

4.04 TELEWORKING

Purpose

Telework is a management tool that may be used to increase productivity, reduce employee commute trips, and accommodate special needs of employees. This option allows work arrangements to be tailored to each ~~division's bureau's~~ unique requirements. The ~~City of Portland Auditor's Office~~ encourages the use of telework in situations where it will work to the mutual benefit of employees, the ~~City Auditor's Office~~, and the ~~City's Auditor's Office's~~ customers. Telework is not a benefit, ~~rather,~~ ~~It~~ is one of several work options used at the supervisor's discretion, such as flexible work schedules and job sharing. The purpose of this administrative rule is to define telework guidelines and procedures.

Applicability

All ~~City Auditor's Office~~ Employees

Definitions

Telework is defined as working arrangements in which the workplace is located at least part time at an alternate location, such as an employee's residence, or a satellite office located closer to the employee's residence than the employee's regular office.

Routine telework is defined as telework which is a regular and recurring part of the employee's work schedule.

Ad hoc telework is defined as occasional telework.

Alternate work site is defined as a workplace other than the employee's regular work location.

Home office is defined as any alternate work site provided by the employee.

General Provisions

Employees are not authorized to work at home without prior approval of their supervisor.

Routine telework will be permitted for employees only under the terms of a written Telework Agreement (see **Attachment**) reached between the employee and the employee's supervisor and approved by the ~~Bureau Director~~ City Auditor.

Ad hoc telework will be permitted with the authorization of the employee's supervisor, subject to ~~the Bureau Director~~ the City Auditor's or a designee's review, on a case by case basis. Telework lasting seven days or less will not require the pre-approval of the ~~City Bureau Director~~ Auditor. The terms of ad hoc telework ~~may~~ **must** be clarified in a written agreement that defines telework expectations and parameters.

~~The ad hoc agreement will define parameters, (e.g., equipment, software, and location) on an employee signed form with supervisor and Bureau Director approval.~~

~~The Commissioner in Charge of the bureau must approve any teleworking or work at home arrangements for a Bureau Director. In addition, the agreement to telework or to work at home must be in writing.~~

Telework Agreement

The Telework Agreement must clearly define the following:

Telework schedule: Which hours the employee will work on City premises and which will be worked off City premises.

Location: The location of the off-premises work ~~and contact information, and the means by which the employee can be reached~~ during off-premises work.

Use of City resources: Any City-owned resources the employee will use off-premises, and the terms and conditions under which such resources will be used.

Use of employee's resources: Any employee resources that will be used and the costs, ~~if any, that which~~ will be compensated by the ~~City Auditor's Office~~. Generally, ~~however,~~ the ~~City Auditor's Office~~ does not reimburse costs associated with ~~T~~teleworking.

Eligibility for Telework

~~An e~~Employees ~~is are~~ eligible for telework with the approval of their ~~s~~Supervisor and the ~~Bureau Director City Auditor~~ provided their job requires minimal direct supervision and ~~in-person face-to-face~~ interaction or where such interaction can be successfully scheduled to permit telework.

Supervisors are encouraged to use the following guidelines in selecting employees for telework:

- ~~The e~~Employees can accomplish their job without being on premises for some portion of their regular work schedule without detrimental impact on the productivity of the work group.
 - Clear work objectives can be set, tasks can be clearly defined, and results are measurable.
 - ~~The e~~Employees can provide the appropriate equipment in the alternate work site, including at minimum a telephone where the employees can be reached, a suitable workspace, and, as necessary, a computer, printer, modem, ~~fax,~~ and other equipment as appropriate to the employee's' job. The ~~City Auditor's Office~~ may provide a computer to the employees to enable telework arrangements, particularly for those employees needing remote access to ~~City~~ data, systems and networks beyond internet access to City email.
 - ~~The e~~Employees shall have demonstrated, to the supervisor's satisfaction, their capability to work productively without direct supervision. Indicators include consistent high performance, excellent attendance, a positive attitude toward assigned work, and absence of discipline problems in the employee's work history.
 - The employee shall have demonstrated their understanding, willingness and ability to properly protect the confidentiality of sensitive City data and
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software, which may be protected from disclosure by public records and/or copyright laws. This includes the ability to protect such sensitive data and software from all unauthorized individuals including but not limited to the employee's family and friends.

- The employee shall have demonstrated a willingness to participate in telework to the supervisor.

City Visits

The employee agrees that a supervisor or supervisor's designee may visit the employee's non-City work site to inspect the work site during normal work hours to ensure that it is safe from hazards and sufficient to conduct City Auditor's Office business. The supervisor or supervisor's designee may repeat such visits.

Reimbursable Expenses

Any variable expenses accrued as a result of the employee choosing to telework will be borne by the employee. The City Auditor's Office will reimburse the employee for expenses it would have borne if the employee were working in the office. Supplies required to complete assigned work at the telework work site shall be obtained from the bureau office during the teleworker's in-office work periods. Out-of-pocket expenses for materials and supplies, which are otherwise available at the bureau office, will not be reimbursed.

Emergencies

In case of an emergency, such as a power failure, that affects the employee's ability to work off City premises but not on City premises, the employee will be required to report to the employee's regular office location on City premises. If the employee is excused from work, the employee will be required to use vacation time, compensatory time, or take time without pay. If an office closure or emergency excuses other employees from working and work can proceed at the alternate worksite, teleworkers are not excused from working.

Computer Support

Computer support provided by the Bureau of Technology Services (BTS) staff will only be performed on City premises, on City-owned equipment and by appointment. Such support will be limited to installing and removing City-owned software on a City-owned computer as well as diagnosis and resolution of problems with BTS supported software and/or hardware.

BTS support staff will be responsible for maintaining and troubleshooting any City-owned computer equipment, such as laptop computers. BTS will not be responsible for maintaining or troubleshooting non-City-owned computer equipment or software.

City Hardware and Software

The City Auditor's Office is not required to provide a computer, printer, monitor, networking & telephone equipment or office furniture to the employee. The Bureau Director-employee's supervisor may determine the Bureau Auditor's Office will supply City-owned computer equipment to allow the employee remote access to office bureau systems. If City equipment is not provided, the employee must provide all computing equipment, telephone equipment, and furniture necessary to perform duties on non-City premises. Requirements for use of Secure Remote Access to City systems, via City equipment or non-City equipment, are described in the BTS Service Catalog and BTS Administrative Rule 2.04.

The employee is responsible for ensuring that software used on non-City premises is compatible with City standards. The employee is responsible for converting files to City standard formats. The employee is responsible for protecting the integrity and confidentiality of copyrighted software, and sensitive City and Auditor's Office data, and following policies, procedures, and practices to the same extent applicable in the regular office.

Teleworkers are expected to adhere to all ~~city~~ Auditor's Office and applicable City rules while teleworking as they would if working at their regular office location on City premises. This includes, but is not limited to the Administrative Rules on the Use of City Resources and Information Technologies.

For telework jobs that have security and/or confidentiality requirements, procedures must be established and followed to guarantee protection of confidential information. Procedures may include a locked or secure workplace, computer access passwords, or restricted use of files at the telework site. Security and/or confidentiality issues shall be addressed in the attached Telework Agreement.

**Telework Product,
Document Retention and
Public Records**

Products, documents, and records used and/or developed while teleworking shall remain the property of the ~~Bureau and the City~~ Auditor's Office and are subject to ~~bureau~~ Auditor's Office and City rules regarding confidentiality and records retention requirements, which may make employee--owned computers and storage devices subject to public records and evidentiary requests.

Travel, Overtime and Leave

~~Auditor's Office~~ City Administrative Rules, collective bargaining agreements, and the Fair Labor Standards Act (FLSA) shall apply to teleworkers. Requests for overtime must receive advance approval from the supervisor. Requests for leave shall be approved by the supervisor, in a manner consistent with Auditor's Office City or ~~bureau~~ rules.

When teleworking, the employee's regular Auditor's Office location ~~City office~~ is the official station for travel expense voucher purposes, except that travel to and from the employee's regular City Auditor's Office location ~~office~~ and alternate work site shall not be a reimbursable expense.

Worker's Compensation

Employee Injuries. The ~~City~~ Auditor's Office will have the same responsibility for job-related accidents or injuries to the employee at the alternate worksite that it has at the employee's regular City Auditor's Office office ~~location~~. See Administrative Rule on Workers' Compensation.

Family and Visitor Injuries. The ~~City~~ Auditor's Office does not assume responsibility for injury to any persons at the employee's residence or alternate workspace within it.

**Work Hours and
Accessibility**

Work Hours and Scheduling. The number of hours worked by the employee will not change because of telework. Work hours will be scheduled and any changes must be approved by the supervisor in advance.

Adequate Time in Office. The amount of time spent teleworking during a work week may vary according to each job, equipment needs and the individual Telework Authorization. Minimally, the telework schedule must allow adequate regular office time for meetings, access to facilities and supplies, and communication with other employees and with customers.

Accessibility. Teleworkers will maintain accessibility via email, telephone, mobile phone, or as otherwise agreed to by their supervisor during agreed-upon work hours or specific core hours of accessibility. Only the teleworker and the teleworker's supervisor will designate who will be given the teleworker's home office phone number.

Family Care and Duties. While telework may facilitate employees working around family responsibilities, employees who telework must have in place day care or other supervision for any member of the household requiring care through the workday.

**Administrative Rule
History**

~~Adopted by Council March 6, 2002, Ordinance No. 176302~~
~~Effective April 5, 2002~~
~~Revised January 25, 2006~~
~~Revised July 9, 2007~~
~~Revised October 19, 2010~~
~~Revised April 25, 2016~~
