

CONTRA COSTA COUNTY
Office of the County Administrator
ADMINISTRATIVE BULLETIN

Number: 439
Date: 08/06/21
Section: Personnel
SUBJECT: Remote Work Policy

- I. **PURPOSE:** This remote work policy outlines the procedural guidelines for employees to work from a location other than their primary work location. Contra Costa County (County) recognizes the benefits of remote work, including:
 - Promoting options for employees to effectively balance work-life commitments;
 - Boosting employee morale, productivity and job satisfaction while reducing absenteeism and enhancing employee retention;
 - Improving service delivery by allowing for work hours beyond the traditional 8am to 5pm Monday through Friday schedule in appropriate situations;
 - Allowing for more efficient use of County buildings, office space and parking facilities;
 - Improving the County's ability to provide essential services during and following an emergency;
 - Improving air quality, reducing greenhouse gas emissions; and
 - Reducing traffic, transit and parking congestion.
- II. **APPLICABILITY.** This bulletin replaces and supersedes all other County and department policies regarding remote work.
- III. **AUTHORITY.** In accordance with the provisions of Contra Costa County Ordinance Code Section 24-4.008, the County Administrator has the authority and the responsibility to establish and enforce personnel policies in County departments and agencies, including work schedule policies.
- IV. **POLICY.** Remote work is defined for the purposes of this policy as an employee working from a remote site other than their primary work location, such as a designated satellite workstation or at home on a temporary or regular on-going basis. Remote work must maintain or improve service delivery and productivity for the employee, colleagues, and customers.

The County has the exclusive right to determine which positions and/or duties are suitable for remote work, and to grant (or revoke) permission for individual employees to work remotely according to the guidelines in this Administrative Bulletin. Department Heads are required to identify positions that are suitable for remote work in whole or in part and are authorized to enter into a remote work agreement with eligible employees in accordance with this Administrative

Bulletin. It is the intent of this policy that department heads have reasonable flexibility in developing remote work agreements that reflect the nature of work of their department and characteristics of their employees.

The following criteria will be considered by department heads when determining which positions are eligible for remote work and considering whether or not to approve individual remote work agreements:

- a. Achieves the benefits outlined in the Purpose section above;
- b. Remote work arrangement will maintain or improve service delivery and productivity for the employee, colleagues and customers;
- c. Proposed remote work would enable continued performance of all current duties;
- d. Employee is able to meet all eligibility and standard requirements referenced in this policy; and
- e. Individual Remote Work Request and Decision Form adequately documents capacity to meet these requirements.

Duties, obligations, responsibilities, and conditions of employment with Contra Costa County remain unchanged except those obligations and responsibilities specifically addressed in this policy and associated documents.

Remote working is a voluntary arrangement between the employee and the department. Employees who wish to remote work must complete and submit a Remote Work Request and Decision form. If approved, the department reserves the right to modify or revoke remote working at any time.

In determining eligibility of positions, job duties and employees for remote work, departments should consider the federal, state, and local laws and regulations that may be implicated by a remote work program.

Department Heads shall ensure supervisors and managers who will be supervising remote workers are trained and/or provided guidance to sufficiently supervise a remote employee as soon as feasible after the remote worker assignment begins.

The County Administrator's Office shall be responsible for overseeing consistent application of this policy by departments.

A. Eligibility Requirements:

Although meeting eligibility requirements does not guarantee approval to remote work, the following are the mandatory requirements for an employee to be considered for remote work:

- a. Employee is in compliance with County and department rules, regulations and policies
- b. Job performance demonstrating the ability to work independently as determined by the department head with input from the immediate supervisor
- c. Job performance meets or exceeds expectations
- d. Employee can demonstrate that they have an appropriate remote work site
- e. Employee agrees to attend training on successful remote work as assigned
- f. Employee's job assignment is appropriate for working remotely on either a full time or part time basis.

B. Standard Requirements:

The following is required for an employee to work remotely:

- a. Remote Work Request and Decision Form is completed and approved.
- b. If needed, ability to access County Network and/or Internet from the remote work site and/or ability to send and receive telephone calls.
- c. Employee reviews, signs and complies with the Contra Costa County IT User Responsibility Statement.
- d. Employee provides Internet network connectivity with reasonable speeds to successfully complete assigned work.
- e. Employee must follow secure practices to protect equipment, County data and systems, as well as public records, both physical and electronic, in their care and immediately report any issues (including but not limited to potential data breaches, viruses, compromises, loss or theft) to their supervisor and the DoIT Help Desk.
- f. All County rules regarding the use of computers and the Internet apply while an employee is working remotely, regardless of whether the employee is using County provided or personal equipment.
- g. All County-owned equipment issued to an employee in order to work remotely must be returned immediately upon the end of the remote work arrangement.
- h. County issued equipment is subject to relevant asset protection policies.
- i. Employee must follow County policy for reporting on-the-job work injuries by notifying their manager/supervisor immediately and completing all necessary documents regarding the injury.
- j. Employee must comply with all federal, state and local laws, including but not limited to Health Insurance Portability and Accountability Act (HIPAA).
- k. Employee must comply with all County and departmental policies and procedures including relevant Administrative Bulletins, IT security, privacy and confidentiality policies and guidelines just as when working in the office.
- l. Employee shall ensure the integrity and confidentiality of all information and take steps to ensure County information, confidential information, Federal Tax Information (FTI) or other Personal Identifying Information (PII) is safeguarded and viewable only by employee. Employees who have access to FTI from a remote work site may be required to abide by additional security precautions as determined by the Department Head to ensure the security of FTI in accordance

with IRS Publication 1075 guidelines. Any additional security precautions will be described in the Remote Work Plan in the Remote Work Request and Decision Form.

- m. Employee will complete the CCC Office Ergonomics Awareness Training on Target Solutions, comply with the County Ergonomic Program Employee Responsibilities and maintain an ergonomic working environment. The County will provide training to employees on setting up a safe and ergonomically appropriate work environment but will not enter employees' homes to perform inspections. This is consistent with federal OSHA policy not to conduct inspections of employees' home worksites while balancing concerns for maintaining the employee's home environment's privacy and protecting the employee's safety.
- n. Employee must take appropriate steps to ensure the privacy of County customers and other County employees while working remotely.
- o. No in-person meetings are to take place at a remote work site.
- p. Employee shall ensure that child or dependent care will not interfere with remote work responsibilities.
- q. Employee must be able to communicate with those with whom they normally conduct business (e.g., supervisor, management, coworkers, vendor contacts, customers, etc.) by phone, email and other electronic means, including videoconferencing, as required by the supervisor.
- r. If employee is unable to work at the remote work site, employee shall immediately notify his/her supervisor. If the issue is temporary, the employee and supervisor may determine whether the employee can perform other tasks at the remote work site, should report to the office or, subject to approval, take time off using accruals.
- s. Employee shall adhere to the established work schedule as agreed in the Remote Work Request and Decision Form and any modifications or overtime requires prior written supervisor approval.

C. Cost Responsibilities

- a. The costs associated with working remotely are primarily the responsibility of the remote worker/employee. However, the County will provide standard office supplies (pens, paper, pencils, etc.) and may provide equipment or software, if feasible and approved by the department.
- b. Unless otherwise agreed upon by the supervisor/manager, departments are not required to provide employees with any equipment needed while working remotely. Departments providing equipment, software, or other supplies to employees working remotely must reasonably allocate those resources based on operational and workload needs and must utilize an inventory tracking system for this equipment.
- c. Existing County policy and departmental procedures to request mileage reimbursement are to be followed. (Note: The remote worker will not receive mileage reimbursement for any travel that would not occur if the remote worker were at the County's office worksite. The remote worker will not receive mileage

reimbursement for the distance of any travel between home and the normal work site for any reason on remote workdays.)

- d. No other costs will be covered by the County unless prior written approval is given by the Department Head.
- e. In general, any cost not itemized as covered by the County will be the employee's responsibility to pay, including, but not limited to, utilities, insurance and maintenance costs, home workspace furniture, ergonomic equipment and related modifications, Internet network connectivity, and liability claims by third parties, including family members.

D. Department's Rights Reserved

Administering the remote work program is under the authority of the Department Head with general oversight by the County Administrator's Office. The Department may establish specific time periods for submitting requests, acceptance or rejection of requests, duration of the remote work period, and review and/or termination of the remote work participation. The County will not establish remote work only positions without offering to meet and confer with the employee organization that represents said position(s). Any remote work schedules of more than 20 hours per week (regular, Flexible, or Alternate Work Schedules) or more than fifty percent (50%) of the employee's work schedule (4/10 or 9/80 Work Schedules) must be approved in writing by the CAO. To protect local County jobs, new remote work arrangements shall not be granted to any employee who resides more than 200 miles from the County Administration Building.

The Department shall have the right to accept or reject any application for remote working and modify or terminate any existing agreement for remote working at any time and for any reason. Reasons for rejecting an application shall be provided to the employee in writing on the Remote Work Request and Decision Form. If the Department initiates modification or termination of an existing remote work agreement, the reason(s) for the modification or termination will be provided to the employee in writing. If the employee requests to modify or terminate an existing remote work agreement, the employee must make the request in writing to his/her supervisor for consideration.

Departments may develop or maintain guidelines that are not in conflict with this Administrative Bulletin, subject to approval by the County Administrator's Office. Departments are responsible for maintaining accurate and up-to-date information on all remote work arrangements and reporting that information to the County Administrator's Office and County Human Resources as needed.

E. Appeal Procedure

Employees that are denied the opportunity to work remotely or for whom an existing remote work agreement is modified or terminated may file an appeal within fifteen (15) calendar days. The appeal shall be directed to the employee's department head or

designee and shall cause a meeting to be conducted within fifteen (15) calendar days of the request. The meeting shall be attended by the operational manager denying the request, the Department Head or designee, the employee, and the employee's union representative upon request of the employee. The Department Head or designee shall review the remote work request and the reasons for rejection/modification/termination of said request, and make a final decision regarding the request. The appeal decision shall be issued within ten (10) calendar days after the appeal meeting.

The decision of the Department Head or designee is final and not subject to the grievance procedure or any other appeal.

Related Documents

1. Remote Work Request and Decision Form
2. Contra Costa County IT User Responsibility Statement

Originating Department: County Administrator



Monica Nino
County Administrator



Contra Costa County

Remote Work Request and Decision Form

Part I – To be completed by Employee

Employee Name:

Job Title:

Employee ID:

Department:

Supervisor's Name:

Official work Location/Unit:

This request is for a remote working schedule. Proposed start date:

Proposed end date:

I request that I be permitted to work remotely as proposed below. I acknowledge that this is just a proposal and, if remote work is approved, the actual schedule and work assignment(s) will be defined by me and my supervisor in Part IV below

Proposed Work Schedule

Day	Work Hours	Location
Monday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Tuesday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Wednesday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Thursday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Friday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Saturday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Sunday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Total Number of Hours		

Remote Work Logistics

Phone number(s) to be used for conducting County business during remote work hours:
For Supervisor/Co-Workers:

For Customers/Vendors, etc.:

Remote Work Address:

Proposed Remote Work Assignment(s)

I propose the following assignments/projects will be done during remote work:

Employee Signature

I have read the Remote Work Policy, have read and signed the Contra Costa County IT User Responsibility Statement (attached) and agree to comply with all provisions in these documents and in this Remote Work Request and Decision Form and am requesting approval for remote work.

Signature of Employee

Date

Part II – To be completed by Manager/Supervisor

Based on the Remote Work Policy and the proposal of the Employee herein, I recommend:

- Employee's request be approved.
- Employee's request for remote work be denied because:
- Request will not achieve the benefits outlined in the Purpose section of the Policy
 - Request will not maintain or improve service delivery and productivity for the employee, colleagues and customers
 - Request will not enable continued performance of all current duties
 - This Remote Work Request and Decision Form adequately documents capacity to meet Policy requirements
 - Employee not in compliance with County and department rules, regulations and policies
 - Job performance does not demonstrate the ability to work independently
 - Job performance does not meet or exceed expectations
 - Employee cannot demonstrate that they have an appropriate remote work site
 - Employee cannot attend training on successful remote work or failed to successfully complete said training
 - Employee's job assignment is not appropriate for remote work
 - Other:

Signature of Manager/Supervisor

Date

Part III – To be completed by Department Head

I have reviewed the employee's request and manager/supervisor's recommendation. Based on this review, I have determined that remote working should be: Denied Approved subject to final approval of the Remote Work Plan.

Signature of Department Head

Date

Part IV -- To be completed by Manager/Supervisor and Employee

REMOTE WORK PLAN

Remote Work Schedule

Day	Work Hours	Location
Monday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Tuesday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Wednesday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Thursday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Friday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Saturday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Sunday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Total Number of Hours		

Employee has received the following tools and equipment for remote work use:

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Remote Work Assignments

Training Assignments

1. CCC Office Ergonomics Awareness Training	Complete By:
2.	Complete By:

Employee and manager/supervisor have met and completed/reviewed the above work schedule and work assignments and Employee agrees to abide by same. Employee acknowledges:

- They have read the Remote Work Policy and Contra Costa County IT User Responsibility Statement and agrees to comply with all provisions in the policy, Responsibility Statement and in this Request and Decision Form.
- That remote work assignments may be modified from time to time pursuant to instructions in writing from Manager/Supervisor.
- That they are not allowed to modify their schedule and are not authorized to work overtime without prior written approval from Manager/Supervisor.
-

This work plan will become effective on _____ and continue until:

- (Specify Date)* _____ Project Completion Termination by Employee or Manager/Supervisor
- Other (specify) _____

Signature of Manager/Supervisor

Signature of Employee

*Subject to right of termination by either Employee and/or Manager/Supervisor at an earlier date

Part V – To be completed by Department Head

I have reviewed the final work plan and said plan is Approved Denied

Signature of Department Head

Date

Part VI – To be completed by The County Administrator's Office

***Only for requests where the employee is scheduled to work more than 50% or twenty hours of their weekly assignment remotely:**

I have reviewed the final work plan and said plan is Approved Denied

Signature of County Administrator (or designee)

Date