

**Coast Community College District
ADMINISTRATIVE PROCEDURE**

Chapter 7
Human resources

AP 7909 Telecommuting/Classified Staff

A flexible work arrangement, such as remote work/telecommuting, offers several benefits to the District including higher employee morale, increased retention, and recruitment advantages. Telecommuting is done when the District administration has determined that assigning a job to a telework setting is a benefit to the institution, its work, and its overall mission. Departmental, College, and District operational requirements take precedence over a classified staff's request for telecommuting as determined by the District. The District recognizes that with current communication technologies it is possible for some classified staff to perform a variety of duties and job functions from their homes or other equipped sites, and is a way for the District to meet the needs of a changing workforce.

Telecommuting arrangements must focus on the nature of the work to be performed, its capacity to meet the needs of the District with mutual expectations and results set between the employee and the supervisor. The assigned supervisor must clearly identify what job duties are appropriate to be performed at the telecommuting site, and what assessment techniques will be used to measure success in meeting performance standards. The Telecommute Program also requires participating classified staff to maintain a remote work setting that allows the classified staff to fulfill all of their assigned usual and customary job functions as if they were working onsite. Adherence to this Procedure, as well as job performance standards and expectations, are an essential requirement of participation in the Telecommuting Program.

I. Definition

“Telecommuting” is defined as a location apart from the primary work location, one or more days per week, either at home, a telecommute center, or another consistent remote work location as approved by the District.

II. Eligibility

Classified staff are eligible for participation in the Telecommuting Program at the sole discretion of the District. Probationary classified staff are not eligible to participate unless approved through the College/District process set forth herein and by the Vice Chancellor of Human Resources. Classified staff serving in a training capacity or providing a service that must be conducted onsite, as determined by the District, will not normally be approved to participate in the Telecommuting Program on a regular, ongoing basis. Classified staff will need to complete an attestation form regarding their current residency.

III. Requests to Participate in the Telecommuting Program

Not all positions are suitable for the Telecommuting Program. The District is comprised of three unique colleges and a District Office, each of which have specific service needs and operations; for that reason, requests to telecommute will be reviewed on an individual basis. A position

approved for telework at one District location will have no bearing on whether or not similarly situated positions elsewhere in the District are approved.

Classified staff approved to participate in the Telecommuting Program must be self-motivated, their job responsibilities must have minimal requirement for face-to-face daily supervision, and they must have demonstrated conscientious observance of assigned work hours and productivity requirements.

Participation in the Telecommuting Program is based on the needs of the District, the ability of the classified staff to adequately perform required job functions in a remote location, and the supervisor's assessment of the classified staff's ability to complete those job functions satisfactorily. A classified employee who wants to telecommute must submit a Telecommute Request form to their site Human Resources Director. The Human Resources Director will then consult with the classified staff and the classified staff's supervisor to evaluate the following:

1) 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 classified staff?

2) Students

Does the job involve interaction with students?

3) Public/District Contacts

What portion of the job is devoted to face-to-face contact with other departments, students, and the public or internal staff? Can this contact be structured in a way that does not impact the classified staff's routine tasks, departmental planning and meetings, and participatory governance meetings? Can this contact be structured to allow for communication via phone or computer, or grouped into non-telecommuting days, or can alternatives be established to provide this contact on telecommuting days?

4) 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? Are these resources available through other means such as a computer accessible library service?

5) Task Scheduling

Does the individual already work alone handling information tasks such as thinking, planning, coordinating, writing, reading, analysis, teleconferencing, computer programming, word processing, or data entry? Can tasks, which can be completed away from the office, be grouped and scheduled for telecommuting days? Can staff meetings and internal conferences be grouped and scheduled for non-telecommuting days or accommodated through other means (e.g., teleconferencing)?

6) Special Equipment

What portion of the job relies upon access to photocopiers, scanners, fax capabilities, or other specialized equipment? Can access be managed to allow the needs of classified staff approved to participate in the Telecommuting Program to be met on non-telecommuting days or could these needs be satisfied at a facility near the classified staff's telecommuting office?

7) 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 classified staff completed training for and demonstrated an adequate level of skill in use of the computer and software that will be used for telecommuting?

8) 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?

9) Travel

Does the job involve field work on a regular basis? Can trips begin or end at the classified staff's off-site office rather than at the district location?

10) Job Knowledge

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

11) **Remote Work Environment**

Does the classified staff have the ability to create a safe, ergonomically correct, and functional off-site workspace? Would the classified staff's off-site workspace be free of distractions? Does the classified staff have proper equipment and technology in order to do their job?

IV. Supervisory Review

Human Resources, in consultation with appropriate supervisors, will consider all requests to participate in the Telecommuting Program on an individual basis, to determine if the position and the classified staff's work performance lend themselves to telecommuting. Human Resources, supervisors, and classified staff will assess the job and work performance using, but not limited to, the following criteria:

Job Functions and Duties

- a. The operational needs of the department, program, and the District to support the best interests of students, staff, and the campus community. This may include items such as relationship building, culture, process knowledge, etc.
- b. Department/division efficiency and service are not adversely affected.
- c. Regular work hours to meet department needs can be observed.
- d. Undue burdens are not placed on other employees or supervisors.

Classified Staff Performance

- a. The classified staff's prior work history and demonstration of work qualities and skills ideal for telecommuting, such as:
 - i. Self-motivated
 - ii. Self-disciplined
 - iii. Responsive
 - iv. Organized
 - v. Productive

- vi. Honest
- vii. Satisfactory communication skills
- viii. Satisfactory time management skills
- ix. Demonstrated conscientious observance of work hours and rest periods
- x. Demonstrated timeliness in meeting deadlines
- b. The ability of the classified staff to perform all or some portions of their specific job without diminishing the quality or quantity of work.
- c. The ability to measure work productivity and quality from a remote location.
- d. The ability of the classified staff to create a safe, functional, reliable, ergonomically appropriate, and secure remote worksite.
- e. The classified staff's supervisory responsibilities.
- f. The classified staff's need for supervision.

The Human Resources Director, in consultation with the classified staff's supervisor, will determine if 1) the nature of the work to be performed lends itself to the remote environment, and (2) if the classified staff meets the minimum considerations for participation in the program. The Human Resources Director, in consultation with the classified staff's supervisor, will also consider the benefits to the department, if any, and the operational impact of participation on the department (e.g., staffing, customer service, team responsibilities, services, communications, and committee responsibilities). Once this assessment is complete, the Human Resources Director will formulate an initial recommendation to approve or deny the request to telework. If it is the Human Resources Director's recommendation to deny the telework request, the classified staff will be advised, and no further action will be taken.

V. Administrative Approval

Once a position has been assessed favorably by the Human Resources Director for participation in the Telecommuting Program, the Human Resources Director will review the application with the appropriate Vice President, and will also review the application with the College President, or the appropriate Vice Chancellor for the District Office approvals.

If an application to participate in the Telecommuting Program is approved administratively through this process, then the application will be forwarded to the Vice Chancellor of Human Resources.

If the application is denied, the site Human Resources Director will notify the classified staff and supervisor, and no further action will be taken.

VI. Human Resources Review and Approval

The Vice Chancellor of Human Resources will review all applications which have been administratively approved, and will make a final determination that the classified staff and position are eligible to participate in the Telecommuting Program. The Vice Chancellor of Human Resources will notify the supervisor and the classified staff of the decision.

If the request is approved, the supervisor and the classified staff will complete and sign a Telecommute Agreement, a Safety Checklist, Supervisor's Checklist, and, if applicable, an Equipment Use Agreement, and forward signed documents to District Human Resources for placement in the classified staff's personnel file.

VII. Duration of Telecommute Agreement

The duration and frequency of the classified staff's authorization to participate in the Telecommuting Program shall be specified within the Telecommute Agreement and shall be determined by the classified staff's supervisor and administration, taking into consideration organizational and operational needs. Telecommute Agreements may be in place for up to one year at a time, and may be renewed following the approval process outlined herein.

No classified staff will be permitted to participate in the Telecommuting Program 100% of the time. Regular onsite presence is expected for all classified staff on a weekly basis. Exceptions to this requirement may be approved by the Vice Chancellor of Human Resources when the District determines that cause exists to warrant such an approval.

The Telecommute Agreement along with the Safety Checklist must be completed and approved at least annually. If the classified staff approved to participate in the Telecommuting Program requests to change telecommute office locations, a new Telecommute Agreement and Safety Checklist must be completed and approved.

VIII. Termination of Telecommuting Agreement

A classified staff approved to participate in the Telecommuting Program may discontinue participation at any time, for any reason, upon written notice to the immediate supervisor.

Management may terminate an individual classified staff's participation in the Telecommuting Program, at any time, as follows:

1. For any reason, with at least 10 calendar days' notice to the affected classified staff.
2. For cause, with at least 24-hours' notice, and explanation to the affected classified staff. All verbal explanations will be followed with a written explanation, within 10 calendar days.
3. The classified staff should return to the worksite if equipment fails at the telecommuting location causing significant loss of work/productivity. The classified staff will remain at the worksite until such time as the equipment at the telecommute location is again functional. The Telecommute Agreement will be temporarily suspended if the equipment is malfunctioning.

The requirement for prior written notification and explanation may be waived in the event of an emergency (such as equipment failure).

IX. Responsibilities

All classified staff approved to participate in the Telecommuting Program are expected to become familiar with and comply with the telecommuting Procedure. All existing duties, obligations, responsibilities, and conditions of employment remain unchanged for classified staff approved to participate in the Telecommuting Program and their supervisors. Telecommuting classified staff and their supervisors are expected to abide by all District and departmental policies and procedures, rules and regulations, collective bargaining agreements, and evaluation cycles.

The supervisor of a classified staff approved to participate in the Telecommuting Program is responsible for the Telecommuting Program in their respective departments, including ensuring compliance with all applicable policies and procedures; identifying positions suitable for the telecommuting option, performance standards, expectations and evaluation to telecommuting assignments, and on a case-by-case basis, evaluating equipment and software needs.

Unless there are extreme mitigating circumstances, the District will not provide equipment and software when a similarly equipped workstation is maintained at the onsite work location for the classified staff seeking a telecommuting option. Provision of equipment for a classified staff approved to participate in the Telecommuting Program will normally be an exceptional situation in which the appropriate President or Vice Chancellor determines a clear benefit to the program. In such cases, an Equipment Use Agreement form must be completed and signed by the classified staff approved to participate in the Telecommuting Program, the supervisor, and site Administrator.

Management

- a. Determine if proposals for their classified staff to telecommute are likely to contribute to the District's objectives, while maintaining or improving program efficiency, productivity, service, benefits, and safety conditions.
- b. Ensure that classified staff who remain in the office are not burdened by being required to handle the classified staff's regular in-office assignments (e.g., answering telephone calls, dispensing information, etc.).
- c. As for all other classified staff, provide specific, measurable, and attainable performance expectations for the classified staff approved to participate in the Telecommuting Program; define in detail, assignments, corresponding deadlines, and the quality of work expected.
- d. Provide for classified staff training in use of equipment and software as required for the classified staff to function effectively and independently.
- e. Inform classified staff that failure to comply with Telecommuting Board Policy and Administrative Procedure and Telecommute Agreement may be cause for terminating participation in the telecommuting program and/or possible disciplinary action.
- f. Obtain approval for classified staff telework requests, via the process specified herein, by consulting with the site Human Resources Director and submitting necessary forms/documentation.
- g. If a position is approved to participate in the Telecommuting Program, the classified staff and supervisor will complete and sign a Telecommute Agreement, a Safety Checklist, Supervisor's Checklist, and, if applicable, an Equipment Use Agreement.

Telecommuting Classified Staff

- a. When telecommuting is determined to be a viable work option, work with the supervisor to develop an acceptable Telecommuting Agreement.
- b. Abide by the provisions set forth in this Procedure.
- c. Adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security as outlined below in "Information Security."
- d. Acquire the skills necessary to meet District requirements and operate independently from a telecommuting site.
- e. Establish and maintain an acceptable, ergonomically appropriate, and safe home office environment as outlined in the "Work Environment Criteria" and "Setting up a Home Office" sections of the Safety Checklist. Classified staff are required to complete the "Safety Checklist" and certify to its accuracy annually when a Telecommuting Agreement is renewed.

- f. Establish, operate, and maintain the home office, equipment, devices, and services associated with the telecommuting arrangement.
- g. 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 Information Technology; report damage, loss or theft of any District-owned equipment to the Information Technology Department immediately; also report damage, malfunction, loss or theft of any work-related equipment to the classified staff's supervisor immediately.
- h. Adhere to all Board Policies and Administrative Procedures, with special attention to the Board Policy 3720 and Administrative Procedure 3720 Computer and Network Use.
- i. Do not hold any physical District business related meetings or receive visitors related to District business at the telecommuting site.
- j. Comply with tax laws. The District is not responsible for substantiating a classified staff's claim of tax deductions for operation of a home office used to perform District work. Classified staff should seek advice from a tax advisor concerning home office deductions. However, if required by the IRS and if a copy of the classified staff's executed Telecommute Agreement is not sufficient evidence, under limited circumstances the District will certify, if requested, as to the dates during which a Telecommute Agreement between the District and the classified staff was in effect.
- k. Comply with the District's procedures governing travel - the classified staff's personal auto liability coverage is primary.
- l. Complete a required online ergonomics assessment and training.

Human Resources Office

- a. Assist classified staff and management in understanding the Telecommuting Board Policy and Administrative Procedure.
- b. Consult with classified staff and supervisors to evaluate telecommuting requests and make recommendations to site administrators about the suitability of positions for telecommuting.
- c. Maintain and update the Telecommuting Board Policy and Administrative Procedure, as needed.
- d. Maintain appropriate paperwork in the classified staff's personnel file.

Information Technology (IT)

- a. Approve any District-purchased software or hardware installed for the telecommuting option to ensure that it is in accordance with software copyright laws and compatible with District software standards.
- b. Provide general oversight regarding equipment and other information and computer needs associated with telecommuting.
- c. Provide guidelines defining the appropriate data communications equipment, software and services for home-based telecommuting.
- d. Meet with classified staff approved to participate in the Telecommuting Program to review hardware, software, and information security requirements.

IX. Scheduling

Regular Schedule

"Regular telecommuting" means an established schedule of days per week or month. A regular telecommuting schedule must be established prior to the start of the work arrangement and must be mutually agreed to by the classified staff and the supervisor. Any change in the agreed

upon schedule must be approved by the supervisor, and when established, documented and appended to the Telecommute Agreement. The supervisor and the classified staff must take actions to prevent the classified staff from becoming isolated from office staff. Schedule changes are also to be approved by the Vice Chancellor of Human Resources to ensure work hours remain consistent with District business objectives.

A classified staff must forego telecommuting if they are needed in the office on a regularly scheduled telecommuting day in order to meet the work goals of their unit or department, or the needs of the District. The classified staff may also be called in to the office when necessary to meet operational needs. The supervisor should provide reasonable notice whenever possible. However, due to unforeseen circumstances or an immediate need, the classified staff may be required to report to the office without advance notice, as needed.

While working away from the office, classified staff must be accessible for communication (e.g., telephone, e-mail, etc.). Supervisors are encouraged to allow for flexibility in the means for accessing a classified staff working under a Telecommute Agreement.

X. Temporary Telecommuting

Classified staff may be allowed to telecommute on a temporary basis, as their duties permit, and if approved by the District. Circumstances that may be appropriate for “temporary” telecommuting include, but are not limited to:

- a. Special project work which requires a period of uninterrupted time.
- b. While all reasonable commute routes are blocked (i.e., major construction, storm, or disaster).
- c. Primary work site is inaccessible or uninhabitable.
- d. If self-isolation or quarantine is recommended by the District.

A short-term, temporary telecommuting agreement between a supervisor and a classified staff does not require the completion of an annual Telecommute Agreement or Safety Checklist. However, the supervisor must consult with their site Human Resources Director prior to the temporary assignment and send written notification specifying dates, times, and reasons to both Human Resources and the immediate Vice President or Vice Chancellor at the start of a temporary telecommuting schedule.

XI. Official Worksite

The official worksite for a classified staff approved to participate in the Telecommuting Program remains the place where they would normally work (main office), not their telework location, as long as they are regularly scheduled to be at that site at least twice each biweekly period. Otherwise, for permanent long-distance telework arrangements, the telework location must be “reassigned” as the official worksite. Where the telework location is reassigned as the official worksite, required trips to the main office worksite are “official business” and the classified staff may be reimbursed for travel. (5 U.S.C. sec. 5702)

XII. Travel and Travel Time

Mileage reimbursement will not be provided for travel between the home office and the telework location for telecommuting classified staff. (Unless the telework location has been reassigned as the official worksite. (See Official Worksite above.) Travel time to and from work does not constitute hours worked. (29 C.F.R sec. 785.35). Travels from home to a main office 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 a classified staff's first principal activity in the workday, the "continuous workday" rule will make such travel compensable. (29 C.F.R. sec. 790.6(a).)

XIII. Hours of Work and Overtime

Non-exempt classified staff must receive written authorization from their supervisor before performing any additional work outside of their assigned schedule while telecommuting. This includes working overtime and schedule modifications. The District will terminate the Telecommute Agreement for any non-exempt classified staff who fails to secure written authorization before working outside of their approved and scheduled work hours.

All telecommuting classified staff are required to take all rest and meal periods as established by collective bargaining agreements and the law. The District will terminate the Telecommute Agreement for any classified staff who fails to adhere to required rest/meal periods.

All teleworking must adhere to assigned work schedules that fall within regular District business hours.

All regular terms and conditions of the collective bargaining unit agreement related to hours of work and overtime apply to classified staff approved to participate in the Telecommuting Program.

XIV. Professional Expectations

Classified staff approved to participate in the Telecommuting Program are expected to do the following during assigned work hours:

- a. be in a ready-to-work state and available to take phone or video conferencing calls; and
- b. have the camera on during video conferencing calls and ensure that any visible background is professional and not distracting; and
- c. dress professionally in attire consistent with that expected for working onsite, and
- d. be readily available for meetings, phone calls, video conferencing calls, and trainings, as requested by the supervisor
- e. classified staff may not consume alcohol, use illegal drugs, or use drugs that impair the classified staff's ability to perform the essential functions of their job safely and effectively, and
- f. classified staff must adhere to all Board Policies, Administrative Procedures, and the law.

XV. Leave

Classified staff must request sick, vacation, and other leaves of absence in accordance with the Telecommute Agreement, Board Policy, and the collective bargaining agreement before taking leave.

Classified staff carrying an excess vacation balance, as defined in Article 15.1.B of the Agreement between the District and the Coast Federation of Classified Employees, Local 4794, will not be eligible to participate in the Telecommuting Program until all excess vacation has been taken.

XVI. No Dependent or Medical Care

Telecommuting is not a substitute for dependent care, personal medical leave, or caring for an ill family member. Classified staff approved to participate in the Telecommuting Program are required to make arrangements for dependent care during assigned work hours.

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

The District will not, as a standard, purchase computers, software, software licenses, Internet or phone services, or office equipment such as printers, fax machines, calculators, or furniture for in-home telecommuting. In addition, the selection, installation, maintenance, repair or replacement of classified staff-owned equipment and software is the responsibility of the classified staff. Computer equipment should have a configuration that is compatible with the District's information technology infrastructure. In the event of equipment malfunction, the classified staff must notify their supervisor immediately. If repairs will take some time, the classified staff may be asked to report to the main office until the equipment is usable.

District-owned equipment and services are to be used only for District business. The classified staff must repair or replace at own expense any District-owned equipment that is damaged, lost, or stolen due to inattention.

XVIII. Work Environment Criteria

The opportunity to participate in the Telecommuting Program is offered with the understanding that it is the responsibility of the classified staff to ensure that a proper work environment is maintained as follows:

- a. Designate an area that allows for working in an office setting. Ensure that the equipment necessary to perform the work is in the designated area.
- b. Make advance arrangements for dependent care to ensure a productive work environment. (Telecommuting is not intended to be a substitute for day care or other personal obligations.)
- c. Keep personal disruptions such as non-business telephone calls and visitors to a minimum.
- d. Obtain pre-approval from the supervisor for use of vacation time or sick leave to attend to family or home matters during home office hours.
- e. Ensure that the home office is a safe place to work. See "Setting up A Home Office" below.

XIX. Information Security

Security of confidential information is of primary concern and importance to the District. Classified staff approved to participate in the District's Telecommuting Program, like all District employees, are expected to adhere to all applicable laws, rules, regulations, Board Policies, and Administrative Procedures regarding information security. The following are basic information security guidelines:

- a. Use District information assets only for authorized purposes, and ensure that confidential information is not disclosed to any unauthorized person.
- b. Back up critical information on a regular basis to assure the information can be recovered if the primary source is damaged or destroyed.

- c. Use "logon" passwords on all systems containing confidential information and keep those passwords secure.
- d. Use the latest virus protection software on telecommuting systems used to prepare information for subsequent use on district systems.
- e. Return material (paper documents, flash drives, etc.) containing all confidential information to the District for proper handling or disposal, if necessary.
- f. Adhere to copyright laws by not copying or sharing any district owned software utilized by classified staff approved to participate in the Telecommuting Program, and when no longer employed by the district, remove all such software from the home computer and return any software media to the college.
- g. Use the District e-mail account only for District business conducted during telecommuting hours. Sensitive data must be afforded the same degree of security and confidentiality as when working at the primary worksite.
- h. Remember that a classified staff's expectation of privacy in the workplace, e.g., email, phone calls, is the same for a classified staff approved to participate in the Telecommuting Program as for a classified staff working onsite.

XX. Health and Safety

Failure to maintain a proper and safe work environment, in accordance with this Procedure, may be cause for terminating the Telecommuting Program for the classified staff. If a classified staff incurs a work-related injury in the approved "home office" portion of the house during agreed upon telecommuting hours, workers' compensation laws and rules apply just as they would if such an injury occurred at the main office. However, if the injury occurs in another portion of the home, even if it occurs during telecommuting hours, it will not be covered under workers' compensation laws. Classified staff must notify their supervisors immediately and complete all necessary documents regarding a work-related injury, or regarding an injury that occurred during working hours.

XXI. Setting up a Home Office

It is important for all classified staff 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 classified staff prior to the beginning of home telecommuting and all items must be reviewed and evaluated as being satisfactory by the classified staff's supervisor.

Ratified November 16, 2022