



REMOTE WORK HANDBOOK

Article I. I. REMOTE WORK PROCEDURES

Managers and employees must understand that adherence to the policy and procedure is an essential requirement of the remote work program.

Section 1.01 A. Responsibilities

All vice presidents, directors, deans, managers, supervisors, and remote workers are expected to become familiar with and comply with the district remote work policy and procedures. More detailed descriptions of responsibilities are provided in the 'Procedures and Considerations' section.

Section 1.02 B. Eligibility

Full time employees in high demand remote specialized technical positions in education (e.g.) are eligible for participation in the remote work program. Employees serving in a training capacity or providing hands-on or student-facing service will not normally be approved to participate in the remote work program on a regular, ongoing basis.

This policy does not apply to faculty.

Section 1.03 C. Participation Approval

Participation in the remote work program is voluntary and subject to the prior written approval by both an employee's immediate supervisor and department dean/director. The final decision will rest with the appropriate cabinet-level Vice President and the President/Superintendent.

Remote work criteria – To be approved for remote work, the request must meet all of the criteria listed below:

- High demand remote specialized technical position in education (e.g. research analyst, institutional effectiveness coordinator, webmaster, digital communications coordinator, graphic artist, senior graphic design and marketing coordinator, cloud infrastructure engineer, programmer analyst, network administrator, information technology project coordinator)
- Work is not student-facing or public-facing
- All work responsibilities within this job classification and services can be performed remotely

- Other employees will not be required to assume any duties (e.g. answering phones, photocopying, pulling files, greeting campus visitors, dispensing information) of remote employee
- Remote employee does not handle physical confidential materials and all other confidential materials can be handled appropriately and securely
- Remote employee will maintain all productivity metrics for this job classification
- Immediate supervisor/Dean and appropriate Vice President recommends remote work for this job classification
- Immediate supervisor/Dean and appropriate Vice President recommends remote work for this employee within this job classification
- Remote work does not exceed 90 percent of the employee's working time
- Proposed schedules for remote work must be approved by the appropriate Vice President and Superintendent.
- New remote employee will work for 60 days in person prior to being authorized to work remotely
- Must reside in California after employment (checking language with Lawyer)

Approval must be completed prior to the start of the employee's remote work schedule by execution of a Working Remotely Agreement, a Safety Checklist, and a Supervisor's Checklist. The supervisor and employee will each maintain a copy of the Working Remotely Agreement and Checklists. The originals will be placed in the employee's personnel file maintained in Human Resources.

Section 1.04 D. Renewal of Remote Work Understanding

The Working Remotely Agreement needs to be completed and approved at least annually.

Section 1.05 E. Termination of Remote Work Participation

The employee may discontinue participation in the working remotely program at any time, for any reason, upon written or verbal notice to his/her supervisor. Management may terminate an individual employee's participation at any time, as follows:

1. For any reason, upon providing fourteen (14) calendar days prior written explanation to the affected employee.
2. For cause, upon provision of 24 hours prior explanation to the affected employee. All verbal explanations are to be followed with a written explanation, within fourteen (14) calendar days.
3. The employee should return to work on-site if equipment fails and will lead to the loss of a specified period of work time (more than four

92 hours). The employee will remain on-site until such time as the
93 equipment is again functional. The Working Remotely Agreement will
94 be temporarily suspended if the equipment is malfunctioning.

95 The requirement for prior written notification and explanation may be
96 waived in the event of an emergency (such as equipment failure).

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98 Article II. II. BACKGROUND

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100 Section 2.01 A. Definitions

101 “Remote Work” is defined as periodic work away from the normal work
102 location, one or more days per week, from home. More formally, it is the
103 partial substitution of computers or remote work technologies, or both, for
104 the commute to work. It is usually an off-site arrangement that permits
105 employees to work in their homes for all or part of a work week.

106 Section 2.02 B. Benefits

107 The use of a working remotely arrangement can assist management and
108 employees in economically and effectively accomplishing the mission of
109 the district in the following ways:

- 110 • Improve program effectiveness and employee productivity and morale;
- 111 • Facilitate optimum utilization of the office space and parking facilities;
- 112 • Reduce absenteeism;
- 113 • Promote employee health and wellness;
- 114 • Improve employee recruitment and retention;
- 115 • Improve air quality and reduce traffic congestion;
- 116 • Enhance the working life and opportunities of persons with disabilities;
- 117 and
- 118 • Effectively continue business as part of a disaster recovery or
119 emergency plan.

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121 Article III. III. PROCEDURES AND CONSIDERATIONS

122
123 Section 3.01 A. Considerations for Remote Work Participation

124 The work to be performed will be the determining factor for remote work.

125
126 Participation in the District working remotely program should be based on
127 the ability of the employee to perform tasks that can be completed from
128 remote locations, such as a home office, and the manager's assessment
129 of the employee's ability to complete those tasks satisfactorily.

130 Consideration, on a case-by-case basis, should be given to the following:

131 (a) 1. Job Knowledge

132 Does the employee have the necessary knowledge to perform the
133 required job tasks at home or does the employee need close

134 supervision or input from others that is only available in person at
135 the office?

136 (b) 2. Job Characteristics

137 Does the job lend itself to self-directed activities? Can priorities be
138 easily established? Can the time of the activities be managed
139 effectively by the employee and the immediate supervisor?

140 (c) 3. Task Scheduling

141 Does the individual already work alone handling information tasks
142 such as thinking, planning, coordinating, writing, reading, analysis,
143 working remotely, computer programming, word processing or data
144 entry? Can tasks, which can be completed away from the office,
145 be grouped and scheduled for remote work days? Can required
146 meetings and conferences be grouped and scheduled for non-
147 remote work days or accommodated through other means (e.g.,
148 zoom)?

149 (d) 4. Public/District Contacts

150 What portion of the job is devoted to face-to-face contact with other
151 departments, students, the public or internal staff? Can this
152 contact be structured to allow for communication via phone or
153 computer, or grouped into non-remote work days, or can
154 alternatives be established to provide this contact on remote work
155 days?

156 (e) 5. Reference Materials

157 What portion of the job requires the use of reference materials or
158 resources located in the designated work site? Can these
159 resources be easily taken home without interfering with co-workers'
160 job performance? Are these resources available through other
161 means such as a computer accessible library service?

162 (f) 6. Use of Computers

163 Will response time on computer equipment used at home be fast
164 enough to allow for required productivity? If network access is
165 needed, does the correct capability exist? If long-distance calling
166 or internet is necessary, is the cost prohibitive? If connection to a
167 Local Area Network (LAN) at the work place is required, are the
168 necessary hardware components in place? Has the employee
169 completed training for and demonstrated an adequate level of skill
170 in use of the computer and software that will be used for working
171 remotely?

172 (g) 7. Special Equipment

173 What portion of the job relies upon access to photocopiers, fax
174 capabilities or other specialized equipment? Can access be
175 managed to allow remote workers needs to be met on non-remote
176 work days?

177 (h) 8. Information Security

178 What portion of the job uses secured or otherwise confidential
179 information and can the integrity of that information be secured in
180 accordance with information security policies?

181 In many of the job assignments, access to the district's computer network
182 is essential for obtaining work-related information, processing work and
183 communicating. The effectiveness of performing work at a remote
184 location, such as a home office, may be greatly diminished if an employee
185 does not have access to the computer network.

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187 Article IV. IV. RESPONSIBILITIES

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189 Section 4.01 A. Cabinet-Level Administrator

190 Administer the remote work program in their respective departments,
191 including ensuring compliance with all applicable policies and procedures;
192 identifying positions suitable for the remote working option, and
193 determining with the Vice President of Administrative Services whether
194 the department should provide equipment and software on a case-by-
195 case basis.

196
197 Section 4.02 B. Directors, Deans, Managers, and Supervisors

- 198 1. Determine if proposals for their employees to remote work are likely
199 to contribute to the District's objectives, while maintaining or
200 improving program efficiency, productivity, service, benefits, and
201 safety conditions.
- 202 2. Ensure that employees who remain in the office are not burdened
203 by being required to handle the remote worker's regular
204 assignments (i.e., answering telephone calls, dispensing
205 information, etc.).
- 206 3. As for all other employees, provide specific, measurable, and
207 attainable performance expectations for the remote worker; define
208 in detail, assignments, corresponding deadlines, and the quality of
209 work expected.
- 210 4. Provide for remote worker training in use of equipment and
211 software as required for the employee to function effectively and
212 independently.
- 213 5. Inform remote workers that failure to comply with policy and
214 procedures may be cause for terminating participation in the
215 remote work program and/or possible disciplinary action.
- 216 6. Obtain cabinet-level administrator approval by submitting all
217 completed and signed forms as a packet to the appropriate Vice
218 President and President/Superintendent for consideration and
219 approval.

- 220 7. If approved, provide employee with copies and maintain copies of
221 the employee's Safety Checklist, Supervisor's Checklist, Working
222 Remotely Agreement, and, if applicable, Equipment Use
223 Agreement.
- 224 8. Send original forms to Human Resources for placement in the
225 employee's personnel file.
226
- 227 **Section 4.03 C. Remote Workers**
- 228 1. When working remotely is determined to be a viable work option,
229 work with supervisor to develop an acceptable remote work
230 agreement.
- 231 2. Abide by the provisions set forth in this Remote Work Policy and
232 Procedures.
- 233 3. Adhere to all applicable laws, rules, regulations, policies, and
234 procedures regarding information security as outlined below in
235 "Information Security."
- 236 4. Acquire the skills necessary to meet district requirements and
237 operate independently from a remote work site.
- 238 5. Establish and maintain an acceptable and safe home office
239 environment as outlined in "Work Environment Criteria" and
240 "Setting Up a Home Office". (Employees are required to complete
241 the "Safety Checklist" and certify to its accuracy annually when the
242 Working Remotely Agreement is renewed.)
- 243 6. Establish, operate and maintain the home office, equipment,
244 devices, and services associated with the remote work
245 arrangement.
- 246 7. Repair and/or replace at own expense any district-owned
247 equipment that is damaged, lost, or stolen due to inattention; report
248 damage, malfunction, loss or theft of any district-owned equipment
249 to Business Services immediately; report damage, malfunction,
250 loss or theft of any work-related equipment to the remote worker's
251 supervisor immediately.
- 252 8. Adhere to all district policies and administrative procedures.
- 253 9. Do not hold any district business related meetings in person at the
254 remote work site.
- 255 10. Comply with Tax laws. The district is not responsible for
256 substantiating a remote worker's claim of tax deductions for
257 operation of a home office used to perform district work.
258 Employees should seek advice from a tax advisor concerning home
259 office deductions. However, if required by the IRS and if a copy of
260 the employee/remote worker's executed remote work agreement is
261 not sufficient evidence, under limited circumstances this district will
262 certify, if requested, as to the dates during which a Working
263 Remotely Agreement between the college and the
264 employee/remote worker was in effect.

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Section 4.04 D. Human Resources Office

1. Assist employees and management in understanding the Remote Work Policy and Procedures.
2. Maintain and update the Remote Work Policy and Procedures as needed.
3. File appropriate paperwork (contract) in the employee’s personnel file.

Section 4.05 E. Information Technology Services (ITS)

1. Approve any district-purchased software or hardware installed for the remote work option to ensure that it is in accordance with software copyright laws and compatible with district software standards.
2. Provide general oversight regarding equipment and other information and computer needs associated with remote work.
3. Provide guidelines defining the appropriate data communications equipment, software and services for home-based remote work. In-house operations will take first priority.

Article V. V. REMOTE WORK SCHEDULING

Section 5.01 A. Regular Schedule

“Regular remote work” means an established schedule of days per week or month. A regular remote work schedule must be established prior to the start of the work arrangement and must be mutually agreed to by the employee and the supervisor. Any change in the agreed upon schedule must be approved by the supervisor and the appropriate Vice President and President/Superintendent and when established, documented and appended to the Working Remotely Agreement. The supervisor and the remote worker must take actions to prevent the remote worker from becoming isolated from office staff.

An employee must forego remote work if needed in the office on a regularly scheduled remote work day in order to meet the work goals of his or her unit or department, or the needs of the district. The employee may also be called in to the office when necessary to meet operational needs. The manager or supervisor should provide reasonable notice whenever possible. However, due to unforeseen circumstances or an immediate need, the employee may be required to report to the office without advance notice, as needed.

While working away from the office, employees must be accessible for communication (e.g., telephone, instant messaging, e-mail, etc.). Supervisors are encouraged to allow for flexibility in the means for accessing a remote worker.

309 Remote work is permissible only when necessary and justified (e.g., to
310 accommodate medical restrictions or disabilities) and depends on the
311 needs of the job and demonstration of a clear benefit to program
312 objectives and operations.
313

314 Section 5.02 B. Temporary Schedule

315 Employees may be allowed to work remotely on a temporary basis as
316 their duty assignment permits. Circumstances that may be appropriate for
317 “temporary” remote work include, but are not limited to:

- 318 • Special project work which requires a period of uninterrupted time.
- 319 • While all reasonable commute routes are blocked (i.e., major
320 construction, storm, or disaster).
- 321 • Primary work site is inaccessible or uninhabitable.

322 A short-term, temporary remote work agreement between a supervisor
323 and an employee does not require the completion of the Remote Work
324 Annual Agreement or Safety Checklist. The supervisor must send written
325 notification specifying dates, times, and reasons to the cabinet-level
326 administrator at the start of a temporary remote work schedule.
327

328 Section 5.03 C. Hours of Work and Overtime

329 Terms and conditions of collective bargaining unit agreements apply.
330

331 Section 5.04 D. Equipment, Software, Services, Maintenance, Repair, and
332 Replacement

333 The District will not, as a standard, purchase Internet or phone services or
334 office equipment such as printers, fax machines, calculators, or furniture
335 for in-home remote work. In addition, the selection, installation,
336 maintenance, repair or replacement of employee-owned equipment and
337 software is the responsibility of the employee. Computer equipment
338 should have a configuration that is compatible with the district’s
339 information technology infrastructure.

340 In the event of equipment malfunction, the remote worker must notify
341 his/her supervisor immediately. If repairs will take some time, the remote
342 worker may be asked to report to the main office until the equipment is
343 usable.

344 District-owned equipment and services are to be used only for district
345 business. The remote worker must repair and/or replace at own expense
346 any district-owned equipment that is damaged, lost, or stolen due to
347 inattention.
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349 Section 5.05 E. Work Environment Criteria

350 The opportunity to participate in a home remote work program is offered
351 with the understanding that it is the responsibility of the employee to
352 ensure that a proper work environment is maintained as follows:

- 353 1. Designate an area that allows for working in an office setting. Ensure
354 that the equipment necessary to perform the work is in the designated
355 area.
- 356 2. Make advance arrangements for to ensure a productive work
357 environment. (Remote work is not a substitute for personal
358 obligations.)
- 359 3. Keep personal disruptions such as non-business telephone calls and
360 visitors to a minimum.
- 361 4. Obtain pre-approval from the supervisor for use of vacation time or
362 sick leave to attend to family or home matters during home office
363 hours.
- 364 5. Ensure that the home office is a safe place to work. See "Setting up A
365 Home Office" below.
366

367 **Section 5.06 F. Information Security**

368 Security of confidential information is of primary concern and importance
369 to the district. Remote workers, like all district employees, are expected to
370 adhere to all applicable laws, rules, regulations, policies, and procedures
371 regarding information security. The following are basic information
372 security guidelines:

- 373 1. Use district information assets only for authorized purposes, and
374 ensure that confidential information is not disclosed to any
375 unauthorized person.
- 376 2. Back up critical information on a regular basis to assure the
377 information can be recovered if the primary source is damaged or
378 destroyed.
- 379 3. Use passwords on all systems containing confidential information and
380 keep those passwords secure.
- 381 4. Use Multi-Factor authentication as required by the district.
- 382 5. Use the latest virus protection software on remote work systems used
383 to prepare information for subsequent use on district systems.
- 384 6. Return material (paper documents, hard drives, etc.) containing all
385 confidential information to the district for proper handling or disposal, if
386 necessary.
- 387 7. Adhere to copyright laws by not copying or sharing any district owned
388 software utilized by remote workers, and when no longer employed by
389 the district, remove all such software from the home computer and
390 return any software media to the college.
391

392 **Section 5.07 G. Health and Safety**

393 Failure to maintain a proper and safe work environment, in accordance
394 with this policy, may be cause for terminating the remote work program for
395 the employee.

396 If an employee incurs a work-related injury in the approved “home office”
397 portion of the house during remote work hours while remote working,
398 workers’ compensation laws and rules apply just as they would if such an
399 injury occurred at the main office. However, if the injury occurs in another
400 portion of the home, even if it occurs during remote work hours, it will not
401 be covered under workers’ compensation laws. Employees must notify
402 their supervisors immediately and complete all necessary documents
403 regarding a work-related injury, or regarding an injury that occurred during
404 working hours.
405

406 Section 5.08 H. Setting up a Home Office

407 It is important for all employees to maintain a healthy, safe and
408 ergonomically sound work environment while working in the office or at a
409 remote location. The major difference between the employer's office and
410 the home office is ownership and control over the workplace.

411 A "Safety Checklist" must be completed by the potential remote worker
412 prior to the beginning of home remote work and all items must be
413 reviewed and evaluated as being satisfactory by the employee's
414 supervisor.
415

416 Section 5.09 I. Protecting Data and Equipment

417 The following computer safeguards can prevent costly computer
418 breakdowns and the loss of crucial data:

- 419 1. Position equipment away from direct sunlight or heat.
- 420 2. Place equipment on well-ventilated surfaces.
- 421 3. Dust the office space regularly and use dust covers.
- 422 4. Do not eat or drink near data or equipment.
- 423 5. Keep computer equipment away from heat, dirt, smoke and
424 moisture.
- 425 6. Keep all magnets, magnetic paper clip holders, fluorescent lamps
426 and electric motors away from computer equipment.
427

428 Section 5.10 J. Fire Protection

- 429 1. Smoke Detectors - The Health and Safety Code, Sections 13113.7
430 and 13113.8 require that dwellings be provided with smoke
431 detectors. Employees are responsible for assuring home
432 compliance with these requirements. Smoke detectors placed in
433 the home work area must meet the following criteria;
 - 434 a. The detector must be placed in a location, which monitors
435 the work area, and any electronic equipment used to support
436 remote work.
 - 437 b. Must be approved by Underwriter's Laboratory (UL) and/or
438 State Fire Marshall, and have a functional test mechanism.

439 c. Detectors should be tested at the time of installation and on
440 a monthly basis. Detectors which are wired into the house
441 electrical system and have a battery backup should be
442 checked with main power both on and off. Battery operated
443 detectors should be cleaned and equipped with fresh
444 batteries, as recommended by the manufacturer.

445 2. Fire Extinguisher - The designated work area must be equipped
446 with an UL approved ABC fire extinguisher with dry chemical agent
447 capable of fighting Class "A," (Trash, Wood, Paper) "B," (Liquids),
448 and "C" (Electrical Equip) type fires. Employees are responsible for
449 assuring home compliance with this requirement. The fully charged
450 extinguisher should be made easily and readily accessible near the
451 work area (no more than 10 feet).
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453 VI. REMOTE WORK PROCEDURES

454 Section 5.11 A. Checklists and Agreement

456 These procedures are to be followed prior to the start of a remote work
457 schedule.

458 The employee submits a verbal or written request to his/her immediate
459 supervisor, who should discuss the proposal with his/her manager. If the
460 proposal is viewed as having potential for approval, the following steps
461 should be followed:

- 462 1. A Safety Checklist is completed, signed, and dated by the
463 employee.
- 464 2. The employee submits the signed Safety Checklist to his/her
465 supervisor.
- 466 3. The supervisor either denies the Safety Checklist and returns it to
467 the employee, or approves it and retains the signed form.
- 468 4. The supervisor completes the Supervisor's Checklist. The
469 employee and supervisor sign and date the bottom of the form.
470 The supervisor retains the signed form.
- 471 5. If applicable, the employee completes an Equipment Use
472 Agreement (see IV.A.). The employee and supervisor sign and
473 date the form. The supervisor retains the signed form. Approval is
474 also required by the cabinet-level administrator.
- 475 6. The supervisor or the employee completes a Working Remotely
476 Agreement. The agreement is signed and dated by the remote
477 worker and the supervisor, who attaches all original forms and
478 forwards the packet for approval to the director/manager/dean and
479 then to the cabinet-level administrator, who has final decision-
480 making responsibility for approval of the Working Remotely
481 Agreement. The cabinet-level administrator retains a copy of the
482 Working Remotely Agreement and returns the packet to the
483 supervisor.

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7. If approved, the supervisor retains a copy of the signed remote work forms, gives a copy to the employee, and forwards the packet of original forms to Human Resources for placement in the employee's personnel file.