee's eligibility and make a recommendation for approval or denial.
- a. For *irregular teleworking requests* that are recommended for approval, the Department Director shall send the request and recommendation to his or her Deputy County Manager for approval.
  - b. For *regular teleworking requests*, the Department Director shall send the request and recommendation to the County Manager's Office. The County Manager's Office, in consultation with People and Culture Services, shall make the final decision for approving or denying all regular teleworking requests.
3. **Contact Risk Management.** Employees may work with Risk Management regarding office setup requirements.
4. **Contact ITi.** Each employee, who is approved for teleworking, must contact ITi to set up Citrix and discuss any other necessary remote access issues.
5. **Monitor and evaluate.** For regular teleworking requests that are approved, Department Directors, or their designees, must monitor and evaluate those arrangements at least once every six (6) months. This evaluation should include ensuring that work performance is acceptable. Revision, adjustment, or cancellation of any teleworking arrangement may be done at any time.

## **2.1(2) Teleworking (continued)**

### **Security & Document Procedures**

- Confidential and personal information (e.g., Social Security numbers and credit information.) must not be removed from the office or accessed through the county's network unless approved in advance by the appropriate Department Director, or their designee. Employees will not reproduce confidential or personal material at home or on portable media devices and employees will take precautions to assure that confidential and personal information remains confidential.
- No original county records shall be removed from county offices without prior approval of the Department Director, or their designee.
- The ITi Department is not responsible for maintaining or diagnosing personal computers, including home networks.
- The County will not purchase or provide any telephone lines or high speed bandwidth to a private location, such as teleworker's home. The county will not provide reimbursement for any monthly telephone charges.
- Teleworkers must comply with the County remote access policy, which is available on the intranet.
- Teleworkers must comply with all Health Insurance Portability Accountability Act (HIPAA) regulations.
- Information considered confidential or sensitive must be protected during transmission of the data; this can be completed by utilizing encryption or some other system of access controls that will ensure that the information is not accessed by anyone other than the intended recipient.