
POLICY: TELECOMMUTING/REMOTE WORK/HYBRID/ OFFICE SHARE SCHEDULE

POLICY #: ADM HR - 13

DEPARTMENT: HUMAN RESOURCES

PRIOR POLICY #: NA

DATE DEVELOPED: 01/23/2021

PROGRAM: HUMAN RESOURCES

DATE REVISED:

PURPOSE:

Telecommuting allows employees to work at home, on the road, or in a satellite location for all or part of their workweek. AAAPP considers telecommuting a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and positions but not for others. Telecommuting does not change the terms and conditions of employment with AAAPP.

SCOPE:

This policy applies to all AAAPP employees that perform positions approved for remote work, as outlined in each Job Description.

HYBRID WORK MODELS:

3/2 Schedule - Staff that do not share an office and are approved for a hybrid schedule work 3 days in the office and 2 days from home. Managers set schedules based on work needs and contractual obligations. The same schedule is followed each week, unless approved by the manager/director.

Staff that share an office - staff rotate days off by working one week 3 days at home and 2 days in the office rotating to a 2/ 3 day the next week. Managers set schedules based on work needs and contractual obligations.

Staff working on 3/2 or 2/3 schedules must include a Monday or Friday in the office.

AD HOC Arrangements – based on business sense. Occasional work-from-home or if there is an office closure.

Full-time remote – when job location warrants a needed service provider in a location outside of the home office.

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PROCEDURES:

Telecommuting can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as described below. Either an employee or a supervisor can suggest telecommuting as a possible work arrangement.

Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, childcare and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

ELIGIBILITY

Managers evaluate the suitability of such an arrangement, reviewing the following areas:

- Employee suitability. The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters, and must have and continue to have a satisfactory performance record.
- Equipment needs, workspace design considerations and scheduling issues. The employee and manager will review the physical workspace needs and the appropriate location for the telework.
- 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.

REMOTE WORK REPORTING AND ACCOUNTABILITY

- Employees will work their scheduled hours as they would if working in the AAAPP office or their normal place of work as an AAAPP employee. Should this not be possible, staff must discuss it with their manager/director. If an employee needs to work at home on a day they are scheduled to be in the office, they must get approval from their supervisor. It should never be assumed remote work is approved on non-scheduled days.

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- Regular leave policies and procedures should be followed for staff who are unable to report to work.
- Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using AAAPP's time-keeping system. Hours worked more than those scheduled per day and per workweek require the advance approval of the telecommuter's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.
- Employees will participate in scheduled virtual calls/meetings as scheduled by ED or your manager.

EQUIPMENT

- On a case-by-case basis, AAAPP will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines, and other office equipment) for each telecommuting arrangement. The human resource and information system departments will serve as resources in this matter. Employees will utilize AAAPP issued laptops, phones and appropriate power cords. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. AAAPP accepts no responsibility for damage or repairs to employee-owned equipment. AAAPP reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an inventory of all AAAPP property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.
- AAAPP will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. Employees will not be reimbursed for personal cell phones, internet or electricity usage while working remotely.
- Employees will not be reimbursed for mileage if they need to come into the office during this period.

The employee will establish an appropriate work environment within his or her home for work purposes. AAAPP 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.

SECURITY

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Consistent with the agency's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary agency and client information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

- Softphone will be utilized for all AAAPP related calls
- Employees will work through eCIRTS, FLMMIS, FLORIDA system, as appropriate
- Ensure that all AAAPP property is secure at all times - restricted access or confidential material shall not be taken out of the primary worksite. All access and business will be conducted through AAAPP's VPN.
- Respect the confidentiality and data ownership of all AAAPP information
 - Users are to close whatever they are working on when leaving their workstations unattended.
 - Users must log off the network and leave their workstations at the password prompt.
 - Tip – have your passwords available remotely.
 - For IT support – contact our Help Desk at [HelpDesk -AAAPP - Power Apps](#)

CLIENT INFORMATION SAFEGUARDS

- Safeguarding all client-related information is of paramount importance. Disclosure of HIPAA is a violation of AAAPP policy.
- Employees will comply with all rules and regulations outlined in the Employee Handbook sections including but not limited to: *HIPAA Confidentiality, Computer and e-mail usage, Internet Usage, and Social Media Policy.*
- Employees will apply all safeguards which are approved and used by the AAAPP in the office to protect records from unauthorized disclosure or damage.
- All records, papers, and correspondence must be safeguarded for their return to the AAAPP office.

SAFETY

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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 agency's workers' compensation policy. Telecommuting 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.

Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting business demands.

AD HOC ARRANGEMENTS

Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects or 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 or 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 telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the agency.

WORKPLACE MONITORING

The Area Agency on Aging of Pasco-Pinellas, Inc. may conduct workplace monitoring to help ensure quality control, productivity, employee safety, security, and customer satisfaction.

All computer equipment, services, or technology that we furnish you are the property of the Agency. Only authorized AAAPP staff are permitted to use agency equipment. We reserve the right to monitor computer activities and data that is stored in our computer systems. We also reserve the right to find and read any data that you write, send, or receive by computer which includes, but is not limited to, e-mail. Please note that Agency phones may also be monitored for compliance with Agency policies and quality assurance.

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REMOTE-WORK CONDUCT POLICY

As our workforce continues to operate with some or all employees working at locations other than AAAPP offices, the following expectations for employees are being clarified to avoid issues that may cause disruption to the workday and/or during virtual meetings.

General Expectations

- Remote employees are expected to be available and communicative during scheduled work hours.
- AAAPP work rules and other policies continue to apply to offsite work locations.
- Consumption of alcohol during work hours is never acceptable.
- Employees should seek a quiet and distraction-free working space, to the extent possible.
- Employees are expected to maintain their workspace in a safe manner, free from safety hazards.
- Productivity must remain consistent with in office expectations.

Virtual Meetings

- While distractions are often unavoidable, try to keep them to a minimum. No music or television in the background during meetings.
- Keep yourself muted during video or audio conferencing unless you are speaking.
- Turning on video is encouraged but not required.
- Avoid eating a meal during a virtual meeting unless invited to do so by the meeting host.
- Smoking or vaping is not permitted during a video conference.
- Casual dress is acceptable; however, use discretion. No sleeveless tops, pajamas or other apparel that would not be appropriate to wear outside of your home.
- Avoid multi-tasking. Give your full attention to the meeting as if you were face-to-face.

While gentle reminders may be all that is necessary in some circumstances, egregious or continued violations of these expectations and/or other AAAPP policies will result in disciplinary action.

EMPLOYEE ACKNOWLEDGMENT:

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I acknowledge that I have received, read, understand and will comply with all sections of the Remote Work Policy of Area Agency on Aging of Pasco-Pinellas. I understand that failure to comply with the policy could result in disciplinary action up to and including termination of employment

Employee Signature

Date

Employee Name (please print)

DRAFT