



TELEWORK POLICY

I. PURPOSE

The City of Akron Telework Program (Telework) allows employees to work remotely for a period of time as approved by management and when the arrangement is necessary due to an emergency situation or to otherwise address an operational need of the City. Telework may be available in situations where the arrangement is in the best interest of the City in order to provide uninterrupted continuation of City services.

Prior to engaging in telework, employees must receive authorization from management.

II. GENERAL

- A. Telework is a work arrangement under which an employee performs the duties and responsibilities of the employee's position, and other authorized activities, from an approved worksite other than the location from which the employee would otherwise work. Telework allows an employee to perform work during any part of regular paid hours, at an approved alternative worksite (e.g. home, designated telework site). This does not include any part of work done while on official travel and not otherwise designated as telework.
- B. Work performed remotely is expected to be performed in a professional, timely fashion, and according to the same standards of performance as is expected in the employee's non-remote work setting.
- C. An employee who teleworks is responsible for the safety and security of all City property and information entrusted to the employee.
- D. An employee who teleworks is expected to save their work on the City's network rather than on a hard drive so that the work is backed up by the City's server.
- E. Telework does not affect an employee's terms and conditions of employment with the City. Employees who telework must adhere to all laws, City policies, procedures, rules, regulations, Executive Orders, directives and guidelines, and collective bargaining agreements if applicable.
- F. The City may revoke an employee's ability to telework at any time for any reason.
- G. An employee must notify his/her manager or their designee as soon as possible of any situations which interferes with the employee's ability to telework.
- H. An employee who teleworks is expected to dress in a professional manner for tele-conference meetings.
- I. This policy may be amended from time to time.



J. This policy is intended to apply in accord with any applicable collective bargaining agreement. If there is a conflict between this policy and a collective bargaining agreement, the language in the collective bargaining agreement applies.

K. This policy will be applied in accordance with other City policies including, but not limited to, the City of Akron Computer Use Policy.

III. PROCEDURE

A. OIT Involvement Management must contact the City's Office of Information Technology (OIT) when authorizing an employee to telework. OIT will work with the department/division to determine the needs of the employee in order to be able to telework. Employees are expected to comply with any reasonable work related directives given to them by OIT. OIT will ensure that devices have anti-virus protection installed and properly configured before devices are approved to be used in a telework arrangement. Employees shall not disable or reconfigure programming installed by OIT without authorization to do so.

B. Schedule Unless on an approved leave, employees who are authorized to telework must perform their job duties at a designated alternative work location for the duration of the teleworking arrangement. Employees must work within their specified approved work schedule. An employee's manager or their designee will make reasonable efforts to provide notice to employees of any changes in telework arrangements.

Personal tasks and errands should only be performed during the employee's scheduled breaks, lunches or approved leave time.

C. Availability Employees must be able to be reached during their work hours by telephone, e-mail, and other similar communication tools at the alternative work location. Managers or their designee will contact employees at any time during work hours and require employees to report on work items, progress and any other employment activities.

D. Workplace The City may require an employee to be present in the workplace based on operational needs. An employee may be required to be on-site at the workplace to attend meetings, training sessions, or similar events or occurrences. Meetings may take place virtually, but in-person meetings may be scheduled as needed.

E. Work Hours and Leave Usage All work and overtime hours and leave usage must comply with applicable laws, rules, regulations, Executive Orders, policies and procedures and applicable Collective Bargaining Agreements. Employees are responsible for accounting for their time worked. Time spent teleworking must be documented and reported to your department/division as required by the employee's manager. Each department/division shall track the amount of time an employee spends teleworking each week.



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- F. Overtime Hourly employees shall not work overtime without the prior approval of management. All approved overtime hours must be tracked and turned into payroll during the payroll period in which the overtime was earned.
- G. Attendance and Call-off Procedures An employee who is teleworking must continue to comply with call off and attendance procedures while in the telework arrangement.
- H. Time Off Work Requests for time off (e.g., sick leave, personal days, paid leave or vacation time) must be processed following normal procedures. If an employee does not work eight hours in a given work day or forty hours in a workweek in which telework is authorized, the employee must submit an appropriate request for leave or may be considered absent without leave.
 - 1. An employee must use paid leave, sick leave or injury leave (if applicable) if unable to work due to illness or injury. The employee shall report his/her absence to his/her manager or their designee in compliance with City ordinances, collective bargaining agreements and department/division rules, regulations, policies or directives.
 - 2. An employee may use other types of available leave such as FMLA or emergency paid leave or EMLA leave under the FFCCRA, if approved by the City and consistent with applicable laws/regulations.
 - 3. An employee must use personal days or vacation or paid leave, if approved by management, if the employee is not working a full day and the absence is not covered by a different type of leave.

IV. LOCATION, EQUIPMENT, SUPPLIES

Management shall have employees complete the Safety Checklist in order to telework.

- A. Location In order to telework, an employee must provide a secure location for the City-owned or issued equipment, materials, supplies and information. Employees are responsible for ensuring that the alternate work location has adequate workspace, including internet capabilities, to perform City business. The alternate work space should be reasonably quiet and free of distractions or noises that are inconsistent with an office environment. Employees who telework are expected to maintain safe work conditions and practice appropriate safety habits. Employees are required to notify their manager or their designee of their telework location.
- B. Equipment
 - 1. The City will provide and/or approve the equipment, supplies and software that are necessary for the employee to conduct City business while teleworking at an alternate work location.



2. All equipment, records, software, materials and supplies provided by the City shall be and remain the property of the City.
3. An inventory should be created and maintained by OIT of any City-owned or issued equipment such as desktop and laptop computers, tablets, printers, accessories, software, etc. loaned to an employee in order for the employee to telework.

C. Authorized Use/Users

1. City equipment, materials, data, computer resources and supplies shall only be used for legitimate City business purposes by authorized employees.
2. The employee is responsible for the security and safety of all items and information furnished to them by the City. The employee is responsible for protecting City equipment, materials, data, computer resources and supplies from theft, damage, and unauthorized use, modification, destruction, or disclosure.
3. An employee is required to immediately report any security concerns or unauthorized access of City equipment, data, network, supplies or materials to management and OIT.

D. Equipment Maintenance and Repair.

1. Employees are responsible for the care and upkeep of City property loaned to an employee as part of the telework arrangement.
2. Employees must immediately notify the City of any malfunction or service problem with City equipment or devices.
3. The City will provide for routine maintenance and repair of City equipment and devices. However, OIT will not go to the remote work location to provide these services. Therefore, it may be necessary for equipment or devices to be brought to the workplace for repair or maintenance.
4. An employee's participation in the telework program may be modified until service issues can be resolved.
5. The City is not responsible for maintenance and repair of equipment not provided by the City.

E. City Access Employees must allow the City access to City equipment, materials, data and supplies. All City equipment must be available for inspection, repair, replacement, or repossession upon notice to the employee from the City.



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- F. Office Supplies The City will supply office supplies as approved by management. Approved supplies must be ordered following the City's regular procedures. Employees must return unused office supplies when no longer needed or at the end of the telework arrangement.
- G. Costs The City does not and will not assume responsibility for any additional costs associated with an employee teleworking such as operating costs, utilities, personal telephone or cellular phone service, home owners or renters insurance, home maintenance or repairs, internet or wi-fi service, or other costs that may be incurred by an employee teleworking.
- H. Lost, Damaged or Stolen Equipment or Supplies An employee shall immediately report to his/her manager or their designee any lost, stolen, damaged or potentially compromised City equipment and/or information.
- I. Return of Equipment and Supplies City equipment and supplies remain the property of the City. At the end of the telework assignment or in the event the employee's employment ends for any reason, all City supplies and equipment must be promptly returned in the same condition as it was received, except for normal wear and tear. The department/division must contact OIT upon the return of equipment/devices. OIT is responsible for checking the equipment and determining whether the equipment is safe to return to use in the workplace.

V. LIABILITY

- A. Work Environment Employees shall have an appropriate and safe work environment to telework.
- B. Missing or Damaged Equipment An employee is responsible for any missing or damaged City owned or issued equipment if the loss or damage is the fault of the employee.
- C. Employee's Personal or Real Property The City is not liable for damages to an employee's personal or real property at the telework location while the employee is teleworking.
- D. Accident/Injury During work hours and while performing work functions in the designated work area of the home, teleworkers are covered by worker's compensation for job-related injuries. Employees or their authorized representative must immediately report injuries suffered by the employee during telework hours to their manager or their designee at the earliest reasonable opportunity. The department/division and employee are required to follow applicable policies regarding work related accidents and injuries.
- E. Third Parties The City of Akron is not liable for loss, destruction, or injury that may occur to third-parties or their property in the employee's home. This includes family members, visitors, or others that may become injured within or around the employee's home.



VI. MODIFICATION OR TERMINATION OF TELEWORK ARRANGEMENT

A telework arrangement is at the discretion of the City and may be modified or terminated at any time. The employee must promptly return City owned or issued equipment, supplies, records, data, and materials upon termination of the telework arrangement for any reason.

OIT must be contacted at the end of the Telework arrangement. OIT is responsible for checking and scanning any devices (e.g. laptops, desktops, printers, tablets, or similar technology) being returned to the City prior to the devices being reconnected to the City's network. Devices and equipment must be reinstalled in accordance with City policies and procedures.

VII. RECORD RETENTION AND PUBLIC RECORDS

An employee who teleworks is required to protect the City's records and information from damage and unauthorized access or destruction. Recordkeeping and public records requirements apply as if the work was being performed in a City office. City documents and databases may be subject to public record requests, subpoenas or discovery requests. The City's record retention requirements apply to telework as well as in the workplace. If a document or database meets the definition of a "record" under the laws of the State of Ohio, the record must be retained according to law and City policies.

VIII. SECURITY AND CONFIDENTIALITY OF CITY INFORMATION

- A. City business shall only be conducted using City resources.
- B. Employees are expected to use a secured network connection and shall immediately report any concerns regarding network security to the OIT. An employee who becomes aware of a virus or malware must immediately notify the OIT.
- C. Employees have no expectation of privacy in any City matter worked on remotely, other than information that is proprietary, privileged or confidential.
- D. Employees shall not access sensitive and confidential information while teleworking without the knowledge and permission of management. Employees are responsible for safeguarding the security and confidentiality of City information accessed while teleworking. Confidential and privileged information must be maintained in accordance with federal, state and local laws and City policies, procedures, rules, regulations, standards and agreements.
- E. Employees are expected to log off of the City's server and computers after each use and must ensure that non-City employees or those who are not authorized to access City information do not have access to the City's system or information.



IX. DISCIPLINE

A. The City may remove an employee from participation in the telework program and/or take appropriate disciplinary action, up to and including discharge, if an employee who is fails to comply with the provisions of this policy or any laws, the City Charter, policies, procedures, rules or regulations.

B. Revocation of the telework arrangement does not constitute discipline.



SAFETY CHECKLIST

The following checklist shall be reviewed with each employee who teleworks. Questions shall be directed to the Department of Human Resources.

1. Teleworker has a clearly defined work space that is kept clean and orderly.
2. The work area is adequately illuminated.
3. Exits are free of obstructions.
4. Work area, supplies and equipment are in good condition.
5. The area is well ventilated and heated.
6. Storage is organized to minimize risks of fire and spontaneous combustion.
7. All extension cords have grounding conductors and are not a trip and fall hazard.
8. Exposed or frayed wiring and cords are repaired or replaced immediately upon detection.
9. Electrical enclosures (switches, outlets, receptacles, junction boxes) have tight-fitting covers or plates.
10. Surge protectors are used for computers, fax machines, and printers.
11. Heavy items are securely placed on sturdy stands close to walls.
12. Computer components are kept out of direct sunlight and away from heaters.
13. Emergency phone numbers (hospital, fire department, police department) are posted at the alternate work site.