

Guidelines and Procedures on Telework during the COVID-19 Response

Philosophy/Overview

Effective June 1, 2020, these guidelines will apply as JCCC has moved some of its operations online in an effort to reduce the potential impacts of the coronavirus disease 2019 (“COVID-19”) by limiting face-to-face interactions. The operating status of a telework flexible environment is referred to in this document as “Teleworking Continuity.”

JCCC has prepared these Guidelines and Procedures to help staff provide business continuity as we respond to COVID-19 and related issues on our campuses.

The Guidelines and Procedures are intentionally broad to encourage supervisors and employees to work remotely where possible given our current operating status and to afford JCCC greater flexibility to expand telework to a larger segment of the workforce. JCCC’s goal is to support continued college operations during the COVID-19-related situation and ensure that as many employees as possible are working during this period. Supervisors and employees should seek guidance and coordination from Human Resources, as needed.

Telework under these Guidelines and Procedures is a short-term, temporarily approved work arrangement that allows an employee to perform some or all of their work during any part of the employee’s regular work hours at an alternate worksite during Teleworking Continuity.

During the COVID-19 related situation, it is the intent of the College to identify as many employees and job functions as eligible for Telework as is reasonably possible. Only positions designated by their relevant Cabinet member will be expected to report to work on campus as directed. Employees’ status under Teleworking Continuity may be subject to change as JCCC’s needs and workloads evolve.

A teleworking employee's compensation, benefits, work status, work responsibilities, and all other conditions of employment with JCCC remain the same.

Considerations for Assignment of Telework

Supervisors are responsible to ensure that their departments perform critical work and maintain operations to the appropriate extent communicated by JCCC. Flexibility may be given to non-essential work.

Supervisors should review a list of all employees and their job duties to identify which job duties can be performed by telework. When determining which job duties and operational functions can be performed remotely through telework, supervisors should:

1. Consider the current objectives of the department and how those can be achieved.
2. Talk to staff members regarding how they envision completing their work and continue serving the college community.
3. Identify the needs of those the department serves and how to best serve them. Consider whether those services be offered remotely.
4. If staff need to be physically on campus to deliver services, consider:
 - a. How many staff need to be present to complete those tasks?

- b. Is it possible to stagger work schedules to limit the number of people in the department on site at the same time?
- c. If staggering, do you need to create shared workstations so some staff can continue to have equipment at home?
- d. Is there additional technology support that you need?
- e. How will staff on campus be supervised?

Employees who are designated for telework must be able to confirm that they can comply with the following expectations:

- Employees must perform work from an appropriate and safe work environment
- Employees must work from a location that has appropriate connectivity and technological access to continue their work.
- Employees must meet information security and confidentiality requirements, including abiding by existing Confidentiality Agreements and other applicable College policies.

If an employee brings up concerns related to a medical condition, leaves, or a potential need for an accommodation based upon a disability, supervisors are expected to direct that employee to contact their Benefits Specialist. The Benefits Specialist will work with the employee pursuant to applicable policies and procedures, as well as obtain any needed documentation from the employee.

Expectations for All Employees:

For the duration of any teleworking arrangement, all employees are expected to:

1. Fulfill the expectations agreed upon with their supervisor regarding the scope of their teleworking arrangement, including:
 - a. Duties and responsibilities
 - b. Hours of work
 - c. Hours of availability to communicate regarding JCCC business
 - d. Communication of work assignments and personal needs, including reporting absences from work due to injury, illness, or caring for a family member
 - e. Use of JCCC equipment and materials
2. Complete their timecard or leave report, as appropriate, in accordance with JCCC policy and procedures. Nonexempt employees are expected to account for all time worked.
3. Protect JCCC information by following JCCC's policies governing information security, software licensing, and data protection and ensuring that unauthorized individuals do not access JCCC data, either in print or electronically.
4. Remain away from campus, unless directed or otherwise approved to be on site by their supervisor on days they are expected to telework.

Employees are responsible for the same performance and conduct expectations, including communications with supervisors and employees whom they supervise, while teleworking as they are during normal business operations.

An employee should always have a sufficient amount of work to perform throughout the workday when he or she teleworks. An employee performing telework who does not have enough work should notify his or her supervisor so that more work can be assigned, if possible. Supervisors should consult with HR with any questions relating to this provision.

Employees' status under Teleworking Continuity may be subject to change as the College's needs and workloads evolve.

Expectations for Supervisors:

A supervisor's role is to get results through people, so it is important for them to understand what results and outcomes they are expecting, as well as identifying how this will impact the students and the College. Supervisors should regularly communicate with their staff regarding the fluidity of the COVID-19 situation, as well as changing business needs (such as the need to report to campus).

Supervisors continue to be responsible for managing teleworking employees' performance and conduct as they are during normal business operations. Supervisors will also be required to implement protocols to ensure that they are appropriately managing employees' work performance, motivation, productivity, and engagement.

Supervisors should continue to monitor and keep their senior leadership and HR apprised of the work levels of employees as they evolve through this Teleworking Continuity operating status.