


TO: All City Department Heads
FROM: John Glascock, City Manager 
DATE: March 19, 2020
SUBJECT: Administrative Rules:
Remote Work Policy for Overtime Exempt Staff
Remote Work Policy for Declared COVID-19 Emergency

Pursuant to the authority granted the City Manager by Section 23 of the City Charter and Section 19-27 of the Personnel Code, I hereby promulgate and publish the following attached new rules:

Remote Work Policy for Overtime Exempt Staff

Remote Work Policy for Declared COVID-19 Emergency

These rules will be integrated in the 10-1-2019 Administrative Rules publication with the next comprehensive rule update.

This document will be placed on the internet on the Human Resources page and on MyColumbiaMo.com on the Human Resources compliance page.

These rules apply to all City employees and are effective immediately. Department directors shall have this rule delivered to all employees and shall otherwise post this rule in those places customarily used to give notice to City employees.

Department directors shall make a return to the Human Resources Director indicating whether the required distribution or posting has been done by April 24, 2020.

Attachments

Remote Work Policy for Overtime Exempt Staff March 19, 2020

The City of Columbia recognizes the benefit in allowing employees the flexibility to work remotely while focusing on special projects, at the discretion of the individual's supervisor, or other extenuating circumstances. This policy will allow eligible overtime exempt employees that have completed a Remote Work Agreement the ability to work remotely up to a maximum of 40 hours per month; these hours do not accrue from month to month. Providing this benefit to eligible overtime exempt employees may improve retention and increase productivity. It also serves the City's emission reduction goals laid out in the Climate Action & Adaptation Plan.

The remote work agreement between the employee and their supervisor will be results- orientated and focused on employee performance to ensure that quality work is being produced while the employee is working remotely. Employees will not be permitted to telecommute in order to provide regular childcare, senior care, or other similar responsibilities.

Approval

To work remotely, employees must have a remote work agreement on record. First, the employee's supervisor must review the individual's position to determine whether the tasks could be performed remotely. Positions where work must be done in person are ineligible.

If the responsibilities and expectations of the employee's position are such that work may be done remotely, then the employee and supervisor may enter into a Remote Work Agreement. This agreement will be valid for a trial period of six months, after which time the employee and supervisor will evaluate the employee's performance. Upon successful completion of the trial period, the employee and supervisor will review the agreement annually during the employee's evaluation.

Each agreement will outline the employee's and supervisor's expectations for remote work. It is essential to make expectations clear for both parties involved. Once an agreement is developed, department directors and Human Resources must approve the agreement. The signed agreement must be filed with HR.

The following conditions must be met for the agreement to be approved: the employee must have successfully completed a probationary or qualifying period in their position, meet all performance expectations in their current role, and consistently demonstrate the ability to complete tasks and assignments on a timely basis. The nature of the employee's work and responsibilities must be conducive to remote work arrangement without causing significant disruption to performance and/or service delivery. Supervisory employees shall be held accountable for their direct reports when working from home and shall use alternative ways of being available to their direct reports while out of the office. As part of the annual performance evaluation, supervisors shall be evaluated on effectively monitoring and managing all work-from-home arrangements.

Eligibility

Individuals must be in an overtime exempt position, successfully completed a probationary or qualifying period in their positions, and maintain an evaluation score of at least a 2.0 on the City's 3.0 scale. The supervisor shall determine if the employee's position or assigned tasks are conducive to a remote work arrangement.

Equipment

Employees with city-owned laptops may take their work laptop with them when working remotely; by doing so, the employee agrees to adhere to all IT policies regarding the use of the equipment.

Employees without a city-owned laptop may use their personal device for work by accessing their desktop computer remotely through the City of Columbia's web portal (see Helpdesk for details). Personal devices will not be allowed to directly connect to City resources outside of the portal.

Employees may use their personal phones while working remotely at the individual's expense. Incoming calls to the individual's work phone may be forwarded to their personal phone, if necessary. The City of Columbia will not provide phones nor will the City reimburse expenses to employees solely for the purpose of remote work.

All employees eligible to work remotely must take the Working from Home training course offered by the IT Training Center.

Safety & Security

City employees with access to sensitive or confidential information are expected to ensure that data is protected while working remotely. Failure to do so may result in the termination of the remote work agreement and further disciplinary action, up to and including termination of employment.

Working remotely is a benefit, not a requirement, therefore the employee releases all ability to make claims against the City of Columbia for any reason including but not limited to injury, property damage, etc. while working remotely.

Termination of Remote Work Agreement

The remote work agreement may be discontinued at any time at the request of either the employee or supervisor. The supervisor reserves the right to immediately cancel or suspend the arrangement for any length of time in case of unanticipated circumstances regarding employee performance or operational needs.

Remote Work Policy for City of Columbia City Manager Declared COVID-19 Emergency
Overtime Eligible Staff and Overtime Exempt Staff
March 19, 2020

The City of Columbia recognizes that COVID-19 is an extreme and extenuating circumstance which may threaten the health or welfare of an employee or their immediate family. During the time to the declared emergency this policy will allow eligible permanent overtime eligible and overtime exempt employees that have completed a Remote Work Agreement the ability to work remotely. Department directors are responsible for determining the number of hours per pay period the employees will be allowed to work under the agreement.

The remote work agreement between the employee and their supervisor will be results- orientated and focused on employee performance to ensure that quality work is being produced while the employee is working remotely. Employees will not be permitted to telecommute in order to provide regular childcare, senior care, or other similar responsibilities.

Approval

To work remotely, employees must have a remote work agreement on record. First, the employee's supervisor must review the individual's position to determine whether the tasks could be performed remotely. Positions where work must be done in person are ineligible.

If the responsibilities and expectations of the employee's position are such that work may be done remotely, then the employee and supervisor may enter into a Remote Work Agreement.

Each agreement will outline the employee's and supervisor's expectations for remote work. It is essential to make expectations clear for both parties involved. Once an agreement is developed, department directors and Human Resources must approve the agreement. The signed agreement must be filed with HR.

The following conditions must be met for the agreement to be approved: the employee must have successfully completed a probationary period in a City position, meet all performance expectations in their current role, and consistently demonstrate the ability to complete tasks and assignments on a timely basis. The nature of the employee's work and responsibilities must be conducive to remote work arrangement without causing significant disruption to performance and/or service delivery. Supervisory employees shall be held accountable for their direct reports when working from home and shall use alternative ways of being available to their direct reports while out of the office. As part of the annual performance evaluation, supervisors shall be evaluated on effectively monitoring and managing all work-from-home arrangements.

Eligibility

Individuals must have successfully completed a probationary period in a City position. The supervisor shall determine if the employee's position or assigned tasks are conducive to a remote work arrangement.

Equipment

Employees with city-owned laptops may take their work laptop with them when working remotely; by doing so, the employee agrees to adhere to all IT policies regarding the use of the equipment.

Employees without a city-owned laptop may use their personal device for work by accessing their desktop computer remotely through the City of Columbia's web portal (see Helpdesk for details). Personal devices will not be allowed to directly connect to City resources outside of the portal.

Employees may use their personal phones while working remotely at the individual's expense. Incoming calls to the individual's work phone may be forwarded to their personal phone, if necessary. The City of Columbia will not provide phones nor will the City reimburse expenses to employees solely for the purpose of remote work.

All employees eligible to work remotely should take the Working from Home training course offered by the IT Training Center. If that is not possible, the attached documents must be provided to the employee with the approved Remote Work Agreement.

Safety & Security

City employees with access to sensitive or confidential information are expected to ensure that data is protected while working remotely. Failure to do so may result in the termination of the remote work agreement and further disciplinary action, up to and including termination of employment.

Working remotely is a benefit, not a requirement, therefore the employee releases all ability to make claims against the City of Columbia for any reason including but not limited to injury, property damage, etc. while working remotely.

Termination of Remote Work Agreement

The remote work agreement may be discontinued at any time at the request of either the employee or supervisor. The supervisor reserves the right to immediately cancel or suspend the arrangement at any time.

Duration

This policy expires when the March 16, 2020 emergency declaration is rescinded by the City Manager.

