

SEHD TELEWORKING POLICY

REFERENCES: DOAS Georgia CommuteSmart Telework Policy
SEHD Personnel Policy #106 – Assignment of Duties
SEHD Personnel Policy #1201 – Standards of Conduct and Ethics in Government

Teleworking is an authorized work arrangement in which some or all work is performed at a location other than the employee's primary (usual and customary) work place. The alternate work place may include a satellite office, or a teleworking center. Teleworking may be used as a recruitment and retention tool while providing positive impact on the environment. Teleworking is not a universal benefit or employee right and participation is voluntary and may be terminated by SEHD with or without cause at any time.

(Section A)
**GENERAL
PROVISIONS**

1. Employees may be allowed to telework when there are tangible benefits to the Agency and all expectations of the position are fully met. The job responsibilities of the position must be able to be satisfactorily performed away from the primary work place in order for teleworking to be considered. An employee's compensation, benefits, work status, and work responsibilities will not change due to participation in the teleworking program. Teleworking employees must comply with all organizational rules, policies and procedures.
2. **Personnel Considerations**
 - 2.1 Teleworking must be added to the employees Performance Plan.
 - 2.2 Teleworking employees must follow established agency policies and procedures relating to approval of leave.
 - 2.3 Teleworkers are required to account for all time worked in accordance with SEHD policies. It is the teleworkers responsibility to submit an accurate accounting of hours worked in a timely manner. If a teleworker is sick while working at home or uses other time off, the teleworker must report hours actually worked on his/her timesheet and use leave for the remainder of the hours. Teleworkers may perform overtime work **only** after receiving approval from their supervisor.

2.4 Participants must have a signed and approved *TELEWORK AGREEMENT & APPROVAL* form on file with their supervisor and HR.

2.5 The telework option should not be used as a child care or dependent care option. Business guests and co-workers should not be present at the telework location.

2.6 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.

3. Emergency Situations

3.1 When an emergency affects only the telework site (i.e. power outage, etc.), the teleworker is expected to report to the regular office or request supervisory approval of annual leave, comp time, leave without pay, etc.

4. Teleworking employees must be accessible in some manner (e.g., by telephone, cell phone, e-mail, etc.) to their manager/supervisor, customers and co-workers during the agreed-upon work schedule regardless of the work location. Teleworkers may be asked to report to the primary work place on teleworking days should circumstances warrant.

(Section B)

COORDINATION

The Teleworking Program will be coordinated by staff in the HR Office.

(Section C)
**ELIGIBLE
POSITIONS**

Positions that have characteristics similar to the following may be considered for teleworking:

1. Infrequent face-to-face communication requirements.
2. Communication can be managed by telephone, electronic mail, facsimile, etc.;
3. Incumbent generally works alone handling or preparing information (e.g., researching, writing, preparing reports, developing procedures, creating planning documents, analyzing statistical data, etc.);
4. Responsibilities have clearly defined results;
5. Measurable work activities with objectives have identifiable time frames and check points;
6. Responsibilities are content versus process oriented;
7. Tasks which require concentration and/or large blocks of time when the employee works independently of others;
8. Alternative work place would not negatively impact service quality or organizational operations;
9. Work which can be performed without close supervision; and,
10. Minimal requirement for special equipment.

(Section D)
**ELIGIBLE
EMPLOYEES**

Teleworking is a voluntary work arrangement between an individual employee and his/her supervisor. Unless a specific exception is granted by an authorized official, an employee must meet the following criteria to be eligible for teleworking:

1. Be employed in or assigned to a position which is conducive to teleworking. Job does not require access to material that cannot be moved from SEHD offices. Requires little or no special equipment to perform his/her job duties.

2. Not currently or recently involved in any type of disciplinary process, which would negatively impact the integrity of the SEHD Telework Program. Examples include being on a work or attendance plan.
3. Have no record of misconduct in the last twelve (12) months that would cast doubt on the employee's ability to successfully work at an alternate worksite. For example, an employee who has been disciplined for unauthorized absences from work may not be a suitable candidate for telework. Incidences of past misconduct or disciplinary action over twelve (12) months old may be considered in reviewing an employee's application if the action or misconduct causes employee's supervisor to be able to articulate a business related reason that casts doubt on the employee's ability to successfully work at an alternate worksite.
4. Have consistently met established productivity levels and received satisfactory performance ratings on most recent performance evaluation.
5. Be able to work independently, be a self-starter, and demonstrate skills managing time in a productive manner.

(Section E)
RESPONSIBILITIES OF EMPLOYEE

1. Must be knowledgeable of the provisions of this policy and the *SEHD TELEWORKING GUIDELINES*.
2. Complete the following forms and submit to manager/supervisor:
 - TELEWORK AGREEMENT & APPROVAL*
 - *TELEWORKING GUIDELINES*
 - *TELEWORKER SELF-ASSESSMENT*
 - *TELEWORK SELF-CERTIFICATION OF WORK SPACE*
 - *PROPERTY REMOVAL FORM (IF APPLICABLE)*
3. Report to Agency work sites for meetings, training, etc. as required by the manager/supervisor or other authorized official.

(Section F)
CONFIDENTIALITY/ INFORMATION SECURITY

Security of confidential information is of primary concern and importance. Teleworkers are responsible for maintaining confidentiality and security at the alternate workplace in the same manner as the primary workplace. The teleworker must protect the security and integrity of data, information, paper files, and access to agency computer systems.

(Section G)
**WORKSPACE
&
WORKERS'
COMPENSATION**

1. Alternate work spaces utilized for teleworking are considered an extension of the state agency workspace; therefore, the state workers' compensation provisions would be applicable during the employees' work hours. The state has the right to on-site visits to the alternate work space at mutually agreed upon times, with reasonable notice to determine if the site is safe or to investigate a worker's compensation claim. The employee remains liable for injuries to third parties and members of the employee's family on the employee's premises. Homeowner's insurance and any changes in rates or coverage are the responsibility of the employee. Any increase in the teleworkers home utility costs is the responsibility of the employee. Teleworkers must certify that their home is free from workplace hazards by completing the *TELEWORK SELF-CERTIFICATION OF WORK SPACE*.
2. Teleworkers must have an appropriate work area in their home that considers ergonomics, equipment, adequate workspace, noise, and interruption factors. The teleworkers off-site workspace should provide an adequate work area, lighting, telephone service, power and temperature control.
3. Individual tax or legal implications related to teleworking shall be the responsibility of the employee. Participants are advised to consult a tax expert and/or legal counsel to better understand the implications.

(Section H)
**RESPONSI-
BILITIES OF
MANAGER/
SUPERVISOR**

1. Review all documents submitted by the employee and objectively consider the employees teleworking request within the provisions of this policy and determine if the telework option is beneficial to the agency and the employee. Approval should be based on organizational needs.
2. Ensure adequate staffing for the unit before approving the telework request.
3. 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 off-site.
4. Teleworking arrangements will be on a probationary basis for the first 90-days and may be discontinued at any time, at the request of either the teleworker or SEHD. At the end of the 90-day probationary period, the supervisor must conduct a review to either allow the employee to continue teleworking or have the employee discontinue the telework arrangement. The review must be noted on the *TELEWORK AGREEMENT & APPROVAL FORM*. The agreement must be reviewed at least annually after the end of the 90-day probationary period.

5. In most cases teleworkers will provide their own equipment. Teleworkers may use SEHD-owned equipment at their off-site workspace with the prior approval of their supervisor provided that the equipment will be used for SEHD work only. Supervisors should maintain an inventory of SEHD-owned equipment in the employee's off-site workspace. The *PROPERTY REMOVAL FORM* should be used for permission to remove SEHD property from a work site.
6. Continue normal supervisory activities including feedback, performance evaluations, etc.
7. Office supplies will be provided by SEHD and should be obtained while the teleworker is in the main work site. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed. All items remain property of SEHD and may not be used for personal or other than SEHD use.

FORMS:

[Telework Agreement & Approval \(form #SEHD111-A\)](#)

[Teleworking Guidelines \(form #SEHD111-B\)](#)

[Teleworker Self-Assessment \(form #SEHD111-C\)](#)

[Telework Self-Certification Of Work Space \(form #SEHD111-D\)](#)

[Property Removal Form \(form #SEHD111-E\)](#)

[Telework Checklist \(form #SEHD111-F\)](#)

Note: All forms can be located on the SEHD intranet at:

<https://www.sehdph.org/intranet/doccat/forms/>

REVISION HISTORY

REVISION #	REVISION DATE	REVISION COMMENTS
1	04/2015	Revisions to align with DOAS CommuteSmart Program. New Forms.