



Policy No.:	A-07-V2
Policy Title:	Telework Policy

Issue Date:	3/9/2020
Revision Date(s):	8/11/2020
Program Area:	Administration
Subject:	CSTB Staff
Purpose:	This policy supports telework as a workplace alternative that enables eligible employees to perform their duties from an approved alternative worksite, such as their home or another location.
Distribution:	CSTB Staff
Contact:	Vice President and Director of Human Resources and Professional Development

Purpose

This policy supports telework as a workplace alternative that enables eligible employees to perform their duties from an approved alternative worksite, such as their home or another location.

Background

CareerSource Tampa Bay (CSTB) considers telework to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Teleworking may be appropriate for some employees and jobs but not for others. Management will approve requests to telework requests on a case-by-case basis.

Employees with teleworking agreements must comply with all CSTB Information Security policies and protect all confidential and proprietary information from unauthorized disclosure or misuse. Teleworking is a privilege and not an entitlement. Teleworking can be informal, such as working from home for a short-term project or on the road during business travel, or formal, such as a set schedule of working away from the office for an authorized period of time.

Policy

Definitions

Telework: A term that describes a workplace alternative where an employee performs some or all assigned duties at home or another location.

Telework Authorization Form: A document that describes a specific alternative off-site work arrangement and necessary equipment/services. The agreement documents work schedules and assignments, productivity expectations, quality expectations, accessibility levels, and other pertinent issues.

Documentation

1. Managers are to assess and document the feasibility of the teleworking arrangement using the following criteria:
 - a. Operational needs of the department and/or the employee
 - b. Local, state, or federal mandates or policies
 - c. Work and productivity standards and measures.
 - d. The impact on operating costs, including equipment.
 - e. The manager's assessment of the employee's current and past job performance, as documented in performance evaluations, including time management, organizational skills, self-motivation, and the ability to work independently.

Telework Agreement

1. A teleworking agreement is required when employees are scheduled to work from home and must be signed by the teleworker and the department manager. The Agreement will be submitted to HR for final review and then to the CEO or designee for signature.
2. A copy of the documents noted above will be kept in the employee's personnel file.

Note: The authorization to telework is provided to the employees at the discretion of the manager and may be withdrawn at any time.

Work Schedule and Performance Expectations

1. The work schedule for the teleworking employees will be determined by the direct supervisor and approved by the Department Manager.
2. The performance expectations and evaluation of a teleworker will be consistent with employees working at the office in both content and frequency.
3. Evaluation of the teleworker's performance will also be based on regular interaction by phone, e-mail or other means between the employee and the supervisor.
4. Employees must be available to respond to the CSTB organization staff during scheduled work hours. During business hours, the employee must check voicemail and email as frequently as if in the office. On occasion, it may be necessary to call an employee into the office to assist with organizational needs.
5. All employees will be required to work their approved work schedule and record their hours worked in CSTB's time-keeping system. Teleworking employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to adhere to CSTB's personnel policy. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the teleworker's supervisor. Failure to comply with this requirement may result in disciplinary action and/or the termination of teleworking privileges.

Equipment and Information Security

1. On a case-by-case basis, the Department Director will determine the appropriate equipment needs including hardware, software, modems, phone and data lines and other office equipment for each teleworking arrangement. Any equipment, software, or supplies provided by CSTB may only be used by the teleworking employee for CSTB business. The employee will be responsible for setting up the equipment in their telecommute location.
2. Any equipment, software, files, and databases provided by CSTB shall remain the property of CSTB. A teleworking employee must adhere to all software copyright laws and may not make unauthorized copies of any CSTB-owned software. Employees may not add hardware or software to CSTB equipment without prior written approval.
3. Employees must contact their supervisors if equipment, connectivity, or other supply problems prevent them from working while teleworking.
4. Consistent with CSTB's expectations of information security for employees working at the office, teleworking employees will be expected to ensure the protection of private or confidential information accessible from their home office, in accordance with applicable legal requirements such as HIPAA and public records exemptions. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.
5. The teleworking employee must return all CSTB equipment, software, and supplies at the conclusion of the teleworking arrangement or at the Department Director's request. An employee's personal equipment used for work in the home office environment will be maintained by the employee. CSTB accepts no responsibility for damage or repairs to employee-owned equipment. The teleworker must sign an inventory of all CSTB property received and agree to take appropriate action to protect the items from damage or theft. Equipment provided by the employee will be at no cost to CSTB and maintained by the employee.
6. Upon termination of employment, all CSTB property will be returned to CSTB, unless other arrangements have been made.
7. The employee will be supplied with appropriate basic office supplies (pens, paper, etc.) as the CSTB Department Director deems necessary.

Worksite

1. Teleworking employees must work in an environment that allows them to perform their duties safely and efficiently.
2. The employee will establish an appropriate work environment sufficient for teleworking within his or her home or designated location for work purposes. CSTB will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture, or lighting, nor for repairs or modifications to the home office space or increased utility expenses associated with teleworking. CSTB will not be responsible for purchasing any additional cell phones, covering cell phone bills, or paying for any portion of personal phone bills as a result of costs incurred for any work-related calls made while teleworking.

3. CSTB is not liable for damages to an employee's personal or real property while the employee is working at an alternate worksite.

Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by CSTB workers' compensation. Teleworking employees are responsible for notifying CSTB of such injuries immediately. The employee is liable for any injuries sustained by visitors to his or her home worksite. Employees must adhere to the CSTB Employee Handbook and report the injury to their direct supervisor immediately. The employee will also be required to fill out the CSTB Employee Accident/Incident Form.

Ad Hoc Arrangements

Temporary teleworking arrangements may be approved on short notice for situational telework that is approved on a case-by-case basis, where the hours worked were not part of a previously approved, ongoing, and regular teleworking schedule. Examples of ad-hoc or situational arrangements include but are not limited to teleworking because of inclement weather, a viral outbreak/pandemic, school closures or home e-learning requirements during a pandemic, a medical appointment, a home service appointment, or based on special work assignments. Ad hoc arrangements are approved by the Department Director and CEO on an as-needed basis only, with no expectation of ongoing continuance.

All informal teleworking arrangements are made on a case-by-case basis, focusing on the business needs first.

References

- N/A

History

Date	Action	Description
8/11/2020	Revised	Revision 1
3/9/2020	Issuance	Approval by the CSTB Board of Directors.

Attachments

- Telework Agreement

Other Resources

- N/A