

## ***Policy 220: Teleworking***

### **I. PURPOSE**

The purpose of this policy is to provide a framework for establishing, evaluating, and authorizing teleworking arrangements where advantageous and appropriate. Where feasible, teleworking may help attract and retain a talented work force, improve productivity and job satisfaction, increase customer service, enhance work/life balance, as well as decrease carbon emissions, parking issues and operating costs.

### **II. SCOPE**

This policy applies to all employees of Spokane County, hereafter referred to as County. Each teleworking arrangement is considered on a case-by-case basis, and each employee must meet and maintain eligibility requirements. Teleworking employees must comply with all County policies and consistently demonstrate County organizational values of respect, accountability, integrity and innovation in meeting the performance and behavioral standards of their respective position.

### **III. POLICY**

The County supports teleworking as an alternative work arrangement and recognizes it to be a viable, flexible, sustainable work option when the employee, the position, and the specific work performed at any given time are suited to such an arrangement.

Teleworking arrangements can be temporary or a formal, recurring schedule where the employee works at a location other than a centralized worksite. Either an employee or a supervisor can propose teleworking as a possible work arrangement. In some cases, teleworking may be a condition of employment. The approval of each teleworking arrangement is at the sole discretion of the Elected Official/Department Head.

Each County department may develop additional teleworking requirements, guidelines, or procedures, provided they are consistent with the intent of this policy and approved by Human Resources and Risk Management prior to implementation. Teleworking employees must comply with all County policies and behavioral standards.

### **IV. GENERAL CONDITIONS OF TELEWORKING ARRANGEMENTS**

**Eligibility:** Each Elected Official, Department Head and/or their designee, hereafter known as supervisor, has sole discretion in determining whether a position and/or an employee is eligible for teleworking. Some employees, positions, or specific work performed at any given time may not be eligible. The criteria below are not meant to be an exhaustive or mandatory list. The supervisor has the sole discretion to determine feasibility of a teleworking arrangement using the following criteria as a guide.

#### **1. Employee:** Is the employee a good candidate for teleworking?

Some employees may be better suited than others to manage the unique requirements of teleworking. Supervisors should consider whether the employee has a record of high productivity and performance and has demonstrated:

- Consistent compliance with all organizational and departmental policies and work rules
- A commitment to actively uphold the County values of respect, accountability, integrity and innovation in their daily work and interactions
- Effective communication with supervisors, coworkers, and customers
- Ability to work with minimal supervision

- Effective time management
- Ability to achieve and maintain a high level of skill and knowledge of the job
- Ability to prioritize work and meet deadlines

2. **Position:** Is the position suitable for teleworking?

Telework may be suitable when the duties of the position:

- Are independent in nature
- Are primarily knowledge-based
- Lend themselves to measurable deliverables
- Support Countywide internal and external customer service needs using methods other than face-to-face interaction

3. **Work Performed:** The specific work required of an employee or position may change over time in response to seasonal workflow demands, staff team changes, special assignments, or other factors. Therefore, teleworking arrangements may be appropriate at certain times and not others.

Telework may be suitable when the specific work demands at any certain time:

- Allow for limited or infrequent in-person interaction
- Do not require a significant amount of the employee's immediate physical presence at a work location
- Can effectively support department processes, workflow, and customer service in a telework environment
- Do not require the use of specialized technologies or equipment (that would be challenging to obtain, maintain, access or utilize in a telework environment)
- Work performed can be done in a paperless work environment

4. **Other Considerations:**

Equipment: Can equipment, technology and physical workspace needs be met in a teleworking environment?

Teleworking employees must be able to ensure:

- Reliable internet connectivity and speed to support work demands and position
- Compliance with confidentiality requirements
- A safe workspace that offers minimal interruptions or distractions affecting work performance.

Telework Location: Are there tax, benefit, labor law, or other legal implications?

- The primary teleworking location must be mutually agreed upon by County and employee.
- Careful consideration must be taken to ensure telework arrangements outside Spokane County meet the applicable administrative Federal, State, and Local compliance requirements and licenses.
- Assuming availability and response requirements set forth by the department are met, telework arrangements outside Washington and Idaho must be approved by both Human Resources and Risk Management.

**Hours of Work/Availability:** Each teleworking arrangement will include hours of work within an established work week. Teleworking involves a cooperative, good-faith agreement that the teleworking employee will maintain the assigned schedule and perform productive work during the designated business hours or confirmed schedule. The teleworking employee agrees to minimize engaging in personal business or activities beyond the extent considered reasonable at a County worksite. When the established hours of work and work week fall outside the typical hours/days, the IT Department will be consulted to ensure that adequate support and system availability may be provided. Just as the employee would do at a central worksite, an overtime eligible teleworking employee must accurately record hours worked using the time-keeping method applicable to their department (including recording sick, vacation, PTO hours, etc.) as required by employment status. If a teleworking employee is unable to work due to illness or personal issues, that time must be reported, just as it would on a non-teleworking schedule. Any comp time accrual or overtime hours require pre-approval of the teleworking employee's supervisor.

When teleworking, it's important all parties understand the expectations regarding communication, responsiveness and availability during the employee's workday. A teleworking employee must be available during scheduled work hours by phone, email or other specified methods of communication with their supervisor, coworkers and others with whom job-related communication is necessary. Communication between a teleworking employee and their supervisor will be in a manner and frequency appropriate for the position and individuals involved.

Within each workday, teleworking employees are required to take rest breaks and meal periods, consistent with employment status and County policy.

**Work Travel:** While departments are encouraged to first utilize available technologies prior to requiring an employee to report to the central worksite, there may be times when the teleworking employee's physical presence is necessary. When requested, the teleworking employee will attend job-related meetings, training sessions, etc. at the County campus (or location designated by the supervisor).

When an employee is required to report to the central worksite at the beginning of their scheduled workday, the travel time between the employees telework location and the central worksite will be considered their normal commute and the time will not be compensable; similarly, if an employee ends their workday at the central worksite, the drive home afterward is their normal commute. When an employee begins their scheduled workday by performing work at the telework location and is then required to report to the central worksite mid-shift, the time spent traveling between the telework location and the central worksite will be considered hours worked. If the employee then returns to the telework location to complete their scheduled shift, the time spent traveling between the central worksite and the telework location will be considered hours worked.

Any employee utilizing their personal vehicle for work travel during the course of their scheduled workday is required to comply with all conditions listed in Policy 630- Vehicle Use Policy- County & Privately-Owned Vehicles, including but not limited to insurance coverage requirements and completion of Defensive Driver or EVOC training every three (3) years. Reporting to /from the central worksite mid-shift is considered work travel.

For any questions regarding the potential compensation implications of travel time when an employee is required to report to the central worksite, the department must consult with Human Resources.

**Productivity and Performance Expectations:** All employees will be held to the same performance standards regardless of work location. The supervisor is responsible for establishing productivity and performance standards, as well as the communication and monitoring tools used. Prior to beginning the teleworking arrangement, both the supervisor and teleworking employee will discuss and agree to how the productivity and performance expectations will be measured.

**Workspace, Equipment and Office Supplies:**

**Telecommuting Workspace**

Teleworkers are responsible for establishing and maintaining a safe workspace that offers minimal interruptions or distractions affecting work performance. The employee is responsible for costs associated with the setup of the telework workspace (remodeling, furniture or lighting, repairs or modifications to the workspace); however, the County may provide additional equipment required for the position and cover certain costs on a case-by-case basis. Requests for workspace modifications made under the Americans with Disabilities Act (ADA) will be processed in compliance with County policy.

**Central Worksite/Collaboration Center**

The availability of a designated workspace at the central worksite will depend upon the nature of work performed and the percentage of time an employee teleworks. Full time teleworkers may be limited to a temporary, reservable workspace versus an assigned cubicle/office.

**Office Supplies**

The County will supply teleworking employees with appropriate office supplies (pen, paper, etc.) as needed for their position and the work performed.

**Additional equipment or expenses**

With preapproval, the County may cover certain business-related expenses (ex: long-distance phone calls and postage/shipping costs) on a case-by-case basis and consistent with County policy and procedures.

**Teleworking expectations**

Prospective teleworkers are encouraged to discuss expectations of teleworking with household members prior to entering into a telework agreement. It is important the employee understand the expectations and impacts of a teleworking arrangement from the onset, to support its success.

Teleworking is not designed to be a replacement for appropriate dependent care. Although an individual employee's schedule may be modified to accommodate child or other dependent care responsibilities with supervisor approval, the focus of the arrangement must remain on job performance and meeting business needs.

**Technology, Support and Requirements:** The supervisor will determine the appropriate technology and equipment needs (hardware, software, modems, phone, type of internet connectivity, and minimum upload speeds, etc.) for each teleworking arrangement. These needs may change over time. Solutions will be explored to prevent the purchase of additional equipment (i.e., go paperless rather than use a printer or scanner at the teleworking location). The Information Technology (IT) Department will serve as a primary resource and will approve all teleworking equipment. For current requirements and information, refer to Information Technology Teleworking documents on IT's intranet page.

Technology/Equipment supplied by the County will be maintained by the County at the central worksite and must be used for business purposes only. The teleworking employee may be required to return and/or deliver County-supplied equipment to the central worksite for maintenance, update and/or repair. The teleworking employee agrees to protect the items from damage or theft. County employees who telecommute are subject to the same county policies regarding the use of county provided equipment as that of employees at the centrally located worksite. All Spokane County property will be returned to the county when the telecommuting arrangement is no longer valid, if the equipment is no longer needed to do their work, if employment with the county is terminated, or as requested, unless other arrangements have been made. County equipment at teleworking locations will be tracked by the department.

Technology/Equipment supplied by the teleworking employee, if deemed appropriate by the County and approved by the IT department, will be maintained by the employee. Spokane County accepts no responsibility for damage, maintenance or repairs to employee-owned equipment. Reliable internet connectivity and speed to support work demands and position will be paid by the employee.

**Staying Connected:** Although working from an alternate location, teleworking employees are members of a department team and the larger Spokane County organization. Teleworking employees must maintain the same level of coordination, communication and connectivity with their coworkers, customers, and partners as would be expected in a centralized office environment. Becoming proficient in the tools necessary to do this in a virtual environment is essential.

**Work Product Security:** Consistent with the County's expectations of information security for employees working at the office, teleworking employees are expected to ensure the protection and safeguarding of any confidential information accessible from their workspace. Employees may not disclose confidential or private files, records, materials, or information, and may not allow access to County networks or databases to anyone who is not authorized to have access. Security steps may include locking your PC when away, regular password maintenance, and any other measures appropriate for the job and the working environment.

The employee is responsible for the security of all confidential information consistent with county policies. When handling particularly sensitive materials, a department may require teleworking employees to work in a location consistent with the employee's certification, such as Criminal Justice Information System requirements. The use of paper should be minimal, taking advantage of electronic means for storing documents. Departments may prohibit employees from printing confidential information in teleworking locations to avoid breaches of confidentiality. The IT Department will serve as a resource for paperless solutions. Documents must be disposed of in a manner appropriate with the content and consistent with county and departmental policy.

**Record Retention:** All files, records, papers, or other materials created while teleworking become County property and must be retained (either in hard copy or electronically) consistent with the Washington State Archives CORE record retention rules and/or county policy. All electronic documents must be saved to the County network, and not maintained on an employee's personal computer. Each department will determine the appropriate storage method and location for documents not electronically saved.

**Personal Safety:** Teleworking employees are expected to maintain a safe workspace, free from recognized hazards. Teleworking employees are provided industrial injury/illness coverage by the County's Self-Insured Workers' Compensation Program for job-related injuries and illnesses that occur in the course and scope of

employment. All employee injuries/illnesses must be reported in accordance with Section 1.7 (Accident/Incident Reporting) of the Accident Prevention Program.

Online workspace ergonomic training and safety checklists are available on the Risk Management page of the County’s intranet site.

**Third-Party Liability:** When the work site is in the home, the employee is responsible for injuries and/or property damage to third parties. Employees are encouraged to review their homeowner's insurance policy to ensure they have appropriate coverage and loss limits for potential claims against their policy.

Upon request from the employee’s supervisor, Risk Management Department staff are available to conduct remote worksite safety and hazard assessments.

**V. PROCEDURE**

If, after thoroughly vetting the guidelines above, the employee and supervisor agree on the feasibility of a teleworking arrangement, a teleworking agreement will be prepared and signed by all parties. At the supervisor’s sole discretion, they may consider allowing the employee to telework on a trial basis. A supervisor should establish a review period after which a decision can be made about an ongoing arrangement.

**VI. TERMINATION OF TELEWORK ARRANGEMENT**

It is important to note a teleworking arrangement may be discontinued at any time. Such arrangements may be altered or canceled to meet changing demands of the workplace, as well as the employee’s individual circumstances and should not be treated as a permanent agreement.

- Teleworking arrangements may be reevaluated at any time by the supervisor and employee to determine continued eligibility.
- Teleworking arrangements may be adjusted or cancelled when the supervisor determines the arrangement to no longer be viable.
- Every effort will be made to provide advance notice of an adjustment or cancellation in consideration of the potential impacts to the employee. There may be instances when no notice from the supervisor is possible.
- The adjustment or cancellation of a telework arrangement will be documented.

**VII. RELATED POLICIES**

Policy 22: Americans With Disabilities Act	Policy 630: Vehicle Use Policy- County & Privately-Owned Vehicles
Policy 110: Exempt/Non-Exempt Employees	Policy 710: Standards of Conduct
Policy 210: Hours of Work and Pay Periods	Policy 718: Fraud, Theft & Misuse
Policy 211: Overtime: Non-Exempt Employees	Policy 725: Use of County Equipment & Resources
Policy 212: Time Sheet & Missed Breaks	



# **TELEWORK FAQ**

**1. Who is eligible to telework?**

Each Elected Official/Department Head has sole discretion in determining whether an employee and/or position is eligible for teleworking (telework is not a universal entitlement). Considerations may include: a) if the employee themselves is a good candidate, b) if the duties of the employee's position are suitable for telework; c) if equipment, technology and physical workspace needs can be met, including reliable internet connectivity and speed.

**2. Do all of the criteria listed in the eligibility section of the policy need to be met for an employee to be eligible?**

No. The criteria listed in the policy are provided as examples; they are not intended to be an exhaustive or mandatory list of requirements. Each supervisor has the sole discretion to determine if a teleworking arrangement is feasible for a given employee and position. The criteria are provided as a guide for that evaluation process.

**3. What may be considered in determining if an employee is a good candidate for teleworking?**

The supervisor may consider if the employee works well independently, if they maintain open and effective communication, if they manage time well/meet deadlines, if they consistently adhere to organizational and department policies and work rules, etc.

**4. Is every position at Spokane County eligible for telework?**

No. The duties of certain positions do not lend themselves to working beyond the central worksite. Considerations may include the need for face-to-face customer service delivery, the required use of equipment/technology that is located at the central worksite, etc. Additionally, position eligibility may shift over time- from one season to another, from one project to another, etc. It should also be noted that while the duties of a position may lend themselves to telework, the employee may not otherwise meet the eligibility requirements- thus, telework would not be approved.

**5. Can a County department institute additional telework requirements, beyond those listed in the policy?**

Yes. Individual departments may have unique needs that necessitate additional requirements to ensure teleworkers' duties can be performed in accordance with department policies. Departments may have policies and procedures supplementing those found in the County Telework Policy.

**6. Does an employee need to disclose their proposed telework location to their supervisor?**

Yes. The telework location needs to be mutually agreed upon with the supervisor and employee to ensure network security, information security, physical workspace, etc. requirements are met.

**7. Can an employee's teleworking location be outside the Spokane area?**

This will be evaluated on a case by case basis. Because there are unique requirements that come with working in another county, city or state, ongoing telework is only allowed within Washington and Idaho. Additionally, each department may place parameters around reporting time (e.g. an employee must be able

to report to the central work site within 1 hour, if required to do so). These reporting requirements may impact the approval of a telework location. Prior to entering into an out-of-area teleworking arrangement, Human Resources and Risk Management must be consulted.

**8. Can a teleworking employee be required to report to the central worksite?**

Yes. When requested, the teleworking employee may be required to attend job-related meetings, training sessions, etc. at the central worksite (or location designated by the supervisor). Departments are encouraged to first utilize available technologies prior to requiring an employee to report to the central worksite, as there may be work travel and compensation implications to consider.

**9. If an employee is required to report to the central worksite *mid-shift*, where the travel to and from the central worksite is not considered their daily commute, are there any vehicle use requirements?**

Yes. Reporting to/from the central worksite mid-shift is considered work travel. Any employee utilizing their personal vehicle for work travel during the course of their scheduled workday is required to comply with all conditions listed in Policy 630- Vehicle Use Policy- County & Privately-Owned Vehicles, including but not limited to insurance coverage requirements and completion of Defensive Driver or EVOC training every three (3) years. Additionally, consistent with County policy, an employee may request mileage reimbursement in these situations.

**10. Is it necessary for an employee who only teleworks sporadically to have a written telework agreement in place?**

Yes. Because the same requirements/parameters apply regardless of the frequency of telework, every participating employee needs to have a written agreement in place.

**Hours of Work/Availability**

**11. Must specific hours of work be included in the teleworking arrangement?**

Yes. All overtime-eligible employees (whether teleworking or not) have a defined work week and specific days/hours of work within that week. A teleworking employee agrees to maintain and adhere to the designated hours listed in the agreement. Additionally, teleworking employees are required to take rest breaks and meal periods, consistent with their employment status and County policy. Non-union, FLSA exempt employees have more flexibility but will coordinate with their supervisor to have designated hours of expected availability to meet organizational needs during core business hours.

**12. Is teleworking a part time or full-time arrangement?**

Telework may be a full-time arrangement, or the employee may work a hybrid schedule (some days at the central work site, some days of telework). As stated above, the specific schedule will be noted in the Telework Agreement and may change over time, depending on organizational needs.

**13. When the established hours of work and work week fall outside the typical Monday-Friday, 8:30am- 5pm schedule, are there any additional considerations?**

Yes. The IT department should be consulted to ensure adequate support and system availability. The intent of telework is not to alter an employee's normal schedule/hours of work. While not the norm, there may be arrangements where the supervisor and employee agree on a less common schedule if organizational and work demands can be met.



**14. How is leave handled with employees who telework (sick, vacation, PTO, etc.)?**

Leave will be handled in the same way it is handled for an employee working at the central worksite, including expected adherence to the appropriate request/notification/call-in protocols applicable to the employee's position and department. All leave time must be accurately reported and accounted for.

**Productivity and Performance Expectations**

**15. Are there different productivity and performance standards for teleworking employees?**

No. The same level of performance is expected, regardless of an employee's work location- including the same level of availability, responsiveness, productivity, work quality, etc.

**16. Is communication more important in a teleworking arrangement than an onsite arrangement?**

While open and effective communication is always important, it becomes even more so when face-to-face interactions are limited (as with telework arrangements). It is expected teleworking employees will utilize available technologies to maintain robust lines of communication during scheduled work hours with their supervisor, coworkers and others with whom job-related communication is necessary. The teleworking agreement will include the specific expectations regarding communication.

**17. As a supervisor, how do I know an employee is really working at home?**

Teleworking involves a cooperative, good-faith agreement that the teleworking employee will maintain their assigned schedule and perform productive work during their scheduled work hours. Monitoring productivity in a telework environment involves a paradigm shift; while a supervisor is unable to actively observe an employee working at their desk, the focus shifts to assessing the employee's productivity through a variety of measurement tools: key performance indicators (KPI's), structured daily/weekly check-ins, work status reports, action plans, etc. Prior to beginning a teleworking arrangement, the supervisor and employee will ensure there is clarity around how productivity and performance expectations will be monitored and measured.

**18. Is teleworking a replacement for appropriate dependent care?**

No. During scheduled work hours, teleworkers are expected to have dependent care arrangements in place. While an occasional, brief interruption may occur when a dependent is present in the home, teleworkers must be careful to keep interruptions to a minimum to avoid disruptions in their work performance.

**Workspace, Equipment and Office Supplies**

**19. What office supplies will Spokane County provide to teleworkers?**

Appropriate office supplies will be provided as needed for the position and the work performed.

**20. Are there situations where Spokane County will provide additional equipment or pay business-related expenses?**

Yes. With preapproval, the County may cover certain business-related expenses on a case-by-case basis consistent with County policy and procedures.

**21. Can an employee who uses a portion of his/her home for business qualify for any Federal Tax deductions?**

Spokane County is not qualified to provide tax advice on the question of whether a telework arrangement qualifies for a Federal tax deduction. For more specific information about the tax implications of telework, please consult with a qualified tax preparer.

**Technology, Support and Requirements:**

**22. Who determines what County equipment is to be used at a telework location?**

The supervisor will determine the appropriate technology to be used at the telework location. The IT Department is to be used as a primary resource and will approve all teleworking equipment.

**23. Where can I find information about connectivity requirements?**

Current teleworker connection information, troubleshooting ideas and technical requirements can be found on the IT Department's CountyIDEAS page in the IT Teleworking Documents section.

**24. How often is County-owned Teleworking equipment inventoried?**

All assets and equipment taken to a teleworking location must be inventoried. The frequency of inventories of County assets taken to a teleworking location are determined by the Auditor's Department.

**25. Will the IT Department service approved teleworking equipment that is owned and provided by the teleworker?**

No. The teleworker is responsible for maintaining equipment the teleworker provides. Additionally, the IT Department will not provide technical support for internet connectivity problems resulting from issues with the teleworker's internet provider.

**26. Must the teleworker pay for internet connectivity at the teleworking location?**

Yes. The teleworker is responsible to pay for reliable internet connectivity and speed to support work demands and position.

**Work Product Security**

**27. How will the teleworker handle private/confidential materials?**

The teleworker is responsible to ensure the protection and safeguarding of any confidential information accessible from the teleworking location. The teleworker may not provide access or disclose private files, records, materials or information to anyone who is not authorized. The teleworker is responsible for security of all confidential information consistent with County policies. Teleworkers should take advantage of storing documents on the County network. The IT Department is a resource for paperless solutions.

**Record Retention**

**28. Can the teleworker save electronic documents on a personal device?**

No. All electronic documents must be saved to the County network. County documents and work product should not be stored on the teleworker's personal computer or equipment.

## **Personal Safety**

### **29. Who is expected to ensure a safe workspace is maintained to prevent injuries or illnesses?**

It is the teleworking employee's responsibility to maintain a safe workspace, free from recognized hazards. Additionally, it is important for the supervisor to inform the employee of resources available through Spokane County Risk management to mitigate risks.

## **Procedure**

### **30. Can the supervisor establish an initial trial basis for a teleworking arrangement?**

Yes, a teleworking trial period may be established to ensure organizational needs can be met through such an arrangement, and that teleworking is a good fit for the employee, the work performed and the department.

### **31. How often are teleworking arrangements renewed with an employee?**

Teleworking arrangements may be reevaluated at any time. However, a specific review date may be established and noted in the agreement to ensure continuity within the agreement.

## **Termination of Telework Arrangements**

### **32. What if telework does not work out?**

Telework arrangements may be modified or discontinued at any time due to operational demands, a change in available technologies, the employee's individual circumstances, performance issues, etc. Every effort will be made to provide advance notice of an adjustment or cancellation in consideration of the potential impacts to the employee.



# TELEWORK ELIGIBILITY CHECKLIST

Employee Name:

Date:

Classification:

Department:

**Instructions: Use this checklist to assist you in evaluating eligibility requirements prior to entering into a telework arrangement. Refer to Teleworking Policy 220 for additional detail.**

**Employee Considerations- Does the employee consistently demonstrate?**

- a record of high productivity and performance
- compliance with all organizational and departmental policies and work rules
- a commitment to actively uphold the County values in their daily work and interactions
- effective communication with supervisors, coworkers and customers
- the ability to work with minimal supervision
- effective time management
- the ability to achieve and maintain a high level of skill and knowledge of the job
- the ability to prioritize work and meet deadlines

**Position Considerations- Are the duties of the position?**

- independent in nature
- primarily knowledge-based
- aligned with measurable deliverables
- able to support Countywide internal/external customer service needs using methods other than face-face interaction

**Work Performed- Do the specific work demands, at the time the telework arrangement is contemplated?**

- allow for limited or infrequent in-person interaction
- require a minimal amount of the employee's physical presence at the work location
- effectively support the department's mission in a telework environment
- not require the use of specialized technologies
- have the ability for work to be performed in a paperless work environment

**Other Considerations**

**Is the teleworking employee able to ensure?**

- reliable internet connectivity and speed to support work demands and position
- compliance with confidentiality requirements
- a safe workspace that offers minimal interruptions/distractions affecting work performance

**Is the primary teleworking location?**

- mutually agreed upon by County and employee

NOTE: Assuming availability and response requirements set forth by the department are met, telework arrangements outside Washington and Idaho must be approved by both HR and Risk Management. Consideration must be given to ensure telework arrangements outside Spokane County meet Federal, State and local compliance requirements.

**Additional departmental eligibility requirements: \_\_\_\_\_**

Review completed by: \_\_\_\_\_

Date: \_\_\_\_\_

Approved: Y/N

Notes:

Yes      No



# TELEWORK AGREEMENT

Spokane County supports teleworking arrangements and allows departments to implement such arrangements for employees meeting eligibility criteria. This agreement is intended to ensure both the supervisor and the employee have a clear, shared understanding of the terms and conditions of the employee's telework arrangement.

Employee Name:	Job Title/Classification:
Department:	Supervisor:
Primary Telework Site Address:	
<input type="checkbox"/> Non-Represented/Non-Union <input type="checkbox"/> Represented/Union Local:	<input type="checkbox"/> FLSA Exempt (Salaried) <input type="checkbox"/> Non-Exempt/Overtime Eligible
Telework arrangement (select one): <input type="radio"/> Recurring (*see scheduled work hours) <input type="radio"/> Varies/occasional	Telework arrangement effective dates: Start date End date, if applicable Indefinite Review Date

Scheduled work hours*				
Day	Telework Day?	Start Time	End Time	Location
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Other:				

\*For non-union, FLSA exempt employees (non-overtime eligible), this section does not denote *scheduled* work hours; the supervisor will list hours of expected availability to meet organizational needs during core business hours.

Expectations for a teleworking employee:

- To be available, responsive and productive during scheduled work hours.
- Duties, obligations, and responsibilities are the same as what would be performed at the central worksite, including the obligation to respond to voicemail, e-mail and other messages in a timely manner.
- While teleworking, work will be performed at the above-listed location(s) during the designated telework work schedule, unless the employee has received prior approval to temporarily work elsewhere.
- The employee will observe required rest and meal periods consistent with employment status and County policy.
- Any time off or overtime must be prearranged, preapproved and recorded according to applicable policies, department guidelines, union contract terms, etc.

**Productivity/Performance Expectations:**

Each teleworking employee is required to maintain the same level of productivity and performance (quality, quantity, timeliness) as they would at the central work site. List below the cadence for how work progress is communicated, and productivity/performance will be managed and assessed (e.g. structured daily or weekly check-ins, work status reports, dashboards, action plans).

**Work Product Security/Retention**

Each teleworking employee agrees to ensure the protection and safeguarding of any confidential information and documents (in both physical and digital format) accessible within their telework site, including preventing unauthorized access to any County system or information, and disposal of work-related documents in an appropriate manner. List below any specific security or record retention requirements, and the required safeguarding method(s).

**Technology Support & Requirements/ Equipment & Supplies**

Teleworking employees are required to provide and maintain reliable internet connectivity and speed to support their work demands and position for the duration of the telework arrangement. In the event of equipment failure or service interruption, the employee must notify their supervisor immediately to discuss alternate assignments or other options.

Equipment/technology provided or paid for by the County will be maintained by the County at the central worksite and must be used for business purposes only. Teleworking employees are subject to the same County policies regarding the use of county provided equipment as that of employees at the centrally located worksite. All County property will be returned to the county when the telecommuting arrangement is no longer valid, if the equipment is no longer needed to do their work, if employment with the county is terminated, or as requested unless other arrangements have been made.

Additionally, each teleworking employee is required to maintain a telework site that is safe, functional, ergonomically suitable and free from recognized hazards. The employee is responsible for costs associated with the setup and ongoing maintenance of the telework workspace (remodeling, furniture or lighting, repairs or modifications to the workspace). The County will, however, supply teleworking employees with appropriate office supplies as needed for their position and the work performed.

Technology/Equipment & Supplies provided to the employee:			
Equipment Item	Provided by	Date Provided	Notes
Laptop			
Docking station			
Mouse			
Keyboard			
Monitor(s)			
Web cam			
Headset/microphone			
Power strip/extension cord			
Other equipment/supplies:			

Acknowledgements	Employee Initials
I understand this Telework Agreement may be discontinued at any time by Spokane County, at the sole discretion of the Elected Official/Department Head.	
I have read and understand the Spokane County Telework Policy (and the departmental telework policy, if applicable), the Teleworker Technical Requirements and agree to all provisions, including those further detailed in this Agreement.	
I understand I am required to comply with all timekeeping and overtime requirements and regulations defined by local, state or federal law (e.g., the Fair Labor Standards Act), applicable collective bargaining agreement, and/or Spokane County policy.	
I understand the work I perform while teleworking remains subject to Spokane County records retention policy and applicable regulations, including the Washington State Public Records Act RCW 42.56	
I understand work-related injuries at my telework location during working hours may be covered by Workers' Compensation. I agree to report any work-related illness or injury in accordance with Section 1.7 (Accident/Incident Reporting) of the Accident Prevention Program. I will allow the County to conduct telework site inspections if there are safety and ergonomic concerns, or if a job-related incident or accident has occurred.	
I agree to maintain the confidentiality of all Spokane County information and documents and prevent unauthorized access to any County system or information.	
I agree to comply with all County policies and consistently demonstrate County organizational values in meeting the performance and behavioral standards of my position.	
I agree to report to the central worksite as necessary, when requested/directed to do so by my supervisor.	
I understand any use of my personal vehicle for work travel during the course of my scheduled workday is subject to compliance with all conditions listed in Policy 630- Vehicle Use Policy- County & Privately-Owned Vehicles (available for review in the Spokane County Policy Manual).	
Other:	

This telework agreement is not a contract of employment and does not provide any contractual rights to continued employment.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

DH/EO Signature: \_\_\_\_\_ Date: \_\_\_\_\_