

SOLANO COMMUNITY COLLEGE DISTRICT
Administrative Procedure

WORKING REMOTELY

4016

Working remotely is available to employees if they are able to perform the necessary duties of their position in a remote environment as determined by the District. Not all positions or duties may be performed remotely and permission to do so rests with District management. Managers and employees must adhere to all District policies and procedures when participating in the remote work program.

Eligibility: Regular classified employees and classified and academic managers are eligible to request participation in the remote work program. Probationary, temporary, and student employees are not eligible to participate in the program unless approved by the vice president for their area. Employees serving in a training capacity or providing hands-on service will not normally be approved to work remotely on a regular, ongoing basis.

The remote work policy and procedures do not apply to faculty.

Participation Approval:

Participation in the remote work program is voluntary and subject to the prior written approval by both an employee's immediate supervisor and department dean/director. The final decision will rest with the appropriate vice president. Approval must be completed prior to the start of the employee's remote work schedule by execution of a Remote Work Agreement, a Safety Checklist, and a Supervisor's Checklist. The employee will maintain a copy of the Remote Work Agreement and Checklists. The originals will be placed in the employee's personnel file maintained in Human Resources.

Renewal of the remote work agreement and the Safety Checklist must be completed and approved annually, along with the annual work schedule. If the employee relocates, a new Agreement and Safety Checklist must be approved.

Termination of Remote Work Participation:

The employee may discontinue participation in the remote work program at any time, for any reason, upon written or verbal notice to their supervisor.

Management may terminate an employee's participation at any time, as follows:

1. Upon providing fourteen (14) calendar days written notice to the affected employee.

2. For cause, i.e., violation of district policy or the remote working agreement. The employee will be provided 24 hours' notice of the termination of the agreement. All verbal explanations as to the cause are to be followed by a written explanation within fourteen (14) calendar days.
3. If any equipment fails (home internet service or district computer for example), and will lead to the loss of more than two hours of work time the employee should notify the supervisor and may be required to return to the District office. The employee will remain in the office until such time as the equipment is again functional. The Remote Work Agreement will be temporarily suspended while the equipment is malfunctioning.

The requirement for prior written notification and explanation will be waived in the event of an emergency, including equipment failure.

Costs related to remote work:

Costs associated with copying, scanning, mailing, postage, or any other work activity will not be reimbursed as these tasks should be completed at the District work site if they cannot be completed with equipment at the remote work site.

SOLANO COMMUNITY COLLEGE DISTRICT
HUMAN RESOURCES PROCEDURES

WORKING REMOTELY

4016

I. BACKGROUND – Definitions

Remote work is defined as periodic work away from the normal work location, one or more days per week, either at home or at another location not affiliated with the District. Remote work permits employees to work in or near their homes, or at project sites for all or part of a work week.

II. PROCEDURES AND CONSIDERATIONS

Considerations for Remote Work Participation

The work to be performed will be one of the determining factors for participating in this program.

Participation should be based on the ability of the employee to perform tasks that can be completed from remote locations, such as a home office and the manager's assessment of the employee's ability to complete those tasks satisfactorily. Consideration, on a case-by-case basis, should be given to the following:

Job Knowledge

Does the employee have the necessary knowledge to perform the required job tasks at home or does the employee need close supervision or input from others that is only available at the office?

Job Characteristics

Does the job lend itself to self-directed activities? Can priorities be easily established? Can the time of the activities be managed effectively by the employee?

Task Scheduling

Does the individual already work alone handling information tasks such as planning, coordinating, writing, reading, analysis, teleconferencing, computer programming, or data entry? Can tasks, which can be completed away from the office, be grouped and scheduled for remote work days? Can staff meetings and conferences be grouped and scheduled for days when all staff are at the District work site or accommodated through other means (e.g., teleconferencing)?

Public/District Contacts

What portion of the job is devoted to face-to-face contact with other departments, students, and the public or staff? Can this contact be structured to allow for communication via phone or computer, or grouped into days when all staff are at the District work site, or can alternatives be established to provide this contact on days when employees are working remotely?

Reference Materials

What portion of the job requires the use of reference materials or resources located in the designated work site? Can these resources be easily taken home for a day or two without interfering with co-workers' job performance or compromising the integrity and security of data? Are these resources available through other means such as a computer accessible library service?

Use of Computers

Will response time on computer equipment used at home be fast enough to allow for required productivity? If network access is needed, does the correct connectivity exist? Has the employee completed training for and demonstrated an adequate level of skill in use of the computer and software that will be used for remote work?

Special Equipment

What portion of the job relies upon access to photocopiers, fax capabilities or other specialized equipment? Can access be managed to allow needs to be met on other work days?

Information Security

What portion of the job uses secured or otherwise confidential information and can the integrity of that information be secured in accordance with information security policies?

Travel

Does the job involve travel? Can trips begin or end at the employee's off-site office rather than at the district location?

III. RESPONSIBILITIES

Vice Presidents

Administer the remote work program in their respective departments, including ensuring compliance with all applicable policies and procedures; identifying positions suitable for the remote work option, and determining, in consultation with IT, whether the department should provide equipment and software.

The district equipment and software provided at the remote worksite will be the same as that which is provided at the District worksite. Provision of additional equipment or software for remote work will normally be by exception and when the vice president determines there is a clear benefit to the employee and/or the District. In all cases, an Equipment Use Agreement form must be completed and signed by the employee, supervisor, IT, and vice president before the remote work schedule begins. Schedule changes are to be approved by the appropriate vice president.

Directors, Deans, Managers, and Supervisors

- Determine if proposals for their employees to work remote are likely to contribute to the district's objectives, while maintaining or improving program efficiency,

productivity, service, benefits, and safety conditions.

- Ensure that employees who remain in the office are not burdened by being required to handle the assignments ordinarily shared by those working remotely (i.e., answering telephone calls, dispensing information, etc.).
- Provide specific, measurable, and attainable performance expectations for the remote worker; define in detail, assignments, corresponding deadlines, and the quality of work expected.
- Provide for employee training in use of equipment and software as required for the employee to function effectively and independently.
- Inform employees that failure to comply with policy and procedures may be cause for terminating participation in the remote work program and/or possible disciplinary action.
- Submit all completed and signed forms as a packet to the appropriate administrator for consideration and obtain vice president approval.
- If approved, provide employee with copies of the employee's Safety Checklist, Supervisor's Checklist, Remote Work Agreement, and, Equipment Use Agreement.
- Send original forms to Human Resources for placement in the employee's personnel file.

Remote Workers:

- When working remote is determined to be a viable option, work with supervisor to develop an acceptable agreement.
- Abide by the provisions set forth in the Remote Work Policy and Procedures.
- Adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security as outlined in "Information Security."
- Acquire the skills necessary to meet district requirements while working independently at the remote site.
- Establish and maintain an acceptable and safe home office environment as outlined in "Work Environment Criteria" and "Setting up a Home Office." Employees are required to complete the "Safety Checklist" and certify to its accuracy annually when the Agreement is renewed.
- Establish, operate and maintain the home office, equipment, devices, and services associated with the remote work arrangement.
- Repair and/or replace at own expense any district-owned equipment that is damaged, lost, or stolen due to inattention; report malfunction of any district-owned computer hardware or software to IT; report damage, malfunction, loss or theft of any district-owned equipment to the supervisor immediately.
- Adhere to all district policies, with special attention to the Computer and Network Use Policy BP 2067.
- Do not hold any physical district business related meetings or receive visitors related to district business at the remote work site.
- Comply with Tax laws. The district is not responsible for substantiating an employee's claim of tax deductions for operation of a home office used to perform district work. Employees should seek advice from a tax advisor concerning home office deductions.

- Comply with the district's procedures governing travel - the employee's personal auto liability coverage is primary.

Human Resources Office

- Assist employees and management in understanding the Remote Work Policy and Procedures.
- Maintain and update the Remote Work Policy and Procedures as needed.
- Maintain appropriate paperwork in the employee's personnel file.

Information Technology (IT)

- Approve any district-purchased software or hardware installed for the Remote Work option to ensure that it is in accordance with software copyright laws and compatible with district software standards.
- Provide general oversight regarding equipment and other information and computer needs associated with remote work.
- Provide guidelines defining the appropriate data communications equipment, software and services for remote work. On campus operations will take first priority.
- Meet with employees to review hardware, software, and information security requirements.

IV. REMOTE WORK SCHEDULING

Regular Schedule

Remote work schedule means an established schedule of days per week or month. A regular remote work schedule must be established prior to the start of the work arrangement and must be mutually agreed to by the employee and the supervisor. Any change in the agreed upon schedule must be approved by the supervisor, and when established, documented and appended to the Remote Work Agreement. The supervisor and the employee must take actions to prevent the employee from becoming isolated from other staff.

An employee must forego working remotely if needed in the office in order to meet the work goals of their unit or department, or the needs of the district. The employee may also be called in to the office when necessary to meet operational needs. The manager or supervisor should provide reasonable notice whenever possible. However, due to unforeseen circumstances or an immediate need, the employee may be required to report to the office without advance notice.

While working remotely, employees must be accessible for communication (e.g., telephone, e-mail, etc.) during their scheduled work hours. Supervisors are to articulate expectations regarding employee response time, preferred method of communication, and the frequency in which an employee is expected to communicate with their supervisor.

Full time remote work may be permissible and depends on the needs of the job and demonstration of a clear benefit to the district's objectives and operations.

Temporary Schedule

Employees may be allowed to work remotely on a temporary basis as their assignment permits. Circumstances that may be appropriate for “temporary” remote include, but are not limited to:

- Special project work which requires a period of uninterrupted time.
- While all reasonable commute routes are blocked (i.e., major construction, storm, or disaster).
- Primary work site is inaccessible or uninhabitable.
- A short-term, temporary remote work agreement between a supervisor and an employee does not require the completion of an annual Remote Work Agreement or Safety Checklist. The supervisor must send written notification specifying dates, times, and reasons to the vice president at the start of a temporary remote work schedule. A temporary remote work schedule is one that is no more than two work weeks (10 days).

Official Worksite

The official worksite for an employee remains the place where they would normally work (District work site), not their remote work location.

Travel and Travel Time

Mileage reimbursement will not be provided for travel between the home office and the District location for employees working remotely. Travel time to and from work does not constitute hours worked. (29 C.F.R sec. 785.35). Travel from home to a work site before the regular workday and return travels home at the end of the work day, are considered ordinary home-to-work travel, which is a normal incident of employment and not considered work time. If, however, travel occurs after an employee’s first principal activity in the workday, the “continuous workday” rule will make such travel compensable. (29 C.F.R. sec. 790.6(a).)

Hours of Work and Overtime

Terms and conditions of collective bargaining unit agreements apply to the remote work program.

Equipment, Software, Services, Maintenance, Repair, and Replacement

The district will provide a lap top and load the essential software needed for remote work and to complete work assignments. Employee owned equipment should not be used for remote work unless prior approval is granted. If use of personal hardware or software is approved, the selection, installation, maintenance, repair or replacement of employee-owned equipment and software is the responsibility of the employee. Computer equipment will be configured by IT and will be compatible with the district’s information technology infrastructure. In the event of equipment malfunction, the employee must notify their supervisor immediately. If repairs will take some time, the employee may be asked to report to the district until the equipment is usable.

District-owned equipment and services are to be used only for district business. The

employee must repair and/or replace at own expense any district-owned equipment that is damaged, lost, or stolen due to inattention. District equipment, files, etc., should not be left in vehicles or unattended. Confidential employee or student information shall not be stored on personal equipment or files and must be protected in the same manner used at the district work site

Work Environment Criteria

The opportunity to participate in a remote work program is offered with the understanding that it is the responsibility of the employee to ensure that a healthy work environment is maintained:

- Designate an area that allows for working with limited interruptions. The equipment necessary to perform the work should be in the designated work area.
- Obtain pre-approval from the supervisor for use of vacation time or sick leave to attend to family or home matters during work hours.
- Ensure that the home office is a safe place to work. See "Setting up A Home Office."

Information Security

Security of confidential information is of primary concern and importance to the district. All district employees, are expected to adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security. The following are basic information security guidelines:

- Use district information only for authorized purposes, and ensure that confidential information is not disclosed to any unauthorized person.
- Back up critical information on a regular basis to assure the information can be recovered if the primary source is damaged or destroyed. IT will advise you of the process for backing up information.
- Use "logon" passwords on all systems containing confidential information and keep those passwords secure.
- Use the latest virus protection software provided by the District to prepare information for subsequent use on district systems.
- Return material (paper documents, flash drives, etc.) containing all confidential information to the district for proper handling or disposal, if necessary.
- Adhere to copyright laws by not copying or sharing any district owned software when no longer employed by the district, remove all such software from the home computer and return any software media to the District.
- Use the college e-mail account only for District business conducted during work hours. Sensitive data must be afforded the same degree of security and confidentiality as when working at the primary worksite.
- Conversations, emails, etc., that include confidential information should be conducted in a secure and private work environment.

Health and Safety

Failure to maintain a proper and safe work environment, in accordance with this policy, may be cause for terminating the remote work program for the employee. If an employee

incurs a work-related injury in the approved “home office” portion of the house during agreed upon work hours, workers’ compensation laws and rules apply just as they would if such an injury occurred at the District work site. However, if the injury occurs in another portion of the home, even if it occurs during work hours, it will not be covered under workers’ compensation laws. Employees must notify their supervisors immediately and complete all necessary documents regarding a work-related injury, or regarding an injury that occurred during working hours.

Setting up a Home Office

It is important for all employees to maintain a healthy, safe and ergonomically sound work environment while working in the office or at a remote location. The major difference between the employer's office and the home office is ownership and control over the workplace.

A "Safety Checklist" must be completed by the employee and discussed with their supervisor prior to beginning the remote work program.

Protecting Data and Equipment

The following computer safeguards can prevent costly computer breakdowns and the loss of crucial data:

- Position equipment away from direct sunlight or heat.
- Place equipment on well-ventilated surfaces.
- Dust the office space regularly and use dust covers.
- Do not eat or drink near data or equipment.
- Keep flash drives away from heat, dirt, smoke and moisture.
- Keep all magnets, magnetic paper clip holders, fluorescent lamps and electric motors away from computer equipment and flash drives.

Fire Protection

- Smoke Detectors - The Health and Safety Code, Sections 13113.7 and 13113.8 require that dwellings be provided with smoke detectors. Employees are responsible for assuring home compliance with these requirements. Smoke detectors placed in the home work area must meet the following criteria;
 - Detectors must be placed in locations, which monitor the work area, and any electronic equipment used to support telecommuting.
 - Detectors must be approved by Underwriter's Laboratory (UL) and/or State Fire Marshall, and have a functional test mechanism.
 - Detectors should be tested at the time of installation and on a monthly basis. Detectors which are wired into the house electrical system and have a battery backup should be checked with main power both on and off. Battery operated detectors should be cleaned and equipped with fresh batteries, as recommended by the manufacturer.
- Fire Extinguisher - The designated work area must be equipped with an UL approved ABC fire extinguisher with dry chemical agent capable of fighting Class "A," (Trash, Wood, Paper) "B," (Liquids), and "C" (Electrical Equipment) type fires. Employees are responsible for assuring home compliance with this requirement. The fully charged extinguisher should be made easily and readily

accessible near the work area (no more than 10 feet).

Checklists and Agreement

These procedures are to be followed prior to the start of a remote work schedule. The employee submits a written request to their immediate supervisor, who will discuss the proposal with their manager. If the proposal is possible, the following steps should be followed:

- A Safety Checklist is completed, signed, and dated by the employee.
- The employee submits the signed Safety Checklist to their supervisor.
- The supervisor either denies the Safety Checklist and returns it to the employee, or approves it, provides a copy to the employee and sends the original to Human Resources.
- The supervisor completes the Supervisor's Checklist. The employee and supervisor sign and date the form. The supervisor provides the employee with a copy and sends the original to Human Resources.
- The employee completes an Equipment Use Agreement. The employee and supervisor sign and date the form. The supervisor forwards the form to the appropriate vice president for approval. If the vice president approves, a copy is sent to the employee and the original is sent to Human Resources.

The supervisor and the employee complete a Remote Work Agreement. The agreement is signed and dated by the employee and the supervisor, who attaches all original forms and forwards the packet for approval to the director/manager/dean and then to the appropriate vice president, who makes the final decision regarding the Remote Work Agreement. If the vice president approves, a copy is sent to the employee and the original is sent to Human Resources. The decision by the appropriate vice president shall be final.