

Memorandum



Date: November 4, 2021

To: Department Directors

From: Daniella Levine Cava
Mayor

A handwritten signature in blue ink that reads "Daniella Levine Cava".

Subject: Telecommuting Policy and Return to the Workplace

The challenges that the coronavirus pandemic posed to all organizations have been unprecedented. Our County family rose to meet the challenges of this moment, rapidly adapting policies and procedures to mitigate the spread of the virus and educating our employees and the public, all while successfully continuing to deliver County services. We know that our vaccination rate – higher than the state and national average – protects our community, and I'm proud that we tackled the Delta variant head-on, making great progress to bring down average positivity and hospitalizations. The evidence is clear that vaccines significantly reduce the risk of contracting the virus and prevent severe infections and hospitalization due to COVID, and I continue to strongly encourage all County employees to get vaccinated. For those who already received their initial dose or doses and are now eligible, I urge you to get the booster.

I am incredibly appreciative of the important contributions and sacrifices that our workforce has made and continues to make as we confront each new challenge. I am both thankful and excited as we continue to cautiously resume normal operations and return to the workplace as appropriate.

Having said that, the coronavirus pandemic has also served as a catalyst for change in the global workforce. It normalized alternative work arrangements such as telecommuting, flexible work schedules, and "office hoteling," or a hybrid work environment where employees share workspace in the office. A September 2021 Gallup poll found that 45% of full-time workers surveyed were working from home – including 25% who said they were exclusively working from home and 20% who said they were doing so some of the time. The State of Florida already has a telecommuting program which is authorized under Section 110.171 of the Florida Statutes.

To address this current reality and the desire from our workforce for greater flexibility, my Administration has developed the attached policy – created with input from your respective departments as well as research of best business practices – providing guidelines to be followed. It is intended to be consistent, fair, equitable, and to provide clear direction as we continue to adapt and redefine the workplace while accomplishing the County's goals and objectives in service to our community. As the second-largest employer in Miami-Dade, I am proud that we are taking the lead in adopting a formal policy that reflects our commitment to being a world-class employer, and hope that other organizations will adopt similar policies.

As we cautiously return to normal operations and return to the workplace, my priority remains to ensure the health and safety of all employees and residents with whom we interact, while maintaining flexibility, productivity, and accountability. Telecommuting, flexible work schedules, and office hoteling are viable and sustainable alternatives of meeting our needs while providing employees and the community with important benefits. They are attractive, mutually beneficial options when both the employee and the department are amenable and the nature of the employee's job makes this possible. Research also shows they can help us achieve multiple positive outcomes including:

- Providing employees with greater flexibility and work-life balance, resulting in a significant increase in morale, engagement, and retention.
- Improving productivity since employees have more autonomy in completing work assignments.
- Making us more competitive and attractive to job seekers as organizations fiercely compete for the best talent. A Gallup survey conducted in May and June 2021 found that 31% of workers polled said that losing the option to work remotely would make them “extremely likely to look for employment with another organization.”
- Providing a cost-efficient and eco-friendly choice which contributes to our Climate Action Strategy, lowering our carbon footprint as a result of reduction in traffic, air pollution, and energy utilization.
- Reducing physical contact among people, reducing the spread of germs.
- Allowing for business continuity during emergencies, e.g., hurricanes, pandemics.

Supervisors are encouraged to be open-minded in fairly assessing the feasibility of offering such alternative work arrangements, and to consider factors such as whether work can still be effectively performed and unit goals and objectives can continue to be met. Alternative work arrangements are not entitlements, are allowed at the discretion of the Department Director, and do not alter the terms and conditions of employment with the County.

Prior to this policy, several departments had internal telecommuting policies with formal employee agreements in place. Such departments are encouraged to review their in-house telecommuting policy and ensure that the provisions in their policy are consistent with those outlined in the attached Employee Telecommuting Policy. Existing telecommuting agreements will remain in effect unless there are changes in work status, reporting relationship, schedules, etc. which would warrant a new agreement to be executed utilizing the attached templates.

Employees who are currently telecommuting, wish to continue doing so, and do not have a formal agreement with their department, or those who wish to commence telecommuting, must provide fully executed copies of the “Telecommuting and Work from Home Agreement” and “Telecommuting Self-Certification Safety Checklist” to their respective supervisor, Department Personnel Representative, or Department Director. These documents will be maintained in the respective departments’ Human Resources unit for placement in the employee’s personnel folder. Departments are advised to review employees’ telecommuting agreements annually at a minimum. It may be prudent to perform these reviews during annual performance reviews.

I am proud of the resilience and commitment demonstrated by our employees, whose tireless work ensured that services to our residents continued seamlessly since the pandemic began. Thank you for your support as we move forward to formally return to the workplace and administer new guidelines that will create a more flexible, positive work environment.

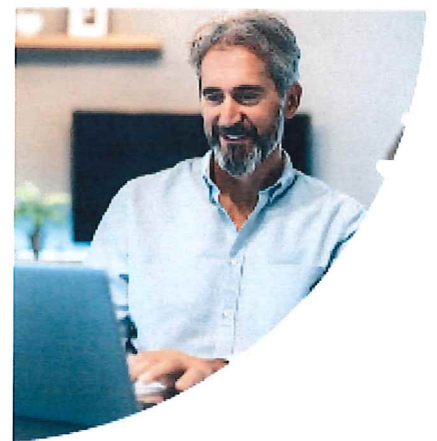
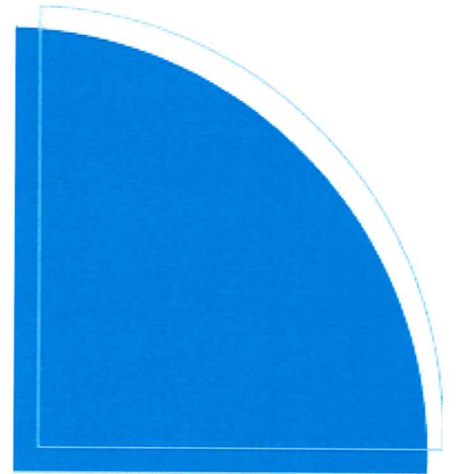
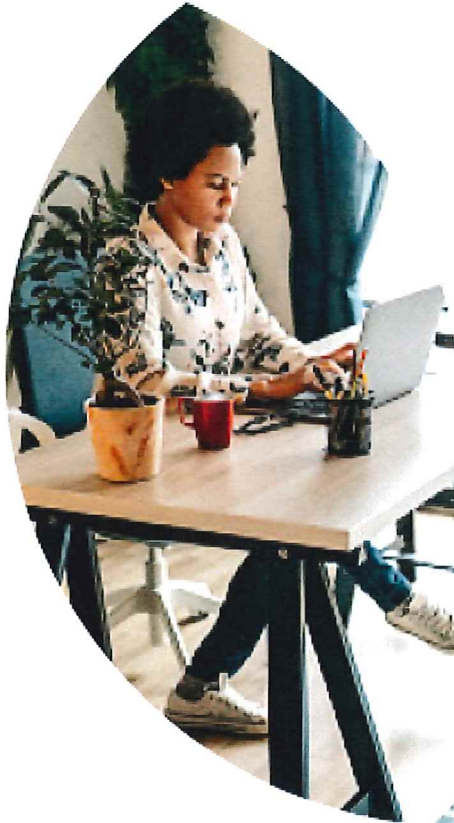
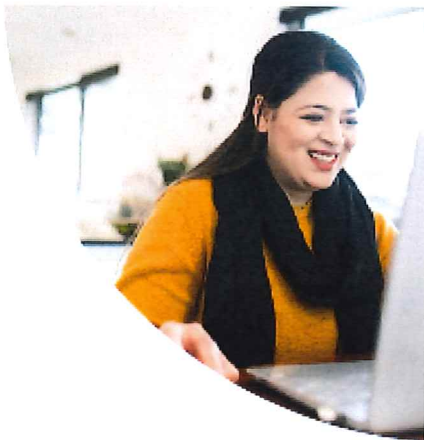
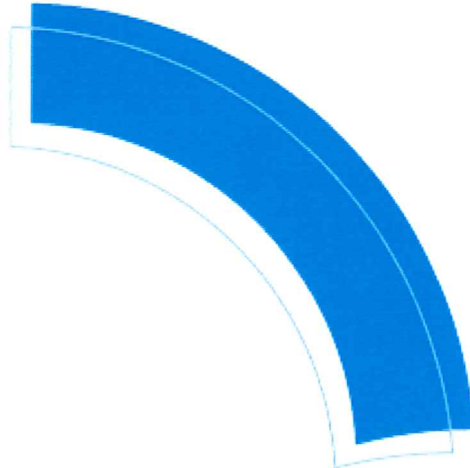
Attachment

c: Honorable Chairman Jose “Pepe” Diaz
and Members, Board of County Commissioners
Geri Bonzon-Keenan, County Attorney
Gerald K. Sanchez, First Assistant County Attorney
Jess M. McCarty, Executive Assistant County Attorney
Office of the Mayor Senior Staff
Jennifer Moon, Chief, Office of Policy and Budgetary Affairs
Yinka Majekodunmi, Commission Auditor
Melissa Adames, Director, Clerk of the Board
Departmental Personnel Representatives
HR Senior Staff



MIAMI-DADE COUNTY

Employee Telecommuting Policy





Telecommuting Policy

Purpose

The purpose of this policy is to provide guidelines for employees on alternative work arrangements, specifically telecommuting and flexible work schedules. This policy is intended to clearly define expectations to ensure that Miami-Dade County (MDC) and its employees benefit from the arrangement and that MDC goals and objectives are met. In particular, the policy is intended to:

1. Ensure members of the public receive the same standard of customer service and attention when employees are telecommuting.
2. Require employees to acknowledge that the County's work performance standards and their job duties/responsibilities remain unchanged regardless of work location or schedule.
3. Establish certain standards regarding safety, security, and the maintenance of County-issued equipment.

This policy is subject to modification based on further adjustments to, or the development of, other County policies or procedures on these matters, such as, but not limited to Administrative Order No. 5-5, Acquisition, Assignment and Use of Telecommunication Devices and Network Resources. Failure of any employee to acknowledge receipt of this policy does not prevent its enforcement. Furthermore, this policy does not exempt employees from adhering to work location schedules or special assignments that require that they be at the work location. This policy has been provided in advance to the collective bargaining agents for the applicable County employees. This policy is not intended to contradict the express terms of the applicable collective bargaining agreement without written consent from the applicable collective bargaining agent.

Definitions

Telecommuting involves the use of computer and telecommunications technology to overcome the constraints of location or time on work. It allows eligible employees to perform their work duties away from their County worksite location, at the employee's permanent place of residence, for all or part of their workweek so long as they can travel to the worksite if called upon.

Flexible work schedule is an alternative work arrangement that provides employees the opportunity to have an established work schedule which is outside the norm, when operationally feasible, and mutually agreed upon with their supervisor.

Hoteling means employees may reserve a specific workspace such as an office, cubicle, conference room, and/or collaborative area, before coming into work at the worksite, and offers benefits such as maximizing workspace, providing employees flexibility to work from various MDC work sites, and fostering inter-departmental cooperation. Departments may offer office hoteling to support these alternative work arrangements.

Objective

MDC considers these alternative work arrangements to be viable, flexible, and attractive options when both the employee and MDC are amenable to such arrangements, and the nature of the employee's job makes this possible. These arrangements may produce positive outcomes such as:

- Improving employee productivity since employees will have more flexibility in completing work assignments.
- Providing employees with greater flexibility and work-life balance, resulting in a significant increase in employee morale, engagement, and retention.
- Reducing physical contact among persons, thereby reducing the spread of germs.
- Making MDC more competitive and attractive to job seekers as organizations fiercely compete for the best talent.
- Providing a cost-efficient and eco-friendly choice which contributes to sustainability efforts by lowering the carbon footprint as a result of reduction in traffic, pollution, and energy utilization.
- Allowing for business continuity during emergencies, e.g., hurricanes, pandemics.

MDC's priority is to ensure the health and safety of all employees and residents with whom they interact, while maintaining flexibility, productivity, and accountability. These are modern, sustainable alternatives of meeting the needs of MDC, while providing desirable work-life balance. Supervisors are encouraged to be open-minded, and fairly assess the feasibility of offering such alternative work arrangements, provided that the work can still be effectively performed, and unit goals and objectives continue to be met. Understandably, these alternative work arrangements may not be universally available to all job classifications, positions, or work sites.

Scope

Alternative work arrangements such as telecommuting and flexible work schedules are not entitlements, are allowed at the sole discretion of the Department Director, and do not alter the terms and conditions of employment with MDC. Under this policy, telecommuters are able to perform work during any part of their authorized work schedule at home and may also, if approved, work a flexible work schedule.

Employees must obtain approval from their supervisor and Department Director or designee by having all parties signing the attached "Telecommuting and Work from Home Agreement" (Attachment #1). The department has the right to offer or decline to offer to make alternative work arrangements available to an employee and to terminate such options at any time, for any reason, upon notice to the employee.

Job Eligibility

Employees are allowed alternative arrangements only if in the discretion of management, their job duties permit it. Positions ideal for telecommuting and/or flexible work schedules are those with clearly defined tasks and objectives, as well as activities that can be logged or measured which can help to assess productivity. The ones that are most suitable are back office positions where all the workflows can be performed electronically using web-based technology on a laptop or personal computer, positions that require limited direct face-to-face interaction with the public, or when the use of collaborative meeting software is feasible or appropriate. Positions that require regular access to equipment not suitable for a home environment are not recommended for telecommuting. The attached template will assist in determining the suitability of a job to telecommuting. (See Appendix A)

Employee Attributes

Eligibility to participate is subject at all times to the needs of MDC and may be modified as those needs dictate. These guidelines shall be applicable to those employees who meet specific work standards and for which it has already been determined that the job duties are appropriate for telecommuting. Meeting one or more of the eligibility criteria does not guarantee approval, and Department Directors or their designee, will make the final determination regarding appropriateness. The following are guidelines for eligibility for participation.

1. New hires or current employees who are transitioning to a new role or department are recommended to have daily face-to-face contact with their supervisor during the first two weeks. This will assist in acclimating and actively engaging them in their new role, making them feel like a part of the team, and improving productivity. Subsequent face-to-face meetings are recommended to occur at least once per week for the duration of the first two months.
2. Regular, full-time employees who can work alone effectively, are self-motivated, dependable, have demonstrated consistently satisfactory performance, and have strong skills in utilizing mobile and web-based technology, as well as proficiency in collaborative meeting software, are the best fit for alternative work arrangements.
3. The employee must be able to carry out all job duties and work assignments, and demonstrate the same level of service, performance and professionalism while telecommuting as they do when working at their normal MDC work location.

Supervisory Attributes

Supervisors and managers are responsible for clearly identifying and assigning tasks that need to be performed, including providing a description of specific deliverables. When assigning tasks, it is optimal to set standards that are results-oriented, i.e., specific, measurable, achievable, relevant, and time-bound. Supervisors will regularly monitor their subordinates' performance and maintain supporting documentation of their performance. Providing regular feedback of submitted work will further support the achievement of the unit's outcomes and overall mission. Supervision of employees telecommuting or with flexible schedules requires ongoing communication to ensure that employees understand the unit's overall goals and mission, as well as their specific job responsibilities. Regular communication also helps build trust and mitigates against the sense of isolation that may develop among employees who are telecommuting on a long-term basis.

The ability to foster a sense of teamwork is an important skill when concurrently supervising several employees with alternative work arrangements. Effective project management skills will also support supervising the team. Such skills help the team remain engaged and working together towards common goals despite working in separate physical locations and/or varying schedules.

Minimum Work Standards

The same level of professionalism, responsiveness, and service levels are expected from telecommuters as employees working at County worksites. Telecommuting or flexible work schedules must not:

- Impede other employees or work groups from performing their job duties,
- Detrimentially impact MDC's business needs,
- Diminish MDC's operations, or
- Reduce service levels to internal or external customers.

The minimum telecommuting and flexible work schedule standards include, but are not limited to the following:

1. Unless advanced arrangements are made with the employee's supervisor, telecommuters and/or employees working a flexible schedule are expected to maintain regular telephone and e-mail contact and must be accessible during the hours agreed upon with the exception of lunch, breaks, meetings, etc. They are expected to be available and respond to their supervisors, managers, and co-workers during agreed-upon work hours within an agreed upon time between the employee and supervisor and make their availability clear from their instant messaging work status. Employees must ensure that they can be reached through telephone (office, home, mobile), instant messaging (e.g., Teams, Zoom, Google), or other communication tools that are routinely utilized within the employee's work unit, and not rely solely on one form of communication. Lack of communication may result in an employee being required to return to his/her MDC work location.
2. Video meetings must be in a quiet, controlled setting without disruptions from animals or other people, and employees must be appropriately dressed for a work setting.
3. Telecommuters and/or employees working a flexible schedule must be available to report to the MDC work location during regular working hours at the request of a supervisor at the time period pre-determined by the supervisor. Employees must be available to attend all scheduled meetings and participate in other required office activities at their MDC work location, as needed.
4. Employees are expected to return phone calls, voice messages, texts, and emails within the same expected timeframes as in the workplace, and all email communications to external customers must include contact information as noted in MDC's branding policy for email signatures.
5. Telecommuting is not a substitute for child or dependent care, and arrangements must be made for such care during working hours.
6. Supervisors must be able to effectively manage the employee.
7. Any employee who is granted the privilege of participating in this program, and who is found to have violated this policy, is subject to disciplinary action, up to and including termination.

Work Plan

The work plan serves as a tool to communicate work activities while the employee is telecommuting. The supervisor will prepare a workplan which will be reviewed to assess the employee's progress towards completing the work plan on a pre-determined schedule. This work plan may include daily productivity reports which will be required while the employee is telecommuting and/or working a flexible work schedule.

Work Standards and Performance

1. Employees shall meet or confer with the supervisor to receive assignments and to review completed work as the supervisor deems necessary. Employees and their supervisors are to maintain the same established performance, targets, deliverables and standards, regardless of work location. Failure of an employee to meet any of the standards set by the department while telecommuting is subject to the appropriate disciplinary action as would have occurred at the workplace.
2. Each department will have productivity requirements and work plans for each position.
3. When an employee is not able to perform his/her job and/or maintain communication

capabilities while telecommuting, the employee must advise their supervisor immediately and must report to the on-site work location or request the appropriate leave.

4. Personal responsibilities must be arranged so as not to interfere with work time.
5. Employees must telecommute from the location stipulated in the agreement when not working at the MDC work location. They are not allowed to work from other alternate locations without prior written approval from their supervisor.
6. Employees are responsible for keeping a log/record of tasks and deliverables performed for all time spent telecommuting.
7. Supervisors are to monitor productivity through the use of productivity reports, daily task log/records, and IT computer activity reports, tracking achievements against set performance measures, and comparing previous performance evaluations. A supervisor can require an employee to report to his/her MDC work location if there is failure to maintain work goals and standards.
8. Departments may rotate the telecommuting schedule requiring that employees work from the MDC work location, as needed, in accordance with applicable collective bargaining agreements.

Confidentiality and Information Security

Telecommuting requires dedicated use of information technology resources to ensure productivity and the achievement of MDC's objectives. Consistent with MDC's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary County and customer information accessible from their home.

1. Employees shall adhere to MDC's or Department approved data privacy standards to protect the County's information from unauthorized access and/or damage.
2. Employees shall adhere to MDC's information technology security and standards.
3. Employees shall not use an unsecured network to perform their job while telecommuting.
4. Employees using their own personal computer to connect to the MDC network must agree to use antivirus software and comply with MDC's protocols to protect data. Also, the Internet router being used in the home must be protected with a password different than the default password given by the internet service provider.
5. IT equipment, software, and all data provided by and developed for MDC shall remain the property of MDC, and its use must be consistent with current policies.
6. Personal data should not be stored on equipment owned by MDC. Software used by the employee for County business must be properly licensed.
7. Employees must take care to ensure that electronic records are protected in accordance with existing privacy laws and standards such as documents that are exempt or confidential under the Florida Public Records Act, Chapter 119. Sensitive data must be protected and not disclosed or allowed unauthorized access to anyone, including family members.
8. Employees will be expected to ensure the protection of all public records and proprietary information accessible from his or her remote workspace. Steps may include the use of locked file cabinets and desks, regular password maintenance, and any other steps appropriate for the job and the environment. Any materials or equipment taken home must be kept in the designated work area

and not be made accessible to others. Files and work products are not meant to be permanently maintained at an employee's remote work location. Employees must return any files and work products to the County within one (1) business day after the telecommuting work period or at the discretion of the supervisor.

Home Office/ Safety Standards

1. Eligible employees will be responsible for furnishing, equipping, and maintaining an appropriate safe, secure, healthy, comfortable and ergonomic workspace within their home for work purposes. The participant's home workspace will be considered an extension of the County's workspace, which must be a separate area set aside for the employee to work and be able to accomplish assignments in an effective and efficient manner. Personal responsibilities must be arranged so as not to interfere with accomplishing County work.
2. The work area should be free of safety and fire hazards including no obstruction of exits, good ventilation, no exposed or frayed wiring or cords, and surge protectors for computers. The designated work area must also be free of interruptions that would detrimentally affect performance.
3. If the employee is going to change the telecommuting work location, prior written approval must be obtained from the employee's immediate supervisor.
4. MDC will approve the workspace based on the Self-certification Checklist but will not be responsible for or will not reimburse for any costs associated with its initial setup or upkeep, e.g., home office furnishing-related expenses such as construction, renovations, heating/air conditioning, lighting, electricity, or internet connectivity.
5. MDC has the right to visit a telecommuting employee's designated remote work location to ensure that it meets safety, ventilation, and ergonomic standards. Telecommuting employees will be provided with at least 24-hour notice of such visit, which will only be scheduled during normal business hours.
6. Each telecommuting employee must complete and sign the "Telecommuting Self-Certification Safety Checklist" (Attachment #2) that proclaims the home is safe for an official home visit. The goal is to ensure that all the requirements to do official work are met in an environment that allows tasks to be safely performed. The safety checklist must be completed prior to beginning telecommuting.
7. MDC will be liable for work related injuries that occur while the employee is performing his/her duties during the employee's agreed upon work hours and that occurs in the employee's designated home workspace. The participant's at-home work hours will conform to a schedule agreed upon by the employee and the applicable supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as before the employee began telecommuting.
8. MDC assumes no liability for injuries occurring in the participant's home workspace while the employee is performing non-work-related activities during the agreed upon telecommuting schedule.
9. MDC is not liable for loss, destruction, or injury that may occur in or to the employee's home. This includes family members, visitors, or others that may become injured within or around the employee's home.
10. Employees shall immediately notify their supervisor of any work-related accident or injury that occurs while working at the remote work location. If this accident or injury requires medical assessment at one of the approved Workers' Compensation Authorized Care Centers, the employee shall call TELECLAIM, MDC's injury reporting system at 1-877-MDC-RISK (1-877-

632-7475), to first file the claim and then seek medical attention. The employee shall complete their portion of the Supervisor's Investigation Report and submit it to their supervisor for the Supervisor's review and completion. Within 48 hours of the injury, the Supervisor's Report must be completed and forwarded to Risk Management.

11. Upon notification from an employee of an on-the-job injury, the supervisor shall immediately begin the injury investigation, and within 48 hours of the injury, submit the completed "Supervisor's Investigation Report" and any associated documents which is available at <https://www.miamidade.gov/humanresources/library/supervisor-investigation-report.pdf>.

Compensation and Benefits

1. The employee's compensation, benefits, work status, and work responsibilities will not change due to participation in the telecommuting or flexible work schedule program, as long as the employee works the requisite hours, and shall remain as if the employee performed all work duties at the established work location.
2. Compliance with all County rules, policies, standards, and procedures is required.
3. Employees who are telecommuting and/or working a flexible schedule will be compensated for all pay, leave, holidays, and overtime as if duties were performed at the County worksite. Overtime will be paid in accordance with the Fair Labor Standards Act (FLSA) and all overtime hours must be included on the e-Payroll Attendance Record (e-PAR) and approved in advance. Employees must continue to obtain supervisory approval before taking time off (annual, sick or holiday leave, etc.) per established MDC policies and procedures.
4. Hourly employees authorized to telecommute are required to comply with the same timekeeping requirements when they are assigned to work in their normal workplace as at County facilities. Employees that violate this requirement are subject to discipline.
5. Employees who are compensated on an hourly basis are prohibited from working off the clock or beyond their regularly scheduled number of hours (overtime); unless and until such employee has been authorized by their supervisor in writing to work overtime for a specific period. Overtime work requires pre-approval of the supervisor whether on-site, telecommuting, or working a flexible schedule. Employees that violate this requirement are subject to discipline.
6. Employees will maintain their break and lunch schedules agreed upon and set by their supervisor. Employees that violate this requirement are subject to discipline.
7. Employees will fill out their e-PARs and any other forms that are required by their department to ensure all time and work is captured in a timely fashion. All hours worked remotely should be recorded using time reporting code (TRC) "WH" (working from home). Falsification of time records or fraudulent timekeeping practices will be subject to discipline.
8. Telecommuting or flexible work schedules will not adversely affect an employee's eligibility for advancement or any other employee right or benefit.
9. Under certain circumstances, in the event telecommuting is discontinued for any employee, the County's return to work procedures may require certification that the returning employee is fit to return to the MDC work location, in accordance with applicable collective bargaining agreements.

Equipment and Expenses

Telecommuters and their supervisors will jointly determine the equipment required to meet their performance objectives from the remote work location. The Information Technology Department (ITD) can assist in determining the appropriate equipment required. Approval or commencement of a telecommuting agreement may be contingent upon the availability of such equipment.

1. For performance purposes, the use and maintenance of secure, high-speed Internet access is strongly recommended when accessing MDC networks through approved software during working hours. This will be at the employee's own expense.
2. Employees must provide and maintain a telephone line or cell phone connection at their own expense. Office telephones should be transferred to the employee, or the employee may be set up with software applications, such as Jabber, to have office lines transferred to their desktop/remote computer/device.
3. MDC shall not be responsible for operating costs, such as home maintenance or any other incurred incidental costs (e.g., utilities) associated with the use of the employee's remote work location.
4. MDC does not provide in-home setup and will only repair or troubleshoot systems as related to connectivity to MDC's network (VPN or virtual cloud) and County-owned software. MDC will not repair hardware on personal equipment, internet connectivity managed by the internet provider, or the internal home network (wired and wireless).
5. MDC may provide computer equipment identified by the supervisor as necessary for the employee to telecommute. The Department Director or the Director's designee may approve additional office equipment, based on supervisor justification, such as a printer, scanner, and cell phone. Requests for specialized hardware and/or software programs should be analyzed by the supervisor and presented to the Director for approval.
6. Employees are responsible for maintaining the County-issued equipment at their remote work location, which may not be used by anyone other than a County employee.
7. If any County-issued equipment is damaged or non-functional, the employee must immediately contact their supervisor for assistance, and work with IT, if needed.
8. If equipment or connectivity that is required for performing assigned tasks is non-functional, the employee must report to their MDC work location until the situation is corrected.
9. Employees shall immediately report any lost or stolen County equipment to their supervisor by no later than the following business day and contact the Miami-Dade Police Department or their local police department for a police report. The employee is responsible for obtaining a case number and a copy of the police report, which is to be submitted to their supervisor along with a written statement summarizing the incident.
10. For security purposes, access to MDC's computer network must be used in accordance with MDC's policies and all procedures and guidelines in force for in-office hardware and software usage and security apply to the remote work location.
11. MDC will not be responsible for any wear and tear, repairs, or damage incurred to personal equipment used in the course of business.
12. Telecommuters will receive office supplies through the same channels as on-site County workers. No reimbursements will be authorized for personal use of supplies or equipment or for purchases made outside established procurement procedures. No reimbursement will be made for travel

between the home and MDC work location. Any authorized mileage reimbursements will be made in accordance with the same procedures and regulations as for eligible employees who work solely from a MDC work location.

Termination of Agreement

1. The employee may terminate the telecommuting agreement, at any time, by providing notice to their supervisor.
2. MDC may suspend or terminate the employee's participation in the telecommuting program at any time.
3. All documentation pertaining to employee status in the Telecommuting program shall be maintained in the departmental Human Resources Office.

Procedure

The Department Director may approach an employee to request or require a telecommuting and/or flexible work schedule arrangement due to operational needs and employees may contact their Department Director to discuss the feasibility of such arrangements.

1. The supervisor will evaluate essential job functions for each employee in order to determine if the work can be performed while telecommuting. If the employee's essential job functions cannot be performed at a remote work location, the Telecommuting program may not be feasible for that particular job function. If more than one employee from the same work unit is eligible, the supervisor will manage the telecommuting schedule and ensure that there is appropriate coverage in the MDC work location.
2. Prior to approval, the manager or supervisor will work with the employee to determine an appropriate schedule.
3. Neither telecommuting nor a flexible work schedule will commence until a "Telecommuting and Work from Home Agreement" has been signed by all appropriate parties. The Telecommuting Agreement must be submitted and once approved, the manager or supervisor will review their employee's work schedule periodically and make changes if warranted, based on operational needs and/or employee performance.
4. Once it has been determined that an employee's request will be granted, the Department will notify the employee in writing within five (5) business days and provide the employee with notice detailing the specific expectations of the County and explaining any consequences of a failure to meet these obligations.
5. All eligible employees are required to read and comply with this policy and fully execute both the "Telecommuting and Work from Home Agreement" and "Telecommuting Self-Certification Checklist" These documents will be retained in the respective departments' Human Resources unit for placement in the employee's personnel file.
6. It is recommended that telecommuting agreements are reviewed annually, at a minimum. It may be prudent to perform these reviews during employees' annual performance reviews.
7. If the Department Director and/or designee determines to cease telecommuting and/or flexible work schedule arrangement due to operational needs or nonperformance by the employee, the Department will notify the employee in writing of the decision and provide fourteen (14) days' notice to return to their normal onsite work schedule.



General Information

Last Name:		First Name:		Employee ID:	
Department:		Division/ Bureau:			
Job Classification:		Office Phone:		Mobile Phone:	
MDC Work Location:					
Remote Work Address:					
Remote Work Phone:					
Start Date:			End Date:		
Supervisor Last Name:			Supervisor First Name:		
Supervisor Job Classification:			Supervisor Phone:		
Department Provided: <input type="checkbox"/> Desktop/ Laptop <input type="checkbox"/> Phone <input type="checkbox"/> Printer <input type="checkbox"/> Scanner					
Employee Provided: <input type="checkbox"/> Desktop/ Laptop <input type="checkbox"/> Phone <input type="checkbox"/> Printer <input type="checkbox"/> Scanner					
Phone Number to Which Calls Forwarded:					

Schedule

For hourly employees, please specify the days and hours the employee will be scheduled and authorized to work from home or have a flexible schedule. Job basis employees will work in accordance with FLSA standards.

Days of the Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start Time							
Lunch Start							
Lunch End							
End Time							
Total Hours							

Additional Comments:



Telecommuting and Work from Home Agreement

This Agreement is made on _____, between Miami-Dade County ("County") and _____ ("Employee") with employee ID _____, an employee of Miami-Dade County. The County agrees to grant the Employee remote work access from home and/or flexible work schedule and the Employee agrees to undertake such assignment under the terms and conditions set forth in this agreement, and in the County's Telecommuting Policy. Except for any additional conditions expressly imposed on Employee under this Agreement, the terms and conditions of Employee's employment with the County remain unchanged. The Employee remains fully responsible for compliance with all policies and procedures of the County.

In designating the home location worksite, the Employee has determined that all common safety practices have been and will continue to be followed and that the home location worksite provides a safe and secure work environment for the Employee and others who may enter it. As part of my employment with the County, I agree to abide by the terms and conditions of the telecommuting work practices as outlined and initialed below.

- _____ I have reviewed and understand AO 5-5: Acquisition, Assignment and Use of Telecommunication Devices and Network.
- _____ I acknowledge receiving Miami-Dade County's Telecommuting Policy. I have reviewed and understand the policy and agree to abide by all the provisions.
- _____ I have completed the Telecommuting Self-Certification Safety Checklist a copy of which is attached, if applicable.
- _____ I agree that I will work at the remote location as per the schedule indicated above and I will notify my supervisor in writing if there are any changes to either.
- _____ I agree that I will be able and available to report to work as directed by my supervisor.
- _____ I understand and agree that telecommuting and/or a flexible work schedule is a privilege and can be terminated by the Department at any time, for any reason with prior notice.
- _____ I understand and agree that should an attempt be made to reach me, and I am not available or responsive for a significant period of time, my absence will be recorded and documented. This may also result in the termination of this agreement.
- _____ I understand and agree to the performance expectations as stipulated in my individual work plan.

I hereby acknowledge that I have read the above terms and conditions, discussed them with my supervisor/ manager and agree to the terms and conditions set forth. I further declare that all of the information contained herein is accurate.

	Print Name	Signature	Date
Employee			
Supervisor			
Division Chief/ Manager			
Department Director			



Telecommuting Self-Certification Safety Checklist

Attachment #2

This form must be completed and included with the "Telecommuting and Work from Home Agreement".

Department: _____ Employee ID: _____

Last Name: _____ First Name: _____

General		Yes	No	N/A
1	Are temperature, ventilation and lighting levels adequate for maintaining your normal level of job performance?			
2	Is your workspace away from noise, distractions, and devoted to your work needs?			
3	Does your workspace adequately accommodate workstation, equipment and related material?			
4	Are aisles, doorways, floors, and corners free of obstruction and hazards to permit visibility and movement?			
5	Are file cabinets and storage closets arranged so drawers and doors do not obstruct walkways?			
6	Is the area in which you will be accessing the computer/electronics for work-related purposes secured from unauthorized persons?			
7	Is the home workspace (i.e., chair, keyboard area, desk, computer monitor, mouse) configured ergonomically to prevent potential musculoskeletal disorders?			
8	Is the workspace free of any other potential trip/fall hazards, such as cables, extension cords, uneven flooring, loose rugs, etc.?			
Fire and Electrical Safety				
9	Is there a working smoke detector in the workspace area?			
10	Do you have an evacuation plan and an accessible means of egress from the home workspace during an emergency?			
11	Is all electrical equipment free of recognized hazards that would cause physical harm (frayed wires, bare conductors, exposed or loose wires of fixture on the ceiling or walls)?			
12	Is computer equipment connected to a surge protector?			
13	Are phone lines, electrical cords and surge protectors secured under a desk, or alongside a baseboard to prevent potential trip/fall hazards?			
14	Will the home's electrical system permit the grounding of electrical equipment (a three-prong receptacle)?			
Other Safety/ Security Measures				
15	Are files and data secure?			
16	Are materials and equipment in a secure place that can be protected from damage and misuse?			
17	If applicable, are you using up-to-date anti-virus software, keeping virus definitions up to date and running regular scans?			

	Print Name	Signature	Date
Employee			
Supervisor			
Division Chief/ Manager			

Appendix A

TEMPLATE TO HELP DETERMINE THE SUITABILITY OF A JOB FOR TELECOMMUTING

Using a scale of 1 to 5 please indicate the extent to which you agree with the statement below about the job being reviewed.

- 5 - Strongly Agree
- 4 - Agree
- 3 - Neither Disagree nor Agree
- 2- Disagree
- 1 - Strongly disagree



	Job Characteristic	Enter Rating Below
1	The job requires substantial face-to-face interaction with external/internal customers .	3
2	The job requires access to equipment that cannot be accessed remotely	3
3	The job depends on paper-based files or processes not currently digitized	3
4	The job requires close and ongoing supervision or monitoring by others	3
5	The job requires access to sensitive data or information not easily secured online	3
6	The job requires constant collaboration and communication with others	3
7	The job's day to day requirements and workflow are irregular	3
8	The job outputs cannot be easily documented	3
9	The job frequently needs to address unscheduled events at the regular worksite	3
10	The job is essential to existing work taking place on site	3
Total		30

Examples

Cashiers, Police Officers, Bus Operators, Adult Daycare Aide
 Chemists, Bus Technicians, Lithographers
 Courtroom Clerks, Eligibility Interviewers
 Meter Readers, Plumbers, Elevator Inspectors
 Police Records Specialists, Pollworkers, Finance Credit & Collection Clerks
 Police Dispatchers, Public Information Officers, Buyer, Purchasing Specialist
 Social Worker, Biologist, Heavy Equipment Operator
 Administrative Officers, Systems/Analyst Programmer
 Building Manager, Maintenance Repairer, Lifeguards,
 Residential/Shelter Services Staff
 Firefighters, Zookeeper, Waste Collector, Correctional Officer,
 Librarian



Job suitable for telecommuting

Job probably suitable for telecommuting with some monitoring needed
 Job probably not suitable for telecommuting unless work requirements can be redesigned

Job not suitable for telecommuting