



# COUNTY OF EL DORADO, CALIFORNIA

## Human Resources Department

Subject:  TELEWORK POLICY	Policy Number: X-X	Page Number: 1 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

### I. DEFINITION

Telework - An alternative work mode in which the employee works in a designated area outside their principal work location.

Teleworker - An employee who meets the eligibility requirements and has appropriate approval and resources to telework.

### II. APPLICABILITY AND PURPOSE

As an arrangement that allows eligible County employees (refer to Section IV) to work in a designated area outside their principal work location, teleworking is a cooperative arrangement between employees, department heads or designees, and employing departments. Teleworking is not to be confused with alternative work schedules or flexible schedules, although some teleworkers will have alternative work schedules or flexible schedules; not all who have such schedules will be teleworkers.

Teleworking benefits employees, departments, and the community. Benefits include:

- A. The ability to function during an emergency when the principal work location is inaccessible.
- B. Increased productivity: easier to focus, less distractions and interruptions.
- C. Efficient use of County resources, including office space.
- D. Recruitment and retention of highly qualified employees and organizational knowledge.
- E. Greater flexibility for employees and departments.
- F. Improved employee morale and job satisfaction.
- G. Reduced employee absenteeism.
- H. Reduced employee commute time and costs.
- I. Decreased energy consumption, air pollution, traffic, and parking congestion.

### III. AUTHORITY

- A. Administration of the Telework Program within each department is under the authority of the department head or designee, with general oversight by the Chief Administrative Office and the Human Resources Department.
- B. Salary, benefits, and work status will not change due to involvement in the Telework Program.
- C. All County employees must have an approved Telework Agreement under this policy before teleworking. A County department may elect to include additional teleworking requirements, guidelines, or procedures, provided they are consistent with the intent of this program.
- D. Removal or denial of a telework schedule will not be viewed as a punitive action.



# COUNTY OF EL DORADO, CALIFORNIA

## Human Resources Department

Subject:  TELEWORK POLICY	Policy Number: X-X	Page Number: 2 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

#### IV. ELIGIBILITY

- A. An employee may be eligible to telework if:
  1. Their work can be performed at a remote location during a regularly-scheduled work day or portion thereof.
  2. Functions of the unit, other departmental units, other departments, or outside agencies will not, as a result of teleworking, be compromised.
  3. The nature of the job, or a portion of the job, is primarily knowledge-based and involves handling of information, including but not limited to reading, writing, analyzing, or processing data.
  4. They have passed probation (unless this requirement is specifically waived by the department head or designee).
- B. An employee may **not** be a good candidate for teleworking if:
  1. Their work is entirely, or primarily, location-dependent, or requires access to resources that are not allowable or practical from a remote location.
  2. Their job requires daily face-to-face interaction with individuals (e.g., managers, clients, co-workers, the public, etc.).
  3. Their presence is required at his/her principal work location for coordination and participation in team-based, quick-reaction, and/or turnaround tasks, or to address unscheduled events.
  4. The work requires access to computer databases and/or highly secure or protected information/resources in which access is not permitted or possible from the remote location according to departmental and legal confidentiality requirements.
  5. They conduct field work that must begin and end at the principal work location in order to comply with department health and safety guidelines.
  6. Other types of work or work schedules that do not allow them to be away from their principal work location for entire days or portions thereof.
  7. The employee would benefit from consistent supervision or monitoring.

#### V. SCHEDULING AND WORK HOURS

- A. Telework days and hours must be agreed upon in writing in advance with the teleworker's department head or designee. At the discretion of the department head or designee, the actual telework days per week or month may vary depending on the nature of the work.
- B. The teleworker must be available to communicate with those with whom he/she normally conducts business (e.g., management, co-workers, customers, vendor contacts, public, etc.) by



COUNTY OF EL DORADO, CALIFORNIA  
Human Resources Department

Subject:  TELEWORK POLICY	Policy Number: X-X	Page Number: 3 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

phone, email, and web/audio conferencing during the telework engagement, if required, except for during pre-determined and agreed upon lunch and break periods.

- C. If the teleworker encounters constraints that prohibit him/her from continuing the telework engagement (e.g., required equipment fails), the teleworker must either report to their primary work location to continue working, or notify his/her department head or designee to determine if alternate work can be done to continue the telework engagement. Alternatively, with department head or designee approval, the employee may take remaining time off via vacation or personal leave time banks.
- D. In all cases, a teleworker's regular hours of work, whether on a fixed or flexible schedule, must not exceed their normal schedule unless approved in advance by his/her department head or designee. Prior approval from the department head or designee is required prior to working overtime.
- E. Teleworkers will be as accessible as their onsite counterparts during agreed upon regular work hours, regardless of work location. Teleworkers and their department heads or designees should agree upon how teleworkers can ensure they are accessible to their clients, customers, and co-workers, as well as the response time for returning phone calls and emails.
- F. The business needs of the primary work location may take precedence over regularly scheduled telework days, whereas a teleworker may be required to be onsite. The department head or designee is to give at least 24 hours' notice if possible, but can give less than 24 hours' notice should an immediate need arise. Teleworkers must ensure that in-person meetings are not delayed due to telework schedules.
- G. Travel and business-related expense reimbursements shall be consistent with the Board of Supervisors Policy D-2 – Travel.
- H. A teleworking employee must perform work during his/her scheduled teleworking hours. Teleworking employees may take care of personal business during unpaid lunch periods, as they would at the principal work location.
- I. Teleworkers will accrue sick leave and vacation time at the same rate they would when working at their principal work location. If a teleworker is sick or must take time away from teleworking to assist with a dependent family member's illness or injury, and is unable to work in his/her remote location, those hours are to be reported, as would occur in the primary work location. Teleworkers' use of vacation, compensatory time off, sick leave, or any other type of leave is subject to prior approval and verification by their department heads or designees.

**VI. REQUIREMENTS FOR SUCCESSFUL TELEWORKING**

- A. Department heads and supervisors of teleworkers must focus on the quality, quantity, and timeliness of the employee's work product.



**COUNTY OF EL DORADO, CALIFORNIA**  
**Human Resources Department**

Subject:  TELEWORK POLICY	Policy Number: X-X	Page Number: 4 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

1. Performance standards and/or employee accountability for quantity and quality of output should normally not change as a result of teleworking.
  2. The teleworker, his/her department head or designee, work teams, subordinates, and co-workers shall discuss and must ensure that they mutually understand what the teleworker is expected to produce, how that work is to be performed, when it is due, and what resources are necessary for success.
  3. Frequent communication between the department head or designee and the teleworker is required to ensure that tasks and performance expectations are clearly defined, which is consistent with an employee working at the principal work location.
- B. Not every environment is conducive to teleworking. To ensure successful teleworking, the teleworker must understand and convey to all family, friends, and neighbors, and comply with the following:
1. The teleworker is working while at the remote location. Working remotely carries the same responsibilities and tasks which need to be completed as required in the primary work location.
  2. The teleworker must keep interruptions to a minimum by developing ground rules for family and others to follow regarding interruptions while teleworking.
  3. Teleworking is not a replacement for dependent child or elder care. Successful participation in the Telework Program requires minimizing interference from others in the remote environment. If dependent child or elder care is needed, the employee must arrange for care to be secured so that the employee is not interrupted from performing work duties during teleworking hours.
  4. The teleworker must establish guidelines for the proper use of office supplies and develop an understanding with family members that County equipment/office materials are not for personal use.
  5. County-owned equipment may only be used by the employee to whom the equipment is issued; any access by 3rd parties is strictly prohibited (e.g., children may not use the computer).

**VII. TELEWORK LOCATION AND EQUIPMENT**

- A. A teleworking employee must designate a work area suitable for performing official business. The employee must perform his/her work in the designated area when teleworking. The County reserves the right to perform an onsite inspection of a remote workspace during regularly scheduled work hours after a 24-hour notice has been provided to the employee.
1. Requirements for the designated work area will vary depending on the nature of the work and the equipment needed, and may be determined by the department.



# COUNTY OF EL DORADO, CALIFORNIA

## Human Resources Department

Subject:  <b>TELEWORK POLICY</b>	Policy Number: X-X	Page Number: 5 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

2. Most teleworkers will need to have a computer and other information technology at their remote location. Some teleworkers' jobs may not involve computer use or other information technology, yet be "teleworkable".
  3. Teleworkers will take all precautions necessary to secure proprietary information in their remote location and prevent unauthorized access to any County information or system, in accordance with the County's Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule Policies and Procedures, especially Section 4.4.5, Physical Safeguards.
- B. The County is not required to provide teleworking employees with materials or supplies needed to establish a telework location (desk, chair, computer, software [with the exception of VDI], cell phone, fax, copier, etc.), and assumes no responsibility for set-up or operating costs at a remote location (telephone or internet services, etc.).
1. Furnishing and household expenses (e.g., heating, electricity, etc.), are the sole responsibility of the teleworker. Equipment for use at the remote location is generally not provided, nor is it a reimbursable expense.
  2. Employees who use their personal equipment for teleworking are responsible for the installation, repair, and maintenance of the equipment.
  3. Teleworking employees should be aware that there is no expectation of privacy; the County is entitled to inspect, and may access during regularly scheduled work hours, any documents generated or personal equipment used while teleworking, such as a personal computer, telephone, as well as any text messages and internet records.
  4. Use of personal cell phones is subject to the County Cell Phone Policy.
- C. The department may issue a computer and monitor for teleworking if equipment is available and it is mutually agreed upon between the teleworker and County.
1. County-issued equipment may be used for County work purposes only and only by the employee to which the equipment is assigned.
  2. The employee must immediately return all County equipment, software, and supplies at the conclusion of the teleworking arrangement or at the County's request.
  3. A teleworking employee must take reasonable steps to protect County equipment, software, and supplies from possible theft, loss, and damage. The teleworking employee may be liable for replacement or repair of the equipment, software, or supplies caused by the employee's gross negligence or intentional conduct in the event of theft, loss, or damage.
  4. Computers and other authorized equipment assigned to employees may be used for teleworking, or an employee may use his/her own personal computer equipment. All equipment requires prior County department approval and must comply with County Information Technologies (IT) security policies and practices.



COUNTY OF EL DORADO, CALIFORNIA  
Human Resources Department

Subject:  TELEWORK POLICY	Policy Number: X-X	Page Number: 6 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

- D. All teleworkers using County-owned or personal computers must abide by the policies and procedures established by the County (Refer to Board of Supervisors Policy A-19), including those by IT, for the purposes of maintaining security and integrity of the County's network system and supporting infrastructure.
- E. When using a computer while teleworking, it is preferable that employees access the County's network through VDI to ensure the automatic back-up of data and protection of confidential information, thus protecting against loss of work products. If working online is not possible or practical, each teleworker will be required to back-up his/her own files and transfer/upload any County related work into the County's network as soon as possible.
  - 1. If access to County electronic data is required, the use of a VDI session is **mandatory**. (County IT will install the Horizon Client on the personal computer so that VDI sessions are possible.)

**VIII. HEALTH, SAFETY, AND RISK MANAGEMENT**

- A. The employee's remote workspace must comply with recommended safety rules for the workplace, including:
  - 1. A quiet, well-lit, suitably-sized, and ergonomically appropriate work environment.
  - 2. Appropriate furniture which follows an ergonomic plan, if the employee is subject to such plan.
  - 3. High-speed internet service (no dialup) if network access is required.
  - 4. Coverage under the employee's homeowner's or renter's insurance when personal property is used for County purposes.
  - 5. Smoke and Carbon Monoxide detectors.
  - 6. Adequate electrical circuitry.
  - 7. Working fire extinguisher.
  - 8. Clear, unobstructed exits.
  - 9. Removal of hazards that could cause falls.
  - 10. Secure space to minimize chance of damage, theft of equipment, or loss of data.
- B. Each teleworker will be required to certify that her/his remote workspace meets or exceeds these requirements and that they will maintain a safe remote workspace.
- C. If a teleworker has a work-related accident at their remote location during designated work hours and while conducting authorized County business, he/she will be subject to the same County rules and regulations regarding work-related accidents and must report the incident immediately to his/her department head or designee. The County's Human Resources



# COUNTY OF EL DORADO, CALIFORNIA

## Human Resources Department

Subject:  <b>TELEWORK POLICY</b>	Policy Number: X-X	Page Number: 7 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

Department Risk Management Division will investigate work-related accidents reported to have occurred while teleworking.

- D. Such injuries may be covered by Workers' Compensation provided that all eligibility requirements are met. Existing policies for Workers' Compensation apply, such as treatment by the County-contracted health provider if the employee does not already have a designated physician name for worker's compensation-covered health services on file with the County, or the need for appropriate paperwork to be completed by the County before visiting the healthcare provider. The County assumes no additional liability for injuries to the employee that occur outside of the designated workspace and outside of employee's scheduled telework hours. The employee is liable for injuries to 3rd parties who enter the designated remote workspace.
- E. All files, records, papers, or other materials created while teleworking are County property. Teleworking employees and their department head or designee shall identify any confidential, private, or personal information and records to be accessed, and ensure appropriate safeguards are used to protect them, in accordance with the HIPAA Privacy and Security Rule Policy and Procedures. A department may require employees to work in private locations when handling confidential or sensitive material. Departments may prohibit employees from printing confidential information in teleworking locations to avoid breaches of confidentiality.
- F. Employees may not disclose confidential or private files, records, materials, or information, and may not allow access to County networks or databases to anyone who is not authorized to have access.
- G. The California Public Records Act applies to all County employees, including teleworking employees. Public records include any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by the County regardless of physical form or characteristic. Public information means the contents of a public record. Upon receipt of an appropriate request, and subject to authorized exemptions, a teleworking employee must permit inspection and examination of any public record or public information in his/her custody, or any segregable portion of a public record, within required time limits. This requirement exists regardless of where the public record is located.

### **IX. AGREEMENT OPTIONS**

Teleworking agreements can be on a regular and recurring or an occasional basis.

#### **A. Regular and Recurring Telework Agreements**

- 1. Regular and recurring means that an employee works away from the principal work location on an established day or days, and on a recurring schedule. Employees who telework on a regular and recurring basis must be available to work at the principal work location on teleworking days if needed.





# COUNTY OF EL DORADO, CALIFORNIA

## Human Resources Department

Subject:  <b>TELEWORK POLICY</b>	Policy Number: X-X	Page Number: 8 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

2. Requests by employees to change their regularly scheduled telework days should be accommodated by their department head or designee, if possible. Employees must obtain prior written authorization to change a regularly scheduled telework day.

**B. Occasional Telework Agreements**

1. Occasional means an employee works away from their primary work location on an infrequent, one-time, or irregular basis. This option provides an ideal arrangement for employees who generally need to be in the primary work location, but who sometimes have projects, assignments, or other circumstances that meet the eligibility criteria.

**X. APPROVAL PROCESS AND TELEWORK AGREEMENT**

The following are steps for approving and implementing telework arrangements:

- A. Interested employees must submit a written telework request to their department head or designee. The request should provide the number of days per week and specific day(s) of the week requested (if applicable), or whether it will be intermittent. The department head or designee determines areas/functions within their department that are suitable for telework, and is contingent on the employee’s ability to carry out their work effectively whether in the primary or remote work location.
- B. If the telework request is approved by the department head or designee, a Telework Agreement must be completed.
- C. The employee and the department head or designee shall establish a telework arrangement which will include a work plan for work to be performed during teleworking hours. The County encourages the department head or designee to monitor performance and check-in with the teleworker at intervals decided by the department head or designee, same as if the employee was working at the principal work location. Further, the performance of the teleworker and the Telework Agreement shall be reviewed during the regularly scheduled annual performance review. It should be noted that prior approval of a Telework Agreement does not guarantee future approval.
- D. The teleworker and their department head or designee must review and sign the Telework Agreement on an annual basis.
- E. The completed Telework Agreement shall be forwarded to the Human Resources Department, where it will be placed in the employee’s official personnel file.
- F. Should a telework request be rejected, it does not prohibit an employee from making a future request.

**XI. EVALUATION**

A. At the discretion of the department head or designee, the teleworker may maintain, on a weekly basis, the County-approved log of commutes and distances “saved” for day’s





# COUNTY OF EL DORADO, CALIFORNIA

## Human Resources Department

Subject:  <b>TELEWORK POLICY</b>	Policy Number: X-X	Page Number: 9 of 16
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

teleworking. This information may be gathered during evaluation periods or at other times to determine to what degree vehicle trips are being reduced through the Telework Program.

- B. The employee’s department head or designee will review the work results with the teleworker on a regular basis to ensure that work expectations are being met.
- C. The department head or designee will conduct evaluations of the department’s Telework Program to determine if program changes or program termination is required. Employees and their department heads or designees will be expected to take part in the evaluation process to help provide feedback and suggestions.
- D. Evaluations will include measurements of commute travel saved by teleworking. Evaluation measurements will include, but are not limited to, productivity, quality of work, responsiveness, sick leave use, and availability/flexibility to department needs.

<b>Issue Date:</b>	XX/XX/XXXX	<b>Sunset Review Date:</b>	XX/XX/XXXX
<b>Revision Date:</b>	XX/XX/XXXX	<b>Sunset Review Date:</b>	XX/XX/XXXX

**APPENDIX: FORMS**

Telework Agreement

Telework Log

# El Dorado County Telework Agreement

---

Teleworking is a work alternative that the County offers to employees when it would benefit both the County and the employee. Not all positions are suited for telework. Telework may be granted by the department head or designee in accordance with the Telework Policy. Employees who telework shall adhere to the County policies and guidelines governing telework and shall maintain confidentiality and security at the remote workspace.

**Employee Name:** \_\_\_\_\_  
(print name)

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

**Department Head or Designee:** \_\_\_\_\_ Date: \_\_\_\_\_  
(print name)

## TELEWORK LOCATION(S)

The employee will be working at the following location(s)\*:

Address	

*\*The County reserves the right to perform an onsite inspection of a remote workspace during regularly scheduled work hours after a 24-hour notice has been provided to the employee.*

Phone Number: \_\_\_\_\_

## TELEWORK SCHEDULE:

The employee will be teleworking on the following schedule:

Regular—Specify Day(s): \_\_\_\_\_

Intermittent (Department head/designee must be notified and prior written permission must be granted by the department head/designee.)

## WORK SPACE ENVIRONMENT

Describe the specific work space at the alternate location.

--

## El Dorado County Telework Agreement

---

### SPECIAL REQUIREMENTS (please specify, if any)

The following checklists are intended to remind you, the teleworker, of the importance of and need for you to work safely in your remote work location, and in a work environment that is conducive to productive work. Please read and complete each checklist regarding the work area(s) you have designated to be your “remote workplace” when you telework.

### POLICY REVIEW AND TRAINING CHECKLIST

#### Initial

- I have reviewed and understand the Telework Policy.
- I have reviewed and understand the County Injury Illness and Prevention Program (IIPP).
- I have reviewed and understand the Department IIPP and Code of Safe Work Practices.
- I have completed the General Office Ergonomics Target Solutions computer-based training.
- I have reviewed and understand the General Network Usage and Access Procedures and Guidelines, and I acknowledge that all requirements therein apply to me while teleworking.

# El Dorado County Telework Agreement

---

## TECHNOLOGY EQUIPMENT AND TOOLS CHECKLIST

### Initial

- \_\_\_\_\_ The workspace has access to Virtual Desktop Infrastructure (VDI).
- \_\_\_\_\_ The workspace is equipped with a high speed internet connection with at least 10Mbps connection speed.
- \_\_\_\_\_ Work telephone forwarding to my workspace telephone has been configured.
- \_\_\_\_\_ The identified workspace area is equipped with a computer that meets the Minimum Computer Requirements:

<b>Minimum Computer Requirements</b>			
Operating systems (OS): For Horizon Client, the following operating systems are supported:			
Microsoft Windows Requirements: Model: Standard x86 or x86 64-bit compatible desktop or laptop computer Horizon Client 3.3 and later also support x86-based tablets, such as the Windows Surface Pro. x86- or x64-based processor with SSE2 extensions, with a 800MHz or higher processor speed.			
Memory: At least 1GB of RAM			
OS	Version	SP	Edition
Windows 10	32- or 64-bit	N/A	Home, Pro, Enterprise, and IoT (Internet of Things) Enterprise
Windows 8 or 8.1	32- or 64-bit	None or Update 2	Pro, Enterprise, and Industry Embedded
Windows 7	32- or 64-bit	SP 1	Home, Enterprise, Professional, and Ultimate
Apple Mac Requirements: Model: 64-bit Intel-based Mac			
Memory: At least 2GB of RAM			
Operating System: Mac OS X Mavericks (10.9.x) or newer			

# El Dorado County Telework Agreement

---

## WORK ENVIRONMENT CHECKLIST

### Initial

- The workspace has adequate lighting and ventilation.
- The remote work location is reasonably quiet and free of distractions.
- The area in and around the workspace (computers, floor, doorways) are free from obstructions; I can move about.
- There is sufficient desktop space for my papers, books, documents, and other work materials.
- There are electrical outlets in the work area that are three-pronged (grounded).
- There are no electrical hazards (frayed wires, bare conductors, loose or exposed wires) in the work area.
- The remote work location is equipped with a smoke alarm, fire extinguisher, and carbon monoxide detector.
- A photo of the workspace is attached to this form.

## ACKNOWLEDGEMENT

### Initial

- I understand it is my responsibility to maintain the safety and appropriate arrangement of my remote work location. I understand that I am responsible for the repair and maintenance of personal equipment that is used for County business. I understand that County-issued equipment is for official County business only. I certify that I have reviewed and initialed all checklists, and will communicate and collaborate with my department head and/or designee regarding safety topics and any changes in my remote work location. I also understand that this is a condition of the approval to telework, and the ability to telework may be removed if I am not maintaining a safe, functional remote work location at all times.

## REVIEW AND RENEWAL DATE

This agreement will be reviewed and evaluated for renewal on \_\_\_\_\_.  
Date

## SIGNATURES

### DEPARTMENT HEAD OR DESIGNEE

In approving this request, I agree to adhere to the El Dorado County Telework Policy and attest that I have considered the parameters of the Policy.

\_\_\_\_\_  
Department Head or Designee Approval Signature

Date: \_\_\_\_\_

**El Dorado County Telework Agreement**

---

**EMPLOYEE**

In signing this agreement, I agree to adhere to the County’s Telework Policy, the safety guidelines, and the telework technology guidelines. I also understand this agreement can be withdrawn at any time at the discretion of my department head or his/her designee.

I have been provided a copy of the Telework Policy and guidelines.

\_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature



