

**Telework
Policy and Procedures**

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Telework Policy and Procedures

I. Philosophy and Scope

Frederick Community College (“FCC” or the “College”) recognizes that teleworking may provide a variety of benefits to both the individual and the College. Flexible work arrangements are intended to help the College meet the changing needs of FCC students and staff; recruit and retain excellent employees; and provide more flexible work arrangements for eligible employees.

Telework is an ongoing, regularly scheduled arrangement between the College and an approved employee allowing job functions to be performed in an alternate work location in accordance with an approved work schedule. This policy is not intended to establish a full-time telework arrangement. Special situations that are temporary in nature will be managed informally between the supervisor and the employee.

The College allows telework as a viable alternative work arrangement in situations when the College is operating under normal conditions and in cases where individual job and supervisor characteristics are best suited to such an arrangement. Telework allows an eligible employee to work outside of the traditional on-site work environment as approved by a telework agreement.

Telework is not an entitlement, is not a College benefit, and may be discontinued at any time. Telework employees shall continue to adhere to all College policies and procedures and the [Employee Handbook](#). A teleworking arrangement does not change the general terms and conditions of employment with the College. For requests that are temporary, employees should refer to the [Employee Handbook](#).

This policy guides telework during normal conditions. During times of emergency conditions, the FCC emergency guidance or Continuity of Operations Plan (COOP) directs employee work conditions and supersedes this policy.

II. Definitions for the Purpose of this Policy and Procedures

- A. **“Dependent Care”** refers to routine care of a child or other dependent in the remote work site.
- B. **“Eligible Employee”** refers to part-time and full-time administrators and support staff and other employees as indicated on the job description. Eligible employees must be proficient, independently productive in all job responsibilities, and consistently meet satisfactory job performance expectations. An employee is no longer considered an “eligible employee” if they fail to meet College expectations for workplace conduct and performance. College faculty should refer to the [Faculty Addendum](#) in the [Employee Handbook](#).
- C. **“Incidental Costs”** refers to expenses associated with residential utility costs, cleaning services, homeowners insurance, etc. and are the responsibility of the teleworker.

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- D. **“Normal Conditions”** refers to routine College operational hours, employee schedules, and staff and student activities that are not altered due to inclement weather or other emergency conditions.
- E. **“Operational Environments”** refers to the varied conditions of the College, which may include normal, inclement weather, and emergency conditions.
- F. **“Remote Work Site”** refers to a dedicated workspace other than the main campus, Monroe Center, or other College or College partner facility from which the eligible employee is expected to perform the duties contained in the employee’s job description.
- G. **“Telework”** refers to an ongoing, regularly scheduled arrangement between the College and an approved employee allowing job functions to be performed in an alternate work location in accordance with an approved work schedule.
- H. **“Teleworker”** refers to an eligible and approved College employee working outside of the traditional on-site work environment for all or part of the regular workweek.
- I. **“Workdays”** refers to Monday through Friday and does not include weekends, holidays, scheduled breaks, or other days the College is closed.

III. Responsible Senior Leader and Responsible Office

- A. Vice President for Finance and Human Resources
- B. Office of Human Resources

IV. Entities Affected by this Policy and Procedures

The Telework Policy applies to part-time and full-time administrators and support staff and other employees as determined by the supervisor. The faculty group is guided by the [Faculty Addendum](#) in the [Employee Handbook](#).

V. Procedures

A. Eligibility

To be considered for a telework arrangement, an employee must be a part-time or full-time administrator or support staff or other employee as indicated by the job description. An employee is no longer considered an “eligible employee” if they fail to meet College expectations for workplace conduct and performance.

Decisions regarding eligibility are contingent on an employee request and adhere to legitimate College needs and in accordance with the FCC [Non-Discrimination Policy and Procedures](#).

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B. Approval Process

1. **Consultation.** Employees considering a telework arrangement should consult with their supervisor to determine if their job functions can be effectively performed in a remote work site while maintaining high quality of services to the College, its students, its employees, and the community; if the remote work site is suitable for this arrangement; and if the employee has met the eligibility considerations.
2. **Application.** Employees must apply for formal telework consideration using the [FCC Telework Application Form](#) and [Telework Self-Checklist](#).
3. **Approval.** The approval process will include a completed application, supervisory approval, senior leader approval, and notification of staff in the Human Resources and IT teams.
4. **Agreement.** Requests will be reviewed and a response will be provided back to the employee within five workdays. Upon successful approval, a [Telework Agreement Form](#) will be provided to the teleworker for signature.

C. Supervisor Responsibilities

1. **Expectations.** Telework functions best when employees and supervisors communicate clearly about expectations. Supervisors should meet with the requesting employee to determine work hours and reporting parameters.
2. **Management by Outcomes.** Supervisors should establish an environment of trust, communicate consistently, respect the assigned work schedules, and focus on outcomes and work products as a measure of success.
3. **Initiation.** Supervisors should ensure that a signed [Telework Agreement Form](#) is maintained for each telework employee.
4. **Evaluation.** Successful performance under the telework arrangement will be reviewed by the supervisor during the Employee Appraisal process.

D. Teleworker Accountability

1. **Policies and Procedures.** The teleworker must adhere to all College policies and procedures. Violations of the foregoing may result in the termination of the teleworking privilege or disciplinary action in accordance with the [Employee Misconduct Policy and Procedures](#).
2. **Regular Work Hours.** The teleworker will have regular work hours agreed upon with the supervisor, including specific core hours of accessibility. Preapproval by the supervisor is required for short-term deviations from regularly scheduled hours. The teleworker will abide by regular work hours in accordance with the [Employee Handbook](#).
3. **Time and Labor.** All regular part-time and full-time support staff and Part Time Variable Schedule (PTVS) employees must clock in and out of the Time

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and Labor system at the start and end of their shift and for all breaks.
Teleworkers are responsible for accurately recording all hours worked.

4. **Inclement Weather.** In the event of inclement weather, teleworkers follow the [Inclement Weather/College Closing Policy and Procedures](#).
 5. **Performance & Evaluations.** The supervisor will monitor and evaluate performance in accordance with FCC guidelines.
 6. **Personal Business.** Telework employees shall not perform personal business during paid work hours.
 7. **Intellectual Property.** All products defined within the parameters of the [Intellectual Property Policy and Procedures](#) and developed through an approved telework arrangement remain the property of FCC.
 8. **Telework Self-Checklist.** Teleworker will complete and maintain the items addressed on the list.
 9. **Telework Site/Zoning.** The teleworker will not conduct in-person business at the telework site. The teleworker agrees to adhere to any zoning regulations applicable to the designated telework site. The College is not responsible for any zoning violations resulting from the establishment of a telework site.
 10. **Dependent Care.** Telework is not a substitute for regular child or dependent care. FCC reserves the right to request third-party child or dependent care documentation at any time.
 11. **Leave Benefits.** Employees may be eligible for leave benefits and must follow the procedures in accordance with the [Leave Benefits Policy and Procedures](#). The teleworker's terms, conditions, and benefits of employment shall remain unchanged unless there is a change in employment status.
 12. **On-Campus/In-Person Work.** There may be occasions when teleworkers' physical presence on campus is essential. Teleworkers will be provided advanced notice by their supervisor if their on-campus/in-person presence is required in order to allow the teleworker reasonable time to travel to campus.
- E. Equipment and Supplies
1. **Equipment**
 - a. The College may provide technology and equipment for approved telework arrangements. Technology and equipment are for business purposes only. Refer to the [Technology Use Policy and Procedures](#). Furniture will be provided by the teleworker.
 - b. FCC assumes no responsibility for the corruption or loss of files, nor for the repair, maintenance, or replacement of personally owned equipment for teleworking.

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2. Office Supplies

- a. The supervisor will consider the needs of the teleworker when budgeting and ordering office supplies.
- b. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed.

3. Damage to Equipment/Furniture

The College may pursue recovery from the teleworker for College property that is deliberately, or through negligence, damaged, destroyed, lost, or stolen while in the teleworker's care, custody, or control. The College does not assume liability for loss, damage, or wear of employee-owned equipment.

F. Technology

1. **Basic Technology Requirements.** The teleworker should have a computer, web camera and microphone, internet access, land or cell phone, and a surge protector that defends against possible voltage spikes that could damage electronics.
2. **Security Software.** The teleworker must have a firewall, antivirus/antimalware, and College compatible software on computers used for teleworking. Software always should be kept up to date. College equipment provided to employees will be maintained by the IT team.
3. **Internet.** The teleworker will establish and/or maintain a high-speed broadband internet connection for the duration of the teleworking arrangement. The teleworker is responsible for the cost of the internet service. A dial-up connection is not an approved connection for teleworking.
4. **Network Access.** FCC is committed to supporting telework by providing guidance for secured network access to remote locations. Network access is not guaranteed. Network access will be approved by the direct supervisor and in collaboration with the IT team.
5. **Hardware and Software.** The teleworker will not modify hardware or software on College IT resources (e.g., desktop computers, laptop computers, mobile devices). This includes but is not limited to the addition of hardware cards, RAM, USB devices, and software installs/uninstalls in accordance with the [Technology Use Policy and Procedures](#).
6. **Telework Site Operating Costs.** The College will not be responsible for operating costs, home maintenance, or any other incidental costs (e.g., internet, utilities, personal computer, insurance).

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G. Tax and Other Legal Arrangements

1. **Tax Considerations.**

- a. A home office is not an automatic tax deduction. Teleworkers should consult with an accountant to examine the tax implications of a telework arrangement. Responsibility for fulfilling all obligations in this area rests solely with the employee.
 - b. Employees whose telework site is located outside the state of Maryland must inform the Human Resources and Finance Departments of the state in which their telework site is located prior to the approval and commencement of any telework arrangement in order to ensure compliance with applicable payroll tax requirements of the telework arrangement.
 - c. Telework eligibility is limited to Maryland, West Virginia, District of Columbia, Pennsylvania, and Virginia.
2. **Travel.** The teleworker will not be paid for time or mileage involved in travel between the telework site and the College.

H. Safety

1. **General.** Employees are responsible for maintaining a safe remote workspace to avoid injury to self and protect College-owned property. Items to be considered include fire and electrical safety, emergency procedures, workstation ergonomics, and maintaining a secure workspace to guard against equipment and material damage. Questions regarding remote workspace safety should be directed to the FCC Director of College Safety, Security, and Emergency Preparedness.
2. **Safety Inspection.** The teleworker must confirm, by completing the [Telework Self-Checklist](#) once a year or upon an address change, that their telework site is safe and free of recognized hazards. The College reserves the right to inspect the telework site with at least 24-hours advanced notice. In the case of injury, theft, loss, or legal liability related to telework, the teleworker must allow representatives of the College to investigate and/or inspect the telework site.
3. **Workers' Compensation.** The telework site is considered an extension of the College workspace; therefore, the Workers' Compensation program will respond to job-related injuries that occur in the remote work site during the employee work hours. In the event of a job-related incident, accident, or injury during teleworking hours, employees must notify their supervisor as soon as possible and follow established procedures to report and investigate workplace incidents, accidents, or injuries. Workers' Compensation does not apply to non-job-related injuries that occur in the remote work site. The College is not responsible for injuries to third parties or members of the employee's family that occur on the employee's premises.

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- I. Confidentiality and Security of College Information
 - 1. Security shall be maintained by the teleworker at the same level as expected at all work sites.
 - 2. Teleworkers will safeguard confidential information as described in accordance with the [Protection of Personally Identifiable Information \(PII\) Policy and Procedures](#) and in accordance with the [Privacy and Access to Education Records Policy and Procedures](#) (FERPA). The teleworker is responsible to ensure that non-employees do not access College data, either in print or electronic form.
 - 3. Products, documents, and records that are used, developed, or revised while teleworking shall be stored on approved College IT systems. Maintenance of College records must be consistent with the [Records Retention Policy and Procedures](#).
- J. Duration and Renewal
 - 1. Each telework agreement will be made on a trial basis as specified in the [Telework Agreement Form](#) and reviewed during the evaluation cycle with the immediate supervisor.
 - 2. Each telework arrangement will have a specific beginning and end date. Renewal or modification will take place as determined by department supervisor or employee.
 - 3. The College reserves the right to revoke or amend any telework arrangement at any time and for any reason. The College will strive to provide a two-week notice for any change in telework arrangement but reserves the right to amend a telework arrangement with a shorter notice period.
 - 4. Telework arrangements revoked due to employee misconduct will require the employee to return to a standard work schedule by the end of the pay period in which the verbal or written notice is given in accordance with the [Employee Misconduct Policy and Procedures](#).

VI. Related Policies and Procedures

- A. [Complaint Policy and Procedures for Employees](#)
- B. [Employee Misconduct](#)
- C. [Inclement Weather/College Closing](#)
- D. [Intellectual Property](#)
- E. [Leave Benefits](#)
- F. [Non-Discrimination](#)
- G. [Privacy and Access to Education Records](#) (FERPA)

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- H. [Protection of Personally Identifiable Information](#)
- I. [Records Retention](#)
- J. [Technology Use](#)
- K. Related Forms
 - 1. [Telework Application Form](#)
 - 2. [Telework Self-Checklist](#)
 - 3. [Telework Agreement Form](#)