



Telework Program Handbook

Dr. Ed Manansala
County Superintendent of Schools

Coleen M. Johnson, M.Ed.
Executive Director, Personnel Services

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TELEWORK PROGRAM HANDBOOK

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TELEWORK PROGRAM HANDBOOK

DEFINITIONS

BUSINESS HOURS

8:00 AM to 5:00 PM, Monday through Friday, with a one (1) hour lunch period, unless the program manager/supervisor has approved another schedule.

EDCOE

El Dorado County Office of Education.

TELEWORK

Working one or more days away from the main office, either at home or in a mutually agreed upon alternative worksite.

TELEWORKER

A confidential or management level EDCOE employee who, in agreement with EDCOE, engages in work on behalf of EDCOE one or more days at home or a mutually agreed upon location that is not an EDCOE work site.

TELEWORK PROPERTY

EDCOE owned and maintained property loaned to a teleworker for the performance of EDCOE business.

POLICY

The EDCOE Telework Program is a bilateral voluntary arrangement between EDCOE and its employee. Both parties must agree that the arrangement is beneficial. Either party can terminate telework for any reason.

PURPOSE

The purpose of this policy is to define the EDCOE Telework Program rules and guidelines. The EDCOE Telework Program is an alternative work arrangement that assists in accomplishing the mission of the organization.

SCOPE

This policy applies to all EDCOE's telework activities. All those approving telework and those that participate in telework shall be familiar with the contents of this policy.

ADMINISTRATION OF THE PROGRAM

The Program Manager is responsible for administration of the Telework Program. These responsibilities include:

- Approving telework arrangements.
- Budgeting the necessary resources.
- Ensuring managers, supervisors, and teleworkers familiarize themselves with the EDCOE Telework Policy and Procedures document.
- Ensuring compliance with all applicable policies, procedures, and guidelines.

SUPERVISOR TELEWORKING RESPONSIBILITIES

EDCOE supervisors who are assigned teleworkers are responsible for:

- Overseeing, supervising, and directing the day-to-day performance of teleworkers, as if the employee was on-site. This includes frequently communicating general office and departmental updates, and related information to teleworkers.
- Ensuring teleworkers report all teleworking hours.
- Approving in advance the teleworkers 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 like non-teleworkers. Supervisors must define, in writing, work tasks, corresponding deadlines, and the expected work performance.
- Providing teleworkers with training in the use of equipment and software as required for teleworkers to perform tasks effectively and independently.

TELEWORKING EMPLOYEE RESPONSIBILITIES

Employees who become teleworkers are responsible for:

- Understanding and following the Telework Program Policy and Procedures.
- Maintaining availability by phone, email, text during business hours.
- Working with their supervisor to develop mutually acceptable telework arrangements. See the “Telework Arrangement,” Exhibit A.
- Establishing and maintaining a work area that is clean, safe, and free from hazards. Employees must complete the “Safety Checklist/Acknowledgement,” Exhibit B, and certify its accuracy on an annual basis.
- Maintaining personally owned equipment, devices, and services associated with achieving a safe and healthful in-home office.
- Repairing and/or replacing any damaged, lost, or stolen EDCOE-owned equipment entrusted to them, if determined by EDCOE to be damaged due to the teleworker’s gross negligence

RESTRICTED USE

The teleworker acknowledges that the use of any EDCOE provided equipment, software, data, and supplies is limited to authorized persons and only for EDCOE business.

EQUIPMENT AND WORK PROCESSES

EQUIPMENT OVERVIEW

EDCOE may provide office equipment and related supplies for use by the teleworker for the sole purpose of performing EDCOE business. The teleworker’s supervisor and department director will determine the equipment needed with the teleworker’s input.

HOME SAFETY EQUIPMENT

Employees must meet all safety requirements in the home-office environment, which include having the following:

- Fire extinguisher
- Smoke detector

Review “Safety Checklist/Acknowledgement” and “Setting Up A Home Office” (Exhibits B and C).

EDCOE PROVIDED EQUIPMENT

- EDCOE is responsible for the selection, repair, and maintenance of department-owned equipment.
- Department-owned equipment will have the standard configuration supported by EDCOE.
- EDCOE will reimburse internet costs, pursuant to EDCOE reimbursement procedures.

EDCOE will supply approved teleworkers with necessary office supplies (pens, pencils, stationary, envelopes, etc.). These supplies should be obtained through the program office.

PROPERTY CONTROL

Supervisors must ensure the following steps are completed for telework property:

- Report EDCOE-provided equipment purchased and/or permanently assigned for telework.
- Tag the equipment as EDCOE property for property inventory and control purposes.

RETURN OF EQUIPMENT

EDCOE requires a teleworker to return all department-owned equipment, software, data, and supplies in the event that:

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

The manager or supervisor will review and compare the equipment checklist, provided on the Telework Arrangement, against returned equipment.

REIMBURSABLE COSTS

EDCOE will reimburse teleworkers for business expenses necessary for performing work assignments as determined by EDCOE, including mileage.

- Supervisors must pre-approve all such reimbursements.
- Reimbursements will be made using the typical and customary departmental purchase and/or reimbursement procedures.

Note: EDCOE is not be liable for telework expenses not identified in the teleworker's Telework Arrangement, including, but not limited to, any investment in furniture or equipment for the designated workspace in the teleworker's home office. On a case-by-case basis, the teleworker and supervisor will decide whether any telework expenses not specifically covered in this policy are reimbursable.

TRAVEL EXPENSES

If an employee is required to attend a meeting on a telework day, the organization will reimburse mileage in accordance with the EDCOE mileage reimbursement rate and policy.

WORK ENVIRONMENT

It is the teleworker's responsibility to maintain a safe and productive work environment.

- Teleworkers must have fire protection equipment in the home.
- Teleworkers shall have pre-established evacuation plans and first aid supplies, as provided in the "Safety Checklist/Acknowledgement".
- In-home offices shall be clean and free of obstructions and hazards.

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.

EDCOE retains the right to:

- Make inquiries as to the status of the in-home office work environment.
- Visit the in-home office work environment as needed. Such visits shall be made during work hours, and with 48-hour notification from the supervisor, except in the case of an emergency.

WORK RELATED INJURY

If a teleworker 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. **Teleworkers must notify their supervisors immediately and complete all necessary documents regarding the injury.**

INFORMATION SECURITY

Security of confidential information is of primary concern and importance to EDCOE.

EDCOE expects teleworkers to adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security.

EDCOE reserves the right to monitor and log, without notice, all network activity, including E-mail and Internet activities. Teleworkers, as with non-teleworkers, should have no expectation of privacy in the use of EDCOE’s computer related resources.

SECURITY RESPONSIBILITIES

The Teleworker’s responsibilities for information security include:

- Using EDCOE information assets only for authorized purposes.
- Backing-up critical EDCOE information on a regular basis to ensure the information can be recovered if the primary source becomes damaged or is destroyed.
- Using password security protection (“logon” protection) on all systems containing confidential information and keeping those passwords secure.
- Returning all material containing confidential information (paper documents, mobile media) to EDCOE for proper handling or disposal, if necessary.
- Adhering to copyright law; and not copying or sharing any EDCOE–owned software.
- Ensuring confidential information is not disclosed.

MANAGING TELEWORK

TELEWORK PACKAGE

This package sets forth the terms and conditions observed by both the telework employee and his or her supervisor. The supervisor and employee will review and discuss the employee’s telework arrangement annually. The telework package includes the following:

- Telework Arrangement
- Safety Checklist/Acknowledgement

SCHEDULING TELEWORK

- The Director and teleworker will agree upon the specific telework schedule prior to starting the arrangement.
- Teleworker's telework schedule must be consistent with requirements of the teleworker's workweek group and/or provisions of the teleworker's contract.
- Teleworkers need to be accessible and available during scheduled work hours via telephone, voicemail, or e-mail, as if the teleworker was working from an EDCOE work site.
- Teleworker leave usage, overtime, or alternative work schedule policies will be consistent with those used for non-telework employees.

TELEWORK TIME TRACKING

- Monthly time sheets
- Annual Work Calendar

EXHIBIT A – TELEWORK AGREEMENT

Employee

El Dorado County Office of Education

Name: _____

Telework Location:

Placerville, CA 95667
530-295-9227

(Street Address) (City) (Apt#)

(Supervisor/Manager Name)

(Telephone) (E-mail)

(Supervisor/Manager Telephone)

- This is my residence
- Other location (identify)

(Supervisor/Manager E-mail)

Telework Schedule:

Check regular work days & note start and finish of work hours.						
<input type="checkbox"/> <u>Weekly basis:</u> <input type="checkbox"/> <u>Monthly basis:</u>					(Indicate work dates and hours here, if not covered in table)	
Days	M <input type="checkbox"/>	Tu <input type="checkbox"/>	W <input type="checkbox"/>	Th <input type="checkbox"/>		F <input type="checkbox"/>
Hours: (start)	_____	_____	_____	_____		_____
To: (finish)	_____	_____	_____	_____	_____	

EDCOE Assets to be Used at Remote Work Site:

Description	I.D. Number
EDCOE Information Systems to be accessed from remote work location (if any):	

I have read, understand, and agree to abide by the EDCOE Telework Program Policy and Procedures. I also understand that my use of any EDCOE and/or personal computing equipment for EDCOE Telework may be reviewed by EDCOE and lead to disciplinary action. 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 for EDCOE.

Signed: Employee Signature _____ (Date)

Supervisor Signature _____ (Date)

Program Manager Signature _____ (Date)

EXHIBIT A –TELEWORK AGREEMENT (Continued)

- 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 at an EDCOE work site on a regularly scheduled telework day. Directors and/or supervisors should provide reasonable notice whenever possible. The teleworker may be required to report to an EDCOE work site without advance notice.

EDCOE may reimburse teleworkers for business expenses necessary for performing work assignments.

- ▶ All such reimbursements must be pre-approved in writing.
- ▶ EDCOE will not be liable for telework expenses not identified in the telework arrangement.
- ▶ Teleworkers must return EDCOE owned equipment to EDCOE 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.

EDCOE may pay for the following expenses related to work assignments:

- ▶ EDCOE issued cellphone and usage.
- ▶ Maintenance and repairs to EDCOE/EDCOE owned equipment.
- ▶ Internet service not to exceed \$_____.

Teleworkers will submit claims on a Travel Expense Claim along with receipts, bills or other verification of expenses.

*EDCOE **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 and office supplies (these should be requisitioned through the program office).

Additionally:

- Teleworkers must be available by phone or e-mail during their designated work hours.
- The teleworker will carry out the steps required for information security. The teleworker agrees to consult with his/her supervisor when security matters are an issue.

Initials: Teleworker _____ (Date) _____

Director _____ (Date) _____

EXHIBIT B – SAFETY CHECKLIST/ACKNOWLEDGEMENT

The following checklist must be completed for any in-home telework site and reviewed annually by the teleworker and the teleworker's supervisor. 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 and properly grounded.	<input type="checkbox"/>	<input type="checkbox"/>
B. There are an adequate number of electrical outlets to support equipment in the work area.	<input type="checkbox"/>	<input type="checkbox"/>
C. Electrical cords are not frayed or otherwise damaged.	<input type="checkbox"/>	<input type="checkbox"/>
D. Extension cords are not being used as a permanent source of electricity.	<input type="checkbox"/>	<input type="checkbox"/>
E. Electrical equipment and tools are properly maintained.	<input type="checkbox"/>	<input type="checkbox"/>
F. Computers, peripheral equipment, and fax machines are connected to surge protectors to guard against damage from power surges.	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>
2. The smoke detector must meet Underwriter's Laboratory (UL) and/or the State Fire Marshall requirements.	<input type="checkbox"/>	<input type="checkbox"/>
3. Smoke detector(s) have been tested at the time of installation and will continue to be tested on a monthly basis.	<input type="checkbox"/>	<input type="checkbox"/>
B. Fire Extinguisher		
1. A 2A10BC fire extinguisher is required.	<input type="checkbox"/>	<input type="checkbox"/>
2. The fire extinguisher is fully charged.	<input type="checkbox"/>	<input type="checkbox"/>
3. The fire extinguisher is within 10 feet of the electronic teleworking equipment and easily accessible to the teleworker.	<input type="checkbox"/>	<input type="checkbox"/>
III. Emergency Procedures	Yes	No
A. There is an evacuation plan.	<input type="checkbox"/>	<input type="checkbox"/>
B. There is more than one way out of the work area (e.g., doors/ windows).	<input type="checkbox"/>	<input type="checkbox"/>
C. A first aid kit is on site.	<input type="checkbox"/>	<input type="checkbox"/>
IV. Environment	Yes	No
D. The work area is free of tripping hazards and is uncluttered.	<input type="checkbox"/>	<input type="checkbox"/>
E. All equipment is adequately supported and free from the danger of falling.	<input type="checkbox"/>	<input type="checkbox"/>
F. The work area has adequate lighting.	<input type="checkbox"/>	<input type="checkbox"/>
G. Potentially hazardous chemicals are not stored in, or around, the work area.	<input type="checkbox"/>	<input type="checkbox"/>

EXHIBIT B – SAFETY CHECKLIST/ACKNOWLEDGEMENT

(Continued)

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? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Are your thighs parallel to the floor? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are your feet supported? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is there at least 2 inches of clearance between your thighs and the working surface? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Is there space, approximately the size of a fist, between the edge of the seatpan and the back of your knees? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Is the top of the monitor at a comfortable height (<i>i.e. no tilting of the head back or downward</i>)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Is the monitor screen at a comfortable distance from your eyes when in use (<i>i.e. you don't have to lean forward or backward to see the text on the screen</i>)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Does your head and neck rest in a neutral position (<i>i.e. facing forward, chin slightly down, shoulders relaxed</i>)? | <input type="checkbox"/> | <input type="checkbox"/> |

B. Chair Adjustment

- | | Yes | No |
|--|--------------------------|--------------------------|
| 1. Is the height of the chair adjusted to allow you to sit in a neutral position (<i>see your safety officer for a definition of this position</i>)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is the backrest of your chair supporting the curve of your lower back so that your spine is slightly arched? | <input type="checkbox"/> | <input type="checkbox"/> |

C. Foot Support

- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. Are your feet comfortably on the floor or a footrest? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. If a footrest is used, does it allow you to sit in a correct neutral position at your work station? (<i>skip to D if a footrest is not used</i>) | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is the footrest non-restrictive to allow for leg movement and easily removable? | <input type="checkbox"/> | <input type="checkbox"/> |

D. Video Display Terminal (VDT) Screen/ Monitor

- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. Is your monitor placed to avoid glare caused by light sources? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is your screen angle and/or brightness and contrast controls adjusted to reduce glare? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is your screen clean and free from dust and smudges? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is your screen adjusted for good image contrast and brightness? | <input type="checkbox"/> | <input type="checkbox"/> |

EXHIBIT B – SAFETY CHECKLIST/ACKNOWLEDGEMENT

(Continued)

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)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are materials and equipment accessed and/or used less frequently typically positioned/placed within 16" to 24" of reach (secondary zone)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are frequently used materials/equipment positioned so harmful postures and motions are eliminated?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are documents placed in the same visual plane as the screen face to reduce back and forth neck motions?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the telephone placed within proper reach on side opposite from the writing hand (i.e., on the left side if right handed)?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are most of your reaching motions below shoulder height and/or above knee height?	<input type="checkbox"/>	<input type="checkbox"/>

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

EDCOE may require a safety inspection by a qualified health and safety inspector of a teleworker's home office space. If warranted, EDCOE 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

Program Manager's Signature

Date

EXHIBIT 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 a 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 noise.

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,” Exhibit B.
