



COUNTY OF TULARE

ADMINISTRATIVE REGULATION

Policy Type	Personnel Practices
Policy Name	AR 42 – Telework for County Employees
Resolution Number	2020- <u>0671</u>
Effective Date	October 7, 2020

PURPOSE

The purpose of this policy is to improve employee morale and retention, promote administrative efficiencies, and enhance recruitment efforts by reimagining work locations for County employees through the use of modern technologies.

Specifically, the policy intends to:

- a. Establish guidelines that enable employees to work remotely while maintaining or enhancing productivity and job performance;
- b. Improve employee morale by offering employees flexible work schedules, and building a culture of work-life integration;
- c. Broaden the County’s employee recruitment pool to include those who may have alternative work location needs, including working parents, the disabled, family caregivers, etc.; and
- d. Improve local air quality by reducing the carbon footprint of the County workforce.

SCOPE

All County employees who meet the eligibility criteria of this policy, as determined by the department head, may be considered for a telework assignment.

POLICY GUIDELINES

For the purposes of this policy, “telework” is defined as working from a location separate from a County worksite, or an “Alternate Worksite.” Telework will be implemented at the convenience of departments and employees, and in keeping with department and County missions.

Telework is a voluntary agreement between an employee and the department. Both parties must agree to the terms of this agreement before an employee may commence telework. At any time, the employee, department head, or County Administrative Officer, or designees, may discontinue a telework agreement.

1. POLICY ADMINISTRATOR

County Department Heads, or designees, shall be responsible for administering this policy within their respective departments. For each teleworking employee, a Department Head, or designee, shall:

- a. Determine an employee’s eligibility to telework in accordance with Section 2.
- b. Establish a telework schedule in accordance with Section 4.
- c. Establish availability and responsiveness requirements in accordance with Section 5.



- d. Establish clear performance and productivity measures in accordance with Section 6.
- e. Ensure that teleworking employees have read and received a copy of this policy.

2. ELIGIBILITY

An employee's eligibility to telework shall be determined by the Department Head, or designee, utilizing criteria that includes, but is not limited to, the following:

Business Considerations

- a. The operational needs of the employee's department and the County;
- b. The potential for disruption to the County's functions;
- c. The degree of face-to-face interaction with other County employees and the public required by the employee's position;

Personnel Considerations

- d. The ability of the employee to perform his or her specific job duties from an Alternate Worksite while maintaining the quantity and/or quality of the work performed;
- e. The ability of the department to measure the employee's work performance from a location separate from his or her County worksite;
- f. The employee's supervisory responsibilities;
- g. The employee's need for supervision;

Practicability

- h. The portability of the employee's work;
- i. The risk factors associated with performing the employee's job duties from a location separate from his or her County Worksite; and

Other

- j. Other considerations deemed necessary and appropriate by the employee's immediate supervisor, Department Head, and the Human Resources Director.

3. SALARY & BENEFITS

- a. Teleworking will not change an employee's salary and benefits

4. SCHEDULING

- a. Telework schedules will be agreed to in writing by each department.
- b. Departments must maintain a record of all telework schedules.
- c. Telework schedules may include the following:
 - i. Full-time: Every working day
 - ii. Part-time: On certain days, scheduled in advance
 - iii. Split-time: Partial day in office and partial day at home, scheduled in advance
 - iv. Intermittent: On an as-needed basis
- d. Telework hours are not to be used in lieu of other forms of leave (sick, vacation, etc.).



- e. Employees shall continue to abide by County and departmental practices, policies and procedures for requests of sick, vacation, and other leaves of absences.
- f. The following shall apply to all non-exempt employees:
 - i. Meal and rest breaks must be taken while teleworking, just as they would if they were reporting to work at their County worksite.
 - ii. Any deviation from the agreed upon work schedule must be approved in advance, in writing, by the employee's supervisor. Deviations include working outside of normal work hours, working fewer hours than scheduled, and working overtime.
 - iii. If an employee becomes ill while teleworking, he/she shall notify his/her supervisor immediately and record on his/her timesheet any hours not worked due to illness.

5. AVAILABILITY & RESPONSIVENESS

- a. Telework schedules shall correspond with office work hours, to the extent practicable.
- b. Employees must be available by phone, email, and/or network access to their supervisor during scheduled work hours, as if working at a County worksite.
- c. Employees shall check and respond to their County-related business phone messages and emails on a consistent basis, as if working at a County worksite.
- d. All periods of unavailability must be approved in advance by the employee's supervisor, in accordance with departmental policy and documented accordingly.

6. PERFORMANCE & PRODUCTIVITY

- a. Employees are expected to abide by all County and departmental policies and procedures, rules and regulations, applicable Memoranda of Understanding, and all other official County documents and directives.
- b. Employees must meet the same standards of performance and professionalism expected of County employees working from County worksites in terms of job responsibilities, work product, timeliness of assignments, and contact with other County employees and the public.
- c. Department and employees shall agree upon a reasonable set of goals and objectives to be accomplished in advance. Departments shall use reasonable means to ensure that timelines are adhered to and that goals and objectives are achieved.
- d. Employees are required to maintain an accurate record of all hours worked at the Alternate Worksite and make that record available to the Department upon request. Employees shall record all non-productive work time on his/her timesheet.
- e. Employees must notify their Department promptly when unable to perform work assignments because of equipment failure or other unforeseen circumstances.

7. EQUIPMENT & SUPPLIES

- a. Employees may be provided with County issued computer equipment at the discretion of the Department Head, or designee.
- b. Employees may receive a virtual private network ("VPN") or other remote network access account, as approved by the Department Head or designee.



- c. If the County has provided equipment, employees agree to follow the County's Policy for the use of such equipment. Employees will report to their supervisor any loss, damage, or unauthorized access to County owned equipment, immediately upon discovery of such loss, damage, or unauthorized access.
- d. Employees must take reasonable precautions to ensure their devices (e.g., computers, laptops, tablets, smart phones, etc.) are secure before connecting remotely to the County's network and must close or secure all connections to County desktop or system resources (e.g., remote desktop, VPN connections, etc.) when not conducting work for the County. Employees must maintain adequate firewall and security protection on all such devices used to conduct County work from the Alternate Worksite.
- e. The County will provide remote technical support to employees. Technical support that cannot be provided remotely must be provided at a County worksite.

8. ALTERNATE WORKSITE ENVIRONMENT

- a. Employees shall have the Alternate Worksite be quiet and free of distractions.
- b. The Alternate Worksite shall be maintained in a safe condition, free from hazards and other dangers to the employee and equipment.
- c. Workers' Compensation benefits will apply only to injuries arising out of and in the course of employment as defined by Workers' Compensation law. Employees must report any such work-related injuries to their supervisor immediately. The County shall not be responsible for injuries or property damage unrelated to such work activities, including injuries to third persons when said injuries occur at the Alternate Worksite.

9. SECURITY & CONFIDENTIALITY

- a. Employees shall ensure that all official County documents are retained and maintained according to the normal operating procedures in the same manner as if working at a County worksite.
- b. Employees shall exercise the same precautions to safeguard electronic and paper information, protect confidentiality, and adhere to the County's records retention policies, especially as it pertains to the Public Records Act.
- c. Employees must safeguard all sensitive and confidential information (both on paper and in electronic form) relating to County work they access from the Alternate Worksite or transport from their County worksite to the Alternate Worksite.
- d. Employees must take reasonable precautions to prevent third parties from accessing or handling sensitive and confidential information they access from the Alternate Worksite or transport from their County worksite to the Alternate Worksite.
- e. Employees must return all records, documents, and correspondence to the County at the termination of the telework assignment, or upon request by their supervisor, Department Head or Human Resources.