



Anne Arundel County Employee Relations Manual

Number: H-12
Subject: Telework
Date Issued: August 2006
Revision(s): July 1, 2021

Anne Arundel County strives to provide safe and flexible working accommodations for all employees. Teleworking provides employees with schedule flexibility and reduces environmental pollution from commuting, while still ensuring that County citizens and colleagues across County government have access to the support and services they need.

I. Definitions

- A. **Eligible Employees:** County classified or exempt (as listed in the County Charter) full-time employees who work a regular work schedule of 80 hours bi-weekly. Employees represented by AFSCME Local 2563 are eligible to telework if approved by both their supervisor and the Appointing Authority. Employees in represented public safety positions and represented by AFSCME Local 582 and Teamsters' Local 355 representing the Correctional Program Specialists are not eligible to telework.
- B. **Eligible Position:** A position identified by the employing department as suitable for telework.
- C. **Department:** The County department or office to which the teleworking employee is assigned.
- D. **Remote Workplace:** A place away from the employee's worksite that has been approved for the performance of officially assigned duties (*e.g.*, an employee's home).
- E. **Teleworker:** A County employee who works at a remote workplace, for one or more days per week, under a Telework Status arrangement approved by the employee's department supervisor and Appointing Authority.
- F. **Telework Status:** A work arrangement approved by the employing department by which an employee performs officially assigned duties at a remote workplace on specified day(s) and at his/her County worksite the remainder of the scheduled work week.
- G. **Telework Request:** An electronic request form submitted by an employee seeking to telework and approved by the Appointing Authority or designee. Telework Requests will be approved only upon the employee's agreement to comply with the terms of this policy.

H. **Worksite:** The employee's usual and customary County worksite.

II. **Policy**

- A. It is the policy of Anne Arundel County Government to allow employees to telework when appropriate circumstances exist. Telework is voluntary unless specifically stated as a condition of employment. Telework may not be suitable for all employees and/or positions.
- B. Telework Status is a job assignment, not an employment benefit. Telework Status may be discontinued or suspended at any time at the request of either the teleworker or the department.
- C. Telework is not an employee right, and no employee is entitled to telework simply by virtue of his or her employment with the County. Management decisions regarding telework are not subject to appeal.
- D. The decision to establish telework is at the discretion of the Appointing Authority for each department or office.
- E. Appointing Authorities are responsible for ensuring adequate worksite coverage. Appointing Authorities have the discretion to deny telework requests or terminate telework status if they determine that telework arrangements have a detrimental effect on the operations of the department or hinder effective provision of services.
- H. All aspects of the telework arrangement must conform to the Office of Information Technology (OIT) Administrative Procedures on "Security for Information Technology Resources" and "Internet Access and Usage," and OIT's "Acceptable Use Policy" and "Electronic Mail Policy." Employees may be approved both to telework and to work an alternative work schedule in accordance with Section H-11 of this manual.
- I. Teleworking employees must comply with all Anne Arundel County laws, policies, and procedures; with any applicable Memorandum of Agreement; and with any applicable federal or state laws.

III. **Telework Generally**

- A. Employees must submit a Telework Request and obtain approval from their Appointing Authority before they are permitted to telework.
- B. Telework Status is voluntary and may be terminated by the employee, with supervisor approval, or the supervisor or Appointing Authority at any time.

- C. Employees may be eligible to work a hybrid telework schedule of up to three (3) days of telework per work week. Employees and their supervisors should determine specific details of the hybrid telework schedule and document accordingly on the Telework Request.
- D. Requests to telework more than three (3) days per work week must be approved by the Appointing Authority.
- E. Unless otherwise approved by the Appointing Authority, the job duties of teleworking employees will remain unaffected by teleworking. Employees will be responsible for performing their work at the same quality and quantity level as is expected at the worksite.
- F. Employee salary and benefits will not be affected by entering into Telework Status.
- G. Telework may not be used as a substitute for child or dependent care. Teleworking employees must arrange child or dependent care in the same manner as if they were reporting to their regular worksite.

IV. **Telework Requirements and Rules**

A. **Computers, Supplies and Equipment:**

1. A teleworking employee should have a designated work area with necessary tools and supplies to perform assigned tasks at the remote workplace. The department will provide standard office supplies (*e.g.*, pens, printer paper, notepads). Out-of-pocket expenses for supplies will not be paid for or reimbursed by the County.
2. Teleworking employees are expected to provide their own computer hardware, printer, scanner, software, virus protection, and Internet service. Maintenance of equipment necessary for the employee's remote workplace remains the employee's responsibility.
3. Teleworking employees without access to necessary computer equipment or Internet access may submit a request to use a County-owned laptop to their supervisor or department Technology Coordinator. Issuance of County equipment is contingent upon availability and usage requirements. If the County is unable to provide equipment for teleworking, the employee will be required to report to his/her onsite workplace.
4. Teleworkers are also responsible for providing a landline telephone, cell phone, or alternate means of immediate communication.

5. Teleworking employees may consider consulting with their insurance agent and tax consultant for information regarding their home workplace. Individual tax implications, auto and homeowners insurance, and incidental residential utility costs are solely the responsibility of the employee.
6. The County is not responsible for loss, damage, or wear of employee-owned equipment.

B. Remote Workplace:

1. Employees are responsible for maintaining a remote work environment that is ergonomically sound, safe, and free of obstructions and hazardous situations. If an employee is injured while teleworking, the employee must at first opportunity notify the Employee's supervisor.
2. Teleworking employees must permit representatives of the County to investigate and/or inspect the employee's worksite if requested to do so. Reasonable notice of any inspection and/or investigation will be given to the employee.
3. If a teleworking employee's regular County worksite is closed due to an emergency or inclement weather, the employee will be notified by a supervisor. If there is an emergency at the employee's remote workplace, such as a power outage, the employee must notify their supervisor as soon as possible.

C. Security:

1. Teleworking employees are responsible for the safety and security of all confidential data and information of the County. Employees must protect the privacy and security of the County's resources and information. This includes password protecting any confidential information that might be obtained from a laptop, the Internet, or via other means.
2. County-owned equipment, records, and materials may be used for County business purposes only, and employees must protect them from unauthorized or accidental access, use, modification, destruction, or disclosure.
3. The County retains the right to monitor the employee's use of County technology and systems to ensure that the employee has acted in accordance with County policies.
4. Teleworking employees must comply with the OIT Administrative Procedures on "Security for Information Technology Resources" and "Internet Access and Usage" and the OIT "Acceptable Use Policy" and

“Electronic Mail Policy.” The following conditions will apply to use of supplies, organization records, and confidential documents:

- a. Restricted-access materials may not be removed from a County worksite or accessed by employees electronically from their remote workplace unless authorized in advance by their supervisor. Employees are prohibited from sharing access to County information or resources with others not authorized to receive such information.
- b. Products, documents, and records used, developed, or revised while teleworking shall remain the property of the County and are subject to departmental policies regarding confidentiality and records retention.
- c. Employees working in positions with specific security and/or confidentiality requirements must follow established procedures to guarantee protection of confidential information. Procedures may include a locked or secure workplace, the use of computer access passwords, or the restricted use of files at the teleworker’s remote workplace. (*See* OIT Administrative Procedures and Policy referenced above.)

D. Schedules and Accessibility:

1. Teleworking employees must attend all meetings, training sessions, and conferences as requested by their supervisor, whether in-person, virtual, or via conference call.
2. While teleworking, employees must be accessible via telephone, text and/or email during agreed-upon work hours. Employees are expected to record their work hours and provide to their supervisor on a weekly basis.
3. Teleworking employees are expected to keep accurate time records. Teleworkers must obtain advance approval from their supervisor before working any overtime or using leave. An employee may be subject to discipline for working unauthorized overtime or taking unauthorized leave while teleworking.
4. General department work schedules, meetings, consultations, presentations, and conferences should be taken into consideration when approving a teleworker’s schedule.
5. Supervisors may agree to allow teleworkers to work flexible hours and/or schedules.
6. An employee’s Telework Status may be reviewed by the employee’s supervisor at any time and revised or revoked as necessary.

V. **Procedure**

- A. Employees requesting to telework should complete the Telework Request and submit to their Appointing Authority or designee for review and approval. If the proposed telework schedule, work assignments, and other terms of the Telework Request are satisfactory, the Appointing Authority or designee may give final approval.
- B. Upon the final approval of a Telework Request by the Appointing Authority or designee, the department Technology Coordinator should be notified. The Technology Coordinator may work with the Office of Information Technology to ensure that the employee has any necessary remote access and/or equipment.
- C. Documentation of the approved Telework Request will be shared with the Office of Personnel Telework Program Coordinator.
- D. Upon termination of an employee's Telework Status, supervisors should notify appropriate department personnel and the Telework Program Coordinator in the Office of Personnel, indicating the date of and reason for the termination.

Refer to the Forms and Practices Guide which immediately follows to view the below listed documents.

- ◆ Assessing Teleworking Needs
- ◆ Guidance for Managing Teleworkers
- ◆ OIT "Security for Information Technology Resources" Administrative Procedure
- ◆ OIT "Internet Access and Usage" Administrative Procedure
- ◆ OIT "Acceptable Use" Policy
- ◆ OIT "Electronic Mail" Policy