



City of McCall

| |
|------------------------------|
| Operational Procedure |
|------------------------------|

| |
|----------------------|
| Number 3.2022 |
|----------------------|

Hybrid Flexible Work Arrangement

Purpose:

To set forth the City's policy regarding regular, ongoing, remote work for eligible positions as an alternative to reporting to the usual designated work location daily.

Policy:

The City considers remote work to be a viable, flexible work option when both the job and the employee are suited to such an arrangement and it meets the needs of the City. Remote work is the concept of working from home or another location. Remote work can be informal, such as working from home for a short-term project, or a formal set schedule of working away from the office. Remote work is an alternative method of working that, when implemented does not alter the work expectations of the employee nor diminish the services offered by the City.

The City may allow partial remote work for designated positions to create the opportunity for remote work that meets City needs without compromising productivity, quality, customer service, etc., while promoting workplace flexibility. Employees may request a hybrid remote work arrangement only if their position has been identified by the City as being eligible. The City has the right to refuse to make remote work available to an employee and to terminate a remote work arrangement at any time.

Authority & Responsibility:

Department Director or designee shall be responsible to ensure the appropriate administration of this policy in consultation with Human Resources and Information Services.

Procedures and Related Information:

I. Positions Eligible for Remote Work

- A. Department Director shall determine which positions within their department are eligible for hybrid remote work.
- B. Department Director will submit position recommendation to Human Resources for review and approval.

II. Hours Worked

- A. Remote work shall not exceed 50% of the employee's regular weekly work schedule.
- B. Employees are expected to adhere to the agreed upon work schedule.
- C. No overtime/compensatory time hours shall be worked without prior authorization by the Department Director.
- D. Employees shall not receive additional compensation, benefits, or reimbursement for extra commuting or work-space related expenses due to working remotely.

III. Eligible Employees for Remote Work

- A. Remote Work may be available to a full-time or part-time employee working in an eligible position after the employee has successfully completed his/her six-month introductory period. Employees authorized for remote work under this procedure must maintain a performance review overall rating of at least fully competent. Any previously authorized remote work will be suspended if an employee is currently subject to an employment investigation or other disciplinary action, including but not limited to being on a performance improvement plan.
- B. The Americans with Disabilities Act could allow remote work if it is deemed by the City to be a reasonable accommodation.

IV. Pre-Request Hybrid Flexible Work Arrangement Considerations

- A. Before entering any remote work arrangement, the employee and supervisor will evaluate the suitability of such an arrangement including but not limited to reviewing the following areas:
 - 1. Can all functions of the job be efficiently performed in a remote environment with only electronic means?
 - 2. Remote work equipment needs and availability of equipment. Information Services shall be consulted to determine equipment availability and if not available, the supervisor shall inform the employee that remote work is not currently an option.
 - 3. Remote work is not to be used for the purpose of accommodating regular childcare needs of the employee. The focus of the arrangement must remain on meeting business need and operational demands.
 - 4. If an employee is seeking a remote work ADA Accommodation, please contact Human Resources.

V. Request for Remote Work

- A. Employee initiated request for hybrid flexible remote work shall be submitted by email to his or her supervisor.
- B. The Department Director and the employee will agree on a schedule which will identify when the employee will be working remotely vs. in the office.
- C. The Department Director will submit the employee request and agreed upon work schedule to Human Resources for review. Human Resources will notify Department Director of final approval.
- D. The Department Director will issue a decision via email which will include the agreed upon schedule so both parties have a clear, documented, understanding of the expectation.

VI. Remote Work Equipment

- A. The Information Services department will be consulted regarding any remote equipment needs prior to approval.
- B. Existing City issued mobile computing device or personal device capable of accessing a City issue device is required. No other city equipment will be issued unless the equipment is planned for as part of the budget process through a computer replacement and/or budget request associated with new position, and based on other needs of the position, not remote work needs.
- C. The City will not incur any additional costs due to a remote work arrangement, except for potential software needs.
- D. If an internet service outage occurs at the remote location which impacts the employee's ability to perform the functions of the position, the employee is required to notify their supervisor and should return to their City assigned work location in a timely manner. If the supervisor is unavailable the employee should return to their City assigned work location to continue working until such time as the internet service can be restored.
- E. Information Services maintains an inventory list of City equipment that is authorized to be used at a remote work location.

VII. Evaluation of Hybrid Work and Employee Performance Expectations

- A. The expectation is that the supervisor and remote worker will communicate at a level consistent with employees working at the office, or in a manner and frequency that is appropriate for the job and the individuals involved.
- B. The expectation is that a remote worker will fulfill position responsibilities as expected at the regular work location.
- C. The supervisor shall address concerns related to performance in a timely manner, and the remote work arrangement may be terminated if performance expectations are not being met.

VIII. Security

- A. Consistent with the City's expectations of information security for employees working at their regular work location, remote employees will be expected to ensure the protection of proprietary information and customer information. Steps include the use of locked file cabinets and desks, regular password maintenance, locking computers, and any other measures appropriate for the job and the environment.
- B. Any City issued assets and/or materials are expected to be secured and not accessible to anyone other than a City employee.

IX. Safety

- A. Employees are expected to maintain their remote workspace in a safe manner, free from safety hazards. Injuries sustained by the employee in a remote location and in conjunction with his or her regular work duties are normally covered by the City's workers compensation program. Remote employees are responsible for notifying their supervisor of such injuries as soon as practicable as outlined by the injury reporting policy. The employee is liable for any injuries sustained by non-work-related family members or visitors to his or her remote workspace.

X. Compliance

- A. All City policies and procedures shall be followed by employees who remote work.
- B. Failure to comply with the Hybrid Flexible Work Arrangement procedures detailed in this document or any other City policy or procedure may subject an employee to disciplinary action up to and including termination.

XI. Remote Work / Continuity of Operations

- A. These procedures may be superseded in part or in their entirety during times of emergency declaration by Governor, Health District, or City Manager.
- B. Special consideration for temporary remote work arrangements may be afforded to employees in essential and non-essential positions, in the event of an emergency declaration by Governor, Health District or City Manager. In the event of such declaration, the City Manager shall approve guidelines specific to the nature of the declaration including but not limited to individual department plans for continuity of operations.
- C. The City Manager, in consultation with the designated individual or entity responsible for emergency management, and department directors, shall coordinate immediate and necessary unplanned budget expenditures to facilitate employee remote work arrangements to continue operations of essential and non-essential functions without disruption.
- D. The City Manager or designee may authorize additional City owned equipment to be taken to remote workspace during an emergency that wouldn't normally be allowed by these procedures. (Office supplies, desktop computers, chairs, etc.)