

FLEXIBLE WORK –

Purpose

The Town of Laurel Park is committed to helping employees face the demands of work, family, and life-related issues by offering flexible work arrangements. The Town supports its departments in exploring and implementing flexible work arrangements.

The purpose of this policy is to provide for consistent application of flexible work arrangements across Town departments, to ensure the security of Town information and systems, to maintain continuity of operations, to reduce the environmental impact of commuting, and to increase employee morale and satisfaction.

Types of Flexible Work

Flexible work arrangement: A change in schedule or work location or both to meet a departmental or employee interest or need.

Remote work: working from home or from a location other than the employee's assigned workplace on Town property.

Alternative schedule a schedule in which an employee starts and ends the workday at non-traditional times for the position but works the same traditional days. (For example, an employee that normally works from 8:30 a.m. to 5:00 p.m. may be scheduled to work from 8:00 a.m. to 4:30 p.m.)

Factors for Consideration

Flexible work arrangements may be requested by the employee or assigned by the Town Manager. In reviewing requests and making assignments, the Town Manager shall consider, at a minimum, the factors relevant to the job duties of the position and the capabilities and performance of the employee requesting or being assigned flexible work. Such factors include, but are not limited to, the following:

Employee considerations

Employees suitable for flexible work are high performers who know the job and their departments' goals and expectations. They can work independently, do not require close supervision, and have good communication skills.

Employees must have successfully completed the probationary period to be considered eligible for telework and must meet minimum performance standards of "satisfactory" on their employee evaluations. The Town Manager has the discretion to approve exemptions to this requirement.

Positions eligible

Types of tasks. Remote work is suitable for job tasks that can be completed remotely without any decrease in the levels of service provided to the customer, including reading, writing, researching, teleconferencing, calculating, analyzing, designing, programming, and managing data.

Types of departmental units. Work units suitable for flexible work have structure, clear work assignments that can be measured by performance results, cross-training, back-up plans, and can operate smoothly when one or more employees are working remotely.

Quality of service not affected. The flexible work agreement must be arranged so that there is no difference in the level of service provided to the customer and the location of the workplace is not noticeable to the customer.

Responsibilities

Responsibilities of the Town Manager.

The Town Manager should have the sole authority to implement this flexible work program. The Town Manager shall ensure that flexible work arrangements are structured to maintain continuity of operations and the standards of excellence consistent with and required by the Town's commitment to customer service. The Town Manager's responsibilities include, but are not limited to, the following:

Review and approve The Town Manager shall review flexible work requests based on the factors outlined in Section III of this policy. The Town Manager shall approve or deny flexible work requests.

Assign Where required or where convenient for the business operations of the Town, The Town Manager shall direct employees to work flexible work arrangements.

Review and execute flexible work agreements Each flexible work arrangement requires a written agreement, as set forth in Section IV. The Town Manager shall ensure that such agreements are in effect.

Support Review with the employee the required forms for flexible work arrangements and technology requests. Provide an environment that is conducive to flexible work and provide scheduling flexibility and logistical support to flexible workers. Obtain feedback from employees regarding the impact of flexible work arrangements.

Review employee performance on a regular basis to ensure goals and expectations are met in a timely and efficient manner. At a minimum, the Town Manager shall review each employee on a flexible work arrangement every two-weeks to determine whether a flexible work arrangement will be continued.

Communicate with Town Council the Town Manager shall report to the Town Council on the success or areas for improvement of the Town's flexible work program.

Responsibilities of the employee.

Employees on flexible work arrangements shall implement the Town's flexible work policy by requesting flexible work where appropriate, communicating with the employee's direct supervisor to ensure continuity of operations and level of service, and to report any problems or areas for improvement, and performing to the standards required to maintain the Town's standard of excellence. Employee responsibilities include, but are not limited to, the following:

Request flexible work Flexible work arrangements may be implemented at the direction of the Town Manager or by request from the employee. Employees that are interested in

flexible work arrangements shall make such requests in the manner required by this policy. Employees that are directed to work a flexible work arrangement shall comply with the directive, unless circumstances exist that would prevent employee compliance, in which case those circumstances should be communicated to the employee's supervisor or the department head.

Review policy Stay informed of the Town's flexible work policy and uses the flexible work program forms.

Be available and communicate Remain accessible to customers, co-workers, and supervisors; coordinate meetings with customers, co-workers, and supervisors in an efficient way so that it is not disruptive to the work environment. Utilize appropriate means for communication with supervisors and co-workers. Be available to report to Town facilities as necessary or as directed by supervisory personnel. (Note: consistent with applicable law, time spent commuting will not be considered part of the approved working hours and will not be reimbursed.) Immediately notify supervisor of change in work status (e.g., loss of internet access, periods of leave).

Plan your work Structure flexible work to be as transparent as possible to customers, co-workers, and supervisors. Plan and organize tasks for flexible work to maximize efficiency and productivity. Maintain contact with supervisor to determine assigned tasks, track work performed, and communicate results as requested by supervisor.

Maintain a work log The employee must maintain a log of work completed every 30 minutes of the day and email the log at the end of each week to the Town Manager.

Maintain and proficiently use technology Maintain and proficiently use technology required for remote work, including an accessible telephone with text messaging capabilities, and video conference software such as Zoom. Work with the Town's IT vendor to ensure technology is sufficient for remote work.

Maintain safe work environments and communicate with risk management Maintain a safe remote work area, including but not limited to, appropriately installed equipment, adequate space and light, limit noise and other potential disruptions. Immediately report any job-related incident or accident. (Note: The Town does not assume responsibility to any person other than the employee at the remote work site, or for damage to personal equipment used for remote work. Automobile and homeowners' or renters' insurance are required and are the responsibility of employees on a flexible work arrangement.)

Do not conduct in person meetings from home Holding work-related in-person meetings at a residential remote work site is prohibited. Any in-person meetings shall be conducted at Town facilities or at public locations.

Complete the required forms Complete the flexible work forms (Flexible Work Agreement, Home Certification Checklist) and any other forms required by the Town for the flexible work arrangement.

Responsibilities of Information Technology Vendor

The Town's IT Vendor shall support the Town's flexible work arrangements to ensure the greatest flexibility possible, consistent with maintaining the safety of the Town's entire

telecommunications network (e.g., telephones, computers, networks) and security infrastructure. Such responsibilities include, but are not limited to: 1) providing available resources to departments to support flexible work arrangements (note: IT does not have resources available to provide every employee working remotely with a Town laptop or other electronic devices, but will provide resources to the extent they are available); 2) providing technical support and problem solving for flexible workers; and 3) providing options for remote workers to access the Town's data and telecommunications network.

Procedure

Approval of flexible work arrangements.

By request Employees may request flexible work arrangements. Any request must be submitted by the employee, in writing, on a form provided by the Town. In considering these requests, the Town Manager should use the factors listed in Section III. The Town Manager has the authority to approve or deny requests for flexible work arrangements.

By direction Department directors may direct employees to work a flexible work arrangement.

Town Manager discretionary review. The Town Manager retains the authority, in the Town Manager's sole discretion, to deny any approved request, to grant any denied request, to direct an employee to participate in any flexible work arrangement, or to discontinue any flexible work arrangement.

Written agreement for flexible work arrangement

Execution of agreement The Town and the employee shall execute a flexible work agreement prior to the start of any flexible work arrangement. In circumstances where executing an agreement prior to the start of a flexible work arrangement is impractical, the Town and the employee shall execute a flexible work agreement as soon as practical after the flexible work arrangement begins.

Requirements of agreement. There are a variety of issues that the Town Manager and employee shall discuss before implementing a flexible work agreement. The flexible work agreement should be unique for each flexible work arrangement, consistent with the requirements of this section and this policy.

Each agreement shall, at a minimum, include the following: 1) type(s) of flexible work arrangement(s); 2) flexible work schedule, including days, times, and locations, as applicable; 3) confirmation that the employee's performance and the job requirements are consistent with the flexible work policy (this can be a checklist); 4) the term of the agreement, which shall be no longer than 12 months, but can be renewed upon satisfactory performance; and 5) a Home Safety Self Certification Checklist. (Note: the Town provides a form for the request and agreement, which the City may change from time to time, consistent with this policy.)

Each flexible work arrangement and written agreement must comply with applicable law and Town policy, including but not limited to: 1) job duties and performance expectations shall remain the same for employees participating in flexible work arrangements; 2) the Town's procedures for leave approval apply to all employees participating in flexible work

arrangements; 3) flexible work arrangements for employees considered “non-exempt” according to the Fair Labor Standards Act (FLSA) cannot be scheduled in a manner that would create overtime liability. Non-exempt employees cannot balance their hours over the established two-week pay cycle; their hours must be balanced over the Town’s designated seven-day work period.

Time Worked:

Employees are required to perform their work during the designated work hours and not engage in activities that are not work related. All employees are required to have overtime work approved in advance in writing by their supervisor. Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using the Town’s time-keeping system. Hours worked more than those scheduled per day and per workweek require the advance approval of the telecommuter’s supervisor. Failure to comply with this requirement may result in disciplinary action and/or immediate termination of the telecommuting agreement

Remote Work Limitation: Remote work is not allowed during a holiday week to avoid staffing issues during high leave request periods. If an employee is not on-site during a holiday week, they are required to use the applicable type of approved leave such as vacation or compensatory time. Remote leave must be approved in advance so the Town can plan for the absence. Remote work may not be granted in place of illness of the employee or replace when an employee should use vacation, sick or compensatory time. Remote work may not be granted on a continual, everyday basis. It is to be used sparingly as not to impact daily needs of the Town. If an employee works from home without prior approval of the Town Manager, the work from home agreement is considered terminated.

Termination of agreement The Town reserves the right to terminate flexible work arrangements and flexible work agreements at any time and for any reason. Failure on the part of the employee to meet all specified requirements of the flexible work agreements and this policy will result in immediate termination of the agreement. Any employee whose agreement has been terminated must wait at least one year before requesting another flexible work arrangement. If the requirements of the agreement are not met or are abused, it is deemed a violation of Town policy and may place the employee on probation or be cause for dismissal.

EFFECTIVE: 02/15/2022

LAST REVISED:

APPROVAL: _____

MAYOR

TOWN MANAGER



Town of Laurel Park Flexible Work Agreement

I am interested in a flexible work arrangement. I recognize that it is my responsibility to help ensure the success of the flexible work arrangement. I recognize that if accepted into the program, I will not assume that the flexible work agreement is permanent. I have read the Flexible Work Policy.

Name: _____

Title: _____

Supervisor: _____

Department/Division: _____

Email: _____

Date: _____

Requested flexible work arrangement:

_____ : Remote Work Location (Telework)

_____ : Compressed Schedule

_____ : Alternative Schedule

Description of requested flexible work schedule (days and times requested)

Workday	Requested work schedule	Comments
Saturday		
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

The agreement begins on _____ and continues until _____ with periodic check-ins to monitor the appropriateness and effectiveness of the arrangement.

The following items have been identified as keys to a successful flexible work arrangement. Please check the following items if they apply:

- I have sufficient work that can be completed remotely and maintain the overall productivity and operation of the department
- I have demonstrated ability to work independently, without close supervision.
- I am comfortable with technologies needed for remote work.
- I have the necessary technology (i.e., laptop, desktop, tablet, phone) for conducting remote work
- I have effective communication with manager, co-workers and customers that will enable a relatively seamless transition from on-site to off-site.
- My remote work office space is safe and conducive to a productive work environment; see attached home certification checklist
- I understand that dependent care cannot interfere with the essential functions of the job

- I have the ability to be flexible about the flexible work arrangement, to respond as deemed necessary by supervisor/management on site to the needs of the customer, workgroup, workload by adjusting my flexible work schedule as requested.
- I understand expenses related to remote work are my financial responsibility (telephone line, internet connection)
- I will ensure the lights are turned off, electronics are powered down as appropriate, and HVAC controls are set to conserve energy when my workspace in a town facility is not in use

Please provide the following information concerning your commute: The total number of miles driven round-trip between home and work is: _____

On average, the number of minutes spent commuting from home to work is: _____

Employee Name/Signature

Date

Town Manager

Date



Home Safety Self-Certification Checklist

	Yes	No
1. Is the designated workspace clean, safe, and free from distractions?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the workstation sufficient to accommodate a laptop directly in front of the user with space beside it for papers and reports while reducing obstructions for the legs?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is there adequate room for the monitor to be positioned 16 to 29 inches from the user's eyes?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have a UL approved surge protectors for equipment?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are the users' forearms, wrists, etc. free from contact with hard, sharp edges?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the chair stable?	<input type="checkbox"/>	<input type="checkbox"/>
7. Is there adequate light for reviewing the monitor and reading printed materials?	<input type="checkbox"/>	<input type="checkbox"/>
8. Is the monitor screen positioned so there is no glare?	<input type="checkbox"/>	<input type="checkbox"/>
9. Are all electrical cords in good condition?	<input type="checkbox"/>	<input type="checkbox"/>
10. Do you have a designated workspace that is private and secure?	<input type="checkbox"/>	<input type="checkbox"/>
11. Will your files and documents be protected from access by family members and others?	<input type="checkbox"/>	<input type="checkbox"/>
12. Will you secure access to your computer when not in use for an extended period of time?	<input type="checkbox"/>	<input type="checkbox"/>
13. Are your documents and files kept in a protected area when not in use?	<input type="checkbox"/>	<input type="checkbox"/>
14. Do you follow Town HIPAA and security procedures for discarding Protected Health Information (both print and electronic)? Do you have a means of shredding your files?	<input type="checkbox"/>	<input type="checkbox"/>
15. Do you have a stable internet connection that is reliable and provides sufficient bandwidth to allow for acceptable work productivity (1mbs download, 786kb upload)?	<input type="checkbox"/>	<input type="checkbox"/>

Liability for Injuries – I understand that I remain liable for injuries to any third person or family member on my premises. I agree to defend, indemnify and hold harmless the Town from and against any and all claims, demands or liability (including any related losses, costs, expenses and attorney fees) resulting from, or arising in connection with, any injury to person or damage to property caused, directly or indirectly, by the services provided herein by me or my willful misconduct, negligent acts or omissions in the performance of my duties and obligations under this Agreement, except such claims, demands, or liability arise solely from the gross negligence or willful misconduct of the Town.

I understand that I am obligated to comply with all of the rules, practices, and instructions outlined in the Agreement. I understand that violation of any of the above may result in termination of the Flexible Work Agreement.

Employee Name/Signature

Date

Town Manager

Date