

ORC:
OAC:
CF SR:
Board:
Other:

Next Review Date: Sep. 2023
Last Reviewed: Sep 2020
Review Responsibility: Executive Council
Other HBs: Intake 9K, Region 12D

FCCS PROCEDURE

NO.: 12C.07

SUBJECT: Remote Work/Work from Home

Approved by: Executive Council

Effective Date: March 1, 2009

Date(s) of Revision: Jul 9, 2012; Nov 3, 2015; Jul 31, 2018; Sep 2, 2020; Jan 6, 2021; May 27, 2021

Responsible for Implementation: All Divisions

NOTE* The temporary suspension of this policy is lifted, effective June 2, 2021, as previously enacted orders related to the COVID-19 Pandemic are rescinded. All employees must convert from Telework Agreements in place on June 2, 2021 to Telework requests and Agreements pursuant to this policy by August 1, 2021.

Policy:

The following procedures are followed when a request is made by staff to engage in remote work/work from home. The determination of eligibility/approval is at the discretion of Franklin County Children Services in consideration of the agency needs, including, but not limited to office/unit coverage, the ability to address crisis situations and continue to provide quality customer service to children and families.

Procedure:

- I. Remote Work Requirements**
 - A. Employees approved for remote work/working from home must have a current Telework Agreement signed and maintained by the supervisor, outlining the approved dates and times for telework.**
 - B. A secure high-speed internet connection is required and employees assume responsibility for those costs.**

1. Employees are prohibited from connecting agency equipment to free wireless internet connections such as those used in stores or restaurants.
 2. Employees using home computers to access SACWIS or webmail must maintain up-to-date antivirus software and assume responsibility for those costs.
- C. Remote work spaces need to ensure reliable connectivity, the confidentiality of information, and freedom from personal disruptions.
1. Employee must ensure power and connectivity. Loss of either must be reported to the supervisor immediately, who will determine whether the employee must then return to their office location.
 2. Confidentiality of agency information must always be ensured by the employee working remotely.
 - a. Computer screens are not to be visible to anyone other than the employee, and employees are to be logged out when not using their device.
 - b. Case-related discussions are to occur in a private setting, not within an area where information may be overheard by others.
- D. Employees approved for Remote Work/Work from Home are subject to the CBA if bargaining, and all other laws, rules and agency policies that apply to agency employees. This includes but is not limited to attendance, leave, job performance, professionalism, dress code and the agency code of conduct, responsible use of technology, confidentiality, performance evaluations, corrective action and discipline.
- E. The supervisor and employee will work with IT to determine the equipment and software necessary for the employee to complete assignments remotely.
1. Any equipment provided by the agency must be properly inventoried and released by the IT Division. Agency issued equipment is to be used for work assignments only. No person,

other than the agency employee to whom agency equipment is issued, may use agency equipment.

2. Employees are prohibited from saving Franklin County Children Services information or data on a personal PC or other personal device (USB drive, CD, etc.) Work accessed on an employee's personal phone must be immediately transferred to an agency-approved storage system (SACWIS, OnBase, etc.) and immediately deleted from personal devices.

II. Process for Approval for Remote Work/Work from Home

- A. Employees requesting to work remotely/work from home must request and receive approval from their supervisor.**

1. Use the following form in order to request remote work/work from home FCCS Teleworking Agreement

- B. Approval for remote work/work from home is conditioned upon the following:**

1. Employee maintains schedule, current and complete, in Outlook, documenting all work, including but not limited to appointments, meetings, work on assignments or cases, noting field work and location. Clear and measurable documentation of work must be available upon request for review. Direct supervisors must have access to the employee's schedule.
2. Employees forward their office phone to their agency cell phone, maintained as charged and turned on and respond to calls within one hour during all regular working hours.
3. Employees should be accessible to the agency, checking and responding to email and voice mail throughout the day when working at home during regular business hours.
4. Employees working remotely or from home are expected to appear for court hearings/pre-trials/trials in person unless approved by the assigned agency attorney to appear remotely via a court-provided zoom link in advance.
5. In the event of a workload or case crisis, employee may be called back to the office or to engage with clients at a specified field

location within designated timeframes established by the supervisor.

- C. Supervisor responsibility in approving remote work/work from home
 - 1. Supervisors must ensure coverage for their units.
 - 2. Supervisors will consider the knowledge, skill and abilities of the employee, performance considerations, workload management and necessary team/department office coverage in assessing the request.
 - 3. Supervisors will timely approve or deny the employee's request, clarifying the days/hours permitted for remote work/work from home, the expected work to be completed and provide the reason for any denial.
- D. The decision to authorize remote work/work from home is solely at the discretion of the Executive Director, as the Franklin County Children Services appointing authority, and can be modified or terminated at any time. If working remotely is terminated, the employee will be notified and will be required to report back to the assigned work location on the date provided.