



Purpose

The purpose of the “County Telework Program Guidelines” is to provide a framework for telework in the County, and to establish guidelines and identify the responsibilities for County teleworkers and departments. Telework is defined as working one or more days during a pay period away from the main office, either at home or at an alternative worksite as approved by the County.

Overview

This County recognizes the business, societal, and personal benefits available through a carefully planned and managed telework program. Telework, as a work program, enables the County to optimize resources and maintain employee productivity during County, State or Federal emergencies. Telework, as an element of transportation management programs, can also help the County support social responsibility and the State of California’s climate goals and ease traffic congestion in our communities.

Program Guidelines

The County allows the use of the telework program where work conditions and business needs permit for its use. The appointing authority of the department, with approval from County leadership, will have the ability to consider allowing telework under the following guidelines:

1. Telework is a voluntary arrangement between County management and employee(s).
 - a. Managers and/or supervisors have the right to terminate a telework arrangement at any time or without cause due to business needs. Advance notice to employees prior to terminating the telework arrangement is encouraged.
2. Employees who are approved by the appointing authority to participate in the telework program must:
 - a. Have Performance Evaluations with overall ratings of at least “Meets Job Standards”
 - b. Have a completed Telework Agreement on file with their department, which verifies the essential components of a telework arrangement have been addressed, which shall be reviewed annually or whenever there is a job change by the employee or manager.
3. When Supervisors are evaluating an employee for the ability to responsibly telework, they should be looking for the following traits:
 - a. Demonstrate a high performance level with minimal supervision.
 - b. Maintain a consistent and dependable level of productivity, with strong time-management skills.
 - c. Be self-motivated, organized, and conscientious about work schedules.
 - d. Exhibit strong oral and written communication skills.
4. Supervisors and Managers of teleworkers will be responsible for managing day-to-day performance of their employees.
 - a. Employees who are teleworking should maintain the same high level of productivity and if there are concerns noted in an employee’s work performance, the Supervisor should address these concerns as soon as possible to allow the employee to make appropriate adjustments.
 - b. Trainings related to managing performance and teleworker expectations are available through PERC’s Learning Management System.
5. Teleworkers must have the ability to work remotely, including:
 - a. Have job duties/functions that lend themselves to telework.
 - b. Have a thorough knowledge and full understanding of the work tasks.



- c. Be computer literate and able to provide a remote setup with County-issued equipment or their own equipment which meets or exceeds the same standards as the equipment used at their office location.
6. Home-based Teleworkers must maintain a safe, focus-based work environment at their remote worksite that satisfies the Telework Self-Certification Checklist in the Telework Agreement.
 - a. The employee's remote work space shall be considered an extension of the County work space; the County's worker's compensation liability for job related accidents will continue to exist during the employee's teleworking work hours.
 - b. The employee remains liable for injuries to third persons and/or members of the employee's family on employee's premises. The County is not liable for damage to the employee's real property.
 - c. Individual tax implications related to the home workspace are the responsibility of the employee.
 - d. In no event shall customers be served "in-person" at the employee's place of residence.
7. Employees are expected to be free from distraction to be able to perform job duties while teleworking. Employees are required to have other primary care arrangements during work hours to care for individuals in the home who need supervision, including children under 12 and older individuals who are incapable of self-care.
8. Teleworkers are expected to comply with federal, state, county and department policies and regulations. Employee's duties, responsibilities and conditions of employment remain the same as if the employee were working at the department's primary worksite. This includes ensuring that all breaks and lunch periods are taken in accordance with the applicable County Code, Ordinance, employee contract and/or Memorandum of Understanding provisions.
 - a. Per County Policy Section 9 – Information Technology, employees are expected to follow permissible and prohibited uses, and access and disclosure. No user should have an expectation of privacy in the use of the technology for County business.
 - b. Per County Policy Section 14 – Release of Information, Privacy and Compliance, employees are expected to adhere to all rules and regulations regarding security and confidentiality of data and information handled in the course of work. Teleworkers will take all precautions necessary to secure and prevent unauthorized access to any County equipment, system or information.
 - c. Employees are expected to complete their standard tour of duty. Work hours, overtime compensation and leave utilization will conform to applicable County Code, Ordinance, employee contract and/or Memorandum of Understanding provisions.
 - d. The employee shall remain subject to all County and departmental disciplinary policies and procedures while performing at the alternate worksite.
9. Teleworkers are responsible for accurately coding their timesheets to reflect hours spent in a telework arrangement each pay period.
10. Department policies may establish additional criteria or exceptions to the telework program as long as it is reviewed and approved by the Director of Human Resources.

Reference

- Department Telework Program Guidance
- Department Telework Program Plan
- Department Telework Justification Form
- Employee Telework Agreement