

**COUNTY BOARD OF HEALTH
POLICY # HR-20-3403
TELEWORK POLICY AND PROCEDURES**

Approval:		<i>4/6/2020</i>
	Pamela Logan, District Health Director	Date



Public Health
Prevent. Promote. Protect.

1.0 PURPOSE

This policy defines the Telework Program and contains the guidelines and rules under which it will operate. The Telework Program is established primarily to meet the mission and operational needs of the Department. Telework saves money by helping government reduce real estate and energy costs and promote management efficiencies; improves Georgia's air quality and commuter mobility; allows work to continue in severe weather and other emergencies; increases job satisfaction and employee retention by permitting job flexibility; and increases employment opportunities for persons with disabilities.

2.0 AUTHORITY – The County Board of Health (CBOH) Telework Policy is published under the authority of CBOH and in compliance with the following:

- 2.1** Governor's Executive Order, Exec. Order No. 09.06.12.01 (September 6, 2012)
- 2.2** CBOH Official Hours and Work Schedules Policy # HR-03402
- 2.3** CBOH Assignment of Duties Policy # HR-03005
- 2.4** CBOH Standards of Conduct and Professional Appearance Policy # HR-03601
- 2.5** CBOH Information Technology Policies # IT-13002 and # IT-13005
- 2.6** Georgia Department of Administrative Services, Statewide Teleworking Policy and Sample Georgia Teleworking Agreement
- 2.7** CBOH Teleconferencing Platform Memo and Standard Operating Procedure

3.0 SCOPE

This policy applies to all employees of the CBOH.

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4.0 POLICY

This Telework Policy is designed to help managers/supervisors and employees understand the guidelines and rules under which eligible employees of the CBOH may be authorized to Telework.

5.0 DEFINITIONS

5.1 **DHD** – District Health Director

5.2 **FLSA** – Fair Labor Standards Act

5.3 **HR** – Human Resources

5.4 **IT** – Information Technology

5.5 **Mobile** -- Work which is characterized by routine and regular travel to conduct work in person with customers or other worksites as opposed to a single authorized alternative worksite. Examples of mobile work include site audits, site inspections, investigations, property management, and work performed while commuting, traveling between worksites, or on Temporary Duty (TOY).

5.6 **Remote** – A work arrangement in which the employee resides and works at a location beyond the local commuting area of the employing organization's worksite or to describe a full-time Telework arrangement. For reporting purposes, these employees should be included as teleworkers.

5.7 **Routine Telework** -- Occurs on an ongoing, regular schedule.

5.8 **Situational Telework** -- Approved on a case-by-case basis, where the hours worked were NOT part of a previously approved, ongoing and regular Telework schedule. (e.g. inclement weather, special work assignments, ad-hoc Telework, an emergency event as deemed by the DHD).

5.9 **Telework(s) or Telework Program** -- A work arrangement that allows an employee to perform work, during any part of regular, paid hours, at an approved alternative worksite other than the location from which the employee would otherwise work. This definition of Telework includes what is generally referred to as Remote work but does not include any part of work done while on official travel or Mobile work.

5.10 **Teleworker(s)** -- An employee who Teleworks. The employee may be approved for Routine Telework or Situational Telework.

5.11 **Telework Probationary Period** -- First 90 days of approved Telework

5.12 **CBOH or Department** – County Board of Health

6.0 RESPONSIBILITIES

6.1 HR is responsible for issuing and updating procedures to implement this policy.

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6.2 Managers/supervisors, and their designees are responsible for ensuring compliance with this policy and approving employee requests for Telework participation.

6.3 Teleworkers Responsibilities: Employees who telework:

6.3.1 Must complete and submit all paperwork required in Section 12.1 to their manager/supervisor and make any updates whenever substantial changes occur such as:

6.3.1.1 A major job change (e.g. promotion).

6.3.1.2 A change in Teleworker's or their manager/supervisor's position (e.g. Teleworker or manager/supervisor moves to another unit).

6.3.1.3 Any portion of the arrangement covered by the agreement changes.

6.3.1.4 Must complete the online Telework Training.

6.3.1.5 Must submit HR-20-3403E Telework Bi-Monthly Report form to their supervisor/manager coinciding with their Timesheet reporting indicating telework hours for the pay period.

6.3.2 Must be accessible in some manner (e.g. work cell, email, virtually using web camera, teleconferencing tool, etc.) to their manager/supervisor, customers and coworkers during the agreed upon work schedule regardless of the work location. Teleworking employees are required to have their teleconferencing tool open at all times during the telework day so that their manager or supervisor can contact them immediately if needed.

6.3.3 Are required to understand and know how to use teleconferencing tools.

6.3.4 Must not use teleworking as a substitute for childcare or dependent care. Teleworker shall continue to make arrangements for child or dependent care to the same extent as if Teleworker was working at the primary office. During a public health emergency, employees are allowed to provide care for a child or other dependent while they complete telework duties.

6.3.5 May be asked to report to the primary workplace on scheduled Telework days, if circumstances warrant.

6.3.6 Must report to department worksite for meetings, training, etc., as required by the manager/supervisor.

6.3.7 Are responsible for abiding by all the requirements of this policy as well as all CBOH policies.

6.3.8 Must submit their teleworking hours on their timesheet. Managers/supervisors may require teleworkers to complete the Telework Time Log each pay period.

6.3.9 Must ensure that Telework participation does not diminish the employee's performance or affect the agencies operations.

6.4 Management Responsibilities: Manager's must:

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- 6.4.1 Managers/supervisors are required to assess the needs of the agency and evaluate the positions under their direction to identify those, if any, that would be eligible for Teleworking.
- 6.4.2 Managers/supervisors must ensure that the core business needs of their Division, Section and/or Unit are met during official office hours, steering away from Mondays and Fridays, when possible due to those utilize Alternate Work Schedules that affect these days.
- 6.4.3 Managers/supervisors are required to maintain an electronic copy of the HR-20-3403E Telework Bi-Monthly Report form for a period of five (5) years.
- 6.4.4 Managers/supervisors are required to evaluate the accountability and productivity of Teleworkers at the end of the Telework Probationary Period.
- 6.4.5 Objectively consider each employee's Telework request
- 6.4.6 Ensure Telework approval is based on Department, Division and organizational unit needs and ensure adequate staffing and coverage of official hours.
- 6.4.7 Ensure employee meets the eligibility requirements listed in Sections 13.0 of this policy.
- 6.4.8 Complete the online Telework training course.
- 6.4.9 Maintain an inventory of department-owned equipment in the employee's alternate work location.
- 6.4.10 Ensure that performance can be adequately measured before authorizing Teleworking and that sufficient work exists to enable the Teleworking employee to work a productive day offsite.
- 6.4.11 Ensure adequate measures are in place to protect confidentiality and information security at the alternate worksite.
- 6.4.12 Prepare an amendment to the employee's Performance Management Plan, specifically detailing responsibility areas and standards of performance pertaining to the terms of the **Telework Agreement (HR-20-3403D)**.

7.0 EMPLOYEE PARTICIPATION

- 7.1 Employees may request permission for Routine Telework or Situational Telework. The employee's participation in Telework is voluntary.
- 7.2 Telework is not an employee right. Approval to Telework is at the management/supervisor's discretion. Employees will be selected for the Telework Program based on the suitability of job responsibilities, an evaluation of potential success as a participant, and an evaluation by their manager/supervisor of the work schedules of the entire unit to manage Teleworkers.

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- 7.3 The employee, manager/supervisor, or DHD may terminate Telework agreements with or without cause at any time. Issues involving teleworking are not appealable, grievable, or subject to review.
- 7.4 Terms and conditions of employment with the Department for Teleworkers and their managers/supervisors remain the same as for non-teleworking employees.
- 7.5 Employee salary and benefits will not change as a result of Telework participation.
- 7.6 Mileage between the home and the employee's assigned office or other Telework location shall be considered regular commute mileage and is not subject to reimbursement.
- 7.7 The employee is covered by and will adhere to all policies, rules, and regulations of the CBOH while teleworking.
- 7.8 Temporary staff from staffing agencies are not permitted to telework, unless preapproved by Human Resources.

8.0 ACCOUNTABILITY

- 8.1 The Telework Program can be utilized by managers/supervisors as a tool to promote workforce productivity. A Teleworker's performance is measured by results rather than presence at the main work location therefore, performance expectations should be clearly defined so that a proper evaluation can be conducted at designated intervals as outlined in the **Telework Agreement (HR-20-3403D)**.
- 8.2 **Telework** must be added to the employee's Performance Plan. Teleworkers remain under the Performance Management Process and will be evaluated in the same manner as non-teleworking employees.
- 8.3 Random audits may be conducted to evaluate accountability and the success of the Telework program.

9.0 USE OF CBOH OWNED EQUIPMENT

- 9.1 The employee is expected to use their own furniture, telephone lines, internet access, and other equipment as needed. Any use of private facilities of the employee will be at the employee's discretion and not at the direction and expense of the CBOH, except as may be approved by the manager/supervisor, executive leadership, and the Chief Financial Officer. This applies to all physical improvements and conveniences as well as services.
- 9.2 All Telework expenditures paid for by the CBOH (e.g. laptops, cell phones, web cameras etc.) except general office supplies, must have prior approval of the respective CBOH Division or Office.
- 9.3 Office supplies (e.g. pens and paper) and necessary equipment will be provided to the Teleworker by the CBOH and should be obtained during the Teleworker's in-office work

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period. The CBOH will not reimburse Teleworkers for out-of-pocket supplies normally available in the office without prior approval from the employee's manager/supervisor.

- 9.4** The CBOH may also give written permission for certain equipment to be checked out and used at the alternate worksite. Employees taking equipment to an alternate worksite will be responsible for completing a **Property Removal Form (AM-01001A)** prior to transferring the equipment to the alternate worksite. This equipment remains the property of the CBOH and the CBOH retains the responsibility for the inventory and maintenance of CBOH owned property following CBOH procedures. All maintenance of CBOH owned equipment will be performed by an authorized CBOH technician and may be conducted at CBOH headquarters or at a Division approved site.
- 9.5** The use of equipment, software, data supplies, and furniture when provided by the CBOH for use at the alternate workspace, is limited to authorized persons and for purposes relating to CBOH business. Employees are not authorized to use CBOH owned equipment for personal use. The employee is responsible for proper use of CBOH equipment. CBOH owned equipment must be connected to a grounded electrical outlet and into a surge protector.
- 9.6** Personally, owned software may not be installed or used on CBOH owned equipment. Any and all software installed on CBOH owned equipment must be appropriately licensed.
- 9.7** Issues relating to connectivity of CBOH owned equipment and security of information are subject to required standards of the CBOH Office of Information Technology Department. **All systems MUST be password protected.**
- 9.8** The employee is responsible for maintaining confidentiality and security at the alternate workplace in the same manner as the primary workplace. The employee must protect the security and integrity of data, information, paper files, and access to agency computer systems.
- 9.9** If a piece of equipment that is vital to work performance breaks, needs repairs or otherwise becomes inoperable, the Teleworker may be asked to report to the office until the equipment is fully functioning and usable.
- 9.10** Transfer of CBOH-owned equipment to and from the office and Telework site is the responsibility of the Teleworker.
- 9.11** All equipment, material, and other CBOH property will be immediately returned upon the CBOH's request, termination of participation in the Telework Program, or termination of employment.
- 9.12** The employee's Telework site is subject to department audits and security reviews as appropriate.

10.0 WORKSITE SAFETY AND LIABILITY

- 10.1** Teleworkers must keep their alternate worksite safe, clean, and free from hazards, as well as avoid distractions and obligations that will impede a productive workday.

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- 10.2 The Teleworker's designated workspace must meet the Occupational Safety and Health Administration rules for the workplace including smoke detectors, working fire extinguisher, unobstructed exits, removal of hazards that could cause falls, adequate electrical circuitry and appropriate furniture.
- 10.3 The employee must verify their Telework site is safe and suitable by completing the **Telework Workspace Self-Certification (HR-20-3403C)** prior to teleworking.
- 10.4 The CBOH reserves the right to inspect the Telework site, at mutually agreed-upon times, to ensure safety compliance and adherence with the Telework Program requirements regarding space and furnishings.
- 10.5 The employee's home or other alternate work site when used for teleworking is an extension of the Department space. The CBOH's liability for job-related accidents will continue to exist during the approved work schedule and in the employee's designated work location. The Teleworker is covered under the State Workers' Compensation Law for injuries occurring in the course of the actual performance of official duties at the alternate work site. If an injury occurs while teleworking, the employee shall immediately report the injury to the manager/supervisor in accordance with applicable CBOH policies. The CBOH is not liable for any injury to Teleworker's family members, visitors, or others at the employee's alternate work site. Teleworkers may not have business guests at the alternate worksite or any other location except CBOH offices. Use of the Telework site for work-related in-person meetings is prohibited. Teleworkers should utilize CBOH approved teleconferencing platforms, if a work-related meeting becomes necessary.
- 10.6 The CBOH is not responsible for any loss or damage to the Teleworker's real property or any structures attached thereto. This includes, but is not limited to, any personal property owned by the Teleworker or any of the Teleworker's family members; or property of others in the care, custody or control of the Teleworker or any of the Teleworker's family members.
- 10.7 Individual tax, insurance, or any other legal implications related to teleworking shall be the responsibility of the employee. Participants in the Telework Program are advised to consult a tax expert, insurance agent, and/or legal counsel to better understand the implications.

11.0 CONFIDENTIALITY AND INFORMATION SECURITY

- 11.1 Security of confidential information is of primary concern and importance. Teleworkers, like all CBOH employees, are expected to adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security. All data assets (e.g. equipment, software, and confidential information) used while teleworking are subject to these security policies.
- 11.2 Divisions allowing employees to access records subject to the Health Insurance Portability and Accountability Act or other privacy laws, rules, and regulations while teleworking must maintain appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of such records. Security and confidentiality protection measures shall be discussed between the employee and their manager/supervisor.

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- 11.2.1** Be responsible for maintaining confidentiality and security at the alternate worksite, as the Teleworker would at the primary workplace. The Teleworker must protect the security and integrity of data, information, paper files, and access to agency computer systems. The CBOH internet/intranet and technology use policies apply to Telework, as they would in the primary workplace.
- 11.2.2** Safeguard confidential information maintained in files, in computers, on jump drives, etc. When the hard drive of an alternate worksite computer is inoperable, arrangements must be made to remove sensitive information from the hard drive prior to the computer being serviced.
- 11.2.3** Ensure software is scanned for viruses and each laptop or personal computer used by the Teleworker has anti-virus software, anti-malware software, and any other software required by IT installed.
- 11.2.4** Return all materials (e.g. paper documents, jump drives, etc.) containing confidential information to the office worksite for proper handling or disposal.
- 11.2.5** Adhere to copyright law by not copying or sharing any CBOH-owned software utilized by Teleworkers.
- 11.2.6** Back up critical information, as necessary, to ensure the information can be recovered, if the primary source is damaged or destroyed.
- 11.2.7** Ensure that confidential information is not disclosed to an unauthorized source.
- 11.2.8** Immediately notify your manager/supervisor, IT, and the Division of Workforce Management/Office of Human Resources of any suspected or actual security violation.
- 11.2.9** Password protect all devices used for teleworking such as external drives, jump drives, and laptops.
- 11.2.10** Understand that adherence to the above is an essential requirement of the Telework Program. Failure to comply with these provisions may be cause for termination of Telework and/or corrective or disciplinary action.

12.0 WORK HOURS

- 12.1** Managers/supervisors must ensure that all teleworking employees conform to designated work schedules. Establishing defined work hours are necessary to (1) reduce the CBOH's exposure to risk, (2) facilitate proper management of Teleworkers, and (3) to ensure work is done in a productive environment. Each employee who Teleworks shall develop a work schedule with their manager/supervisor. Work hours, overtime compensation, and vacation schedules must conform to the CBOH's guidelines, CBOH policies, and to the terms otherwise agreed upon by the employee and their manager/supervisor.
- 12.2** Employees are not permitted to Telework for the first 90 days of employment with the CBOH. This includes employee's transferring from another agency, unless an

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emergency requires situational telework. During a public health emergency, employees may telework during the first 90 days of employment.

- 12.3 Employees with an alternate work schedule are not permitted to Telework.
- 12.4 The Teleworker must maintain contact with the office as specified in the work schedule, Department policy, and CBOH's **Telework Agreement (HR-20-3403D)**.
- 12.5 Work schedules remain unchanged for participants unless a new Work Schedule Form is submitted to HR and approved. Any changes to the employee's Telework work schedule must be approved in advance by the manager/supervisor.
- 12.6 Employees who are considered non-exempt under the FLSA must comply with all provisions of the FLSA. FLSA non-exempt employees are required to maintain accurate time sheets while teleworking. FLSA non-exempt employees must obtain approval from their manager/supervisor before performing over time work or risk termination of their Telework privileges.
- 12.7 Employee must obtain management/supervisory approval prior to taking leave during a designated Telework Day.

13.0 ELIGIBILITY

13.1 Eligible Positions

Positions most suitable for Telework will have the following characteristics:

- 13.1.1 Infrequent face-to-face interaction with clients.
- 13.1.2 Communication can be managed by telephone, email, teleconferencing tool such as Microsoft Teams, telehealth and facsimile.
- 13.1.3 Work can be handled alone and mostly involves the preparation of information (e.g., researching, writing, composing reports, developing procedures, creating documents, analyzing statistical data, etc.).
- 13.1.4 Responsibilities have clearly defined results.
- 13.1.5 Measurable duties with objectives that have identifiable timeframes and checkpoints.
- 13.1.6 Responsibilities are content versus process oriented.
- 13.1.7 Most tasks require concentration and/or large blocks of time to complete.
- 13.1.8 Telework would not negatively impact service quality or organizational operations.
- 13.1.9 Work can be performed without close supervision.
- 13.1.10 Minimal requirement for special equipment.

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13.2 Eligibility Criteria

Unless an exception is granted, employees must meet the following criteria to be eligible to Telework:

- 13.2.1 Not currently involved in any type of corrective or disciplinary process. Examples include being on a work or attendance plan. Employee's Teleworking privileges may be terminated if manager/supervisor or DHD determines its being used inappropriately.
- 13.2.2 Has no record of misconduct or disciplinary action in the last 12 months;
- 13.2.3 Has consistently met established performance standards and received a minimum overall rating of "3", which is a Successful Performer, on the most recent performance evaluation;
- 13.2.4 Self-motivated, works independently, and is responsible;
- 13.2.5 Knows and understands the policies and procedures that govern their work;
- 13.2.6 Does not require access to secure materials determined to be inappropriate for Telework by the CBOH; and
- 13.2.7 Is not part of the continuity of operations plans of the agency in the event of an emergency.

14.0 PROCEDURES

- 14.1 All employees who are authorized to Telework must have the following original, signed documents on file with the manager/supervisor with a copy filed with HR prior to the commencement of Telework.
 - 14.1.1 Property Removal Form (AM-01001A)
 - 14.1.2 Telework Self-Assessment (HR-20-34039)
 - 14.1.3 Telework Workspace Self-Certification (HR-20-3403C)
 - 14.1.4 Telework Agreement (HR-20-3403D)
 - 14.1.5 Online Telework Training Course Certification of Completion

15.0 REVISION HISTORY

REVISION #	REVISION DATE	REVISION COMMENTS
0	4/06/2020	Initial issue

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16.0 RESOURCES

HR-20-3403A Telework Checklist
 HR-20-3403B Telework Self-Assessment
 HR-20-3403C Telework Workspace Self-Certification HR-20-3403D Telework Agreement
 HR-20-3403E Telework Bi-Monthly Report
 Online Telework Training Course (<https://gdph.exceedlms.com/>)