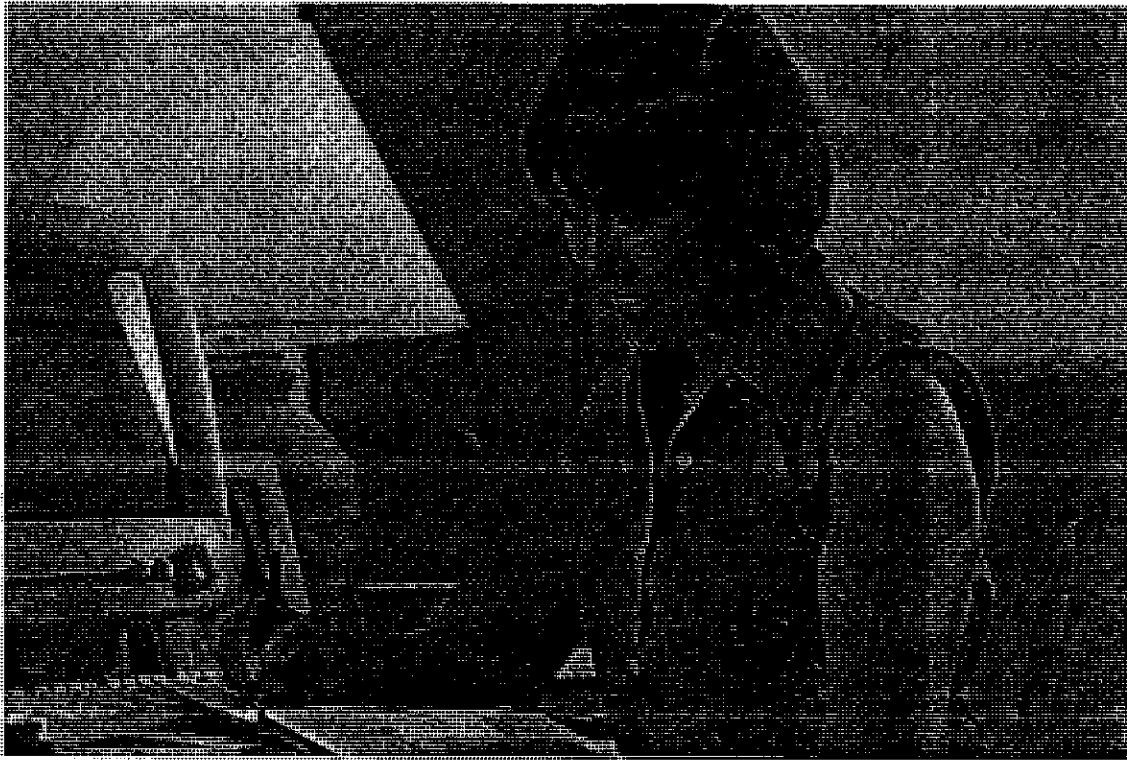


[Name of State Entity]

TELEWORK PROGRAM



Policy and Procedures

A policy and procedural guide to telework for
supervisors and employees in the

[Name of State Entity]

[INSERT PUBLICATION DATE]

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TELEWORK PROGRAM

Foreword

Appropriately planned and managed, teleworking is a work option that can benefit managers, employees, and customers. Teleworking is also an important means by which we can help reduce air pollution, traffic and parking congestion, and demand for office space.

A good telework program facilitates temporary limited duty, increases the State's ability to respond to emergencies, amplifies effective use of new technologies within State service, and improves employee morale resulting in improved performance.

The Telework Policy and Procedures and state Telework Security Standard documents will help reduce some of the confusion and misunderstanding about telework. It also provides a detailed guide for executive staff, managers and supervisors implementing telework within their workgroups.

Benefits

[State Entity] expects the following benefits through the use of 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.

Authority

The telework program exists under the following statutes, statewide guidelines and DGS responsibilities:

Government Code Sections 14200-14203 authorize every state agency, including every board and commission, to incorporate telecommuting (telework) as a work option.

The term telecommute is replaced by telework in this document, except when directly citing current law. See Attachment F for a glossary of terms.

TELEWORK PROGRAM – POLICY

Policy

The [State Entity] encourages the use of telework as a management work option when achieved through a bilateral voluntary arrangement between [State Entity] management and employee. In accordance with the [State Entity] 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.

This policy recognizes the business, societal, and personal benefits available through a carefully planned and managed telework program.

Telework Arrangement

Completing the Telework Arrangement form 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 Program Policies and Procedures and state Telework Security Standard.

TELEWORK PROGRAM – TELEWORK SECURITY STANDARD AND AUTHORITY

Telework Security Standard

The [State Entity] is required to ensure that its Telework Program is implemented in accordance with all applicable laws, policies, and standards including those governing the protection of state information assets.

Statewide information security policies, standards, procedures, and guidelines are issued by the Office of Information Security (OIS). Policies issued by OIS are found in the State Administrative Manual (SAM) sections 5300 through 5399. Corresponding standards, procedures and guidelines are found on the OCIO website at <http://www.cio.ca.gov/OIS/Government/policy.asp>.

The state Telework Security Standards are available at (Insert OIS Provided URL). XXXXXXXXXXXXXXXXXXXX

Authority

The following statute authorizes the OIS to issue statewide policies, standards, procedures and guidelines:

- Government Code Sections 11549 (a)

The following statute requires every state agency, department, and office to comply with the information security and privacy policies, standards, and procedures issued by the OIS:

- Government Code Sections 11549 (b)

TELEWORK PROGRAM - IMPLEMENTATION

Department [State Entity] is responsible for the implementation of the Telework Program and encourages the use of the telework option where work conditions warrant. [State Entity] 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 Security Standard prior to the commencement of approved telework arrangement.
- State information assets are secure and confidential, personal and sensitive information is protected.
- [State Entity] evaluates its telework program in cooperation with the Department of General Services' criteria for evaluating telework programs.

Executive Staff Executive staff is responsible for encouraging managers and supervisors to use telework where work conditions permit.

Management Staff [State Entity] management staff (e.g., Division, Branch and Office Chiefs) is responsible for administration of the Telework Program within respective areas of responsibility. These responsibilities include:

- Approving telework arrangements.
- Budgeting the necessary resources, if applicable.
- Ensuring managers, supervisors, and teleworkers have read and understand the Telework Policy and Procedures document and state Telework Security Standard.
- Ensuring compliance with all applicable policies, procedures, and guidelines.
- Designate an Office Telework Coordinator (OTC).

TELEWORK PROGRAM - IMPLEMENTATION

Managers and Supervisors [State Entity] encourages managers and supervisors to support the use of the telework option.

Managers and supervisors are responsible for:

- Reading and understanding the contents and requirements of this Telework Policy and Procedures document in addition to the state Telework Security Standard.
 - 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 their time reporting.
 - 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.
 - Supervisors must define, in writing, work tasks, corresponding deadlines, and the expected work performance. These expectations shall be reviewed with the Teleworker at least [specify time period (e.g., quarterly, semi-annually, annually)].*
 - 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 [State Entity] Information Security Policies, software standards and state Telework Security Standard.
 - Ensuring compliance with [State Entity] Information Security Policies and state Telework Security Standard to protect [State Entity] assets when accessing, storing, or transporting [State Entity] information.
 - Reporting security incidents immediately when they occur.
-

Personnel *[State Entity PERSONNEL UNIT]* will :

- Instruct Attendance Clerks and Time Keepers how to have Teleworkers record their time teleworking.
- Maintain and update the *[State Entity]* Telework Program Policy and Procedures as needed.

Telework Coordinator *[State Entity]* management will designate a Telework Coordinator (TC). The TC will be responsible for the day to day coordination and management of the *[State Entity]* telework program, including compliance with policies, procedures, and guidelines including the state Telework Security Standard and may provide training on telework as needed. The coordinator will represent management of the *[State Entity]* with respect to teleworkers, other agencies and the public. 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.
- Retaining copies of teleworking employees' signed Telework Request Package for the duration of the telework assignment.
- Communicating to managers and supervisors that state data are only to be saved/stored on encrypted state equipment or *[State Entity]* Net.
- Facilitating the reuse and transfer of State-owned information technology (IT) equipment meeting departmental standards.
- Ensuring routine maintenance and repair of *[State Entity]* IT assets used by teleworkers.
- Representing *[State Entity]* on the statewide Telework Advisory Group led by the Department of General Services.

Employees

Employees interested in becoming teleworkers are responsible for:

- Understanding the requirements contained in the [State Entity] Telework Program Policy and Procedures and state Telework Security Standard.
- 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 the [State Entity] Telework Program Policy and Procedures, state Information Security Policies and state Telework Security Standard.
- 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 state and/or personally owned equipment, devices, and services associated with achieving a safe, secure and healthful telework environment as identified in the Telework Security Standard.
- Reporting security incidents immediately to their supervisor.
- Repairing and/or replacing any damaged, lost, or stolen state-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.

Procedures for reporting lost, stolen, or destroyed property or equipment are provided in the State Administrative Manual, in Sections 5350 through 5350.4 and 8643.

- Complying with all applicable policies, standards, procedures, and guidelines.
- Complying with tax laws.

[State Entity] 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.

TELEWORK PROGRAM – MANAGING TELEWORK

Eligibility It is the [State Entity's] discretion to determine what employees are eligible to participate in the Telework program.

Declining Telework Declining an employee's telework request is subject to the employee's Bargaining Unit MOU provisions.

- Questions regarding Bargaining Unit MOUs and telework should be directed to the [State Entity] Labor Relations Officer.
- Other personnel questions should be directed to the [State Entity] personnel office.

Employee Teleworker Rights Employee rights provided in the employee's collective bargaining agreement between the State 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. Such meetings will take place at the employee's headquarters office or telecenter within the job steward's area of primary responsibility, not at the employee's home office.

Scheduling Telework Managers and supervisors will follow these scheduling guidelines:

- Mutually establish a telework schedule prior to starting the telework arrangement with the teleworker.
- Generally not allow telework for only a portion of a workday.
- 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 [State Entity] 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**

[State Entity] 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 one day per week 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.
 - * If the request to telework is medical in nature, a medical doctor or other licensed practitioner must provide written verification about any limitations, restrictions relative to the nature of work performed while teleworking.
-

Ending Participation

The [State Entity] telework program is a bilateral voluntary arrangement between [State Entity] 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, on written or verbal 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 be 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 is given to the teleworker.
 - For cause. A telework arrangement may be immediately terminated and does not require advance written notice.
-

TELEWORK PROGRAM – TECHNOLOGY, EQUIPMENT AND WORK PROCESSES

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 state 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 state-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 [State Entity] Information Security Officer, and Information Technology and Business Services Offices to assess telework technology hardware and software needs and to provide the necessary services, equipment and supplies to teleworkers.
- Ensure that the telework 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 state information security policies, standards, and procedures.

The acquisition and furnishing of services, equipment and supplies shall be in accordance with all state laws, policies, standards and procedures including, but not limited to, the state Telework Security Standard and Public Contract Code.

Office Supplies

[State Entity] 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 [State Entity] provided equipment, software, data, and supplies is limited to authorized teleworker use and only for purposes related to [State Entity] business, or as allowed by law or under MOU provisions.

Property Control

Managers and/or supervisors must properly account for [State Entity] telework property by ensuring the following steps are taken:

- Tag all [State Entity] 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

[State Entity] requires a telework employee to return all department-owned equipment, software, data, and supplies when:

- An employee decides to end telework participation.
- [State Entity] deems the employee's job no longer qualifies for telework, telework equipment, and/or related services.
- The employee terminates employment with [State Entity].
- [State Entity] 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 [State Entity], 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 [State Entity], such as a business telephone line.

- If a teleworker is moving the workstation to a new residence and has an existing [State Entity] owned business telephone line in his or her current residence, the teleworker 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 required repairs will warrant that the teleworker report to the main office until the equipment is again usable.
- The teleworker is responsible for returning the malfunctioning equipment to the main office for repair.
- The [State Entity] IT Help Desk will provide telephone service and assistance to teleworkers for state-owned equipment and services.
- **IMPORTANT:** The [State Entity] will not provide any at home service. When necessary, the telework employee is responsible for returning state owned equipment to [State Entity] for maintenance and repairs.

Employee Provided Equipment

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

- Written authorization is provided by [State Entity] management.
- An exception in accordance with an authorized process has been approved:
- The teleworker's computing equipment and software complies with the state Telework Security Standard. The state Telework Security Standard is published on the Office of Information Security website at: [Insert URL]

When an exception has been approved, the following applies:

- Employee's personally-owned equipment maintenance and repairs remain the responsibility of the employee.
- [State Entity] 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 State (Electronic Communication Privacy Act).

Work Products

[State Entity] owns any software, products, or data created as a result of work-related activities.

**Reimbursable
or Shared
Costs**

[State Entity] will reimburse teleworkers for business expenses necessary for performing work assignments.

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

Note: [State Entity] 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 *[INSERT UNIT WITHIN State Entity]* 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**

[State Entity] 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.
- *[State Entity]* employees should treat the work area as an official State office work area during work hours.

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

Authorized Expenses

[INSERT TITLE] must follow regular *[State Entity]* 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 procurement process.
- Existing procedures require that all invoiced goods have an authorized purchase order in place before purchasing.
- All department provided furniture, calculators, and computer equipment must be tagged as *[State Entity]* 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

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

Managers and supervisors are responsible for ensuring that on employee's regular non-telework days:

- Telework employees have adequate office space available to them.
Space efficiencies can be accomplished by temporarily assigning teleworkers space of absent employees, providing reserved office space in a shared environment, or providing reduced space. In all such cases, managers and supervisors will meet health and safety requirements for work environments.
- Teleworker's in-office files, related equipment, and telephone lines are available to them.

Health and Safety

[State Entity] 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 DGS 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. <i>Employees must notify their supervisors immediately and complete all necessary documents regarding the injury.</i>
Information Security	<p>Security of information assets is of primary concern and importance to [State Entity]. 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 state. Therefore it is essential that those engaged in telework arrangements are aware and understand the following:</p> <ul style="list-style-type: none">▪ Teleworkers, like all [State Entity] employees, must adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security.▪ Teleworkers shall apply the state policies, standards and procedures including the state Telework Security Standard, to all [State Entity] information assets, [State Entity] equipment, software, and information) used within the Telework Program.▪ The state 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. <p>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 [State Entity] Information Security Officer.</p>

ATTACHMENT A - TELEWORK ARRANGEMENT

Teleworker Name: _____

Office/Branch: _____

Telework Location: _____

Main Office: _____

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

Location (Street Address) _____

(Telephone) _____ (E-mail) _____

(City) _____

(Supervisor/Manager Name) _____

This is my residence.

(Supervisor/Manager Telephone) _____

This is a State telework center or satellite office

Other location (identify) _____

(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	MO	TU	WE	TH	FR
Hours: (start)					
To: (finish)					

State Assets to be Used at Remote Work Site:

Description	ID Number
State Information Systems to be accessed from remote work location (if any):	

I have read, understand, and acknowledge the [State Entity] Telework Program Policy and Procedure and state Telework Security Standards. I also understand that my use of any personal computing equipment for [State Entity] 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 [State Entity].

Signed: (Teleworker Signature) _____ (Date) _____

(Manager/Supervisor Signature) _____ (Date) _____

(Office Chief 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 sick leave, 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 [State Entity] may reimburse teleworkers for business expenses necessary for performing work assignments.

- ▶ Supervisors must pre-approve all such reimbursements.
- ▶ The [State Entity] will not be liable for telework expenses not identified in the telework arrangement.
- ▶ Teleworkers must return state owned equipment to [State Entity] 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 [State Entity] 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 [State Entity] 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 [State Entity] information security requirements and procedures and the state Telework Security Standard. 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 [State Entity] 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 quarterly. 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.	<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. Underwriter's Laboratory (UL) and/or the State Fire Marshall approve the smoke detector, and it has a function test mechanism.	<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
A. The work area is free of tripping hazards, and is uncluttered.	<input type="checkbox"/>	<input type="checkbox"/>
B. All equipment is adequately supported and free from the danger of falling.	<input type="checkbox"/>	<input type="checkbox"/>
C. The work area has adequate lighting.	<input type="checkbox"/>	<input type="checkbox"/>
D. Potentially hazardous chemicals are not stored in, or around, the work area.	<input type="checkbox"/>	<input type="checkbox"/>

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"/>

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

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), [State Entity] may require a safety inspection by a qualified health and safety inspector of a teleworker's home office space. If warranted, [State Entity] 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). <ul style="list-style-type: none">• Conventional desks are typically 29" high.• Computing surfaces are usually 26" high.
Chair	Your seat should be adjustable, including the headrest. <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">▪ 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. <ol style="list-style-type: none">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. <ul style="list-style-type: none">• 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: <ol style="list-style-type: none">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

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.
- Employee and Supervisor have read and agree to the state Telework Security Standard.
- The employee has read and signed the Telework Arrangement Form prior to participation in the program.
- You have documented [State Entity] issued telework equipment. The employee has received, and clearly understands the requirements for care of [State Entity] 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 _____

ATTACHMENT E – CONSIDERATIONS FOR SELECTING TELEWORKERS

Many [State Entity] 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 [State Entity] 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?

ATTACHMENT F – GLOSSARY OF TERMS

The following definitions can assist you in participating in the Telework program. Not all terms provided here appear in this policy.

Main Office: the [State Entity] location to which an employee is assigned.

Telecenter –An office near the employees' homes to which they regularly or casually report to work. The building is usually owned or leased by one or more agencies.

Dependent Care: care giving for infants, toddlers, preschoolers, school-aged children, adults and elderly adults who require constant supervision. Prohibited in [State Entity] Telework.

Gross Negligence: the deliberate inattention and failure to exercise the care that a prudent person usually exercises and the reckless disregard of the consequences affecting the life or property of another.

Home Office: an area designated within the employee's home for the purpose of performing [State Entity] work.

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 state agencies. (See SAM Section 4989.1, Definitions; *Condensed*)

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

Telecommute: see Telework

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

Telework: An arrangement in which an employee regularly performs officially assigned duties at home or other work sites geographically convenient to the residence of the employee.

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 [State Entity].

Teleworker: an employee that teleworks.