



# ADMINISTRATIVE PROCEDURES

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Asuntha Chiang-Smith, Executive Director

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## TELEWORK PROGRAM

### AUTHORITY

These Administrative Procedures were initially adopted by the Executive Director on July 1, 1996. The policy was last amended by the Executive Director on February 5, 2021.

### APPLICATION

These Administrative Procedures apply to Merit System and Contract employees. Represented Merit System employees should refer to specific guidance in their Collective Bargaining Agreement. If any portion of these Administrative Procedures is inconsistent with relevant employment laws, the Merit System Rules and Regulations, M-NCPPC Practices, or applicable Collective Bargaining Agreements, the language in those sources shall prevail.

### PURPOSE/BACKGROUND

These Procedures establish the agency's Telework Program as part of the M-NCPPC Work/Life Program (Administrative Practice 2-18). The Telework Program allows work to be performed at locations other than the employee's assigned/traditional worksite. These Procedures specifically describe the requirements of the Telework Program and responsibilities for its administration.

Since the Telework Program's initial adoption, these Administrative Procedures have been amended as follows:

- January 28, 2003: Program enhancements issued through additional guidance on program eligibility, responsibilities for implementation, and assessment tools to support successful telework arrangements.
- August 31, 2015: Amendments made to clarify employee eligibility, incorporate annual reauthorization of Scheduled/Ongoing telework arrangements, remove the requirement for homeowners/renter's insurance, address Ad-Hoc telework, and provide guidance on telework during M-NCPPC declared Liberal Leave status and emergency closings.
- February 5, 2021: Amendments made to reduce the eligibility waiting period for Scheduled/Ongoing agreements, update explanation and authorization of Ad-Hoc telework agreements, remove requirements for teleworkers to submit a photograph of their workspace, update security-related protocols, and update requirements for teleworking during agency-wide closings.

**REFERENCES**

- M-NCPPC Merit System Rules and Regulations
- M -NCPPC Administrative Practice 2-15, Employee Use of M-NCPPC Property
- M-NCPPC Administrative Practice 2-16, Seasonal/Intermittent, Temporary, and Term Employment (Contract Employees)
- M -NCPPC Administrative Practice 2-18, Work/Life Program
- M-NCPPC Administrative Practice 6-13, Electronic Communications Policy
- M-NCPPC Notice 11-08, Preparation, Staffing, and Compensation During Emergency Conditions

**DEFINITIONS**

**Alternative Work Site:** A designated telework space within the employee’s home, an M-NCPPC facility that is different from the employee’s assigned/traditional worksite, or other site approved by the agency as acceptable for telework.

**Assigned/Traditional Work Site:** The employee’s standard or regular M-NCPPC work site.

**The Commission:** The governing body of the Maryland-National Capital Park and Planning Commission (“M-NCPPC” or “agency”), which is comprised of five members from each of the agency’s two Planning Boards for Montgomery County and Prince George’s County.

**The Maryland-National Capital Park and Planning Commission:** For purposes of this Practice, “M-NCPPC” or “agency” shall be used to reference the entity acting in its organizational capacity.

**Pay Period:** The time period for which employees are paid on a bi-weekly basis.

**Standard Work Week:** A standard workweek for full-time employees is forty (40) hours.

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## POLICY

Telework is a type of alternative work arrangement that provides an opportunity for employees to work from a site other than their assigned/traditional office or worksite. While employees generally telework from home, they may also utilize a different Alternative Work Site, as authorized by management. Telework arrangements may be authorized for part of the workday or for one or more full workdays during the workweek.

Employees may request telework on a voluntary basis. Telework also may be implemented by management to ensure continuity of operations during critical or unforeseeable events.

The suitability and approval of telework are based on a review of agency needs, the departmental work program, the suitability of position duties, and performance level. Some positions within the agency may not be appropriate for telework. Final determinations of the appropriateness for work units, positions, and employees to participate in the Telework Program are made by the approving authority.

Telework has many beneficial purposes, including:

- Ensuring continuity of operations and services.
- Providing an environment conducive to retaining quality staff and making M-NCPPC an employer of choice for new talent. Retaining employees has the added benefit of reducing organizational costs related to employee turnover and absenteeism.
- Offering staff an opportunity to minimize commute time while maintaining and/or increasing the agency's productivity and effectiveness.
- Improving staff efficiency and effectiveness and providing greater flexibility to meet the changing needs of business and services offered by the agency.
- Helping staff and supervisors better balance the challenges of increased work demands and personal life while focusing on the agency's business requirements.
- Supporting the agency's efforts to be a more sustainable organization and regional efforts to improve air quality through the reduction of automotive cold starts and highway congestion.

### **Telework arrangements may be authorized as:**

1. **Scheduled/Ongoing Telework**: These arrangements are intended for longer-term requests or project-based assignments that have a known start and end date. They are typically initiated by an employee as a voluntary arrangement. However, management may also initiate this arrangement as part of a position's work assignment. These arrangements require an employee to complete an application using the telework application (*Telework Screening Survey and Agreement*) in advance of the telework arrangement. The request and approval of Scheduled/Ongoing telework is covered in Section II, Scheduled/Ongoing Telework Arrangements.

2. **Ad-Hoc Telework:** These arrangements may be authorized by management to ensure continuity of agency operations during critical situations, address unplanned short-term events, or respond to other unforeseen circumstances. See Section III, Ad-Hoc Telework Arrangements for more details on this type of telework.

A telework application (*Telework Screening Survey and Agreement*) does not need to be completed for Ad-Hoc telework arrangements. However, Ad-Hoc arrangements must be approved by the appropriate authority as indicated in Section III.

## I. **ELIGIBILITY FOR TELEWORK**

Merit System employees who have worked for the agency for at least six (6) months are eligible to apply for Scheduled/Ongoing telework arrangements. The waiting period is not applicable when telework is being implemented on an Ad-Hoc basis, as defined in this policy.

The waiting period for Scheduled/Ongoing arrangements may be waived by the Department Head on a case-by-case basis, following a review of the telework arrangement, suitability of the employee and his/her duties, and the needs of the work program. The Department Head may also waive the waiting period for multiple positions or units.

Department Heads also may choose to offer telework to Contract employees whose positions are defined by Practice 2-16, Seasonal/Intermittent, Temporary, and Term Employment.

## II. **SCHEDULED/ONGOING TELEWORK ARRANGEMENTS**

Scheduled/Ongoing telework arrangements are intended for longer-term or planned project-based assignments that have a known start and end date. These arrangements are typically initiated by an employee as a voluntary arrangement. However, management may also initiate this arrangement as part of a position's work assignment.

**The following Procedures apply to the request and review of Scheduled/Ongoing telework assignments:**

1. After reviewing this full policy document (Telework Program Administrative Procedures), **the employee** submits a completed application using the *Telework Screening Survey and Agreement* (Appendix A). This application is submitted to the employee's supervisor.

Please note, the telework application (*Telework Screening Survey and Agreement*) is not required for Ad-Hoc telework as explained in Section III, Ad-Hoc Telework Arrangements, of these Procedures.

2. The **Supervisor and Division Chief** meet with the employee to review the telework application (*Telework Screening Survey and Agreement*) (Appendix A). The supervisor and Division Chief reviews the employee's request to ensure that:
  - The department continues to meet operational requirements and provides the same or better level of service to its customers.
  - The employee's position is suitable for telework based on a review of the telework application (*Telework Screening Survey and Agreement*) (Appendix A).

- The employee has a satisfactory performance and attendance record.
- The telework arrangement does not diminish the department's ability to assign future responsibilities related to the employee's official duties.
- The approval of the employee's request does not compromise work product or services in instances where other employees in the unit have already been approved for telework.

Based on the review, the supervisor and Division Chief recommends approval or denial of the employee's request and forwards the signed telework application (*Telework Screening Survey and Agreement*) to the Department Head. If denial is recommended, the supervisor must provide a written basis for denial in the appropriate section of the telework application (*Telework Screening Survey and Agreement*) before forwarding it to the Department Head along with the employee's request.

3. The **Department Head** reviews the telework forms and associated documentation and approves or denies the employee's request. In all cases, the Department Head's decision is final and is not grievable.
4. **The Department** shall maintain all telework requests (approvals and denials). The original approved telework application (*Telework Screening Survey and Agreement*) will be placed in the employee's departmental personnel file. On an ongoing basis, the department shall also track approved telework application (*Telework Screening Survey and Agreement*) to ensure they meet agency requirements for telework.
5. Telework Training: **The Department** will ensure employees in their respective department complete any necessary telework training. Employees are responsible for reading and complying with the requirements outlined in this policy at the onset of telework.
6. Changes to Scheduled/Ongoing Telework Schedules: **An employee** may advise their supervisor and Division Chief when they wish to terminate their telework arrangement. Any other modification that is proposed requires five (5) workdays notice to the supervisor and Division Chief. The request must be placed in writing and is subject to approval by the supervisor/Division Chief and Department Head.

**Management** may instruct the employee, by written notice, to terminate or modify the telework arrangement if the service and operating requirements of the work unit are not being met. Written notification requires at least five (5) workdays. The department also may make temporary changes to the telework arrangement to maintain the effectiveness of the employee's work unit. Temporary changes by management may be made without prior written notification.

7. Reauthorization of Scheduled/Ongoing Telework Agreements: **Departments** are required to review Scheduled/Ongoing telework arrangements on an annual basis. This occurs at the time of the teleworker's performance evaluation review.

### III. AD-HOC TELEWORK ARRANGEMENTS

Ad-Hoc telework arrangements may be utilized to ensure continuity of operations during critical situations, address unplanned short-term events, or respond to other unforeseen circumstances. Such events include:

- Critical situations in which the agency enacts Ad-Hoc telework to ensure continuity of operations. Ad-Hoc telework may be authorized by management for any period of time deemed necessary to address events such as weather events, facility closures, public health emergencies, etc.
- Other situations authorized by management including but not limited to short-term assignments or events affecting individual situations.

A telework application (*Telework Screening Survey and Agreement*) is not required for Ad-Hoc telework arrangements.

Authorization of Ad-Hoc telework is as follows:

1. Ad-Hoc telework authorizations for up to 14 days in any 12-month cycle: The Department Head may elect to delegate the authorization of these short-term telework arrangements to Division Chiefs.
  - Employee requests for voluntary Ad-Hoc telework may be approved to address short-term, temporary needs (e.g. personal emergencies).
  - Approval of this type of arrangement may not exceed 14 calendar days in a 12-month period. For purposes of this policy, the 12 months shall be considered rolling for this period. The 14 calendar days may be consecutive or intermittent. For example, if the first approval is on April 1<sup>st</sup>, the rolling 12-month period would end on March 31<sup>st</sup> of the following year.
  - An employee who requests Ad-Hoc telework assignments on a regular basis must complete the telework application (*Telework Screening Survey and Agreement*).
2. Management initiated Ad-Hoc arrangements require the approval of the Department Head or Executive Director. Management initiated Ad-Hoc arrangements affecting:
  - An employee, unit, facility, or department must be approved by the respective Department Head.
  - One or more entire departments requires the approval of the Executive Director after consultation with the respective Planning Board Chair(s).

### IV. CONDITIONS AND RESPONSIBILITIES FOR ALL TELEWORK ARRANGEMENTS

A teleworker must receive approval before commencing telework. The employee may be permitted to telework for part of the workday, or for one or more full workdays during the workweek. The arrangement can be approved for telework that occurs on a Scheduled/Ongoing basis (e.g., one day every week), or as authorized as an Ad-Hoc arrangement.

In authorizing telework arrangements, managers and Department Heads are encouraged to promote consistency and predictability.

1. Salary, benefits, and job responsibilities **do not change** as a result of telework.

2. Employees must continue working their standard workweek hours and arrange telework hours to ensure they are accessible during core and service delivery work hours established by their department.
  - Core and service delivery hours are the portion of a standard workday when all full-time employees must be accessible.
  - Core and service delivery hours are determined by the Department Head and may vary during peak and seasonal periods, as well as, in emergency situations.

These hours may be adjusted by the respective Department Head during unforeseen emergencies or other critical situations.

3. Telework should be transparent and seamless to constituents and colleagues. Constituents and colleagues must receive the same, or better, quality of services from teleworkers. As such, teleworkers must provide their contact information so they are readily accessible to their managers and colleagues.
4. Managers may deny an employee's telework request for telework or may modify/terminate an existing telework arrangement with notice, if the position duties do not lend themselves to telework or the request does not meet business needs and established expectations.
5. Telework is not a substitute for dependent care or the performance of other personal business during scheduled work hours. Care must be taken to ensure required work hours are carried out during the telework assignment. However, during an Ad-Hoc/emergency use of telework, the event triggering the use of telework may require consideration of extenuating circumstances including adjusting work hours to provide the necessary flexibility to address critical needs. Management will make the final determination on the adjustment of work hours based on a review of the circumstances and service delivery/work program needs.
  - Adjustments to the schedule may be initiated by management consistent with applicable work schedule policies.
  - Employees may request consideration of an alternate work schedule which addresses required work hours and completion of assigned work.
  - Employees should refer to the agency's Administrative Procedures 95-01, Flextime and Administrative Procedures 95-02, Compressed Work Schedule.
6. If a teleworker becomes ill or is otherwise unable to work during his/her approved telework schedule, he/she must immediately report the circumstance to his/her supervisor and request use of his/her leave to cover hours not worked.
7. **Technology Equipment, Security, and Telework Costs.** The need for telework equipment/supplies is determined on a case-by-case basis and may range from standard office supplies to computer equipment.

Although agency-issued equipment/technology is not an entitlement of a telework arrangement, the Department Head and his/her respective departmental technology division shall evaluate security and technology needs and may require teleworkers to use agency-issued equipment/software. Decisions must

comply with the agency's cybersecurity policy/standards to ensure confidential and sensitive data remains secure.

M-NCPPC issued equipment or technology is for use only by the employee and for agency-related business. The department must keep an inventory of M-NCPPC assigned property (including, but not limited to, computers, monitors, printers, mobile technology, and software).

Any work products, software solutions, and data sets created as a result of work-related activities are the property of M-NCPPC.

In addition to the conditions stated above, employee responsibilities include:

- Complying with all cybersecurity policies/standards and taking the necessary steps to safeguard sensitive and confidential materials.
  - Ensuring M-NCPPC-owned data, software, equipment, and supplies are properly protected and secured. All agency equipment/property must be returned to the department upon the termination of a telework arrangement.
  - Using only licensed software and maintaining up-to-date anti-virus software on any computer or device used for teleworking.
  - When an employee must use his/her own computer, internet service, or software, they are responsible for:
    - Ensuring they comply with all M-NCPPC security protocols.
    - Purchasing, installing, and maintaining equipment.
  - Covering all costs associated with setting up a workspace in the home. Employees must provide a worktable, chair, telephone, and any other equipment and supplies needed to perform their work. Employees are also responsible for costs of utilities (*e.g.*, telephone, utilities, insurance, internet service, etc.).
  - Covering expenses associated with commuting to and from the authorized telework location.
8. Outside/Secondary Employment: Employees are responsible for disclosing any secondary employment as consideration for approval or continuance of a telework arrangement. Employees shall not participate in secondary employment activities during scheduled telework hours.
9. Employees are responsible for all damages resulting from any non-work-related injury that he/she sustains. If an employee is injured in his/her personal workspace during non-telework hours or sustains a non-work-related injury during telework hours, M-NCPPC has no liability for this incident.
10. Employees are also responsible for any injury sustained by a third party within the workspace, either during or outside of telework hours. Employees must further indemnify and hold harmless the M-NCPPC against all legal action for these injuries. The agency will not be liable unless mandated by an applicable authority.



11. **Telework During Declared Emergency Closings and Liberal Leave Status.** In the event of severe weather or critical events that affect agency operations, M-NCPPC may declare an emergency closing or Liberal Leave status. The declaration of emergencies follows M-NCPPC policy found in *Notice 11-08, Preparation, Staffing, and Compensation During Emergency Conditions*. The continuation of telework is generally consistent with the agency's emergency work policies for the general workforce. The following provisions highlight the handling of teleworkers during M-NCPPC declared emergency closings and Liberal Leave status.

**A. In the Event of an M-NCPPC Declared Emergency Closing:**

During agency declared emergency closings (e.g. due to weather and other unforeseen events) teleworkers are expected to continue working their regular scheduled hours. During approved telework hours employees receive normal rate of pay (straight time) for all regularly scheduled hours worked during the closing. A teleworker may request the use of their own leave during declared emergency closings with the approval of their supervisor.

In the event that a teleworker is required by management to come in and deliver onsite services as an essential employee, these affected employees will receive emergency premium pay consistent with the following established compensation policies:

- Merit employees should refer to the Merit System Rules and Regulations, Section 1270 (Premium Pay).
- Contract employees should refer to Practice 2-16, Seasonal/Intermittent, Temporary, and Term Employment.
- Employees in positions represented by a Union should refer to their respective collective bargaining agreements.

**B. Liberal Leave**

Liberal Leave is generally declared to provide employees flexibility in traveling to/from work or addressing personal needs such as providing dependent care due to inclement weather or other emergencies. Liberal Leave allows employees to use their own accrued leave to remain home from work, or to leave work early without obtaining prior approval from their supervisor. The agency generally follows the Liberal Leave designation of the County government in which the M-NCPPC facility is located. However, M-NCPPC may also declare Liberal Leave Status for situations that are unique to the agency. The application of Liberal Leave is based on whether the employee is designated "essential" or "non-essential."

- Essential Employees: Teleworkers in this designation are required to continue working during Liberal Leave status, unless released by their respective supervisor. Similar to the handling of closings, the supervisor may permit the employee to work remotely or report to a work location. Liberal Leave may not be elected by essential employees unless specifically approved by his/her supervisor.
- Non-Essential Employees: Teleworkers in this designation will continue to work their regularly scheduled hours or use their own accrued leave for any scheduled work hours which fall within the declared Liberal Leave status period. Teleworkers who elect to take Liberal Leave are required to notify their supervisor prior to their intention to take such leave. The supervisor will provide the appropriate method to communicate leave status remotely (e.g., phone call, email, etc.).

- Consistent with agency policy, emergency pay is not applicable to hours worked during liberal leave status.

## V. RESPONSIBILITIES

**The Executive Director** is responsible for:

1. Oversight for the agency's telework program and authorizing any updates to this policy.
2. Authorizing agency-wide Ad-Hoc telework in the event of unforeseen crisis following consultation with the Chair and Vice-Chair of the Commission and input of Department Heads.

**The Department Head** is responsible for:

1. Reviewing and approving departmental requests for telework.
2. Authorizing any Scheduled/Ongoing telework arrangements.
  - a. When a manager (if applicable) has recommended denial of a request, the Department Head will review the request and the managers reason for recommending denial.
  - b. The Department Head may approve or disapprove an employee's request and will notify the manager and the employee of the decision in writing.
  - c. Authorizing Ad-Hoc arrangements related to localized emergencies, closures, or other unforeseen events affecting their respective employees, units, facilities, or department.
3. Working with the respective departmental Chief Technology Officers (CTO) to ensure the employee has access to applicable M-NCPPC equipment and supplies for telework.
4. Identifying any departmental units or positions not appropriate for telework.
5. Ensuring that reauthorization of Scheduled/Ongoing telework occurs on an annual basis during the employee's annual performance reviews.
6. Determining core and service delivery hours, including adjusting these hours during unforeseen emergencies or other critical situations.
7. Coordinating and ensuring the completion of telework training.

**The Supervisor/Division Chief** is responsible for:

1. For Scheduled/Ongoing Telework: Reviewing telework requests and *Screening Guidelines* (See Appendix B) and providing the Department Head with recommendations for approval or denial. Ensure *Agreements* are reviewed at least once a year during the employee's annual performance review. The *Agreement* must be

reviewed for continued authorization, modification, or termination.

2. For Ad-Hoc Telework: When the authority to approve these arrangements has been delegated to a Division Chief by the Department Head: Authorizing short-term voluntary requests of Ad-Hoc to address short-term, temporary needs (e.g. personal emergencies). Approval of this telework may not exceed 14 days per 12-month period unless authorized by the Department or Executive Director as described in Section III, Ad-Hoc Telework Arrangements.
3. For approved Telework arrangements, the supervisor and Division Chief must:
  - a. Define the period for which the telework arrangement would be authorized.
  - b. Establish the work schedule that will be maintained during telework. Management must ensure that telework hours do not result in non-exempt employees working more than forty (40) hours in a workweek consistent with the agency's policy on overtime.
  - c. Discuss with the employee the method for communicating and assessing performance expectations during telework.
4. Ensuring compliance with software-licensing requirements when the employee is accessing or using M-NCPPC software from a remote computer and monitoring any agency equipment lent to employees.
5. Ensuring that the telework arrangement is not being misused and is conducive to the work program. Supervisors and Division Chiefs will have the discretion to periodically review the telework arrangement.
  - a. Ability to provide regular feedback to the teleworker.
  - b. The ability to establish clear objectives and assignments.
  - c. Ability to measure performance of telework and measurements.

**The Employee** is responsible for:

1. Reading and complying with requirements of this policy.
2. For Scheduled/Ongoing Telework Arrangements:
  - a. Initiating a request for telework through completion of the telework application (*Telework Screening Survey and Agreement*). The employee must submit the form to his/her supervisor and Division Chief.
  - b. Understanding that the telework arrangement is valid only for the period designated in the Agreement as authorized by the Department Head. At a minimum, continuing telework arrangements must be reauthorized by the Division Chief/Department Head during the employee's annual performance review. Employees requesting reauthorization of an existing telework arrangement should complete a new telework application (*Telework Screening Survey and Agreement*). The form should be provided to the employee's supervisor at least fourteen (14) workdays before the anniversary date or scheduled performance review, whichever date is sooner. The supervisor shall review the request at the same time

as the employee's performance review. The supervisor's recommendation must be forwarded to the Division Chief and Department Head for final authorization. Employees requesting modification of an existing telework agreement prior to expiration, or termination of an authorized telework work arrangement, should complete a new telework application (*Telework Screening Survey and Agreement*) and submit to his/her supervisor within five (5) workdays of the desired effective date of the proposed change.

3. Securing supervisory approval before taking any necessary confidential material to the telework location. If using a computer, securing departmental approval for remote access to applicable software, databases, Intranet/servers. See also Section IV(7), Technology Equipment, Security, and Telework Costs.
4. Completing any agency required telework training.
5. Coverage During Telework Hours:
  - a. Maintaining telework hours approved by the supervisor. Overtime while teleworking is strongly discouraged. The employee must receive approval from his/her supervisor/Department Head before working overtime hours while teleworking.
  - b. Complying with departmental procedures for recording time worked.
  - c. Being readily available to his/her supervisor, co-workers, and customers during telework hours.
  - d. Making the employee's telework phone number and telework hours available to appropriate staff members as determined by the supervisor. The employee is required to continue providing continuity of services as if they were working on site.
  - e. Adjusting the telework schedule to attend meetings in person, as required. In persons meetings should not be conduct at the home.
  - f. Providing contact information to supervisors and promptly responding to calls during authorized telework hours.
  - g. Making sure that telework hours are not being used to care for dependents or to engage in other personal activities that interfere with the accomplishment of his/her assigned duties/work program. Employee's may request leave or a modification in their scheduled telework hours to address personal issues which may arise. See also Section IV(5).
6. Safety:
  - a. Notifying his/her supervisor immediately if injured while teleworking and follow established agency procedures for reporting on-the-job injuries. Workers' Compensation covers the employee only while working at the designated workspace at the Alternative Work Site during designated working hours, and in the performance of agency-related work. It does not cover, for example, an injury that occurs while the employee is making lunch in the kitchen or using stairs within the Alternative Work Site.
  - b. Third-party liability is not covered by M-NCPPC.

- c. Employees must indemnify, and hold harmless, M-NCPPC from and against all legal actions, liabilities, claims or suits brought in relation to any injury sustained by a third party at the Alternative Work Site.
- d. Homeowners/renters insurance is not required as a condition of approval for telework. It is recommended teleworkers consider maintaining homeowners/renter's insurance to protect themselves in the event a third party is injured in their home during telework hours. Employees should note that some homeowner/renter policies do not automatically cover injuries arising out of, or relating to, the business use of the home. It is recommended that employees consider having their homeowners/renter's liability policy endorsed to cover bodily injury and property damage to all third parties arising out of or relating to the business use of their home.
- e. The agency reserves the right to conduct an assessment of the telework space. In these situations, the Risk Management/Safety Office will arrange the visit with the employee during regular office hours. The employee will be provided reasonable advance notice and given the opportunity to request that his/her supervisor also be present during the on-site inspection. On-site inspections will be required in the event of any Workers' Compensation claim.
- f. Complying with technology security measures in Section IV(7), Technology Equipment, Security, and Telework Costs

**The Department of Human Resources and Management** is responsible for

1. Administering the agency's Telework Program and assisting departments with the implementation of telework arrangements.
2. For Scheduled/Ongoing Telework: The Risk Management/Safety Office may conduct an on-site assessment of a telework location when deemed necessary by the agency.

### **VIOLATIONS**

Users who violate any portion of these Procedures are subject to termination of teleworking privileges and/or disciplinary action. Disciplinary actions for employees shall be handled in accordance with the Merit System Rules and Regulations; applicable Collective Bargaining Agreements; or Administrative Practice 2-16, "Seasonal/Intermittent, Temporary, and Term Employment."

### **Attachments:**

**Appendix A:** Telework Application for Scheduled/Ongoing Arrangements: Telework Screening Survey and Agreement

**Appendix B:** Screening Guidelines for Supervisors

**TELEWORK SCREENING SURVEY AND AGREEMENT**

*This Telework Form shall be used (1) by an employee to request telework; (2) by management to assign telework; (3) by employee/management to modify an existing telework arrangement; or (4) by employee/management to terminate an existing telework arrangement. Once approved and signed, this form shall serve as the Telework Agreement containing the terms and conditions governing the approved telework arrangement. Questions regarding implementation and management of the Telework Agreement should be should be cross-referenced against M-NCPPC Administrative Practice 2-18 (Work/Life Program) and Administrative Procedure 03-01 (Telework Program).*

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**EMPLOYEE INFORMATION**

Employee Name: \_\_\_\_\_  
 Position/Title: \_\_\_\_\_  
 Manager/Supervisor: \_\_\_\_\_

Department/Division: \_\_\_\_\_  
 Office Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_

**EMPLOYMENT STATUS**

Career Merit       Term Contract       Seasonal/Intermittent  
 \_\_\_ Check here if you have been employed with M-NCPPC for less than 6 months.

**TYPE OF REQUEST**

- New Request for Scheduled/Ongoing Telework
- New Request for Project-Based Telework (Project name/approximate duration \_\_\_\_\_)
- Management initiated request (as part of a position’s work assignment) for Scheduled/Ongoing Telework
- Reauthorization of Scheduled/Ongoing Telework
  - \_\_\_ I am submitting reauthorization of an existing telework arrangement with no modifications.
  - \_\_\_ I am submitting reauthorization of an existing telework arrangement with modifications, as indicated.
- Modify Existing Telework Arrangement (Date of Original Agreement: \_\_\_\_\_)
- Terminate Existing Telework Arrangement

Explain the type of work you will be doing while teleworking (use additional sheet if necessary):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Describe how telework will benefit the work unit and the employee (use additional sheet if necessary):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Briefly describe your daily/weekly responsibilities including interaction with customers, external partners/vendors, use of critical equipment, phone calls, emails, supervisory and administrative work (use additional sheet if necessary):

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Indicate tasks to be performed while teleworking:

- Writing/Typing                       Data Management                       Sending/drafting/reading electronic mail
- Administrative                       Field Visits                       Phone work
- Reviewing staff work                       Research                       Computer Programming

**ASSESSMENT OF JOB CHARACTERISTICS**

This chart will help determine the extent to which your position can accommodate telework. Please fill in a percentage number in each box indicating how often your responsibilities involve the following job characteristics:

Job Characteristics	On a Daily Basis	On a Weekly Basis
Responsible for in-person contact with employees and customers	%	%
Ease of scheduling required meetings into predetermined times	%	%
Amount of work which must be coordinated with other co-workers/team members	%	%
Degree job permits you to control your work flow	%	%
Degree job requires you to use materials/equipment only available on site	%	%
Degree job can be performed without required in-person supervision	%	%
Degree of supervisory responsibilities, if applicable	%	%

**ALTERNATIVE WORK SITE DETAILS**

- Employee's Residence       M-NCPPC Facility       Other (describe): \_\_\_\_\_

Address \_\_\_\_\_

Phone: \_\_\_\_\_ Email (if different than above) \_\_\_\_\_

**TELEWORK SCREENING SURVEY AND AGREEMENT**

Check here to confirm that the proposed alternative workspace has a functional computer, telephone, reliable hi-speed internet access, worktable/desk, chair, adequate electrical outlets, and sufficient lighting. List any additional equipment/supplies required to fulfill responsibilities while teleworking:

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**PROPOSED TELEWORK SCHEDULE**

On the chart below, fill in the appropriate hours. Write a "T" in those days telework is requested.

-----Week One-----

-----Week Two-----

	Start Workday	Lunch Start	Lunch End	End Workday	Work Hours		Start Workday	Lunch Start	Lunch End	End Workday	Work Hours
Monday											
Tuesday											
Wednesday											
Thursday											
Friday											
Saturday											

Total Work Hours: \_\_\_\_\_

Total Work Hours: \_\_\_\_\_

- I am requesting the following workweek schedule:  
 \_\_\_\_ Work hours at the assigned/traditional location **and** \_\_\_\_ work hours at the telework location.
- Average daily round-trip commuting mileage to and from the assigned/traditional work site \_\_\_\_\_. Information may be used to assess the agency's efforts to reduce environmental impact.

**EMPLOYEE ACKNOWLEDGEMENT**

Employee (Print full name) \_\_\_\_\_

- I have reviewed and understand my responsibilities outlined in Administrative Procedure 03-01 for telework as an employee with the Maryland-National Capital Park and Planning Commission ("M-NCPPC" or "agency") and this *Telework Screening Survey and Agreement*; **and**
- I understand (i) that the telework arrangement may only commence after I have completed necessary telework training, or (ii) if this is a request for modification to an existing telework arrangement and there have been no modifications to the telework location, that telework will commence after management approval; **and**



TELEWORK SCREENING SURVEY AND AGREEMENT

- I understand that management may periodically review, modify, and/or terminate this *Telework Screening Survey and Agreement* if necessary; **and**
  
- I agree that all M-NCPPC-owned data, software, equipment, facilities, and supplies must be properly protected and secured. M-NCPPC owned data, software, equipment, facilities, and supplies must not be used to create employee-owned software or personal data. I will comply with all of the agency’s policies and instructions regarding security or confidential information. Any work products, software solutions, and data sets created as a result of work-related activities, are the property of M-NCPPC. Restricted access materials shall not be taken out of the central work site or accessed through the computer unless approved in advance by my Supervisor; **and**
  
- I agree to protect the M-NCPPC records from unauthorized disclosure or damage and will comply with all requirements of law regarding disclosure of agency information; **and**
  
- I understand that the *Telework Screening Survey and Agreement* for Scheduled/Ongoing telework must be reviewed for reauthorization annually; **and**
  
- I understand that I am responsible for disclosing any secondary employment as consideration for approval or continuance of the telework arrangement. I also will not participate in secondary employment activities during my agreed upon scheduled telework hours; **and**
  
- I shall indemnify and hold harmless the Maryland-National Capital Park and Planning Commission (“M-NCPPC” or “agency”) from and against all legal actions, liabilities, claims, or suits of any kind that maybe brought or made against the M-NCPPC and for which it must incur and pay any damages, legal costs, or other expenses of any kind, as a result of my negligence under this *Telework Screening Survey and Agreement*; **and**
  
- I understand that the telework policy expressly prohibits meetings or gatherings during telework hours at locations that are neither M-NCPPC facilities nor agency-approved Alternative Work Sites. I am responsible for all damages resulting from any non-work-related injury that I sustain. I am also responsible for any injury sustained by a third party within the workspace, either during or outside of telework hours. I further indemnify and hold harmless the M-NCPPC against all legal action for these injuries, as stated in the prior paragraph. The agency shall not be so liable unless mandated by applicable authority; **and**
  
- I further understand that if I am injured in my workspace during non-telework hours or sustain a non-work related injury during telework hours, M-NCPPC has no liability for this incident, and I waive all claims against the agency for such injury.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

MANAGEMENT SIGNATURES

**Supervisor**

- Approved (no modifications)
- Approved with Modifications (see below)
- Denied
- Terminated

If approved, please complete the following:

- The employee must work \_\_\_\_ number of hours during his/her pay period.
- The service hours that must be met are \_\_\_\_ to \_\_\_\_.
- The length of the lunch period is \_\_\_\_\_.

Approved with the following modifications: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Reason for Denial**

- Position duties require physical presence each scheduled work day, and do not include any portable or administrative work that can be accomplished from an alternative work site.
- Employee did not receive or is not expected to receive a satisfactory performance rating and/or has an unsatisfactory attendance record within the past 12 months.
- Position duties require access to and/or use of specialized equipment located only at the assigned/traditional work site and do not include any portable or administrative work that can be accomplished from an alternate office or location.
- Position duties require access to the handling of classified materials on each scheduled work day and do not include any portable or administrative work that can be accomplished from an alternative work site.
- Other Reason for Denial:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Reason for Termination of Telework Agreement**

- Employee Initiated
- Management Initiated
- Other Reason for Termination \_\_\_\_\_

Telework Agreement approved on \_\_\_\_\_ (date) is being terminated effective \_\_\_\_\_ (date)

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Supervisor must forward signed request to the Division Chief*

**Division Chief**

- Recommend **Approval** of request;
- Recommend **Denial** of request.

Division Chief Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Department Head**

- Approve** request for telework
- Deny** request for telework.

Department Head Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Waiver:** Please check here if the applicant has been employed with M-NCPPC for less than 6 months. By approving this request for telework, the Department Head agrees to waive the 6-month waiting period requirement regulated by Administrative Procedure 03-01.

**EFFECTIVE DATE OF AGREEMENT**

Once the employee completes the necessary training, then telework may begin at the time agreed upon by the employee and his/her Supervisor.

The date on which this *Telework Agreement* takes effect is \_\_\_\_\_. (To be completed by employee’s supervisor.)

***This agreement is not an employment contract. The terms and conditions of employment are governed by all applicable laws and established Commission policies, this agreement notwithstanding. If any conflict exists between this document and any laws or Commission policies, the laws and Commission policies shall govern.***

Distribution of Completed Agreement

Copies of signed agreement:

- Employee
- Supervisor
- Department file

Supervisors shall consider these Screening Guidelines, along with the completed telework application (*Telework Screening Survey and Agreement*), to assist in their evaluation of whether a proposed telework arrangement is well advised.

### Introduction

There are three main elements to a telework application:

1. The elements of the job to be performed while teleworking;
2. The characteristics and habits of the person who seeks to telework; and
3. The supervisor's management style.

### Job Considerations

Jobs with the following characteristics are well suited for telework:

- Little need for face-to-face communication with other employees, supervisors, or the public (communication can be handled over the telephone, voice mail, or electronic mail).
- The job includes tasks that can be done alone, such as writing, reading, telephoning, planning, computer programming, word processing, and data entry.
- The telework tasks include clearly defined assignments and work products.
- The tasks include identifiable time frames and performance measures.

### Employee Considerations

The best teleworkers are strong performers with a thorough knowledge of the job, are self-disciplined, highly motivated, and are comfortable working alone. Employees who require constant direction and supervision may make poor teleworkers. Telework is generally not for a marginal employee or a new employee just learning his/her job. Telework is not appropriate while an employee is on a Performance Improvement Plan (PIP).

Teleworkers should have the following characteristics:

- A proven ability to perform.
- Thorough, substantive knowledge of the job.
- A self-motivated, self-disciplined, self-directed personality.
- A desire to make telework effective.
- Above-average skills in planning, organizing, managing time, and meeting clear standards and objectives.

Supervisor Considerations

The supervisor's role also is critical to the telework arrangement. There are traits that help make telework successful. They include:

- Ability to provide regular feedback to the teleworker
- The ability to establish clear objectives and assignments
- Ability to measure performance of telework and measurements
- 

If the teleworker is out of the office more than one day a week, schedule regular communication, (*e.g.*, face-to-face meetings, teleconferencing or video-assisted conferencing), with the teleworker to assess needs, give feedback, discuss problems, and catch up. By doing this you will not feel as if you are losing contact, and the teleworker will be less isolated. When face-to-face meetings are not possible, utilize other means, such as e-mail and the phone, to keep the lines of communication open.

The most successful programs allow teleworking one or two days a week. Very few individuals can successfully stay at home five days a week. Complete isolation from the office has inherent drawbacks that should be avoided.