



## **Monterey County Telework Pilot Program**

### **Telework Procedures**

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Monterey County views telework as a practical work option for eligible, selected employees and of benefit to both the employee and the County as an employer. With this in mind, the County has developed a Pilot Program to determine the feasibility of a County-wide telework program in our organization.

Teleworking allows personnel to work for a specified period of time at a site other than the primary work location, during regular working hours. It is not an entitlement or a right and does not change the basic terms and conditions of employment.

The County's Telework Pilot Program is intended to be a cooperative arrangement, minimizing environmental impacts as well as creating economic and other efficiencies and benefits for teleworking employees and the County. These benefits include reduction in employee commutes, traffic congestion, fuel consumption, and greenhouse gas emissions, along with improved productivity and employee morale. All of the above serve as useful recruitment and retention tools.

The following conditions for telework must be agreed to by the employee (or "Teleworker"), the employee's supervisor/manager, and the Department Head (or their designee) in advance of an employee's participation in this Pilot Program.

#### **Section One – Pilot Program Information**

**1. The Telework Pilot Program dates will be: Monday, May 21<sup>st</sup> – Friday, August 31<sup>st</sup>.**

**2. Enrollment**

In order to participate in the Telework Pilot Program, an employee (hereafter referred to as the "Teleworker") must:

- 2.1 Complete a Telework Agreement requesting consideration for teleworking;
- 2.2 Certify full compliance with the Monterey County Ergonomics Training and Education Policy; [*Occupational Ergonomics Policy – Section 6.0*]
- 2.3 Receive supervisor/manager and department head (or designee) authorization to telework;

- 2.4 Complete and submit a telework *Home Office Safety Checklist* by April 27<sup>th</sup>;
- 2.5 Participate in a pilot program orientation session during the month of May.

### 3. Participant Selection

- 3.1 Each of the participating County departments will be allotted spaces for up to 4 Teleworkers. Spaces that are left vacant due to incomplete or rejected agreements or an insufficient number of department submissions will be reallocated to other departments at the discretion of the Pilot Program Staff.
- 3.2 The official application period will be from 8:00am on Monday, April 9<sup>th</sup> until 5:00pm on Friday, April 27<sup>th</sup>.

Telework Agreements that have been completed and approved by the Teleworker, their supervisor/manager, and their Department Head (or designee) will be scanned and submitted via email to the Telework Program Staff at [Telework@co.monterey.ca.us](mailto:Telework@co.monterey.ca.us) (“**130-Telework**” in Outlook Address Book) by 5:00pm on Friday, April 27<sup>th</sup>.

*Home Office Safety Checklists* that have been completed by the Teleworker will be scanned and submitted via email to the Telework Program Staff at [Telework@co.monterey.ca.us](mailto:Telework@co.monterey.ca.us) (“**130-Telework**” in Outlook Address Book) by 5:00pm on Friday, April 27<sup>th</sup>.

Approved Telework Agreements and *Home Office Safety Checklists* will only be accepted via email.

Telework Agreements submitted before 8:00am on Monday, April 9<sup>th</sup> or after the Friday, April 27<sup>th</sup> deadline will not be accepted.

- 3.3 Telework Agreements and *Home Office Safety Checklists* will be reviewed for completeness and compliance by the Telework Program Staff.
- 3.4 A lottery will be conducted by the Telework Program Staff on Monday, April 30<sup>th</sup> to select to participants from each department. (See Section 3.1)
- 3.5 Teleworkers, their supervisors/managers and department heads will be notified via email of the participant’s selection or denial by 5:00pm on the day that the lottery is conducted.

### 4. Orientation

Before the Teleworking can begin, the Teleworker is required to participate in one of the two orientation sessions. Attendance is optional but recommended for the Teleworker’s supervisor/manager.

The orientation is designed to identify:

- 4.1 Job responsibilities and physical arrangements necessary to support teleworking;
- 4.2 Supervision and measurement of performance;
- 4.3 Training in procedures or proper use of tools that may be required to support the objectives of the telework agreement.

## **5. Telework Studies**

Teleworkers and their supervisors/managers are required to participate in all studies, inquires, reports and analyses relating to teleworking for the County. The individual responses of the participants will remain anonymous, unless authorized for release.

All studies shall be made available to the Telework Program Staff and the Board of Supervisors Alternative Energy and Environment Committee.

## **Section Two – Telework Standards**

For a Telework Pilot Program Agreement to be approved, the following standards apply:

- 1. Telework is entirely voluntary and may be terminated by the Teleworker or the County at any time.
- 2. The Pilot will be limited to employees from Bargaining Units X and Y. *[Monterey County Personnel Policies and Practices (Resolution No. 98-394) - Section B.19.1]*
- 3. Teleworkers will be required to obtain written approval from their supervisor/manager and their department head (or designee) authorizing them to telework a minimum of one day per week with a maximum of two days per week.
- 4. Positions considered unsuitable for telework will not receive consideration for the Pilot. *[PPPR Section B.19.5]*
- 5. The “telework site” will be a home office located at the Teleworker’s residence.
- 6. Field work on a scheduled telework day is discouraged (but not prohibited) as it is not consistent with the goals of the Pilot Program. However, in circumstances where field work is necessary and reasonable to accomplish a task, Teleworkers must obtain prior approval from a manager.
- 7. The duties, obligations, responsibilities, and conditions of a Teleworker’s employment with the County are unchanged.

8. Teleworkers remain obligated to comply with all County rules, policies, practices, and instructions. Violations of these rules, policies, etc. may result in preclusion from telework or disciplinary action, up to and including termination of employment.
9. The business needs of the County on-site office may take precedence over telework days. Teleworkers may be required to be on-site during a regularly scheduled telework day. (See Section 2.26)
10. Teleworkers will not receive compensation nor commute expenses for their normal commute to and from the designated telework site.
11. If the Teleworker is unable to perform work on a scheduled telework day, they must report such to their supervisor/manager prior to the beginning of the shift.
12. The Teleworker is expected to work at the telework site indicated in the approved Telework Agreement during their scheduled telework hours. Personal leave time normally scheduled during a scheduled workday must be arranged in the same manner as office-based employees.
13. Teleworkers must certify and maintain full compliance with the Monterey County Ergonomics Training and Education Policy. [*Occupational Ergonomics Policy – Section 6.0*]
14. Teleworkers must Complete and submit a Telework *Home Office Safety Checklist* prior to beginning to telework.
15. Teleworkers are responsible for maintaining a safe and ergonomic working environment, including the work area, bathroom, and other areas that may be necessary for working during the teleworking arrangement. Worker's Compensation will not apply to non-job-related injuries that occur in the home. The Teleworker is responsible for injuries to third parties or members of their family on their premises. The County of Monterey will not be responsible for injuries to third parties or family members that occur at the Telework Site.
16. In the event of a job-related incident or accident during telework hours, the Teleworker must report the incident to their supervisor/manager as soon as possible and follow established procedures to report and investigate workplace injuries or incidents.
17. Pursuant to the established Telecommuting Policy, the County can perform an on-site inspection of the teleworker's home office; however, for the purposes of this pilot, home office inspections will not be performed.
18. The Teleworker will not provide in-home care for children or dependents during telework hours. If child or dependent care is needed, the Teleworker will make arrangements for care during designated telework hours.

19. Teleworkers will not hold business meetings with internal or external clients, customers, or colleagues at their residence unless specifically authorized in writing in advance.
20. Teleworkers will not conduct any unauthorized external (non-County) work during telework hours.
21. Teleworkers will maintain the confidentiality of County information and documents, prevent unauthorized access to any County system or information, and dispose of work-related documents in a manner that will not jeopardize the interests of the County.
22. The Teleworker must follow County guidelines on maintaining confidentiality and keep employee Social Security Numbers and other private information secure and disposed of in accordance with County policy.
23. Teleworkers must be available to communicate with those whom he/she normally conduct business (e.g. supervisor/manager, clients/the public, colleagues, management team, partners, etc.) by phone and/or email while teleworking. Teleworkers must respond to inquiries in the same fashion, and within the same timeframes, as they would if they were in the office. In addition, Teleworkers must ensure that in-person meetings are not delayed due to telework schedules.
24. The Teleworker is to be working in the same fashion while teleworking as they would if they were in the office; non-work related interruptions must be kept to minimum. Responsibilities and tasks need to be completed with the same importance and attention as they would be if they were tended to in the office.
25. Teleworkers will exercise the same precautions to safeguard electronic and paper information, and protect confidentiality, as the employee would in a traditional office environment.
26. Any permanent adjustments to the telework schedule requested by a Teleworker must be submitted in writing to the supervisor/manager for approval prior to becoming effective.

“One-time” adjustments may be made as necessary for business needs or training purposes. These changes will be documented in writing between the Teleworker and the supervisor/manager.

Schedule changes due to unforeseen circumstances must be submitted in writing to the supervisor/manager and are subject to approval.

Telework Program Staff does not need to be informed of such adjustments.

27. Teleworkers are required to notify the Telework Program Staff should a change in job classification or employment status occur during the course of the Pilot.

28. Teleworkers are required to notify the Telework Program Staff if their supervisor/manager changes during the course of the Pilot.
29. Teleworkers may “drop out” of the Pilot Program with written permission from their supervisor/manager. A written notification to this effect must be sent to the Telework Program Staff.
30. Telework schedules are not intended to “shift” work to other employees.

## **Section Three – Information Technology**

### **1. IT Equipment and Internet Services**

- 1.1. Access to a computer, high-speed internet, and a telephone at the Teleworker’s home is mandatory for the Pilot.
- 1.2. It is the responsibility of the Teleworker and their supervisor to determine whether certain software, online services, or other technology can be used off premises and to determine if the use of these functions.
- 1.3. If the Teleworker does not have access to a County-owned laptop and/or office equipment, pursuant to Section B.19.7 of the PPPR, Teleworkers are responsible for providing their own office equipment.
- 1.4. If the Teleworker uses a personally owned device (desktop, laptop, or other), a Personally Owned Device Acceptable Use Agreement must be completed. (See Attachment C)
- 1.5. It is at the discretion of the Department Head to determine additional IT equipment and services needed for a Teleworker to perform their job function while teleworking.
- 1.6. Pursuant to the existing Telecommuting Policy, 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.

### **2. IT Security**

- 2.1. Teleworkers must comply with Section B.19.6.4 of the PPPR that provides for Information Security Guidelines while Teleworking (See Attachment A).
- 2.2. Teleworkers are mandated to immediately report any incident that appears to compromise the security of Monterey County information resources to their supervisor or local Information Security Office including missing data, virus infestations, and unexplained transactions.

### **3. Email and Document Storage**

- 3.1. Teleworkers must send, receive, and retain email messages concerning County business solely through the County's Microsoft Office 365 connection using Microsoft Outlook.
- 3.2. Teleworkers are prohibited from using personal email accounts to send, receive, or retain email messages or documents concerning the conduct of County business.
- 3.3. County-related documents, should be maintained and stored on County systems, such as 'OneDrive for Business', consistent with adopted retention policies.
- 3.4. Downloads of County related documents onto personal devices for temporary use should be deleted as soon as practicable.
- 3.5. 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.

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#### **Attachments:**

- Attachment A - Personnel Policies and Practices Resolution No. 98-394 – Section B.19  
“Telecommuting”
- Attachment B - Telework Agreement
- Attachment C - *Home Office Safety Checklist*
- Attachment D - Virtual Private Network and Remote Desktop Connection Fact Sheet