Administrative Policy & Procedure No

City of Monroe

Office of the City Manager Effective Date:

**TELEWORK POLICY**

# Purpose

The purpose of this policy is to provide for a consistent application of telework practices across City departments, to ensure the security of City information and systems, to manage Continuity of Operations, to reduce the environmental impact of commuting and to increase employee morale and satisfaction which will lead to increased work productivity.

Telework is defined as allowing employees to work at an alternate location. Employees perform essentially the same work that they would in the central work place in accordance with their same performance expectations and other agreed upon terms. Telework arrangements may be established for long-term or short-term periods.

Although many of the City’s services are normally performed in City office facilities and require the presence of employees at a central work place, department directors have the authority to designate employees eligible for telework or alternative work arrangements. While alternative work arrangements may meet the needs of both the department and the employee, the City Manager has the sole discretion to determine when this is appropriate.

# Policy

Work performed in an alternative work location is considered official City business; therefore, departments shall maintain specific conditions that apply to employees engaged in telework. Prior to beginning a telework arrangement, a formal telework agreement must be executed by both the employee and the department director.

# Responsibility

There are a variety of issues which each department director and employee shall discuss before implementing a telework agreement.

The amount of time the employee is expected to work will not change due to participation in a telework agreement. Hours of work shall remain the same unless specified in the agreement. The employee agrees to apply her/himself to work during work hours. The procedures for leave approval shall all apply.

Failure on the part of the employee to meet all specified guidelines and procedures for a telework policy will result in immediate termination of the telework agreement. The employee must wait one year before being eligible again for a telework agreement.

* 1. Department Director
		1. Serves as the sponsor of the department’s telework program
		2. Sets the tone and direction for telework policies and goals
		3. Funds all costs associated with establishing and maintaining the telecommunication network required for remote access. This includes computing equipment and remote access.
	2. Information Technology Department
		1. Manages the City’s telecommunications and security infrastructure
		2. Provides the resources for department staff to support teleworkers
		3. Provides technical support and problem escalation for teleworkers through the City’s Service Desk
		4. Provides options for remote access users for accessing the City’s data and telecommunication network.
	3. Department Directors and Supervisors
		1. Implements telework arrangements as practicable in their work areas and in accordance with the City’s policies, procedures and guidelines
		2. Provides department-level support for teleworkers to include:
			1. Approving or denying employee requests for telework based on the suitability of the work, the employee and the work unit for telework using the selection criteria as outlined in the procedures section
			2. Reviewing and authorizing the required forms for approved telework arrangements and technology requests.
			3. Providing an environment that is conducive to the telework initiative, and providing scheduling and logistical support to teleworkers.
			4. Obtaining feedback from these groups regarding the impact of the telework arrangement.
		3. Approves telework schedule for employees
		4. Reviews employee performance on a regular basis to ensure goals and expectations are met in a timely and efficient manner
		5. Reviews and approves the telework agreement
	4. Teleworkers
		1. Keeps informed of the City’s telework policy, and uses the telework program forms
		2. Remains accessible to customers, co-workers and supervisors; coordinates meetings with customers, co-workers, and supervisors in an efficient way so that it is not disruptive to the work environment
		3. Structures telework to be as transparent as possible to customers, co- workers and supervisors
		4. Plans and organize tasks for telework for efficiency and productivity
		5. Tracks the work performed and communicates results as requested by the supervisor
		6. Develops at the minimum a proficiency in the use of the technology

required for telework

* + 1. Manages and operates a work phone for contact and communication; appropriate messaging must be established
		2. Utilizes IM for communication with supervisors and co-workers
		3. Utilizes video conference software such as skype to conference in during emergencies
		4. Utilizes approved computer equipment for the purpose of teleworking
		5. Provides availability to come in as deemed necessary by supervisor/management within 1 hour; time spent commuting will not be considered part of the approved working hours and will not be reimbursed
		6. Notifies supervisor for any change in status (e.g. loss of internet access, coming to work, requesting time off)
		7. Obtains supervisor concurrence before each teleworking occurrence identifying the work tasks/activities to be accomplished and also reports back to the supervisor by the following workday the actual work completed
		8. Maintains an appropriate telework work area that considers ergonomics, safety, equipment, adequate workspace, noise and potential disruptions; the teleworker’s environment must be free of interruptions
		9. Maintains dependent care and provides supervisor with a plan of providing care for dependents
		10. Notifies supervisor immediately upon the event of a job-related incident or accident during telework hours; the City does not assume responsibility for injury to any persons other than the teleworker at the telework site; auto and homeowners insurance is required and is the responsibility of the teleworker
		11. Refrains from holding business meetings with clients or customers, the public, or professional colleagues at his or her residence
		12. Completes Security Training
		13. Completes the telework packet

# Procedure

* 1. Selection and Enrollment
1. Employees suited for telework are solid performers who know the job and the departments’ goals and expectations. They can work independently, do not require close supervision and have good communication skills. They are reliable, disciplined and self-motivated.
2. Work constituted as telework involves some form of processing such as reading, writing, calculating, analyzing, designing, programming and managing data. A majority of the work products can be measured. Work duties that require on-site presence are predictable or can be scheduled.
3. Work units suited to telework have structure, clear work assignments that can be managed by performance results, cross-training, back-up

plans and can operate smoothly when one or more employees are working off-site.

1. The telework agreement must be arranged so that there is no difference in the level of service provided to the customer and the location of the workplace is not noticeable to the customer.
2. Employees must be employed for a minimum of one year to be considered eligible for telework and must meet at the minimum a proficiency measure on their employee evaluation.
3. Employees will be reviewed by their supervisor after a 1-month period and then bi-annually thereafter to determine whether the teleworking arrangement will be continued. Department Management may suspend or discontinue the telework arrangement at any time. Written notification of suspension of telework arrangement will be provided to employee, supervisor and the Human Resources Director.
4. Maximum of 1 day/week permitted.
5. Employees must complete the Telework Enrollment Packet.
	1. Agreement
	2. Home Certification Checklist

Prepared by: Information Technology Department

City of Monroe Agreement

I am interested in teleworking. I recognize that it is my responsibility to help ensure the success of the telework arrangement. I recognize that if accepted into the program, I will not assume that the telework agreement is permanent. I have read the Telework Policy.

Name: Title: Supervisor: Department/Division: Email: Date:

The following items have been identified as keys to a successful teleworker. Please check the following items if they apply:

* I have sufficient portable work for at least one day of telework per week.
* I have demonstrated ability to work independently, without close supervision.
* I am comfortable with technologies needed for telework.
* I have effective communication with manager, co-workers and customers that will enable a relatively seamless transition from on-site to off-site.
* My telework office space is safe and conducive to a productive work environment; see attached home certification checklist
* My dependent care (i.e. child care, elder care or care of any other dependents) arrangements are in place. If a child or dependent is present during scheduled work hours, I agree to make arrangements for the care of that child or dependent.
* I have the ability to be flexible about the telework arrangement, to respond within 1 hour on site to the needs of the customer, workgroup, workload and supervisor by adjusting my telework schedule as requested.

Please provide the following information concerning your commute: The total number of miles driven round-trip between home and work is:

On average, the number of minutes spent commuting from home to work is:

Please detail the frequency and duration of your proposed teleworking arrangement. Detail the aspects of your work product and how this arrangement will benefit the City (attach).

Employee Name/Signature Date

Employee Name/Supervisor Date

Home Safety Self-Certification Checklist

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| 1. Is the designated workspace clean, safe, and free from distractions? | ☐ | ☐ |
| 2. Is the designated workspace equipped with the same supplies, organizational records, and computers as at the central work site? | ☐ | ☐ |
| 3. Is the workstation deep enough to accommodate a laptop directly in front of the user with space beside it for papers and reports? | ☐ | ☐ |
| 4. Does the workstation provide sufficient leg room (depth and width), so there are no obstructions for knees, legs, shins or thighs? | ☐ | ☐ |
| 5. Is there adequate room for the monitor to be positioned 16 to 29 inches from the user’s eyes? | ☐ | ☐ |
| 6. Do you have surge protectors for equipment? | ☐ | ☐ |
| 7. Is the users forearms, wrists, etc. free from contact with hard, sharp edges? | ☐ | ☐ |
| 8. Is the chair stable? | ☐ | ☐ |
| 9. Is there adequate light for reviewing the monitor and reading printed materials? | ☐ | ☐ |
| 10. Is the monitor screen positioned so there’s no glare? | ☐ | ☐ |
| 11. Are all electrical cords in good condition? | ☐ | ☐ |
| 12. Are there any children in the house between the ages of infant – 12 during normal working hours? | ☐ | ☐ |
| 13. Are there any children in the house between the ages of 12 – 17 during normal working hours? | ☐ | ☐ |
| 14. Is your workspace protected from access by family members and others? | ☐ | ☐ |
| 15. Do you have a designated workspace that is private and secure? | ☐ | ☐ |
| 16. Does your workspace provide for private telephone conversations? | ☐ | ☐ |
| 17. Will your files and documents be protected from access by family members and others? | ☐ | ☐ |
| 18. Will your City-owned equipment be protected from access by family members and others? | ☐ | ☐ |
| 19. Will you secure access to your computer when not in use for an extended period of time? | ☐ | ☐ |
| 20. Are your documents and files kept in a locked file cabinet when not in use? | ☐ | ☐ |
| 21. Do you follow City HIPAA and security procedures for discarding PHI (both print and electronic)? Do you have a means of shredding your files? | ☐ | ☐ |
| 22. Do you have a means of encrypting your data? | ☐ | ☐ |
| 23. Have you submitted a photo report of your workspace? | ☐ | ☐ |
| 24. Do you have a stable internet connection that is reliable and provides sufficient bandwidth to allow for acceptable work productivity (1mbs download, 786kb upload) | ☐ | ☐ |