

ADMINISTRATIVE REGULATION 2020-07
MAYOR JOHN W. SUTHERS

DATE: 12/22/2020

TOPIC: Teleworking Program Policy

LEGAL AUTHORITY:

1.0 Purpose and Scope: This Administrative Regulation sets forth the City's guidelines for City employees who participate in the City's Teleworking Program.

2.0 Terms Defined:

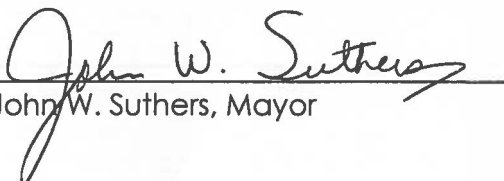
- 2.1. "HR" – Human Resources
- 2.2. "IT" – Information Technology
- 2.3. "RM" – Risk Management
- 2.4. "Teleworking" – Also known as telecommuting, is the partial or total substitution of work at home for work at the office.

3.0 Procedures

- 3.1. **In General:** Pursuant to City Charter § 3-10(b), the Mayor shall perform all executive and administrative functions of the City, including designation of administrative guidelines. Directing City staff through policies and procedures with regard to the guidelines for employees who participate in the City's Teleworking Program is an executive and administrative function of the City government.
- 3.2. **Establishment of Teleworking Program Policy:** The Teleworking Policy is established as set forth in Exhibit A, which is attached hereto and incorporated herein.

4.0 Miscellaneous

- 4.1. This Administrative Regulation shall be effective as of **December 2020**, and shall remain in effect until amended or rescinded.
- 4.2. This Administrative Regulation shall be filed with the City Attorney and made available for public inspection on the City's website.



John W. Suthers, Mayor

APPROVED AS TO FORM:

Office of the City Attorney

Exhibit A—

TELEWORKING PROGRAM POLICY FOR THE CITY OF COLORADO SPRINGS

Purpose

Teleworking (or telecommuting) is the partial or total substitution of work at home for work at the office. Teleworking is a management tool that may be used to increase productivity, reduce employee commute trips, and accommodate special needs of employees and divisions. Teleworking is not an entitlement; rather, it is a work option used at the supervisor's discretion. The purpose of this regulation is to provide general guidelines for employees who participate in the City's Teleworking Program.

Scope

This policy applies to all City of Colorado Springs divisions and refers to employees working in their homes within the state of Colorado. Employees are not permitted to live and work outside of the state of Colorado. Special exceptions for teleworking while employees are out of state for meetings or conferences may be permitted.

Safety Requirements

All City of Colorado Springs safety and health policy and procedure requirements shall be integrated into any referenced operational procedures in this document. All safety related policies and procedures contained in this document must comply with the City Safety Manual.

Responsibilities

1. Departmental

- a. Requesting Department Director/Division Manager or Council/Mayoral Appointee approval.
- b. Management is responsible for coordinating with HR, IT, and RM departments to ensure proper workstation setup and communicate budget requirements for IT equipment.
- c. Budgeting for the appropriate computer equipment, phone equipment, and network services for authorized teleworkers.
- d. Initiating the teleworking process by following standard procedure.
- e. Creating the Teleworking Agreement between the employee and the department.
 - i. All participating employees will complete and sign a Teleworking Agreement which will be kept by the supervisor and updated as necessary.
 - ii. The Teleworking Agreement must include:
 1. Whether the employee will telework on a full-time, part-time, or office sharing basis;
 2. Period of time the employee will be teleworking;
 3. Nature and scope of the work to be performed;

4. Time reporting requirements;
 5. Overtime reporting;
 6. Listing of equipment to be provided by the City and/or by the employee;
 7. Reimbursable expenses;
 8. Information security requirements;
 9. Insurance requirements and liability coverage; and
 10. Workers' compensation coverage and accident reporting requirements
2. Risk Management
 - a. Providing on-site visits to the employee's worksite for ergonomic assessments and potential ergonomic issues and/or concerns.
 - b. Providing ergonomic recommendations for furniture, chairs and ergonomic equipment or supplies. (employees are responsible for the cost of these items)
 - c. Investigating or analyzing ergonomic incidents/illnesses/injuries.
 - d. Reviewing and analyzing workstation layouts provided by the Facilities Department.
 - e. Reviewing emergency procedures.
 3. IT
 - a. Installing necessary equipment such as a computer, phone, etc.
 - b. Providing technical support when necessary.
 4. HR
 - a. Providing support to management pertaining to benefits, pay, employment, employee relations, performance management, training, reimbursable expenses, etc.

Process

1. Three classes of teleworkers are recognized by the City:
 - a. Full-time Teleworker
 - i. Works from home office \geq 40 hours per week on a regular basis.
 - ii. Does not have an office at a City of Colorado Springs work site.
 - iii. City provided configuration includes computer and related equipment, telephone, and broadband network services provided by the City.
 - b. Office-sharing Teleworker
 - i. Works from home office \geq 24 hours per week on a regular basis and shares an office at a City of Colorado Springs work site with other employees who telework on alternating schedules.
 - ii. Configuration includes computer and related equipment, telephone, and broadband services provided by the City.
 - c. Occasional Teleworker
 - i. Works from home or other remote locations on an occasional basis for convenience or as required to meet job requirements, with supervisor/manager approval.
 - ii. Has an office with network connection at a City of Colorado Springs work site.

- iii. Configuration includes a laptop computer provided by the City for access to enterprise computing systems from office and remote locations. Broadband services paid by employee.

2. Administration

a. Coordination

- i. Each division will be responsible for coordination of its Teleworking Program. HR is available to consult with any division setting up a Teleworking Program in regard to the policies and procedures and their appropriate application. IT will provide technical assistance for set-up and ongoing support for telework.

b. Procedure

- i. The Division Manager, or their designee(s), have discretionary authority to determine which employees, if any, will be given permission to telework in their job. Based on the operational needs, Division Managers may establish more restrictive teleworking policies than those contained in the Teleworking Agreement. Managers will meet with HR before establishing more restrictive policies.

- c. Employees and their supervisors and managers may be required to attend training on teleworking business processes and the use of remote access computing tools. All teleworking employees shall comply with the Policies and Procedures Manual while performing telework.

- d. Since participation in the Teleworking Program is voluntary for both management and employees, either management or the employee may terminate the Teleworking Agreement. Two weeks prior notice to termination of a Teleworking Agreement is required, to ensure there is office space and equipment available for the employee or to ensure the employee has made arrangements to return to the office space.

e. Dependent Care

- i. Teleworking is not to be used as a substitute for child or elder care. Telework is official work time and a tool for accomplishing work. Appropriate care arrangements must be available during working hours if there are young children or elderly individuals in the home.

f. Office Closure or Emergency

- i. Teleworkers are not excused from working if an office closure or emergency excuses other employees from working and work can proceed at the home site.
- ii. If the home site is affected by an emergency or equipment is not functioning properly and cannot be repaired within a reasonable time, a supervisor may require the employee to return to the office for work.

g. Safe Work Practices

- i. The employee agrees to maintain a safe work environment and incorporate safe work practices the same as if working in the office. The employee is responsible for completing regular self-evaluations verifying workstation ergonomics.

h. Worksite Visits

- i. The City maintains the right to visit the employee's home (with reasonable notice) to inspect equipment, check for safety issues, verify appropriateness of work space.
 - i. Accident Investigation
 - i. The City reserves the right to visit the worksite immediately upon receiving notice of an accident. Best efforts will be used to provide prior notice; but, circumstances may preclude the opportunity to provide advance notice.
- 3. Benefits and Pay
 - a. Compensation
 - i. All employment responsibilities and conditions apply at the teleworking site as if the employee were at the office to include compensation, benefits, vacation time, overtime, rights, privileges, and disciplinary procedures.
 - b. Overtime
 - i. Because of the Fair Labor Standards Act (FLSA) overtime implications, non-exempt teleworking employees and their managers must clearly track hours. Non-exempt employees must obtain management approval in advance of working any hours beyond those scheduled.
 - c. Worker's Compensation
 - i. In case of an injury while teleworking in the home, the employee will immediately report the injury in the same manner as a work related injury at the office to receive instructions for obtaining medical treatment. The City does not assume any other responsibility for injury to any person at the employee's residence or alternate workspace within it.
 - d. Reimbursable Expenses
 - i. Reimbursable expenses and procedures for reimbursing an employee shall be followed according to the same City policies applicable to a non-teleworking employee.
 - 1. Any additional expenses eligible for reimbursement will be described in detail in the Teleworking Agreement.
- 4. Space and Furniture
 - a. Teleworking employees must have adequate space and office furniture available to provide a safe work environment. Once the office furniture and electronic equipment is installed, full-time and office-sharing teleworkers are required to request an office ergonomic assessment via the Risk Management website. The department will determine and approve the cost effectiveness of teleworking. The cost may be a determining factor in approving teleworking arrangements. Appropriate safety measures such as necessary voltage levels are required.
- 5. Utilities/Phone/Network Services and Equipment
 - a. The City will not reimburse the employee for utilities services.
 - b. Dedicated Phone
 - i. For full-time and office-sharing teleworkers who work \geq 24 hours a week, telephone equipment and services will be provided by the City.
 - ii. The City will not reimburse occasional teleworkers for any personal telephone equipment and services. These must be provided by the employee.

- c. Network Services
 - i. For full-time and office-sharing teleworkers, network equipment and services (broadband internet services required to allow remote access to business computing systems) will be provided by the City.
 - ii. The City will not reimburse occasional teleworkers for network equipment and services.
- 6. Equipment
 - a. Residential Use
 - i. City equipment, to include, but not limited to, personal computers, telephones, modems, printers, and related hardware and software, may be used at home consistent with all applicable policies, including the Acceptable Use Policy. This may. All City property shall be returned at the end of the Teleworking Agreement. The supervisor is responsible for maintaining the Teleworking Agreement with an up-to-date list of all equipment issued to an employee for teleworking purposes. Employees must take all precautions to avoid loss or contamination of business data.
 - b. Service and Repairs
 - i. Employees must bring in computer or phone equipment to IT for service when problems or repairs cannot be resolved over the telephone. The City will not provide on-site service or repairs to computer and/or phone equipment, unless approved by the Division Manager. On-site support will be provided only during the initial set-up period. Teleworking sites that require on-going field support, require a higher level of IT support, or a higher level of other resource support than a traditional office employee will be reviewed by the sponsoring department to determine whether teleworking is still a good business decision. The Division Manager who approves the on-site support will be responsible for providing the resources to support that level of service to the teleworking site.
 - c. Personal Use
 - i. To maintain the security of the City's network and information, personal use of computing devices (laptops/desktop computers) and any equipment supplied by the City shall comply with City policies including the Acceptable Use Policy. No other individuals in the home will be allowed use of City equipment.
- 7. Allocation of Risk
 - a. The City assumes all of the risk of loss or damage to City owned equipment while it is in the home of an employee who is teleworking, unless that loss or damage occurred due to the employee's negligence. All equipment, while in the employee's home, or while being transported, must be safeguarded by the employee against loss, theft, or careless damage. The employee is responsible to pay for damage or loss to equipment that is not appropriately safeguarded. The City is not responsible for any private property used, lost or damaged due to work at the home work site.
- 8. Software Usage
 - a. Employees are required to follow City, department and licensing guidelines regarding the use of software in multiple sites or duplication of software.

9. Supplies

- a. Supplies that would normally be available in the office may be taken for telework use in reasonable quantities.

10. Business Information Protection

- a. Employees are responsible for the accuracy, timeliness, and safekeeping of City information in their home. IT is available to assist with the appropriate security controls.

Time/Work Reporting

Teleworking employees should enter their time in the system under the Teleworking time reporting code. Teleworking employees will also submit an account of their work/time/projects per the Telework Agreement. Example Templates are provided here:

Daily Telework Log

Start Time	End Time	Project/Task/Activity Description	Status / % Completed	Notes

Project/Task/Activity Description	Time Spent (0.25 hour increments)	Status / % Completed	Notes

Weekly Telework Log

Date	Start Time	End Time	Project/Task/Activity Description	Status / % Completed	Notes

Date	Project/Task/Activity	Time Spent	Status /	Notes
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	Description	(0.25 hour increments)	% Completed	

Reference Documents

1. City of Colorado Springs. (2018). *Civillian Personnel - Policies and Procedures Manual (Policy #13)*.
2. City of Colorado Springs on behalf of Colorado Springs Utilities. (2008). *Teleworking Program (11076 Version 02)*.
3. (Ask IT about IT policies that should be referenced – should at least include the Acceptable Use Policy)