

# **AHS Telework Protocol**

## **May, 2012**

The purpose of this protocol is to establish qualifying criteria for employees who wish to voluntarily work remotely on a regularly scheduled basis. Telework is not a right; it is a privilege. Employees must be able to demonstrate that an ample amount of work can be accomplished remotely. Productivity, accountability, and customer service must be preserved. Telework requires that employees have the ability to work away from the standard office setting without becoming distracted. While it is recognized that some employees thrive in a remote work environment and productivity actually improves, others struggle with the isolation and/or distractions inherent in a less traditional office model.

### **Positions**

Some positions may not be eligible for telework due to the nature of their work. Positions that require face to face client contact in the office, work with sensitive documents that can not be transferred out of the office, positions that typically answer the telephone, are some examples.

The following positions are typically exempt from telework:

- Federally Prohibited positions
- Employees in an original probationary status
- Employees in an unsatisfactory performance status

### **Screening**

All applicants for telework must complete the telework readiness assessment tool.

### **Prerequisites**

To be eligible to apply for telework employees must meet the following criteria:

- The type of work must be measurable
- Adequate remote computer including high speed internet and virus protection
- Adequate work space in a remote environment
- Acceptable score on the readiness assessment tool

### **Requirements**

- Telework requires a consistent schedule
- Employees are required to be accessible via telephone and email during scheduled work hours and will be required to use their Outlook calendar to communicate their telework days.
- Away from office meetings should be scheduled on telework days whenever possible
- Telework schedules allow for a maximum of three telework days per week

## Process

1. Submit three completed forms to your supervisor: Telework Self-Assessment Tool, Telework Request Form, and Telework Agreement Form.
2. Your supervisor will review the request with your unit, district, or regional director and division head.
3. Your supervisor forwards your forms and a brief memo with his/her approval or denial to the unit director who submits each request to the Commissioner for final approval.

## Equipment

- AHS *may* provide lap tops for approved telework
- All office supplies must be purchased through the division representative and picked up at central locations (nearest district or regional office, central office); this prohibits individual purchases-you must coordinate with your division representative for all office supplies. No purchases are allowed outside of state contracts.

## Evaluation

- The supervisor and employee will, at a minimum, evaluate the telework arrangement to assess productivity and make changes as needed.

## Important Information

Telework is a voluntary program, provided at the sole discretion of the Appointing Authority, and may be terminated at any time, with or without cause.

- Employees should consult with their homeowners or rental insurance provider regarding incidental office coverage as some policies exclude home offices.
- Employees engaged in telework shall not be eligible to be paid any office allowance...(pg. 3, SOV Policy 11.9)
- All work performed as an employee of the State of Vermont is subject to public records rules. That means that paper documents, computer files and telephone records are subject to review at any time. This includes email exchanges, documents, phone records, hard drives, etc. in a home or remote office as well as state offices.