



CITY OF MARSHFIELD, WISCONSIN

POLICIES AND PROCEDURES

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CHAPTER: Employee Benefits
SUBJECT: Public Health Emergency: Telework (Remote) Policy
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APPROVAL DATE: April 8, 2020
Approved by City Administrator via Declaration of Emergency
(Resolution 2020-09)

REVISION DATE:

PERMANENT DELETION DATE: December 30, 2020

DEPARTMENTS OF PRIMARY RESPONSIBILITY: All City Departments

I. POLICY

The City is providing this policy and procedure to facilitate employees working from home during this emergency. Telework may be appropriate for some employees and jobs but not for others. Telework is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with the City of Marshfield.

All telework arrangements made will be on a trial basis and may be discontinued at will and at any time at the request of either the telecommuter or the City. Every effort will be made to provide a five (5) day notice of such change to accommodate child care and other issues that may arise from the termination of a telework arrangement. There may be instances, however, when no notice is possible.

II. ELIGIBILITY & APPROVAL

Individuals requesting formal telework arrangements must be employed with the City for a minimum of 90 days of continuous, regular employment and must have a satisfactory performance record.

Before entering into any telework agreement, the employee and department or division head (leader), with the assistance of the Human Resources Director, will evaluate the suitability of such an arrangement, reviewing the following areas:

- Job responsibilities – the employee and the leader will review and discuss the job responsibilities and determine if the job is appropriate for a telework arrangement.
- Equipment needs – the employee and leader will review and discuss equipment needs. If available, the City may temporarily loan equipment to the individual for purposes of telework.
- Scheduling issues - the employee and leader will review and discuss revised or flexible scheduling options, if needed, during telework in compliance with FFCRA policies.
- Physical Workspace- the employee and leader will discuss the availability of the physical workspace within the employee’s home and the appropriate location for the telework, including the ability to address sensitive and confidential information. The City reserves the right to inspect the employees work station as deemed appropriate, virtually or in person.
- Tax and other legal implications – the employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and leader agree, and the Human Resources Director concurs, a telework agreement will be prepared and signed by all parties, and a two-week trial period will commence. This trial period will be evaluated regularly during the trial period and may be shorted by employee request or leader determination.

III. EVALUATION

Evaluation of employee performance during the trial period will include regular interaction by phone and e-mail between the employee and the leader, and weekly meetings to discuss work progress and problems. At the end of the trial period, the employee and leader will discuss the arrangement and make recommendations for continuance or modifications.

Evaluation of employees performance beyond the trial period will be consistent with that received by employees working at the office in both content and frequency and will include work output, completion of objectives and performance.

An appropriate level of communication between the employee and leader will be agreed to as part of the trial period and any continuing telework After conclusion of the trial period, the leader and employee will communicate at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

IV. EQUIPMENT

The leader and employee will determine appropriate equipment needs for telework based on the employee’s job responsibilities. The IT Director will authorize equipment provided to the employee for temporary home use. The IT Department reserves the right to make determinations

regarding the use of equipment and use of City-owned equipment and resources for telework may be subject to change based on business needs at any time. Equipment and resources for telework are limited. If equipment and/or resources are not available, telework may be denied.

Equipment supplied by the City will be maintained by the City. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. The City accepts no responsibility for damage or repairs to employee-owned equipment. Equipment supplied by the organization is to be used for business purposes only.

The employee must sign an inventory of all City property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all City property will be returned to the City, unless other arrangements have been made.

The City will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary.

The employee will establish an appropriate work environment within his or her home for work purposes. The City will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

V. SECURITY

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary, sensitive and confidential City, employees, and customer information accessible from their home office. Steps include the ability to secure locations for sensitive and confidential information (which may include locked work areas rooms/file cabinets/desks as appropriate, regular password maintenance, and any other measures appropriate for the job and the work environment). Employees must comply with the Technology Use and Access Policy (8.010) and make provisions to save all public records that are created while teleworking.

VI. SAFETY

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the City's workers' compensation policy. Telework employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite.

Telework is not designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business needs. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

Employees shall notify their homeowner's or renter's insurance company that they are working from home.

VII. RECORDING AND REPORTING WORK TIME

Telework employees who are non-exempt (paid on an hourly basis) and are eligible for overtime or compensatory time in compliance with the requirements of the Fair Labor Standards Act will be required to accurately record all hours worked. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the employee's supervisor. Failure to comply with this requirement may result in the corrective action and may impact the ability of the employee to work remotely.

VIII. EXPECTATIONS FOR TELEWORK

Teleworkers are expected to follow typical in-office work office behaviors and should minimize distractions to the extent possible.

A. Communication

Communication is critical to Telework. Teleworkers are expected to receive and respond to communications (telephone, email, video meetings, etc.) in a timely manner during each workday from their coworkers, leader, and/or customers unless they have made arrangements ahead of time with their leader to have protected time dedicated to a project or task.

B. Presence at Worksite

Employees may, at the discretion of their leader, be called to work at their regular worksite to meet workload requirements or business needs. This agreement may be terminated at any time.

C. Ad Hoc Arrangements

Temporary telework arrangements may be approved for circumstances such as inclement weather, special projects or required business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on Family and Medical Leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

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

D. Monitoring

Teleworkers should expect that all web and application activity may be tracked and/or monitored. Teleworkers may use multiple telecommunication service(s) to communicate with other City workforce members while performing telework duties.

E. Support

Remote support for access to the City of Marshfield's network is provided during normal business hours – 7:30 AM. – 4:30 PM. After hours service is available for emergencies only. Note: Teleworkers may not have full “on-site office experience” and may experience slower performance and limited application availability while working remotely.

QUESTIONS

If you have any questions regarding the operation or interpretation of this Policy, please contact Human Resources or the City Administrator.