



TOWN AND COUNTY OF NANTUCKET, MASSACHUSETTS

Telecommuting Policy

These policies and rules and regulations are promulgated in accordance with the provisions of the Charters of the Town and County of Nantucket. The Town and County reserve the right to change, add to, or delete any of the provisions of these policies and rules and regulations at any time.

Adopted on May 1, 2016

Rev. April 17, 2020

Applicability: *This policy applies to Town employees on a case by case basis. This policy does not apply to School Department Employees.*

I. Purpose.

This policy establishes rules and procedures for identifying eligibility for Town of Nantucket employees to telecommute as well as for the use of telecommuting.

In the event of an emergency, the Town may require employees to work from home for the purpose of continuity of operations. Employees should be proactive with Department Heads in preparing for these circumstances to ensure the resources are procured to facilitate remote work.

The Town will continue to monitor guidance from health or other designated officials based on the type of emergency and the requirement for remote work arrangements. Employees should not assume any specified period of time for telecommuting and the Town may require employees to return to regular in-office work at any time.

II. Definitions.

Telecommuting is a form of telework, which is the use of telecommunications technology to work from any remote location. In most instances, it is the act of working from home or a remote location other than the assigned work location, thus eliminating travel to and from an office. There are very few jobs where it would be practical to telecommute five (5) days per week. Some jobs, however, have tasks that could be accomplished while telecommuting one to two (1-2) days per week or on an ad hoc, project-specific basis.

Generally, jobs suitable for telecommuting will have defined tasks with clearly measurable results with limited need for face-to-face interaction. Ultimately, whether or not management decides to utilize telecommuting as an option will depend on the operational needs of the Department.

III. Background.

Not every position is eligible for telecommuting, however on Nantucket where the island's remote location makes the challenge of recruiting and hiring essential employees with required credentials or certifications very difficult, telecommuting is often requested as a viable temporary solution. Clear expectations and measurable tasks are essential components in considering whether or not telecommuting would be an option. Management must supervise telecommuting employees by developing a system of distributing work appropriate for telecommuting and designating tasks with measurable outputs that can ensure appropriate levels of employee accountability.

IV. Policy.

i. Management Rights

Telecommuting is not appropriate or possible for all employees. No employee is entitled to, or guaranteed the opportunity to, telecommute. Offering the opportunity to work at home or a

remote location is a management decision, based on the discretion of the employee's Department Head. Final approval by the Town Manager is required.

ii. Eligibility

Non-union positions are eligible to telecommute at the discretion of the supervising Department Head, with written approval of the Town Manager. Unionized positions are not eligible for telecommuting without prior approval from the respective union, and subsequent approval of the supervising Department Head and Town Manager. Telecommuting is not subject to grievance and arbitration procedures.

Positions that may be considered for telecommuting are those that:

- Are focused predominately on the electronic production and/or exchange of information by computer;
- Involve measurable or quantifiable work product;
- Have job functions that can be performed at a remote site without diminishing the quality of the work or disrupting the productivity of a Department;
- Do not require an employee's presence at the regularly assigned place of employment on a daily or routine basis;
- Have a minimal or flexible need for specialized materials or equipment available only at the regularly assigned worksite;
- Allow for an employee to be as effectively supervised, as he or she would be, if the job functions were performed at the assigned place of employment;
- Have completed his or her probationary period, unless telecommuting is a requirement of the position or exigency exists for the purpose of continuity of government.

iii. Requests to Telecommute

Requests to telecommute must be made in writing by the employee to the employee's Department Head with employee's current job description attached. It is required that a first-time telecommuter be reviewed after the first three (3) months to evaluate the success of the arrangement and reviewed periodically (minimum two times per year) thereafter as part of the appraisal process. The review may result in discontinuation of the telecommuting agreement. Unsatisfactory performance will be handled in accordance with the Personnel Policies and/or Collective Bargaining Agreement, if applicable. All telecommuting agreements must meet the criteria in this policy and may be terminated at any time by either the telecommuter or the Town of Nantucket. It is recommended, however, that 15 days notice be given, if possible.

Telecommuting scheduling must not be detrimental to the Town. Items that may be considered include:

- Budgetary limitations
- Safety concerns
- Liability issues
- Town expense guidelines
- Customer service requirements
- Communication with co-workers
- Equipment availability
- Access to support staff
- Undue administrative burden

- Confidentiality of information within the home worksite

iv. Work Space Requirements and Expectations

Telecommuters are responsible for maintaining a safe and ergonomic working environment, including the work area, bathroom, and other areas that may require access during the workday. The duties, obligations, and responsibilities of a telecommuter are the same as those of an employee at the centrally located worksite. Telecommuters are not permitted to entertain Town employees or those doing business with the Town in his/her remote location.

Telecommuters are expected to participate in all Town/Department meetings and other meetings as needed and/or requested by his/her supervisor. The Town will provide the needed technology to enable such participation. Telecommuting is not a solution for day care or dependent care. A telecommuter will not carry out dependent care or personal responsibilities in a manner that interferes with the successful performance of his or her job responsibilities.

Telecommuters will maintain the confidentiality of Town of Nantucket and related information and documents, prevent unauthorized access to any information, set up password protection, and dispose of work-related documents in a manner that will not jeopardize the interests of the Town in accordance with the Town's Computer Use Policy.

Telecommuters will keep a daily log as to when they start and end their work day. The telecommuter will also notate when s/he takes her/his lunch break, any other break or time away from the home office. Time away from the office is to include doctor's appointments or any other time spent away from the office. The telecommuter's weekly time sheet should be a direct reflection of time spent in and out of the office during the predetermined regularly scheduled hours of work.

v. Costs and Reimbursements

Unless otherwise agreed upon and approved by the Town, costs of telecommuting will be absorbed by the employee. This includes commuting costs to/from Nantucket, unless otherwise approved in writing by the Town Manager. The Town does not reimburse for office space or "home office", including rent, telephone lines, internet, faxes, cell phones, and furniture, unless specifically approved by the Town of Nantucket for employee use.

Reasonable office supplies will be reimbursed when approved by the Department Head. This includes any supplies for a printer or fax previously owned by the telecommuter but now used for Town of Nantucket work. Work-related phone charges may be reimbursed if documented and submitted in a timely manner and approved by the Department Head. Telecommuters are expected to work from home. If, for some reason, working from home is not an option, telecommuters are responsible for paying their own rental charges.

vi. Travel

All business-related travel for telecommuters for approved travel to meetings and conferences elsewhere shall follow the procedures outlined in the Town of Nantucket's travel policy. Commuting costs to and from Nantucket are not reimbursed, unless previously agreed to in writing by the Town.

vii. Hardware and Software

Although a telecommuter's need for specialized material or equipment should be minimal, the Town shall provide equipment (hardware and software) and services (such as technical support) as needed. New or existing laptop computers and other computer equipment shall be provided on an as-needed basis. All equipment provided to the telecommuter shall be used by the Town of Nantucket employee only and for Town-related work only. All provided equipment must be returned to the Town of Nantucket's IT Department as soon as the telecommuting agreement ends.

The employee will consult with Nantucket IT support staff to ensure that the hardware and software used by telecommuters conforms to Nantucket's technology policies.

ix. Use of Benefit Time

Benefit leave time normally scheduled during a telecommuter's scheduled workday must be arranged with the employee's supervisor in the same manner as it is for employees on island. Travel time to/from the employee's home and Nantucket is not paid.

Telecommuters shall be compensated pursuant to the Town Office Closure policy in the event of a state of emergency that requires office closure.



Town of Nantucket Telecommuting Policy Acknowledgement of Receipt

Employee Name:

Days/Dates of Anticipated Remote Work:

I fully understand the terms of Telecommuting Policy as outlined above and have been supplied in writing with the duties and work schedule required from my Supervisor;

I understand that my supervisor may discontinue my participation at any time with or without cause;

I understand that the Town retains the right to modify this agreement on a temporary or permanent basis for any reason at any time;

I understand that a program of re-certification may be required on an monthly basis for as long as I continue to work remotely;

Employee Signature:

Date:

Supervisor Signature:

Date:

Human Resources Signature:

Date:
