TELEWORK

PURPOSE:

Telework is available to County employees whose work can appropriately be completed remotely and is intended to provide mutual benefit to both the County and the employee. Telework does not change the duties, obligations, responsibilities, or terms and conditions of County employment. Telework is a privilege and a responsibility, not an entitlement or a right.

Telework benefits employees, departments, and the community. Benefits may include:

- Decreased energy consumption, air pollution, traffic, and parking congestion
- Recruitment and retention of highly qualified employees
- Increased productivity
- Reduced employee absenteeism
- Efficient use of County resources, including office space
- Greater flexibility for employees and departments
- Improved employee morale and job satisfaction
- Reduced employee commute time and costs
- Improved work life balance
- Ability to function during an emergency

ELIGIBILITY:

Telework can be requested by either management or by an employee. All Telework Agreements will be reviewed on a case-by-case basis by the immediate supervisor or manager and ultimate approval will be granted by the Department Head or designee based on meeting eligibility criteria and the operational needs of the department.

Position Eligibility:

An employee's position may be eligible for Telework when the job duties involve:

- The teleworking employee's immediate presence is not required at the workplace
- Work performed by the teleworking employee that would not require other employees to cover the teleworking employee's on-site responsibilities
- No need for specialized material and equipment to perform essential work duties
- Work that can be performed independently with minimal direction or supervision
- Work objectives and outcomes that can be achieved with minimal need for face-to-face interaction with customers, co-workers, immediate supervisor or manager or Department Head or designee
- Work objectives that do not prevent co-workers from performing their assigned essential duties and responsibilities
- Work that is evaluated in terms of specific and measurable outcomes

Employee Eligibility:

Employees may be eligible for Telework when the following criteria has been met as determined by their supervisor or manager and the Department Head or designee:

- The most recent performance evaluation must have an overall rating of satisfactory or higher
- Demonstrated dependability and accountability
- Effective communication with supervisors, coworkers, and clients
- Demonstrated motivation
- The ability to work independently
- A consistent high rate of productivity
- A high level of skill and knowledge of the job duties and responsibilities
- The ability to prioritize work effectively
- Excellent organizational and time management skills

Employees who are not meeting County obligations, such as performance or conduct expectations, are not eligible to Telework.

Employees are required to communicate with their supervisor or manager to determine their eligibility prior to completing the Telework Agreement and required mandatory Telework training.

Department Heads may approve Telework eligibility during the probationary period.

TRAINING:
Prior to taking the mandatory Telework training, employees must meet the eligibility requirements set forth in these Telework Administrative Procedures. The mandatory Telework training can be found on the County's Learning Management System (LMS). Supervisors or managers may require employees to retake the Telework training as appropriate.

TELEWORK AGREEMENT:
The following must be considered when approving or denying a Telework Agreement.

Work Schedule, Productivity and Reporting of Time
The supervisor or manager shall determine and document in the Telework Agreement the following:

- Number of Telework days planned each week
- Work schedule and assignments that the telework employee will maintain (adjustments may be made as appropriate)
- Communication methods and frequency

The supervisor or manager and Telework employee must clearly understand the scope and timing of work to be completed. It is important to utilize some type of reporting system to document goals, deadlines, accomplishments, etc.

Telework employees must adhere to all applicable workplace policies, procedures, and Memorandum of Understanding (MOU) provisions while teleworking. These include but are not limited to:

- Performing assigned essential duties and responsibilities during scheduled work hours
- Accounting for and reporting time spent teleworking in accordance with the terms of the Telework Agreement
- Obtaining approval in advance from the supervisor or manager for non-exempt employees to work overtime in accordance with departmental policy
- Obtaining approval from the supervisor or manager to use annual, vacation, sick, or other leaves in accordance with departmental policy
- Being accessible by phone and/or email during the designated work schedule, and returning calls and emails on a timely basis, as determined by the supervisor or manager. Communicating as required with their supervisor or manager, Department Head, or designee on a regular basis via telephone, email or in person to facilitate communication about work assignments, performance and attendance, work-related issues, priorities, and progress
- Attending worksite meetings including department meetings and other meetings as required
- Working on other tasks and projects that do not require access to the system if County systems are unexpectedly unavailable. Notifying their supervisor or manager if there is no task or project work available to determine whether they must report to the workplace
- Notifying their supervisor or manager and/or reporting to work on site as soon as possible in the event personal connectivity issues prevent them from working remotely. Upon supervisor or manager approval, making up time and/or any deviances from the agreed-upon work schedule. If requested, providing documentation for any downtime due to personal connectivity issues
- Not allowing personal obligations to interfere with productivity and assigned work
- Informing and seeking approval from their supervisor and/or manager regarding a change to their telework address.

Workplace
The official worksite is the location where employees regularly perform their duties. For telework, a remote worker's official telework office will be their home or other approved alternative location.

Telework employees are responsible for the general safety of their workplace. Telework employees may request a remote ergonomic assessment from the County's Ergo Desk; however, the County will be under no obligation to purchase any equipment or devices for the Telework workplace.

The County is not liable for damages to a Telework employee's personal or real property while the Telework employee is working remotely.

Non-Information Technology (IT) Related Equipment and Supplies
A Telework employee and supervisor or manager should identify the non-IT related equipment and supplies required to successfully work remotely. If the department does not provide non-IT related equipment or supplies, then the Telework employee is responsible for the purchase at their own sole expense.

Equipment and supplies provided by the County are for County business only. A Telework employee does not obtain any rights to County equipment or supplies provided in connection with Telework. The Telework employee must immediately return all County equipment and supplies

at the conclusion of the Telework arrangement or at the department's request. A Telework employee must protect County equipment and supplies from possible theft, loss, and damage. The Telework employee may be liable for replacement or repair of the equipment or supplies in compliance with applicable laws on negligence or intentional conduct in the event of theft, loss, or damage.

IT Equipment and Internet Services

- Access to a computer, high-speed internet, and a telephone at the Telework employee's home is mandatory
- It is the responsibility of the Telework employee and their supervisor or manager to determine whether certain software, online services, or other technology can be used off premises and to determine the use of these functions
- If the Telework employee does not have access to a County-owned laptop and/or office equipment they are responsible for providing their own computer or office equipment
- If the Telework employee uses a personally owned device (desktop, laptop, or other), a Personally Owned Device Acceptable Use Agreement must be completed.
- It is at the discretion of the supervisor or manager, Department Head, or designee to determine additional IT equipment and services needed for a Telework employee to perform their essential job duties.
- Pursuant to these Telework Administrative Procedures, the County is not responsible for installation, service, or maintenance costs incurred by a Teleworker with respect to telephone, or internet service, nor is the County liable for repair or damage that may be caused by operation of the equipment

IT Security

- Telework employees must comply with the Information Technology Security Policy while teleworking.
- Telework employees are required to report immediately any incident that appears to compromise the security of Monterey County information resources to their supervisor or manager and Department Information Security Officer. This can include missing data, suspected virus/malware infections, and unexplained transactions or behavior

Email and Document Storage

- Telework employees must send, receive, and retain email messages concerning County business solely through the County's Microsoft Office 365 connection using Microsoft Outlook
- Telework employees are prohibited from using personal email accounts to send, receive, or retain email messages or documents concerning the conduct of County business
- County-related documents must be maintained and stored on County systems, such as 'OneDrive for Business', consistent with adopted retention policies
- Downloads of County related documents onto personal devices for temporary use must be deleted as soon as practicable
- All email messages, documents, and text messages concerning County business are subject to review to respond to Public Records Act requests, including those maintained in personal email accounts, and on personal devices

Security of Confidential Information
All files, records, papers, or other materials created while Teleworking are County property. Telework employees and their supervisor or manager shall identify any confidential, private, or personal information and records to be accessed and ensure appropriate safeguards are used to protect them. A department may require employees to work in private locations when discussing confidential matters and handling confidential or sensitive material. Departments may prohibit employees from printing confidential information in Telework locations to avoid breaches of confidentiality. Employees may not disclose confidential or private files, records, materials, or information.

APPROVAL OF TELEWORK AGREEMENT:

The approved Telework Agreement must be signed by the immediate supervisor or manager, Department Head, or designee and the Telework employee and kept in the personnel file. The Telework employee's signature indicates that the Telework Policy and these Administrative Procedures have been read and understood.

The Telework Agreement will be reviewed at any time and at a minimum, annually during the performance evaluation process, and shall be updated to reflect any changes. Execution of a Telework Agreement does not obligate to continue a Telework Agreement for any specified time period.

DENIAL MODIFICATION OR TERMINATION OF TELEWORK AGREEMENT:

A supervisor or manager, Department Head or designee may deny, end, or modify a Telework Agreement based on operational needs. Similarly, a Telework employee may request to change a Telework Agreement at any time. Employees may be removed from the Telework Program if they do not comply with the terms of their Telework Agreements or no longer meet one or more of the terms of eligibility.

The County's Telework Policy and Program is not subject to any grievance procedures, or to any other review or appeal procedures, except as noted in this section. If an employee does not agree with the denial, modification, or termination of the Telework Agreement they may request to review the decision with the Department Head or designee. The decision of the Department Head or designee is final.