

<b>COUNTY OF PRINCE GEORGE PERSONNEL POLICIES</b>  Prince George, Virginia	<b>POLICY NUMBER:</b> 20.1 to 20.7	Page 1 of 12
<b>SUBJECT:</b>  <b>Hours of Work &amp; Remote Work</b>	<b>SUPERSEDES:</b> 20.1 dated 12/16/07 <b>November 15,</b> 2017	<b>DATE ISSUED:</b> <b>November 15, 2017</b>
<b>AUTHORIZATION:</b> Adopted by the Board of Supervisors <b>November 15, 2017; to become effective November 15, 2017</b>		

## 20.1 Hours of Work

The County Administrator establishes the hours of work for all departments of the County, depending on the functions and operations involved. Sunday through Saturday is considered the standard workweek. Normal office hours are from 8:30 a.m. to 5:00 p.m. Monday through Friday.

Job responsibilities differ between departments, thus, weekly work schedules may also vary. With the County Administrator's approval, ~~flexible work~~ flexible work schedules may be utilized within the standard workweek as long as the standard hours in a workweek, typically 40 hours, are not altered. Work periods, allowed by FLSA Section 207(k), are utilized to schedule law enforcement officers and firefighters.

Each employee is required to maintain a weekly record of hours worked, to be submitted to his/her supervisor or Department Director at the end of each work period. Time sheets must be submitted in accordance with the pay calendar deadline that has been established by the Finance Department. Failure to keep, or falsification of, the record of hours worked shall be grounds for disciplinary action.

Employees must utilize their lunch period during the designated hours unless prior approval is received by the Department Director. Bona fide meal periods (typically lasting at least 30 minutes) are not work time and are not compensable. The employee must be completely relieved from duty for the purpose of eating and should not perform any duties, whether active or inactive, while eating. If the employee performs work duties, and is interrupted during a meal break to conduct work, it shall be considered work time and is counted as hours worked according to the Fair Labor Standards Act (FLSA).

## 20.2 Flexible Work Scheduling

Flexible work scheduling may be considered within the standard work period, Sunday through Saturday, so long as the standard hours in a workweek, normally 40 hours, are not altered.

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Some examples are:

1. Arrive earlier in the morning and leave earlier in the afternoon.
2. Arrive later in the morning and leave later in the afternoon.
3. Work four 10-hour days.
4. Work four 9-hour days and one 4-hour day.
5. Add time to meal break and arrive earlier and leave later.

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Exempt employees may work flexible work schedules that allow time to be adjusted within the timesheet period established by the finance department so long as the total number of hours is reached within that period. An example would be in week 1, the employee works 5x9 hour days = 45 hours, week 2, the employee works 3x9 hour days, 1x8 hour day and 1 day off = 35 hours. The total number of hours worked is 80 and the threshold is met.

### **20.3 Remote Work**

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These guidelines provide for a consistent application of remote work practices across county departments to ensure the security of county information and systems; to support Continuity of Operations Planning (COOP); to reduce the environmental impact of commuting; and to sustain the hiring and retention of a highly qualified workforce by enhancing work/life balance.

Remote work is a type of alternative work arrangement, available to eligible employees within departments that can maintain official county business operations with the employee working from an alternate work location. In many departments, remote work can be a viable option. The employee and department director must understand that adherence to these guidelines and procedures are an essential requirement of the program.

Customer service remains the top priority for remote work, field operations and on-site work models, regardless of whether work is performed in the county provided office setting or remotely. Remote work offers employees the opportunity to deliver customer service in a flexible manner. Those working remotely are expected to meet customer service needs at or above current standards, without minimizing the efficiency of departmental or county operations.

Remote working can serve a vital role in recruiting and retaining the best and brightest employees and maximize their effectiveness.

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### **20.4 Definitions**

Remote Work – A work arrangement where the employee performs their regular work away from their primary work location, at an alternate location.

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during the employee's normal work hours in accordance with a remote work agreement.

Primary Work Location – The County work site where the employee would be required to work if they did not remotely work.

Remote Work Location – Approved work site other than the employee's primary work location where official county business is performed. Such locations may include, but are not necessarily limited to, employee's home, field site, or a satellite office.

Remote Work Agreement – The written agreement between the department and the employee that details the terms and conditions of an employee's work away from a primary work location. The request form, agreement and safety checklist must be completed and returned to HR prior to any employee working remotely.

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## 20.5 Eligibility

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An approved and scheduled remote work arrangement must be authorized by the department director. Employees must be employed for a minimum of six months to be considered eligible for remote work, however, exceptions may be granted by the Department Director. Participants are required to have a "meets expectations" evaluation or higher while remote working.

Remote work is not an employee right or entitlement. Remote work may be discontinued or temporarily suspended at any time at the discretion of the employee's supervisor or director. The employee may also request termination of the Remote Work Agreement at any time.

Employees can work remotely in the case of temporary travel outside of the State of Virginia. This is not an acceptable long-term option as there are payroll requirements that can vary significantly from state-to-state and other employment related requirements for out-of-state work.

### A. Suitable Position and Assignments

Full-time, part-time, seasonal or temporary positions with the county may be eligible to participate in a remote work arrangement. The nature of the work performed and service provided must be considered in determining whether remote work is an option for a particular position. Whether a position is suitable for remote work will be evaluated on the following criteria:

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1. Does the employee work primarily in an independent capacity or in a support or collaborative setting?

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2. Are some or all of the work activities portable or can be accessed electronically and therefore be performed effectively while working away from the primary work location? Does the work require access to equipment or materials that cannot be removed from the primary work location?
3. Does the work consist of some form of processing such as reading, writing, calculating, analyzing, designing, programming and managing data, the majority of which can be evaluated by the supervisor?
4. Will the employee's participation in the remote work program adversely affect the department's ability to meet and/or exceed customers' needs?
5. Does the position require daily unscheduled face-to-face contact with other employees or the public at the primary work location?
6. Will the employee's participation in the remote work program negatively impact the efficiency of departmental operations or unfairly increase the workload of others in the office? Can the remote work be implemented with a seamless transition?
7. Can the productivity of the position be measured by establishing metrics for a remote work environment?

**B. Employee Performance**

Employees suited for remote work need to possess several attributes which indicate they can work well with this type of work arrangement:

1. Solid performer who knows the job and the department's standards and expectations.
2. Consistently committed to delivering excellent service to the citizens and other customers.
3. Be able to work independently without close supervision.
4. Have the ability to prioritize work effectively and utilize good time management skills.
5. Be reliable, disciplined, and self-motivated with a high sense of responsibility in accomplishing work assignments.
6. No recent history of performance or conduct issues.

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**20.6 Responsibilities**

**A. Department Director**

The department director serves as the sponsor of the department's remote work program.

1. The director sets the tone and direction for departmental remote work policies and goals.
2. Provides information on the status of the remote work program to the Administrative Executive Committee (AEC), department heads, as well as other organizations and employers as needed.

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3. Approving or denying employee requests for remote work based on the suitability of the work, the employee and the department responsibilities.

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B. Department of Information Technology (IT)

(any state managed systems or device problems will be managed through the department and VCCC to include, but not limited to, VPN access, security, and connectivity issues.)

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1. Provides technical support and problem escalation for remote workers through the IT help desk.
2. Sets the appropriate technology standards to facilitate remote work.
3. Provides options for remote access users, including remote workers, for accessing the county's data and telecommunications network. The department and IT select the remote access option that is best suited to the department needs.
4. Provides expertise and consultation for the remote work program such as preparing technical user documentation and reviewing technology-related material.

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C. Department of Human Resources (HR)

1. Develops and implements remote work guidelines.
2. Provides staff support for remote work by preparing, maintaining and disseminating remote program information such as training material, reports, articles, publications, announcements and notices.
3. Conducts training and briefings for supervisors, remote workers and others as requested.
4. Provides information security awareness training and a copy of the Prince George tips, time management, staying in touch guide to employees who are remotely working.
5. Provides analysis of the effectiveness of the program and recommends appropriate remedial actions.

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D. Managers and Supervisors

1. Implement remote work arrangements as practicable in their work areas and in accordance with the county's guidelines and procedures. Implement metrics or a means of measuring work outcomes for all positions regardless of work location.
2. Provide department-level support for remote workers to include reviewing and authorizing the required forms for approved remote work arrangements and technology requests;
3. Provide an environment that is conducive to the remote work initiative, and provide scheduling and logistical support to remote workers;
4. Obtain feedback regarding the impact of the remote work arrangement;
5. Coordinate with IT on technical issues affecting remote work.

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**E. Remote Workers**

1. Keep informed of the county's remote work guidelines and procedures, and use the remote work program forms.
2. Remain accessible to customers, co-workers, supervisors and provide seamless customer service.
3. Structure remote work to be accountable and transparent to the public, co-workers and supervisors.
4. Plan and organize tasks for remote work for efficiency and productivity.
5. Track the work performed and communicate results as requested by the supervisor.
6. Request approval from the supervisor prior to incurring any overtime or comp time.
7. Develop proficiency in the use of the technology required for remote work.
8. Report for work on-site on remote work days when needed.
9. Adhere to the requirements as set forth in the Remote Work Agreement.

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**20.7 Remote Work Guidelines**

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**A. Work Schedule**

The employee and supervisor must define a schedule of work hours prior to the employee starting to remote work. The remote work agreement should be limited to no more than two days per week; however exceptions can be granted by the department director during emergency situations. The total number of hours that an employee works in a workweek is not affected or altered by remote working.

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For non-exempt employees, hours of work beyond the authorized workweek and any overtime require prior supervisor approval and will be compensated according to FLSA regulations. All remote work hours must be properly recorded in the department's time system. Monitoring and responding to emails & phone calls is counted as time worked for nonexempt employees, regardless of the work location.

When remote working, the employee must be available and accessible to internal/external customers, department staff, and supervisor during work hours. During remote working hours, an employee is still required to participate in scheduled meetings via teleconference. However, there may be times when teleconference is not appropriate and the employee is required to come to the primary work location for a work-related meeting during the employee's normal remote work schedule. At the supervisor's discretion, an employee may be required to report to the primary work location or other designated locations at any time. Travel between the remote work location and a primary work location (typically a county work site) is considered

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commuting time and does not count as time worked for compensation purposes.

Employees may work both a remote work and flexible schedule upon director approval is there is a specific department need.

**B. Work Expectations and Customer Service**

Remove work arrangements are subject to the same customer service standards, work expectations and job performance competencies. The employee is expected to provide the same level of work outcomes, and quality of work while remote working. Time spent and work accomplished from a remote location should appear seamless to customers. Those working remotely should be performing customer service at or above current standards. Supervisors are expected to monitor job performance and the impact of the remote work arrangement.

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**C. Confidentiality**

The employee must maintain appropriate confidentiality of all work-related information, including written documents, electronic files, and verbal communication. Any work performed at the remote work location is considered official county business. Any hardcopy confidential information that will be used in the remote work location should be stored there only temporarily and approved by the department director or data owner. Electronic files and automated records must be safeguarded to protect unauthorized disclosure or damage.

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The employee must store all Protected Health Information and Personal Identifying Information in a secure location.

*Personal health information generally refers to demographic information, medical history, test and laboratory results, insurance information and other data that a healthcare professional collects to identify an individual and determine appropriate care.*

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*Personally identifiable information is information which can be used to distinguish or trace an individual's identify, such as their name, social security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.*

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Any verbal communication of work-related information should be conducted in a private area. Confidential information shall not be downloaded to the local laptop or workstation or placed in the cloud. Printing of county materials in the home should be reviewed with the supervisor before beginning the remote work arrangement.

**D. Work Space**

If the remote work location is the employee's home, the employee is responsible for designating a work space for the purpose of performing work

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for the County. The work space must be sufficient for the employee to perform the requirements of the job, including furniture, equipment, supplies and appropriate lighting. The remote work location must be safe and free from hazards, including ensuring the location is in compliance with all applicable building codes. The County is under no obligation to maintain or repair any structure at the remote work location or the work space. **The employee is not permitted to conduct face-to-face meetings with customers or co-workers in the employee's home.**

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The employee will apply approved safeguards to protect department records from unauthorized disclosure or damage. Work done at the remote work site is considered official County business.

**E. Equipment, Technology and Supplies**

Employees and department directors should discuss equipment, supplies or support needs prior to initiating a remote work agreement. The purchase of new equipment or supplies for the remote work location is at the discretion of the department director and contingent upon the availability of department funding to support the request.

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All equipment, supplies or other property provided by the county remain the property of the county. The employee must take reasonable and prudent precautions to protect county equipment against damage, loss or abuse while in the employee's custody. All Administrative Policies are applicable during the remote work agreement timeframe to include but not limited to: those governing use of Wireless Devices (120.1-120.6); Electronic Information, Internet, and Network Resources (130.1-130.9); Records Retention (210.1-210.4); Computer Encryption (220.1-220.5); Social Media (260.1-260.3); and Employee Use of Social Media (270.1-270.2).

County equipment is only services and repaired at county facilities; equipment repair technicians will not travel to the remote work site. Only county approved software shall be downloaded on county equipment. The department may provide the following resources as part of the county's support for remote work:

1. Telecommunications equipment, including, voice over IP soft phone for computer and configuration for "extension to cellular phone." Line charges for use of home telephone equipment and personal cell phone usage will not be reimbursed.
2. County-issued laptop for use at the remote work site. No employee should have multiple county computers.
3. VPN software is only authorized for use with county-owned computers. Installing VPN software on a personal computer is prohibited.

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4. VPN connections will only be established through private/trusted network connections. Use of VPN from public internet (restaurant/hotel WiFi) is not authorized; except in special circumstances where such connection is approved by the Director of IT.
5. Standard office supplies such as paper, pens and pencils, folders, thumb drives, CDR/RWs as needed for the employee's work as authorized by the supervisor.
6. Use of a county printer at a remote work location is considered an exception which must be approved by the department director.
7. The remote worker must notify their supervisor and IT of any county allocated equipment failure. Workers utilizing state issued devices will notify VCCC of the device failure and discuss the impact of device failure on the remote work agreement with the supervisor.

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An employee who chooses to remote work must maintain a phone (telephone or cellular phone) and internet service at his/her own expense. If equipment needs to be serviced or repaired, the employee will bring the equipment to IT for service.

Employees may use county computer resources to access the internet and transmit email messages at any time for work-related purposes. Unauthorized persons are prohibited from using county equipment. The employee will be responsible for transporting and installing the equipment at the remote location.

Lost, stolen, or compromised devices must be reported, as soon as possible, to IT and the remote workers supervisor and to the Police as appropriate related to a remote work location theft.

The county-issued laptop computer used to connect to VPN is subject to scanning by the county to check for performance issues and general compliance with county technology standards.

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#### F. Liability

The determination of compensability for remote work site injuries/occupational disease shall be determined like any other off site location for purposes of Workers' Compensation. The employee agrees to notify the supervisor immediately of any accident or injury that occurs at the alternate work site and to comply with all county policies covering on-the-job injury. The employee understands that the county will not be liable for any injuries to third parties or for damages to an employee's personal or real property while the employee is working at the approved remote location.

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The employee who is remote working from a home location is strongly advised to maintain homeowner's or occupants insurance coverage. Information on the remote worker's laptop or workstation may be subject to FOIA and subpoena requests.

**G. Dependent Care**

Remote work is not a substitute for child care, elder care or other dependent care responsibilities. If a child or dependent that would normally require child or other dependent care is present during scheduled work hours, the employee shall make other arrangements for the care of the child or dependent. The employee may provide limited care for the child or dependent that requires occasional care in the remote work location.

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**H. Travel Expenses**

Use of private cars for attendance at work related meetings or reporting to work at the primary work location, while remote working, will not be reimbursed.

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**I. Adverse Weather and Emergency Events**

When an employee is remote working, he/she is subject to department minimum staffing and designated staffing requirements. An employee who is working a remote work schedule may be required to come to the primary work location during adverse weather or emergency events.

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In addition, remote work employees may be required to work under the department's Continuity of Operations Plan as part of an emergency.

The employee and supervisor should discuss expectations for minimum staffing, designated essential staff, and the department Continuity of Operations Plan. Depending on the employee's designation, if the employee is remote working and the county closes due to adverse weather, the employee will end his/her remote work day.

The county is committed to the health and safety of its employees, contractors, and workplace visitors and is committed to minimizing the risk of exposure and transmission of pandemic viruses and other contagious diseases through the workplace. Employees may be required to work from home, and these remote work policies and procedures may be modified by the Director of Human Resources. For example, employees may need to work while children are at home, work other than normal business hours, conduct all or most of their work remotely, and be permitted to remote work during the public health emergency without completing the documents required by the remote work agreement.

**J. Telephone or Internet Service Outage**

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In the event of an outage impacting telephone or internet service at the remote work location, the employee should contact his/her supervisor to discuss whether to report to the county work location, work from an alternate remote work location, work on assignments not impacted by loss of service, or taken annual leave or PTO.

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- K. Modifying, Renewing and Terminating a Remote Work Agreement**  
Exceptions to an employee's regular remote work schedule, such as adding or changing remote work days, should be approved by the department director in advance.

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The department director or designee may modify any portion of the Remote Work Agreement, if necessary.

The Remote Work Agreement should be reviewed when the employee's job role, work assignments, or supervisor are going to change. Remote work arrangements are not automatically transferred from one position or supervisor to another. If a supervisor is working remotely and a new employee is hired and requires training, the remote working should stop so that the employee receives proper hands-on training with the supervisor at the regular work site. Once the employee is trained, the supervisor may resume the remote work agreement that was in place with the approval of the director.

The department director may terminate the remote work agreement at any time without cause. Termination of the remote work arrangement is not grievable. Written notification of suspension of a remote work arrangement will be provided to the employee.

- L. County Policies and Procedures**  
Compensation and benefits including hours of work, leave, and overtime will remain the same for remote workers as for all other employees.

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Access to county systems, applications, and information is restricted and is allowed only as necessary to support authorized business operations of Prince George County. The protection of computerized information assets must be in compliance with all applicable federal, state, and local laws, ordinances, and statutes. All remote workers must adhere to the applicable information technology security policies in entirety.

All personnel regulations and other applicable county, state and federal regulations, policies and procedures apply to remote workers. This includes policies and procedures that address employee standards of conduct, the privacy and protection of information, electronic and email use policies, responsibility for proper use and care of county-owned equipment, and county liability for on-the-job injuries. All employees shall also comply with county

<b>SUBJECT:</b> <u>Probationary Period Hours of Work &amp; Remote Work</u>	<b>POLICY NUMBER:</b> <u>11.1 to 11.420.1 to 20.7</u>	<b>DATE ISSUED:</b> <u>January 1, 2006</u>	Page 12 of 12
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and departmental expectations of behavior and performance while remote working.

Noncompliance with county policies, procedures and expectations may result in suspension of remote work privileges and/or disciplinary action, up to and including termination of employment.