

Subject: TELEWORKING

Date: March 28, 2018

Pages: 1 of 5

Replaces Policy Dated: N/A

PURPOSE: To establish guidelines and requirements for Pinal County employees to work remotely rather than in the traditional office setting. This teleworking policy allows employees and their managers to design their own teleworking arrangements within the guidelines and requirements of this policy.

SCOPE: This policy applies to all non-exempt and exempt employees of Pinal County. It does not apply to Elected Officials or employees of the Superior Court.

GENERAL REQUIREMENTS

Telework is a practical alternative work arrangement in cases where employee, job, and supervisor characteristics are best suited for such an arrangement. Telework allows an employee to work outside the regular worksite for all or part of the regular workweek. Telework may be appropriate for some employees and some positions; however, telework is not a countywide benefit and may be discontinued at any time at the sole discretion of the Appointing Authority and/or supervisor. Telework may be used as a recruitment and/or retention tool when deemed appropriate for a position. Departments may include an appropriate notice in eligible vacancy announcements when the position is eligible for telework. For example, “This position is eligible for telework or other flexible work arrangements.”

Telework promotes the following:

1. Sound fiscal policies by retaining motivated employees and reducing turnover;
2. Enhancing work/life balance by allowing employees to better manage their work and family obligations;
3. Disaster/emergency event readiness (i.e. pandemic, flooding);
4. Air quality improvement through reduced automobile emissions;
5. Travel and traffic congestion reduction;
6. Employee recruitment; and
7. Maximizing County facilities and workspace necessary for onsite services.

Teleworkers are subject to all policies, procedures, and rules of Pinal County employment.

Telework Agreements

A telework agreement is required for any teleworker and must be approved by the immediate supervisor and Appointing Authority.

Approval of telework agreements will be made on a case by case basis and in consideration of the employee’s performance and abilities, job duties, and technical requirements as assessed by the supervisor and Information Technology Department. A telework agreement does not change the terms and conditions of employment.

Departments must provide Human Resources and Information Technology with approved telework requests. Telework agreements may be obtained from the Information Technology and a copy will be kept with the employee’s personnel file.

DEFINITIONS

Alternative Worksite: Off-site location where the employee teleworks from, including but not limited to the employee's residence, other government office, public location with secure internet access, etc.

County Asset Connection: Method used for securely connecting County computer assets to the County network.

Remote Desktop Protocol (RDP): Method for accessing County computer resources from a non- County devices outside the County network via the internet.

Regular Worksite: The office location at which the employee works on a normal workday when not teleworking.

Telework: Telework is also known as telecommuting and it is the practice of working from an alternative worksite (i.e. employee's residence), instead of commuting to a regular worksite. Emphasis is placed on information or communication exchange through telephones and remote devices, such as computers and tablets so an employee may work off-site. In some cases, the telephone may be the only necessary communication equipment.

Telework for Medical Reasons: Temporary work at home on a full or part-time basis, with Physician's documentation. Examples include recovery from injury, surgery, or prolonged illness, or a communicable disease.

Telework Request: The minimum amount of time (2 business days) an employee is given to request a telework day.

Unscheduled Telework: Due to a change in schedule (i.e. unplanned meeting at location other than the regular worksite), unforeseen emergency at the regular worksite, etc. which occurred in a period shorter than the required telework request, the employee contacts his/her supervisor via phone/email/text and gets approval to telework part or all of the workday.

IMPLEMENTING TELEWORK

Telework on a regular and recurring basis means the employee teleworks at least one day per pay period. Telework for more than one day per pay period may be appropriate for attracting potential applicants, retaining current employees, and providing reasonable accommodations for employees.

The teleworker will attend job-related meetings, training sessions, and conferences, as requested by the employee supervisor. While teleworking, the teleworker must be reachable via telephone, email or instant messaging, within reason during agreed-upon work hours. The employee supervisor and teleworker will agree on how to handle telephone messages, including feasibility of call forwarding and frequency of checking telephone messages.

WORKSITES

Residential Telework

It is the responsibility of the employee to ensure all of the requirements to do official work at their residence are met in an environment that allows the tasks to be performed safely and securely. The employee agrees to permit access to their home by Pinal County representatives to ensure compliance with the terms of the telework agreement. Teleworkers should be given advanced notice of at least one business day. Visits should only be done during normal working hours.

Pinal County is not responsible for any operating costs that are associated with the employee's preparation for or use of his or her personal residence as an alternative worksite. This includes home maintenance, insurance, utilities and adequate telephone/internet services.

Regular Worksite ("Post of Duty")

The official regular worksite for employees covered by a telework agreement shall be considered Florence, AZ. The regular worksite should not be changed for employees who telework for medical reasons and/or in emergency situations.

Time and Attendance, Work Performance, and Overtime

Time spent in a telework status must be accounted for and reported in the same manner as if the employee reported for duty at the regular worksite.

The telework schedule needs to allow adequate time at the regular worksite for meetings, access to facilities and supplies and communication with other employees and customers. Telework must not adversely affect customer service delivery, employee productivity, or the progress of an individual or team assignment.

In approving the telework schedule, the Appointing Authority will take into consideration the overall impact of the teleworker's total time out of the regular worksite. Considerations include flex time and compressed work week schedules, meetings, consultations, presentations and conferences. Consideration will also be given to the overall effect of the teleworker's and co-workers' schedules in maintaining adequate communication.

The employee is required to satisfactorily complete all assigned work/tasks in a timely manner during telework days.

Computer Equipment, Software and Access Methods

As part of any telework agreement the employee supervisor shall request an assessment of the requesting employee's computer equipment and software needs through the Information Technology Help Desk at least 30 days prior implementation of the telework agreement. The assessment will look at the employee's current County computer equipment and software and provide recommendations to the supervisor for consideration during the agreement approval process.

Using a County issued mobile device (i.e. laptop) is preferred but not required to telework. Information Technology will not issue mobile devices to employees requesting to telework unless the employee's current County computer equipment is scheduled for replacement or unless the department can fund the purchase of the required equipment. In either case Information Technology will deploy a single mobile device that can be used at the regular and alternate work sites.

Telework employees are responsible for supplying and maintaining their own peripheral devices (for example, monitors, printers, scanners, keyboards, mouse, desktop computers).

If a personal (non-County owned) computer is used by the employee for telework, the employee is responsible for: (a) maintaining current antivirus protection (b) all operating system updates (c) all troubleshooting/maintenance/repair. Information Technology will not troubleshoot/maintain/repair personal computers or install County owned software or freeware on personal computers. County work products, documents and records must be stored on the County S-Drive and shall not be stored on personal computing devices or external storage devices.

For security reasons teleworkers should never use open Wi-Fi networks (typically free Wi-Fi in public places) to perform County business. Internet connections should be password protected.

Restricted-access materials shall not be taken out of the regular worksite or accessed through the computer unless approved in advance by the supervisor.

Products, documents, and records used and/or developed while teleworking shall remain the property of Pinal County, and are subject to Pinal County policies regarding confidentiality and records retention requirements.

For telework jobs that have security and/or confidentiality requirements, procedures must be established to guarantee protection of confidential information. Procedures may include a locked or secure workplace, computer access passwords, or restricted use of files at the telework site. If security and/or confidentiality issues exist, they need to be addressed in the telework agreement.

Pinal County is not responsible for lost or stolen equipment at the alternative worksite.

Changes to the Telework Agreement

Teleworkers who wish to change their scheduled telework day(s) permanently should complete another Telework agreement and obtain the proper approvals. Intermittent changes in a telework agreement do not require a change in the agreement; however teleworkers should make the request at least two business days in advance.

Termination of the Telework Agreement

The supervisor or Appointing Authority may terminate the telework agreement without cause or notice.

Management shall terminate the telework agreement should the employee's performance not meet the minimum standards, or the arrangement fails to meet the needs of the Department and/or County.

No one on a performance improvement plan or probation should be permitted to telework, but may be approved by the Appointing Authority.