



DEPARTMENT OF CORRECTIONS
Human Resources



Title:	Telework (Telecommuting)	DOC Policy: 20.5.6
Supersedes:	DOC Policy 20.5.6, Telework (Telecommuting), dated 3-1-01	
Applicability:	Classified (where not in conflict with collective bargaining agreements), management service, executive service, unclassified unrepresented, and temporary employees (where not in conflict with collective bargaining agreements).	
Reference:	State Policy 50.050.01	

I. PURPOSE

To provide specific criteria and procedures for telework for consistency throughout the department to promote increased productivity and morale of employees, boost efficiency in the use of space, and reduce operational costs.

II. DEFINITIONS

- A. Central worksite: The traditional office or workplace.
- B. Telework site: A worksite alternative to the central worksite. It may be in the employee's home or in a building owned or leased by the state that is closer to the employee's home than the central worksite.
- C. Telework: Also known as telecommuting, is a mutual agreed upon work option between the Department of Corrections and the employee in which the employee performs work at a tele-worksite on specified day and at the central worksite the remainder of the time retaining flexibility as necessary to meet the needs of the work unit.

III. POLICY

- A. It is the policy of the Department of Corrections to allow telework when opportunities exist for improved employee performance, reduced commuting miles or Department savings in meeting Department goals and customer needs.
 - 1. Telework shall be voluntary.
 - 2. An employee who wants to telework shall discuss the request with his or her supervisor.
 - 3. The supervisor shall consider the employee's request to telework in relation to the Department's operating and customer needs.

The cost of supporting the teleworker, i.e. supplies, equipment, phone costs, etc., must be reasonable in comparison to the amount of commuting miles saved.

4. The employee shall submit a "Telework Application" (Attachment A) to their supervisor to request telework.
5. The employees work habits and performance shall be reviewed to determine if the employee is well suited to telework.
6. The supervisor shall complete a preliminary review of the application and then it shall be submitted to ISSD for their review and approval. The supervisor at that time may approve or deny the request to telework. If denied, the employee may request reconsideration with the assistant director of the division for a final determination.
7. The employee and the supervisor shall complete, sign and abide by a "Teleworking Agreement" (Attachment B).
8. The original, "Telework Application" (Attachment A), "Teleworking Agreement" (Attachment B), and "Telework Office Checklist" (Attachment C) are to be sent to DOC Personnel Records. The supervisor shall maintain copies of all attachments and provide copies to the employee.
9. In case of injury, illness, theft, loss, or tort liability related to telework, the teleworker must allow agents of the Department of Corrections to investigate and/or inspect the telework site. Reasonable notice of inspection and/or investigation will be given to the teleworker.
10. Teleworkers and their supervisor shall view a self-instruction video on teleworking prior to implementing a telework arrangement. Videos are available from the Training Section or the assigned Human Resource Consultant.

B. Terms of Employment

1. Telework is not an employee right. Unless otherwise provided in a Telework Agreement, either the supervisor or the employee may discontinue the arrangements at any time, generally giving one week's notice, or notice as stipulated in the Telework Agreement.
2. The telework agreement shall specify individual work schedules that are in compliance with FLSA regulations in accordance with HRSD State Policy 20.005.20, DOC Policy 20.2.4, and applicable collective bargaining agreements.

3. The teleworker's conditions of employment shall remain the same as for non-teleworker employees. Employee salary, benefits, and employer-sponsored insurance coverage shall not change as a result of telework.
4. Teleworkers shall not act as primary care giver for dependents or perform other personal business during hours agreed upon as work hours.
5. Telework shall not adversely affect customer service or delivery, employee productivity, or the progress of an individual or team assignment.
6. Department of Corrections policies, rules, and practices shall apply at the telework site, including those governing communicating internally and with the public, employee rights and responsibilities, facilities and equipment management, financial management, information resource management, purchasing of property and/or services, and safety.
7. Products, documents and records used and/or developed while teleworking shall remain the property of the Department of Corrections, and are subject to state and Department policies regarding confidentiality and records retention requirements.
8. The teleworker will not be paid for time involved in travel between the telework site and central work site. Travel between the telework site and the central work site will not be reimbursed.
9. The employee shall promptly notify the supervisor when unable to perform work assignments due to equipment failure or other unforeseen circumstances. Supervisors may reassign employees to another project and/or work location in the event of equipment failure.

C. Work Schedule and Accessibility

1. The number of hours worked will not change because of telework.
2. Business visits, meetings with agency customers, or regularly scheduled meeting with co-workers shall not be held at the home worksite.
3. Teleworkers shall attend job-related meetings, training sessions, and conferences, as requested by supervisors. In addition,

teleworkers may be requested to attend "short notice" meetings. When possible and effective, telephone conference calling shall be offered as an alternative to in-person attendance.

4. The teleworker must get the supervisor's advanced written approval for working overtime.
5. While teleworking, the teleworker must be reachable via telephone, fax, pager, or e-mail during agreed-upon work hours.
6. The supervisor and the teleworker will use the most efficient and effective way of handling long distance calls whether that is the use of a state calling card or reimbursement for long distance business calls. If reimbursement is approved, the teleworker shall submit an expense reimbursement request with a log of long distant business calls and a copy of the phone bill on a monthly basis.

D. Telework Site

1. Telework sites shall be in Oregon or in the same state as the central worksite.
2. PC equipment, software, and modem connections to state computer security systems shall be in accordance with DOC policy 60.1.1.
3. The telecommuter shall normally provide home worksite furniture and equipment.
4. The Department shall provide Telework site office supplies. Equipment and software, if provided by the Department for use at the telework site, shall be for the purpose of conducting agency business only.
5. Teleworkers shall complete the "Telework Office Checklist" (Attachment C) to assess the homework site. Ideally all answers should be "yes" to all questions.
6. The Department of Corrections is not responsible for loss, damage, repair, replacement, or wear of teleworker-owned equipment or property.
7. The Department may pursue recovery from the teleworker for state property that is deliberately, or through negligence, damaged, destroyed, or lost while in the teleworker's care, custody, or control.

8. Employees are advised to contact their insurance agent and a tax consultant for information regarding home worksites.

E. Safety

1. The employee is responsible to maintain a clean and safe workspace.
2. In the case of an injury or illness occurring during teleworking hours, the employee shall immediately report the injury/illness to their supervisor as required by DOC Policy 20.5.17 "Management of Injured Workers."
3. The supervisor shall notify the assigned safety manager of all on-the-job injuries and illnesses that occur during telework.
4. The state does not assume responsibility for injury to any persons other than the teleworker at the telework site.

IV. IMPLEMENTATION

This policy will be adopted immediately without further modification.

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Attachment A

TELEWORK APPLICATION

Instructions: Employee shall complete application and give to supervisor. Supervisor shall conduct a preliminary completeness review and send to ISSD. ISSD shall review and approve or deny the request based on ISSD system resources or equipment standards. ISSD shall then return application to the supervisor. Supervisor shall meet with employee to discuss approval or denial.

Employee Information:
Name: _____ Central office phone: _____
Division: _____ Supervisor: _____ Phone: _____
Proposed telework location: Home Satellite office Telework center Other (list) _____
Telework address: _____ City: _____
Telework phone: _____ Fax: _____ Pager: _____
Telework office e-mail (if different from central office): _____
In addition to the employee's supervisor and other management personnel, the following personnel would be authorized to have your telework phone number: _____

Telework statistics:
Proposed start date: _____ Hours of travel time saved per week: _____
_____ x _____ x _____ = _____
Number of round trips per week miles per round trip miles per gallon gallons saved per week

Telework schedule:
Which days do you propose to telework: Mon. Tues. Wed. Thurs. Fri.
 Variable/seasonal (specify) _____
Alternate days: Monday Tuesday Wednesday Thursday Friday
Daily schedule: Total hours per day: _____
Start: _____ a.m./p.m. Finish _____ a.m./p.m.
Lunch: _____ a.m./p.m. To _____ a.m./p.m.
Core hours you can be reached: _____ a.m./p.m. To _____ a.m./p.m.
Tasks or assignments to be completed on telework days (i.e., planning, reading, budgeting, data entry, word processing, contacting customers, analysis, preparing contracts, etc.): _____

Dependent care:
Do you have dependents requiring care during telework hours? Yes No
If yes, would you have dependent care to relieve you from primary-care responsibilities during telework hours? Yes No

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Accessibility information

How can you be contacted when you telework? Phone Voice mail/answering machine
 E-mail Other: _____

Equipment/services to be used at the worksite:

What equipment and software do you propose to provide (check all that apply):

Phone Voice mail Second phone line Office furniture
 Fax Machine Internet service provider Pager

Computer type and model: _____

Printer type and model: _____

Modem type and model: _____

Operating system: _____

Software: _____

Surge Protection type: _____

Other equipment not mentioned above: _____

Remote access requested? Yes No

Applicant acceptance of telework policy:

I have read the telework policy and understand the requirements and obligations I am expected to accept and meet as a teleworker.

Employee's signature: _____ Date: _____

ISSD review:

System resources (e.g., computer equipment, software, etc.) are consistent with Department of Corrections standards. Yes No

System meets requirements for remote access: Yes No

Signature: _____ Date: _____

Comments: _____

Supervisor review:

Application accepted: _____ Date: _____

Application denied: _____ Date: _____

Reason for denial: _____

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Attachment B

TELEWORK AGREEMENT

Instructions: Complete with your supervisor after the Telework Application (Attachment A) is approved. Information in the Telework Application is incorporated as part of this agreement.

Teleworker name: _____

Dates:

Date telework will begin: _____

Annual review date: _____

Approximate date employee and supervisor will take telework training: _____

Evaluation criteria:

How will work be evaluated? _____

Accessibility and records:

How can you be contacted when you telework? Phone Voice mail/answering machine
 E-mail Other: _____

How will incoming calls at the central office be handled on telework days? _____

How often will you call the central office for messages? _____

Long distance phone charges will be handled as follows (e.g., state calling card, reimbursement request): _____

Other accessibility issues: _____

Products, documents or other records required to be retained that are used, developed or revised while teleworking will be transferred the following workday to the central worksite.

Computer information:

ISSD approves access to the LAN(s) using the Department's standard remote access software.
 Yes No

Computer data security issues will be handled as follows: _____

Department of Corrections equipment to be used at telework site:

Equipment: _____ Inventory no.: _____

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Other arrangements agreed upon by the employee and supervisor:
Include any items that the employee might need to purchase on an emergency basis and for which the employee would request reimbursement. If possible, ask the supervisor in advance of purchase how to handle any items needed. _____

Reimbursement information:
The Department of Corrections will not pay or reimburse for:

- Time involved in travel between the official workstation and the telework site.
- Travel between the telework site and the official workstation.
- Any purchase, service charge, or cost related to telework that is not specified in this agreement.

Termination:
Unless specified in "Other arrangements". The department and/or the employee may discontinue this arrangement at anytime giving one week's notice.

Agreement:
These conditions are agreed upon between employee _____ and supervisor _____ of the _____ Division.
I have read and understand this agreement and the telework policy and agree to abide by and operate in accordance with the terms and conditions described in both documents. I agree that the sole purpose of this agreement is to regulate telework and that it constitutes neither an employment contract nor an amendment to any existing contract.
Employee: _____ Date: _____
Supervisor: _____ Date: _____

Distribute copies of agreement and all attachments to employee and supervisor. Send original Telework Application and Telework Agreement to Personnel Records.

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TELEWORK OFFICE CHECKLIST

Attachment C

Use this checklist as a guide for setting up your telework office. Ideally, you should be able to answer "yes" to all questions.

- 1. Is the workstation deep enough to accommodate the monitor and keyboard directly in front of the user? Yes No
- 2. Does the workstation provide sufficient legroom (depth and width), so there are no obstructions for knees, legs, shins, or thighs? Yes No
- 3. Is the mouse (or other pointing device) and keyboard able to be positioned on the same level? Yes No
- 4. Is there adequate room for the monitor to be positioned 16-29 inches from the user's eyes? Yes No
- 5. Can the monitor be raised or lowered to accommodate the correct viewing height (uppermost line of the document at or slightly below the user's eyes)? Yes No
- 6. Is the chair stable (with a five-point base)? Yes No
- 7. Does the chair adjust in height? Yes No
- 8. Is there at least 3 inches between the front edge of the chair and the back of your knees when sitting back in the chair? Yes No
- 9. Does the chair provide lower-back support? Yes No
- 10. Are your feet flat on the floor or on a footrest when sitting back in the chair?.. Yes No
- 11. Are your forearms, wrists, etc. free from contact with hard, sharp edges? Yes No
- 12. Do you use a document holder when you key from documents? Yes No
- 13. Is there adequate light for viewing the monitor and reading printed materials? Yes No
- 14. Is the monitor screen positioned so there's no glare? Yes No
- 15. Do you avoid clutching the phone receiver between your ear and shoulder? Yes No
- 16. Are aisles and doorways free of obstructions? Yes No
- 17. Are all phone lines, electrical, and other cords tied up and kept out of the way? Yes No
- 18. Is all electrical equipment in good working condition?..... Yes No
- 19. Are electrical cords in good condition? Yes No