

JF&CS

Telework Guidelines

What is telework?

Telework refers to a work arrangement, established to facilitate the accomplishment of work during business hours whereby an employee works from home or from another approved location away from the usual workplace. These guidelines are not meant to address those staff whose primary responsibility is to provide client visits in the community

Why telework?

With a thoughtful plan in place, telework can benefit not only the employee but also the supervisor, the team and the agency in general. In the appropriate circumstances, may promote efficiencies and improve job satisfaction by increasing job flexibility and promoting the recruitment and the retention of highly qualified employees. It also reduces commuting time and addresses space and parking limitations at the office.

Telework arrangements

The agency recognizes two general types of telework arrangements:

Ad-hoc Telework: Occasional (as needed) telework may occur based on a request by the employee or the agency. Requests are approved by the supervisor.

Examples of occasional telework circumstances may include but are not limited to:

- The employee has a personal need at home, such as meeting a service technician that cannot be done outside business hours
- The employee and supervisor agree that specific assignments may be best completed at home
- The agency requests the employee work from home because of parking constraints at the office

Regular Telework: Regular telework arrangements are part of an ongoing work schedule and must be supported by a written agreement that specifies the requirements and details of the arrangement. The arrangement can last for a defined period or can continue indefinitely providing that there is periodic review. Regular telework arrangements may be made at hire or instituted during the employee's tenure

Requesting & Approving Regular Telework

Permission to engage in telework is at the discretion of the agency. Supervisors and program managers make the initial determination whether an employee is an eligible candidate for regular telework. When evaluating the request, the supervisor must determine that the employee can

effectively perform the job duties of the position while teleworking. This determination is based on business-related operational needs. Final approval is provided by the Director of HR and must be documented. Some employees may not be eligible due to specific job requirements, the impact on their team or the agency or specific performance concerns. Approval of a telework arrangement for one employee does not in any way create an obligation to approve a similar arrangement for another employee in an equivalent position. Requests to telework as a medically-related accommodation should go directly to the HR Department.

The following should be considered in approving regular telework:

- Can the quality of the employee's performance be maintained, supervised and evaluated in a telework situation? What is the supervisor's preference for managing the work?
- Can the required level of quality and productivity be assured?
- Are the conditions at home conducive and suitable to a work environment?
 - Is there a dedicated work-space?
 - Is the work-space free of distraction?
 - Are adequate and appropriate child care arrangements in place?

Telework related policies and practices

Both supervisors and employees must understand and comply with the following standards of practice:

- Employees are expected and required to adhere to all agency personnel and workplace policies and procedures
- Employees must provide a specific work schedule, including work days and hours, must be established in advance
- Employees must be on site as necessary to attend meetings, training sessions, or similar events or occurrences.
- Employees must provide direct contact information and be readily reachable during work hours
- Employees must maintain a normal workload.
- Employees who are unable to work due to illness must report their absence to their supervisor.
- Employees who wish to be relieved of responsibility for work on a day or days must use vacation or other time off allowances.
- Employees are responsible for the safety and security of all agency property and proprietary information.
- Employees must use agency computers and must comply with all agency computer /network security protocols while working off-site. Telework employees are expected to keep home computer equipment separate from agency equipment
- Telework is not intended to permit employees to have time to work at other jobs
- The agency assumes no liability for injuries occurring in the employee's home workspace outside of work hours. (Employees should note that some homeowner policies do not automatically cover injuries arising out of, or relating to, the business use of the home. For the employee's protection, employees should have their homeowners or tenant

liability policy endorsed to cover bodily injury and property damage to all third parties arising out of or relating to the business use of their home.

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