



## Personnel Policy

Flexible/Telework Policy

**Control Number**

HR056

**Policy Date**

02/22/2023

**Revision Date**

New

### Purpose

The purpose of this policy is to provide for a consistent application of flexible and telework practices across County departments to ensure the security of County information and systems; to maintain continuity of operations; and to improve employee retention and recruitment.

### Scope

All regular, full time employees and budgeted thirty-two (32) hour employees

### Types of Work Arrangements

Although many of the County's services are normally performed in the County office facilities, and require the presence of employees at a central workplace, Department Heads have the authority to designate employees eligible for flexible and/or telework arrangements. While flexible/telework arrangements may meet the needs of both the department and the employee, the County Manager has the sole discretion to determine when this is appropriate, within this policy.

Flexible Work Arrangement: a change in work schedule or work location or both.

Telework: work performed at an alternative location.

Employees perform essentially the same work that they would in the central workplace in accordance with their same performance expectations and other agreed upon terms.

Compressed Schedule: a schedule in which the base weekly hours are worked in fewer days.


Alternative Schedule: a schedule which starts and ends the workday at non-traditional times, but works the same traditional days.

### Policy Statement

Work performed in an alternative work location is considered official County business. Therefore, departments shall maintain specific conditions that apply to employees engaged in telework. Scotland County's service to its citizens and communities must be maintained. Prior to beginning a flexible or telework arrangement, a formal work agreement must be executed by both the employee and the Department Head.

### Responsibility

There is a variety of issues which each Department Head and employee should discuss before implementing a flexible or telework agreement.

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The amount of time the employee is expected to work will not change due to participation in a flexible or telework agreement. Hours of work shall remain the same unless specified in the agreement. The employee agrees to apply themselves to work during work hours. The procedures for leave approval shall all apply. The department is not authorized to establish 100% telework for a position.

Failure on the part of the employee to meet all specified guidelines and procedures under the Flexible/Telework policy will result in immediate termination of the agreement and potential disciplinary actions. The employee must wait one (1) year before being eligible again for a Flexible/Telework agreement.

A Flexible/Telework agreement is not an alternative work option for employees unable to be on-site due to their own personal health and medical needs. Those employees will need to use accrued paid leave in compliance with leave policies and/or apply for Family and Medical Leave (FMLA).

**Department Head**

- Serves as the sponsor of the department's Flexible/Telework program.
- Sets the tone and direction for Flexible/Telework policies and goals.
- Funds all costs associated with establishing and maintaining the telecommunications network required for remote access and computing equipment, including hardware and software. This does not include internet service expenses at remote locations.

**Information Technology Department**

- Manages the County's telecommunications and security infrastructure.
- Provides resources for department staff to support teleworkers.
- Provides technical support and problem escalation for teleworkers through the County's IT Dept.
- Provides options for remote access users for accessing the County's data and telecommunication network.
- Inspects and approves devices and internet connections remote workers will use too ensure security of information and equipment.

**Department Heads and Supervisors**

- Implements flexible/telework arrangements as practicable in their work areas and in accordance with the County's policies, procedures, and guidelines.



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- Provides department-level support for flexible workers and/or teleworkers to include:
  - Approves or denies employee requests for flexible and/or telework based on the suitability of work, the employee, and the work unit using the selection criteria as outlined in this policy.
  - Reviews and authorizes the required forms for approved flexible and telework arrangements and technology requests.
  - Provides an environment that is conducive to the flexible and/or telework initiative and provides scheduling and logistical support to flexible workers and teleworkers. Obtains feedback from these groups regarding the impact of the flexible or telework arrangement.
- Approves flexible/telework schedule for employees.
- Reviews employee performance on a regular basis to ensure goals and expectations are met in a timely and efficient manner.
- Reviews and approves the flexible/telework agreement.

### Flexible Schedule/Teleworkers

- Keeps informed of the County's flexible/telework policy and uses the flexible/telework program forms.
- 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 during core hours and regular work hours.
- Structures telework to be as transparent as possible to customers, co-workers, and supervisors.
- Plans and organizes tasks for flexible/telework for efficiency and productivity.
- Tracks the work performed and communicates results as requested by the supervisor.
- Develops, at the minimum, a proficiency in the use of the technology required for remote working.
- Manages and operates a phone for contact and communication; appropriate messaging must be established.
- Utilizes email or text for communication with supervisors and co-workers.
- Utilizes video conference software such as Google Meet, Zoom, etc. to conference in during emergencies.
- Utilizes approved computer equipment for the purpose of remote working.



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- Provides availability to come in as deemed necessary by supervisor / management within one (1) hour; time spent commuting will not be considered part of the approved working hours and will not be reimbursed.
- Adheres to the department's established procedures for reporting, when approved to remote work. Unless traveling for business, remote work employees are expected to remain available to report to a county worksite as needed. While remote working, an employee shall not conduct work for another employer during their standard or normal work schedule.
- Notifies supervisor of any change in status (e.g., loss of internet access, coming to work, requesting time off).
- Obtains supervisor concurrence before each teleworking occurrence identifying the work tasks/activities to be accomplished and reports to the supervisor by the following workday the actual work completed.
- Equips their remote work space. Example: provide their own chair, desk and basic office supplies and have access to the internet.
- Maintains an appropriate remote work area that considers ergonomics, safety, equipment, adequate workspace, noise, and potential disruptions; the teleworker's environment must be free of interruptions.
- Maintains dependent care and provides supervisor with a plan of providing care for dependents. Immediately notify supervisor regarding temporary loss of dependent care (e.g., child sick at school or care facility).
- Notifies supervisor immediately upon the event of job-related incident or accident during telework hours. The County does not assume responsibility for injury to any persons other than the teleworker at the remote work site; auto and homeowner's insurance is required and is the responsibility of the remote worker.
- Understands that holding business meetings with clients or customers, the public or professional colleagues at his or her residence is prohibited.
- Completes Security Training.
- Completes the flexible/telework packet.
- Returns all county issued equipment and materials upon separation of employment.

## Policy Guidelines

### Eligibility Criteria: Employee



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Employees suited for telework are solid performers who know the job and the department's goals and expectations. They can work independently, do not require close supervision, and have good communication skills. They are reliable, disciplined, and self-motivated.

Employees must be employed for a minimum of one (1) year to be considered eligible for telework and must meet at the minimum a proficiency measure on their employee evaluation. Example: Meets Expectations

### **Eligibility Criteria: Position/Work Duties**

Work constituted as flexible/telework involves some form of processing including but not limited to drafting, reading, writing, calculating, analyzing, designing, programming and managing data.

Work units suited to flexible/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.

The flexible/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.

Departments retain the right to provide employees flexible/telework options based on business needs and can require staff to report on-site as needed.


### **Agreement Assessment**

Employees will be reviewed by their supervisor after a 1-month period and then bi-annually thereafter to determine whether the flexible/telework arrangement will be continued. Department Management may suspend or discontinue the flexible/telework arrangement at any time. Written notification of suspension of the flexible/telework arrangement will be provided to the employee, supervisor, and the Human Resources Director.

### **Telework Arrangement Limit**

Maximum of telework options are 1 to 3 days per week or weekly rotation of on-site/off-site not to exceed a maximum of 60% of work time per calendar month. Exception may be made by the County Manager, on a case by case basis. Examples may include, but not limited to, requests for accommodation under ADA or in the case of a State of Emergency declared by the Board of Commissioners as a whole, or by the Chairman of the Board.

## **Enrollment Packet**

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Employees must complete the Flexible/Telework Enrollment packet, which includes the following documents:

- Flexible/Telework Agreement
- Home Safety Self-Certification Checklist

**Exception: DSS & Health**

DSS and Health Department will operate under their separate Telework Policy until such time that sufficient space is acquired. All other requirements of this policy will apply to those Departments as well.

**Reference**

Replaces: Procedure, “Flexible Work Guidelines”, HR-P010, dated 09/15/2021