**TOWN OF FAIRFAX**
**STAFF REPORT**

**To:** **Mayor, Members of the Town Council**

**From:** **Michael Rock, Town Manager**
**Laurie Ireland-Ashley, Finance Director** MKR

**Date:** **May 5, 2010**

**Subject:** **Review and Adoption of the Telecommuting Policy.**

## RECOMMENDATION

Review and adopt the attached policy for telecommuting.

## DISCUSSION

The Finance Department submitted the Telecommuting Policy for Council Review on April 7th. As a result of the subsequent discussion by Council Members and the public on April 7, 2010, staff has modified the attached policy to specify that teleworkers must spend 50% of the scheduled work hours in the main office.

The *Telecommuting/Telework Policy* is based on the State of California January 2010 Statewide Telework Model Program. The State of California was the first state government to embark upon the idea that work could be performed in alternate work locations. The State has encouraged telecommuting or telework since September 30, 1990 under Government code section 14200-14203. The State has excellent resources available at the Department of General Services (DGS) who are very committed to increasing telecommuting in the State.

The Telecommuting policy is an extremely comprehensive policy with specific and measurable attachments addressing the telework arrangement parameters, a safety checklist complete with work station arrangement to ensure an ergonomic setup moving the Town forward into the 21st century in a very green way.

The policy requires a submitted request to the Department Head, and Town Manager for approval and is required to be renewed annually. It can be terminated immediately for cause, and terminated without cause, at any time, for any reason, by written notice providing 30 days notice.

The two types of telework schedules are Casual which results from injury or illness and Regular which is an established schedule on the Telework Arrangement Form (attachment A).

The two-year pilot program completed by the State between 1987 -89 was so successful that the State moved to developing telework policies, and in 1994 passed an amendment which called for

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every State agency to review its work operations to determine where telecommuting can be a practical benefit to each agency.

Telework can be performed at the home office once it has be safety certified or at one of the satellite telework centers sponsored by both the State and/or local community; one of the local 'drop-in' office centers that are for profit telework sites.

With the advent of the server supported network we are all 'remote commuting' everyday as we access the Town server from our desktops (which are an illusion stored on the server) so telecommuting via the internet is merely a longer access in the same format.

When one is telecommuting the user is accessing the secure login database via webvpn (by Cisco), which builds the bridge for the communication, then using the program Remote Desktop Connect the user can 'drive' across the communication bridge to have full control of their desktop at the main office the Town. The user sees the same screen as if they were sitting at the desk locally. All the files are saved on the server and all the work is done over a secure network connection. All the companies, including the State that utilizes telework have show marked increase in productivity.

Finance Department will be presenting a total of 45 policies in subject appropriate batches during the year to facilitate creating the building blocks for the Town to build effective procedures around.

**ATTACHMENTS:**

1. Final Draft Telecommuting/Telework Policy
2. Telework Arrangement (Attachment A)
3. Safety Checklist/Acknowledgment (Attachment B)
4. Setting Up In-Home Office (Attachment C)
5. Supervisor Checklist (Attachment D)
6. Considerations for Selecting Teleworkers (Attachment E)

## Introduction

Appropriately planned and managed, telecommuting is a work option that can benefit managers, employees, and customers. Telecommuting is an important means to reduce air pollution, traffic and parking congestion, the high costs of highway commuting, and demand for office space. Telecommuting stimulates employee productivity while giving workers more flexibility and control over their lives. The State of California was the first state government to embark upon the idea that work could be performed in alternate work locations With the technology of the 21st century the virtual workplace has become a reality. The State California has encouraged telecommuting or telework since September 30, 1990 under Government code section 14200-14203: State Employee Telecommuting Program. This policy is based on the January 2010 Statewide Telework Model Program.

## Benefits

The Town of Fairfax expects the following benefits through the use of telecommuting – telework:

- Improved employee performance and morale
- Optimum use of office facilities
- Reduced absenteeism
- Improved employee health and wellness.
- Increased work options for employees on temporary limited duty
- Improved air quality and reduced traffic and parking congestion.
- Enhanced working experience and opportunities for those with mobility restrictions.
- Effective continuation of business as part of a disaster recovery or emergency plan.

## Purpose

The purpose of the Town of Fairfax Telecommuting Policy is to establish the rules for the use of an alternate work location for employees to perform their usual job duties away from the central workplace.

## Audience

The Town of Fairfax Telecommuting Policy applies equally to all individuals granted telecommuting work arrangements with the Town of Fairfax.

## Definitions

**Telecommuting:** A work arrangement in which supervisors direct or permit employees to perform their usual job duties away from their central workplace, in accordance with work agreements.

**Work Agreement:** The written agreement between the employer and employee that details the terms and conditions of an employee's work away from his or her central workplace. Work Agreements are required for Telecommuting.

**Alternate Work Location:** Approved work sites other than the employee's main office where official Town business is performed. Such locations may include, but are not necessarily limited to, employees' homes and satellite offices.

**Work Schedule:** The employee's hours of work in the central workplace or in alternate locations.

**Information Assets:** All categories of information (confidential, personal, sensitive, or public), all forms of information assets (paper or electronic), information technology facilities, equipment and software owned or leased by the Town.

**Remote Access:** the connection of an information asset (computing equipment, etc.) from an off-site location to an information asset on Town infrastructure.

**Telework Schedules:**

- **Casual:** a *casual* or *limited* telework arrangement to accommodate: 1) convalescence from an injury or illness, 2) a recovering family member in need of limited in-home assistance, 3) the last weeks of pregnancy, and/or following childbirth, 4) an inaccessible main office, 5) blocked commute routes (i.e., major road construction, storm, or a disaster) 6) special project work requiring an extended period of non-interruptible time.

- **Regular:** an established telework schedule of days per week or month that centers on the needs of Town of Fairfax.

**Teleworker:** an employee that teleworks.

**Teleconferencing:** holding a conference among people remote from one another by means of telecommunication devices (e.g. telephones or computer terminals).

**Home Office:** an area designated within the employee's home for the purpose of performing Town work.

## Telework Policy

The Town of Fairfax encourages the use of telework as a management work option when achieved through a bilateral voluntary arrangement between Town management and employee. In accordance with the Town policy:

- Both parties must agree that the arrangement is mutually beneficial.
- The telework arrangement can be terminated by either or both parties when no longer mutually beneficial.

Telework means working one or more days away from the main office, either at home or at an alternative worksite.

- Home-based – working in a space specifically set aside as an office in an employee's residence. This arrangement is based on a voluntary arrangement.
- Telecenter-based – working in an office near the employee's home to which the employee regularly reports to work. This arrangement may not be on a voluntary basis.
- Mixed-use – includes the use of a combination of the main or central offices, telecenters and home offices.

## Telework Arrangement

Completing the Telework Arrangement form (Attachment A) verifies that all essential components of a telework arrangement have been addressed prior to the actual start of teleworking. The required signatures indicate that the teleworker and supervisor have read and understand the Telework Policy and Procedures.

**Management**

The Town is responsible for the implementation of the Telework Program and encourages the use of the telework option where work conditions warrant. The Town will ensure that:

- Employee compensation benefits, work status, and work responsibilities will not change due to participation in the Telework Program.
- The amount of time the teleworker is expected to work per pay period will not change.
- Managers and employees will familiarize themselves with the teleworking policy and procedures contained in this document, information security and Telework and Remote Access Security Standard prior to the commencement of approved telework arrangement.

- Town information assets are secure and confidential, personal and sensitive information is protected.
- Ensuring compliance with all applicable policies, procedures, and guidelines.
- Identifying job tasks suitable for telework.
- Determining if teleworking staff will contribute to program objectives, while maintaining or improving efficiency, productivity, and customer service.
- Determining that telework arrangements are mutually beneficial prior to submitting to the next higher level of approval if required.
- Overseeing the day-to-day performance of teleworking employees, as they would on-site employees, including communicating general office updates and related information to teleworkers.
- Ensuring teleworking employees indicate the hours they have teleworked in accordance with the Town's established policy and procedures, as they would non-teleworking employees.
- Approval of the teleworker's use of sick leave, vacation, time off, or other leave credits, as well as any overtime work.
- Providing teleworkers with specific, measurable, and attainable assignments, just as they would non-teleworking employees.

- Ensuring employees who remain in the main office are not negatively impacted by handling the teleworker's regular assignments (answering telephone calls, dispensing information, etc.)
- Providing employee training in the use of equipment and software as required for teleworkers to function effectively and independently.
- Ensuring all software installed for the telework option will be in accordance with the software copyright laws and be compatible with the Town's Information Security Policies, and software standards
- Ensuring compliance with the Town's Information Security Policies to protect the Town's assets when accessing, storing, or transporting Town information.
- Reporting security incidents immediately when they occur.

**Personnel**

The Town of Fairfax will :

- Maintain and update the Town Telework Program Policy and Procedures as needed.
- Retaining copies of teleworking employees' signed Telework Request Package for the duration of the telework assignment.

**Information Technology**

- Be responsible for the day to day coordination and management of the Town telework program, including compliance with policies, procedures, and guidelines and may provide training on telework as needed. Additional responsibilities may include:
- Serving as a telework resource for management and non-management employees.
- Ensuring that employee-owned computing hardware and software are compatible for telework
- Communicating to managers and supervisors that Town data is only to be saved/stored on encrypted equipment or Town's network.
- Facilitating the reuse and transfer of Town-owned information technology (IT) equipment meeting departmental standards.
- Ensuring routine maintenance and repair of Town IT assets used by teleworkers.

**Employees**

Employees interested in becoming teleworkers are responsible for:

- Understanding the requirements contained in theTown Telework Program Policy and Procedures.
- Submitting a request to telework to their supervisor.
- Working with their supervisor to develop mutually acceptable telework arrangement.

See the Telework Arrangement form, Attachment A.

When a telework arrangement is approved, employees are responsible for:

- Abiding by the provisions set forth in theTown Telework Program Policy and Procedures.
- Establishing and maintaining a work area that is clean, safe, and free from hazards.

Employees working at home must complete the Safety Checklist/Acknowledgement, Attachment B, and certify its accuracy on an annual basis.

- Maintaining Town and/or personally owned equipment, devices, and services associated with achieving a safe, secure and healthful telework environment.
- Reporting security incidents immediately to their supervisor.
- Repairing and/or replacing any damaged, lost, or stolen Town-owned equipment assigned to the teleworker, if the damage, loss or theft is determined by management to be due to gross negligence on the part of the employee.
- Complying with all applicable policies, standards, procedures, and guidelines.
- Complying with tax laws.

The Town is not responsible for substantiating an employee's claim of tax deductions for operating an office in the employee's home. An employee should seek advice from a tax advisor concerning in-home office deductions.

**Eligibility**

It is the Town Manager's discretion to determine what employees are eligible to participate in the Telework program.

**Employee Teleworker Rights**

Employee rights provided in the employee's collective bargaining agreement between the Town and the employee unions are neither enhanced nor abridged by participating in a telework program.

- Employee-teleworkers retain the right to grieve in accordance with the provisions of their collective bargaining agreements.
- Employee-teleworkers retain the right to meet with their representative (e.g. job steward) in accordance with the provisions of their collective bargaining agreement.

**Scheduling Telework**

Managers will follow these scheduling guidelines:

- Mutually establish a telework schedule prior to starting the telework arrangement with the teleworker.
- Schedule telework consistent with requirements of the worker's work week group and/or provisions of the collective bargaining agreement.
- Review teleworkers requests for flextime or alternate work week schedules as part of Town's policy and/or the employee's bargaining unit MOU.
- A teleworker must forgo telework when their physical presence is required in the office on regularly scheduled telework day.
- Teleworkers must be accessible via telephone, answering machine, voicemail, pager, or e-mail, just as they are at the main office.
- Teleworker leave usage, overtime, or alternative work schedule policies will be consistent with those used for non-telework employees.

**Types of Telework Schedules**

Town provides for two telework schedules:

Casual – Employees may be allowed to telework on a temporary and/or episodic basis as duty assignment permits.

Circumstances which may be appropriate for temporary telework include, but are not limited to the following:

- Special project work requiring extended uninterrupted time.
- During convalescence from injury or illness.*
- During the last few weeks of pregnancy and/or following the birth of a child.
- While all reasonable commute routes are blocked (i.e., major construction, storm, disaster).
- If the primary worksite is inaccessible or not habitable.

Regular – Regular telework is an established schedule per week or month. Supervisors and/or managers must approve any change in the agreed upon schedule, and append it to the Telework Arrangement form.

- The supervisor and teleworker must take steps to prevent the teleworker from becoming isolated from the main office staff; therefore, in-home office telecommuters may be required to spend a minimum of fifty (50%) of scheduled work hours in the main office, except under unusual conditions.
- Full-time teleworking (100% of teleworker's hours) is permissible when necessary to accommodate medical restrictions or physical disabilities, recruit and retain highly skilled expertise or is contingent on the needs of the job.*

Note:

- Teleworking is not to be used for dependent care purposes.

* An employee may request a reasonable accommodation in accordance with the Town's policy and procedures.

**Ending Participation**

The Town's telework program is a bilateral voluntary arrangement between Town and the telework employee that can be discontinued by either management or employee/teleworker.

Employee/Teleworker - The employee may terminate participation in the Telework Program, without cause, at any time, for any reason, by written notice to his or her supervisor.

- When feasible, the employee shall provide such notice at least 30 calendar days in advance of terminating participation.
- When an employee's participation in the Telework Program is terminated, the employee must begin working at the main office as soon as possible, but no later than 30 calendar days after being notified.

Management – Management may terminate an individual employee's participation in the Telework Program at any time, including these reasons and provisions:

- For changed circumstances, operational needs, or performance-based reasons, providing 30 calendar days prior written notice with an explanation given to the teleworker.
- For cause. A telework arrangement may be immediately terminated and does not require advance written notice.
- Management may not terminate an employee's participation in the Telework Program based on reprisal or retaliation.

**Technology and Equipment Needs Overview**

Before allowing a telework arrangement, the manager and/or supervisor and employee will determine the equipment needed for telework on a case-by-case basis. The types of technology services (internet services), access to Town IT infrastructure and equipment that will be necessary to support the proposed telework arrangement must be identified.

Not all teleworkers need to perform functions or tasks that require computer equipment or service nor does telework necessarily entitle the teleworker to town-owned assets such as: computer, software, printer, fax machine, furniture, telephone, or a business telephone line nor does it entitle the employee authorization to use personally-owned equipment.

Managers and/or supervisors must:

- Carefully weigh the costs and benefits of a telework arrangement, particularly ones that will require additional departmental expense for services or equipment (e.g. the purchase of new computer equipment or cable trenching to allow for a business telephone line).
- Work with the Town Information Technology Department to assess telework technology hardware and software needs and to provide the necessary services, equipment and supplies to teleworkers.
- Ensure that the telew ork infrastructure, including computing equipment at the agency that hosts telework connection and the computing equipment used by the teleworker to connect, is installed, maintained and updated in accordance with Town information security policies, standards, and procedures.

**Office Supplies**

Town will supply approved teleworkers with necessary office supplies (pens, pencils, stationary, envelopes, etc.). These supplies should be obtained through the teleworker's supervisor.

**Restricted Use**

The employee acknowledges that the use of any Town provided equipment, software, data, and supplies is limited to authorized teleworker use and only for purposes related to Town business, or as allowed by law or under MOU provisions.

**Property Control**

Managers and/or supervisors must properly account for Town telework property by ensuring the following steps are taken:

- Tag all Town equipment with a property/asset identification number for property inventory and control purposes.
- Maintain a record of all property, by teleworker and tag number, purchased and/or issued to teleworkers for telework purposes.
- Maintain a record of services used by teleworker (i.e. telephone line(s), service provider, internet connection, service identification number, etc.) that were acquired and/or installed at the teleworker's home.

**Return of Equipment**

Town requires a telework employee to return all department-owned equipment, software, data, and supplies when:

- An employee decides to end telework participation.
- Town deems the employee's job no longer qualifies for telework, telework equipment, and/or related services.
- The employee terminates employment with Town.
- Town terminates the employee.

Upon notification that the telework arrangement will end or notification of employee separation, the manager and/or supervisor will review and compare the equipment and services checklist, provided on the Telework Arrangement form, to ensure the equipment is returned and services are terminated.

Note: For equipment requiring removal by Town, such as a business telephone line, the approving manager will determine when it will be removed, or its use discontinued, with a minimum notice to the employee of two working days.

**Changing Workstation Location**

Once a telework arrangement is approved and implemented, the teleworker's supervisor must pre-approve any changes involving relocation of installed equipment or services owned or acquired by Town, such as a business telephone line.

- If a teleworker is moving the workstation to a new residence and has an existing Town owned business telephone line in his or her current residence, the telewoker must provide reasonable notice to his or her manager of the intended move.
- Upon notification from the teleworker, the manager is responsible for ensuring the telephone line is disconnected before the teleworker relocates.

**Equipment Malfunction**

If equipment malfunctions, the teleworker must notify his or her supervisor immediately.

- The supervisor will determine if equipment down time warrants the teleworker to report to the main office.
- The teleworker is responsible for returning the malfunctioning equipment to the main office for repair.
- The Town will provide telephone service and assistance to teleworkers for town-owned equipment and services.
- IMPORTANT: The Town will not provide any at home service. When necessary, the telework employee is responsible for returning town owned equipment to Town for maintenance and repairs.

**Employee Provided Equipment**

Only Town-owned computing equipment may be used to connect to town IT infrastructure at the network-level unless the following conditions are met:

- Written authorization is provided by Town management.
- An exception in accordance with an authorized process has been approved.
- The teleworker's computing equipment and software complies with the Town Telework and Remote Access Security standards.

When an exception has been approved, the following applies:

- Employee's personally-owned equipment maintenance and repairs remain the responsibility of the employee.
- Town does not assume any liability for loss, theft, damage, or wear of employee's personally-owned equipment as a result of telework-related activity.

NOTE: Employees who use their personal computing equipment for work purposes subject their hard drive, software, and/or any other type of electronic storage media, to the possibility of subpoena or lack of privacy through legal action taken against, or by, the town (Electronic Communication Privacy Act).

**Reimbursable or Shared Costs**

Town will reimburse teleworkers for business expenses necessary for performing work assignments.

- Supervisors must pre-approve in writing all such reimbursements.
- Reimbursements will be made via normal purchase and/or reimbursement procedures.

Note: Town will not be liable for telework expenses not identified in the employee's telework arrangement, including, but not limited to, any investment in furniture, equipment or services for the designated workspace in the teleworker's home office.

Additional points:

- Supervisors will review usage charges for a home dedicated voice or data line and if approved, the Finance Department will make payment.
- Teleworkers using their own residential telephone for business-related calls may be reimbursed for those expenses. The teleworker should submit a Travel Expense Claim along with receipts, bills or other verification of expenses pursuant to travel expense claim procedures.
- On a case-by-case basis, the supervisor will decide whether any telework expenses not specifically covered in this policy are reimbursable.

**Work Environment**

Town provides the opportunity to participate in a home telework program with the understanding that it is the responsibility of the employee to maintain a safe and productive work environment.

- Telework should not be used for dependent care (i.e., any individuals requiring constant supervision including: infants, toddlers, preschoolers, school-aged children, adults, and elderly adults) purposes. Dependent care arrangements must be made for agreed-upon work hours.
- Personal disruptions, such as non-business phone calls and visitors, should be kept to a minimum.
- The Telework Arrangement form shall identify work hours and the work area. See Attachment A.
- Town employees should treat the work area as an official Town office work area during work hours.

Please review "Safety Checklist/Acknowledgement", Attachment B.

**Authorized Expenses**

Department Heads must follow regular Town procedures to authorize expenditures for office equipment, software office supplies, communication devices, and office services needed by teleworkers in their home offices.

- Computer hardware and software purchases must be processed through the Finance Director.
- Existing procedures require that all invoiced goods have an authorization in place before purchasing.
- All department provided furniture, calculators, and computer equipment must be tagged as Town's property before placement or installation at the teleworker's home office.
- Managers should use existing equipment and supply items available through their division, branch, or office whenever possible.

**Main Office Days**

Town expects telework employees to work at the main office on their non-telework day(s) unless alternate arrangements have been approved by Town.

**Health and Safety**

Town expects teleworkers to maintain the same safe working environment at the telework site as they would have at the main office.

- Employees who telework must have a fire extinguisher and smoke detector in the home.
- Teleworkers shall have pre-established evacuation plans and first aid supplies.
- In-home offices shall be clean and free of obstructions and hazards.
- Resources on how to set up an ergonomic workstation are available on the California Department of General Services website.

IMPORTANT: Failure to maintain a safe work environment, in accordance with this policy, is cause for discontinuing employee participation in the Telework Program. Review "Safety Checklist/Acknowledgement" and "Setting Up A Home Office." (Attachments B and C)

**Self-Certification**

Teleworkers are responsible for self-certifying that the in-home office complies with identified safety requirements by completing and signing the "Safety Checklist/Acknowledgement" in Attachment B. Management retains the right to make inquiries as to the status of the in-home office work environment.

**Work-Related Injury**

If a teleworking employee incurs a work-related injury, worker's compensation laws and rules apply just as they would if such an injury occurred at the main office.
Employees must notify their supervisors immediately and complete all necessary documents regarding the injury.

## Information Security

Security of information assets is of primary concern and importance to the Town. Information security policies, standards and procedures serve to protect the availability, integrity and confidentiality of information assets. These policies, standards and procedures also serve to protect the agency, as well as its citizens and employees. For example, use of an improperly configured computer or wireless network computer may lead to unauthorized access, viruses and other forms of malicious code that may compromise the availability of computers and lead to data integrity and confidentiality issues. The loss or theft of a telework computer that is not encrypted and password protected may lead to data loss and confidentiality issues. The use of a personally-owned asset, when permitted, may expose the employee to privacy-related issues, such as all personal information, as well as work information, stored on the personally-owned device may become subject to disclosure under subpoena or legal action taken against the town. Therefore it is essential that those engaged in telework arrangements are aware and understand the following:

- Teleworkers, like all Town employees, must adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security.
- The Town reserves the right to monitor and log, without notice, all telework activity, including E-mail and Internet activities. Teleworkers, as with non-teleworking employees, should have no expectation of privacy in the use of computer related resources.

Whenever a teleworker is unclear about the requirements of an information security policy, standard or procedure he/she should consult with their Supervisor and the Town Information Technology Department.

**Disciplinary Actions**

Violation of this policy may result in disciplinary action which may include termination for employees and temporaries; a termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers; or suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of Town of Fairfax Information Resources access privileges, civil, and criminal prosecution.

**Supporting Information**

**This Security Policy is supported by the following Security Policy Standards.**

| Reference # | Policy Standard detail |
|---|---|
| 3 | All personnel are responsible for managing their use of IR and are accountable for their actions relating to IR security. Personnel are also equally responsible for reporting any suspected or confirmed violations of this policy to the appropriate management. |
| 6 | The use of IR must be for officially authorized business purposes only. There is no guarantee of personal privacy or access to tools such as, but not limited to; email, Web browsing, and other electronic discussion tools. The use of these electronic communications tools may be monitored to fulfill complaint or investigation requirements. Departments responsible for the custody and operation of computers (custodian departments) shall be responsible for proper authorization of IR utilization, the establishment of effective use, and reporting of performance to management. |
| 7 | Any data used in an IR system must be kept confidential and secure by the user. The fact that the data may be stored electronically does not change the requirement to keep the information confidential and secure. Rather, the type of information or the information itself is the basis for determining whether the data must be kept confidential and secure. Furthermore if this data is stored in a paper or electronic format, or if the data is copied, printed, or electronically transmitted the data must still be protected as confidential and secured. |
| 8 | All computer software programs, applications, source code, object code, documentation and data shall be guarded and protected as if it were town property. |

**References**

Copyright Act of 1976
The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
The State of California Information Act
California Government Code, Section14200-14203

# ATTACHMENT A – TELEWORK ARRANGEMENT

**Teleworker Name:** _____

Telework Location:

_____ (Street Address) _____ (City) _____ (Apt#)

_____ (Telephone) _____ (E-mail)

☐ This is my residence
☐ This is a State telework center or satellite office
☐ Other location (identify) _____

Office/Branch: _____

Main Office: Location _____ (Street Address)

_____ (City)

_____ (Supervisor/Manager Name)

_____ (Supervisor/Manager Telephone)

_____ (Supervisor/Manager E-mail)

**Telework Schedule:** (Check One) ☐ **Casual** ☐ **Regular**

| Permission is required for each telework day. Check regular work days & note start and finish of work hours. | | | | | | |
|---|---|---|---|---|---|---|
| ☐ Weekly basis: ☐ Monthly basis: | | | | | | (Indicate work dates and hours here, if not covered in table) |
| Days | M☐ | Tu☐ | W☐ | Th☐ | F☐ | |
| Hours: (start) | | | | | | |
| To: (finish) | ___ | ___ | ___ | ___ | ___ | |
| | ___ | ___ | ___ | ___ | ___ | |

**Town Assets to be Used at Remote Work Site:**

| Description | I.D. Number |
|---|---|
| | |
| | |
| | |
| | |
| **Town Information Systems to be accessed from remote work location (if any):** | |
| | |

*I have read, understand, and acknowledge the Town of Fairfax Telework Program Policy and Procedure. I also understand that my use of any Town and/or personal computing equipment for Town Telework may result in a lack of privacy relating to those items. I have completed and certified the Safety Checklist/Acknowledgement. I have met with my supervisor and discussed my role in, the conditions under which I remain, and the termination process of teleworking at Town of Fairfax.*

***Signed:*** (Teleworker Signature) _____ (Date) _____

(Manager/Supervisor Signature) _____ (Date) _____

(Town Manager Signature) _____ (Date) _____

# ATTACHMENT A – TELEWORK ARRANGEMENT (Continued)

**Both the manager/supervisor and teleworker understand that telework is a bilateral voluntary arrangement that can be discontinued at either party's request with no adverse repercussions.**

- Supervisors must approve in advance the use of, vacation, time off, or other leave credits, as well as any overtime work.
- A teleworker must forgo telework when their physical presence is required in the office on regularly scheduled telework day. Managers and/or supervisors should provide reasonable notice whenever possible. If required, the employee may be required to report to the office without advance notice.

The Town] may reimburse teleworkers for business expenses necessary for performing work assignments.

- Supervisors must pre-approve in writing all such reimbursements.
- The Town will not be liable for telework expenses not identified in the telework arrangement.
- Teleworkers must return Town owned equipment to Town for maintenance and repair.
- Teleworkers should submit a Travel Expense Claim along with receipts, bills or other verification of expenses pursuant to travel expense claim procedures.

*The Town will* not *pay for the following expenses*:

- Maintenance or repairs of privately owned equipment.
- Utility costs associated with the use of the computer or occupation of the home.
- Equipment supplies (these should be requisitioned through the main office).
- Travel expenses associated with commuting to the main office, other than authorized transit subsidies.

*Additionally:*

- Teleworkers must be available by phone or e-mail during their designated work hours.
- Telework is not a substitute for dependent care, and teleworkers must make regular dependent care arrangements.
- The teleworker has read and understands the Town Telework Program Policy and agrees to abide by this policy.
- The teleworker will carry out the steps required for information security, and has familiarized him/herself with Town information security requirements and procedures. The teleworker agrees to consult with his/her supervisor when security matters are an issue.

***This arrangement expires in one year and must be renewed to continue participation in the Town of Fairfax Telework Program.***

Initials: Teleworker _____ (Date) _____ Manager/Supervisor _____ (Date) _____

# ATTACHMENT B – SAFETY CHECKLIST/ACKNOWLEDGEMENT

The following checklist must be completed for any in-home telework site and reviewed annually. All items must be evaluated by the employee as being satisfactory, and shall be installed and maintained in accordance with guidelines in "Setting Up An In-home Office," Attachment C.

| **I. Electrical** | Yes | No |
|---|---|---|
| A. All electrical outlets in the work area are permanent in nature and properly grounded. | ☐ | ☐ |
| B. There are an adequate number of electrical outlets to support equipment in the work area. | ☐ | ☐ |
| C. Electrical cords are not frayed or otherwise damaged. | ☐ | ☐ |
| D. Extension cords are not being used as a permanent source of electricity. | ☐ | ☐ |
| E. Electrical equipment and tools are properly maintained. | ☐ | ☐ |
| F. Computers, peripheral equipment, and fax machines are connected to surge protectors to guard against damage from power surges. | ☐ | ☐ |

| **II. Fire Protection** | Yes | No |
|---|---|---|
| A. Smoke Detector | | |
| 1. There is a smoke detector placed in a location near the work area and any equipment used to support teleworking. | ☐ | ☐ |
| 2. Underwriter's Laboratory (UL) and/or the State Fire Marshall approve the smoke detector, and it has a function test mechanism. | ☐ | ☐ |
| 3. Smoke detector(s) have been tested at the time of installation and will continue to be tested on a monthly basis. | ☐ | ☐ |
| *B. Fire Extinguisher* | | |
| *1. A 2A10BC fire extinguisher is required.* | ☐ | ☐ |
| 2. The fire extinguisher is fully charged. | ☐ | ☐ |
| 3. The fire extinguisher is within 10 feet of the electronic teleworking equipment and easily accessible to the teleworker. | ☐ | ☐ |

| **III. Emergency Procedures** | Yes | No |
|---|---|---|
| A. There is an evacuation plan. | ☐ | ☐ |
| B. There is more than one way out of the work area (e.g., doors/ windows). | ☐ | ☐ |
| C. A first aid kit is on site. | ☐ | ☐ |

| **IV. Environment** | Yes | No |
|---|---|---|
| A. The work area is free of tripping hazards and is uncluttered. | ☐ | ☐ |
| B. All equipment is adequately supported and free from the danger of falling. | ☐ | ☐ |
| C. The work area has adequate lighting. | ☐ | ☐ |
| D. Potentially hazardous chemicals are not stored in, or around, the work area. | ☐ | ☐ |

## V. Work Station Arrangement

(Check here ☐ if you will NOT be using computer equipment and skip to Section VI.)

| A. Positioning When Seated | Yes | No |
|---|---|---|
| 1. Are your forearms and wrists parallel to the floor and upper arms resting at your sides when positioned at the keyboard or work surface? | ☐ | ☐ |
| 2. Are your thighs parallel to the floor? | ☐ | ☐ |
| 3. Are your feet supported? | ☐ | ☐ |
| 4. Is there at least 2 inches of clearance between your thighs and the working surface? | ☐ | ☐ |
| 5. Is there space, approximately the size of a fist, between the edge of the seatpan and the back of your knees? | ☐ | ☐ |
| 6. Is the top of the monitor at a comfortable height *(i.e. no tilting of the head back or downward)*? | ☐ | ☐ |
| 7. Is the monitor screen at a comfortable distance from your eyes when in use *(i.e. you don't have to lean forward or backward to see the text on the screen)*? | ☐ | ☐ |
| 8. Does your head and neck rest in a neutral position *(i.e. facing forward, chin slightly down, shoulders relaxed)*? | ☐ | ☐ |

| B. Chair Adjustment | Yes | No |
|---|---|---|
| 1. Is the height of the chair adjusted to allow you to sit in a neutral position *(see your safety officer for a definition of this position)*? | ☐ | ☐ |
| 2. Is the backrest of your chair supporting the curve of your lower back so that your spine is slightly arched? | ☐ | ☐ |

| C. Foot Support | Yes | No |
|---|---|---|
| 1. Are your feet comfortably on the floor or a footrest? | ☐ | ☐ |
| 2. If a footrest is used, does it allow you to sit in a correct neutral position at your work station? *(skip to D if a footrest is not used)* | ☐ | ☐ |
| 3. Is the footrest non-restrictive to allow for leg movement and easily removable? | ☐ | ☐ |

| D. Video Display Terminal (VDT) Screen/ Monitor | Yes | No |
|---|---|---|
| 1. Is your monitor placed to avoid glare caused by light sources? | ☐ | ☐ |
| 2 Is your screen angle and/or brightness and contrast controls adjusted to reduce glare? | ☐ | ☐ |
| 3. Is your screen clean and free from dust and smudges? | ☐ | ☐ |
| 4. Is your screen adjusted for good image contrast and brightness? | ☐ | ☐ |

## V. Work Station Arrangement (Continued)

| E. Workspace Arrangement | Yes | No |
|---|---|---|
| 1. Are materials and equipment accessed and/or used frequently typically positioned/placed within 16" of reach (comfort zone)? | ☐ | ☐ |
| 2. Are materials and equipment accessed and/or used less frequently typically positioned/placed within 16" to 24" of reach (secondary zone)? | ☐ | ☐ |
| 3. Are frequently used materials/equipment positioned so harmful postures and motions are eliminated? | ☐ | ☐ |
| 4. Are documents placed in the same visual plane as the screen face to reduce back and forth neck motions? | ☐ | ☐ |
| 5. Is the telephone placed within proper reach on side opposite from the writing hand (i.e., on the left side if right handed)? | ☐ | ☐ |
| 6. Are most of your reaching motions below shoulder height and/or above knee height? | ☐ | ☐ |

***Caution: "No" responses to any questions may indicate a potential problem with your in-home workspace arrangement. Management may deny or rescind telework based on home safety or suspected hazards.***

## VI. Acknowledgement

Since the State is ultimately responsible for insuring that employees have a safe work environment under Cal-OSHA (C.L.C. Section 6401.7(a)2 ), Town may require a safety inspection by a qualified health and safety inspector of a teleworker's home office space. If warranted, Town will provide 48-hour notice to the employee except in the case of an emergency.

Home office safety re-certification will be required on an annual basis.

I, _____ (print name) certify that my home office meets all the above requirements in the Safety Checklist/Acknowledgement.

_____ _____

Employee's Signature Date

_____ _____

Supervisor's Signature Date

# ATTACHMENT C – SETTING UP AN IN-HOME OFFICE

In setting up a home office, select a location that is safe, efficient, and comfortable. Observe "travel patterns" in and around the work area and avoid high traffic areas.

**The main considerations in designing an in-home office are:**

**Desk**

Your desk should be sturdy and able to handle the weight of any peripheral equipment (computers, printers, fax machines and/or telephones).

- Conventional desks are typically 29" high.
- Computing surfaces are usually 26" high.

**Chair**

Your seat should be adjustable, including the headrest.

- Height of top of seat to floor should be between 15 and 25 inches.
- Back tilt on chair/lumbar support should be 15 degrees.

**Lighting**

Your work lighting should be directed toward the side or behind the line of vision.

- Bright light sources can bounce off working surfaces and diminish the sense of contrast.
- Northern daylight is optimal for both the office and operating a computer.

**Electricity**

You should have enough electrical outlets in the room to avoid overloading any circuits. If necessary, consult your local power utility.

1. To avoid tripping hazard, cover interconnecting cables or place them out of the way.
2. Use a surge protector/master switch to connect electronic equipment, such as computers, monitors, printers and fax machines.
3. Position equipment close to electrical outlets.
4. Make sure electrical outlets are grounded.

**Noise**

You should avoid or keep distracting sounds to a minimum, such as the television or outside traffic or lawn mower sounds

- Diffuse unavoidable noise by shutting a door or using a room divider.
- Use soft background music to keep productivity up and reduce boredom.
- Note: no noise can be just as stressful as too much nose.

**Protecting Data and Equipment**

You must prevent costly computer breakdowns and the loss of crucial data by following these computer safeguards:

1. Position Equipment away from direct sunlight or heat sources.
2. Place equipment on well-ventilated surfaces and provide for sufficient air space around them.
3. Dust office space regularly.
4. Do not eat or drink near valuable equipment.
5. Never place food or beverages on your computer equipment, even temporarily.
6. Do not touch unprotected floppy diskette or compact disk (CD) surfaces, set heavy objects on them, or expose them to heat, dirt, smoke or moisture.
7. Keep all magnets, telephones, fluorescent lamps and electric motors away from computer equipment, floppy diskettes, and portable storage devices.

**Safety**

Review the "Safety Checklist/Acknowledgement," Attachment B.

# ATTACHMENT D – SUPERVISOR'S CHECKLIST

Teleworker Name: _____ Office/Branch: _____

Date: _____

Teleworker's Telephone at Telework site: _____

Teleworker's Schedule: ☐ Casual ☐ Regular

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All of the following items must be checked off as completed before the employee begins teleworking:

- ☐ Employee and Supervisor have read and agree to abide by the provisions of the Telework Program Policy and Procedures.
- ☐ The employee has read and signed the Telework Arrangement Form prior to participation in the program.
- ☐ You have documented Town issued telework equipment. The employee has received, and clearly understands the requirements for care of Town equipment.
- ☐ The employee is familiar with requirements pertaining to the security and confidentiality of data and information.
- ☐ Performance expectations have been discussed and are clearly understood.
- ☐ Phone contact procedures have been clearly defined.
- ☐ Any necessary remote access forms have been completed and approved.

Print Supervisor's Name: _____

Supervisor's Signature: _____ Date _____

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# ATTACHMENT E – CONSIDERATIONS FOR SELECTING TELEWORKERS

Many Town jobs contain tasks suitable for teleworking. Tasks that can be successfully managed in telework programs are those where the employee works independently handling information, including writing, reading, analyzing, telephoning, computer work and data entry.

The following considerations should be explored:

- Does the employee have the necessary knowledge to perform the required job tasks away from the office, or require input from others in the main office?
- What portion of the employee's job is devoted to face-to-face contact with other agencies, the public or internal staff? Are there alternatives to needing this contact? Can this contact be structured to allow for communication via phone or computer, and if not, can it be redirected to the employee's planned non-telework days?
- What portion of the employee's job requires the use of reference materials or resources located in the main office? Are these resources portable and able to be temporarily removed without interfering with the job performance of co-workers? Or are these resources available off-site through other means such as the Internet or a local library?
- Will the employee's computer resources and software meet Town IT standards and allow for required productivity? Are there remote access hardware limitations? Does the Office have available resources to supply the employee with computing equipment?
- What portion of the employee's job relies on access to photocopiers, fax capabilities or other specialized equipment? Can access needs, be met on non-telework days or can these needs, be serviced by a facility near the employee's telework office?
- What portion of the employee's job uses confidential information? Can this information be secured in accordance with information security policies if taken or accessed off-site?
- Can a variety of tasks that do not require information or equipment from the main office, be grouped and scheduled as telework? Can staff meetings and conferences be grouped and scheduled for non-telework days or accommodated with teleconferencing?
- Does the employees' job involve fieldwork? Can trips begin or end at the employee's telework office rather than at the main office? Can associated paperwork be done away from the main office?
- Is the employee reliable, responsible, self-directed and able to work independently in performing his or her work duties? Has the employee demonstrated the ability to establish priorities and manage his or her time? Does the employee require close supervision?