

**City of New Haven**  
**Teleworking/Remote Work Policy**

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*Purpose:* To revise and replace the City's Working From Home Policy (Adopted: 11 December 2009) and to authorize department heads within the City of New Haven ("Employer") to permit employees to telecommute or work remotely, in accordance with the terms and conditions of the proscribed Teleworking/Remote Working Agreement and within the parameters of the City's established guidelines under this policy. This policy is designed to increase work efficiencies and productivity, benefit the environment by reducing traffic congestion, and to reduce employee travel time.

*Issuing Authority:* The Chief Administrative Office is the issuing authority.

*Enforcement Authority:* The Chief Administrative Officer is responsible for ensuring departmental compliance with this policy. The Chief Administrative Officer may direct the Human Resources Department to provide training and guidance to departments for enforcement of this policy.

All forms referenced in this policy may be obtained from the City's Human Resources Department and are available on the City website under:  
<https://www.newhavenct.gov/government/departments-divisions/human-resources/for-city-employees/city-policies>

***Policy***

As a public employer, the City has an obligation to its residents and customers to ensure that City employees and resources are used, and services provided efficiently and productively. A remote work program, properly designed and administered, can serve the interest of the public by ensuring efficient and effective completion of work and increased productivity while providing some flexibility to employees for home/work balance and to support employees' health and wellness, as well as benefit the environment by reducing car trips and associated greenhouse gas emissions. It is also an effective element of the City's efforts to maintain a safe workplace for employees addressing a health crisis such as the COVID-19 pandemic. The City recognizes the changing landscape of work, including the demonstrated successes of remote work under the right circumstances, and is committed to creating and maintaining an environment that provides the best service for residents and customers and an appropriate work/life balance for retention and recruitment purposes.

Participation in a remote work program shall be at the discretion of the department head, voluntary for the employee unless required by an executive order or other exigent circumstances, and requires the approval of the Department Head, Coordinator and Manager of Human Resources or designee. A remote work program may be terminated by the

department head at any time. Modifications must be approved by the Department Head, Coordinator and Manager of Human Resources or designee. There is no entitlement or guarantee that an employee will be approved to participate in a remote work program. Nothing in this policy shall preclude telework as an option available through the Americans with Disability Act (ADA) Accommodation process. Such considerations and arrangements would be made and amended in accordance with those policies.

A remote work schedule shall generally include a combination of days working remotely and days working in office, as determined on a case-by-case basis by the Department Head. The operational needs of the department shall take precedence over the teleworking or remote working agreement. In the event that an employee with an approved Teleworking/Remote Work Agreement is needed in the office on a regularly scheduled teleworking or remote working day, the Department Head may, at its sole discretion, revoke the Agreement on a temporary or permanent basis. The employee shall be given as much notice as is reasonably possible, and except for emergency situations, as defined in applicable contracts, notice should be given by close of business on the prior workday by email.

Department Heads may approve, at their sole discretion, daily remote work arrangements for temporary circumstances that preclude in person attendance for up to three consecutive days. These circumstances may include but are not limited to; inclement weather or other short-term situations such as an employee's unexpected child or elder care needs, consistent with all other City policies. These temporary arrangements shall be approved on an as-needed basis only, focusing first on the operational needs of the department, with no expectation of continuation after such temporary circumstances end and shall not establish precedent or practice. Participation in the remote work program is not intended to be a long-term or permanent replacement for appropriate child or elder care.

Employees and Department Heads are to complete the digital ***Teleworking/Remote Work Details and Approval Form*** and receive the necessary approvals. Employees approved for a remote work program must adhere to the guidelines set forth below. Telework/Remote work approvals shall be reviewed and updated annually by Department Heads and Coordinators.

### ***Guidelines***

1. To be eligible for the remote work program the employee must meet the following conditions:
  - a) The employee's Department Head has agreed to permit the employee to participate in the remote work program as appropriate for their department.
  - b) The employee's job duties, including all customer service functions can be performed away from the office with equivalent functionality and productivity.
  - c) The employee has no attendance or significant disciplinary issues.
  - d) The employee has demonstrated the ability to work independently.
  - e) The employee is up to date on all required IT trainings.

2. The duties, obligations, responsibilities, and conditions of employment with the City remain unchanged while working remotely. An employee's salary, leave accruals, retirement benefits and insurance coverage shall remain unchanged.
3. Work hours, overtime compensation, and vacation schedule will conform to existing City policies, and to the provisions and terms of the employee's collective bargaining agreement. Where a specific provision of the collective bargaining agreement conflicts with this policy, the collective bargaining agreement shall govern.
4. Employees are required to use City payroll record procedures to report hours worked remotely. Requests to work overtime, use sick leave, vacation or other leave must be approved by the employee's supervisor. Working remotely is not to be used as a substitute for instances when paid leave (i.e., sick, vacation or personal) is appropriate.
5. Employees remain obligated to comply with all City rules, policies, all procedures.
6. For the purpose of defining the employee's job period during which the employer has liability for job and related accidents or illnesses, and during which worker's compensation statutes apply, it is understood that the employee's work hours shall conform to a schedule agreed upon by the employee and his/her manager and approved by Human Resources. If a schedule has not otherwise been agreed to, the employee's work hours while working remotely shall be the same as when working in-office. The employee is expected to be available to work during their regularly scheduled work hours, with time off for breaks as provided by collective bargaining agreements.
7. Employees shall be responsible for providing suitable office equipment at the remote work site and for maintenance and repair of their equipment. The City may provide loaner computer equipment if available. In such instances, the conditions for use and maintenance of said equipment shall be determined by the City. The City is not obligated to provide the employee suitable equipment to accommodate the employee's desire to work from a remote location. If the employee does not have suitable equipment at the remote work site, the employee will have to work in the office.
8. The employee shall be responsible for ensuring reliable stable access to phone and internet. The City is not obligated to provide suitable connectivity and if the employee does not have suitable connectivity, the employee will have to work in the office.
9. The use of software, computer equipment, data, or supplies, when provided by the City for use at the remote work location, shall be limited to authorized persons and for purposes relating to City business. While working remotely, the

employee shall be responsible for maintaining the confidentiality of all City data, documents, and files. The use of City electronic records, data and files in the remote work location are subject to the same regulations as in the office, including records retention requirements, and such electronic records, data and files may be subject to disclosure pursuant to the Freedom of Information Act.

10. The employee's workspace at the remote location shall be maintained in a safe condition, free from hazards and other dangers to employee and equipment. With reasonable notice, the City may make on-site visits to the employee's remote work location to determine that the work site is safe and free from hazards and to maintain, repair, inspect or retrieve City-owned software, data, equipment and/or supplies.
11. It shall be the employee's responsibility to maintain homeowner's or rental insurance as applicable, and to pay the cost of residential utilities and internet service. It shall be the employee's responsibility to determine any income tax implications of maintaining a remote workspace. The City will not provide tax advice, nor will the City assume any direct or indirect tax liabilities associated with the employee's working remotely. Employees are encouraged to consult with a qualified tax professional to discuss tax implications.
12. The employee shall remain liable for injuries to third persons and/or members of employee's family on the employee's premises or at the remote work site.
13. Employees may not take original paper office files from the office. A working copy may be made of necessary documents to be used at the remote work location.
14. Supplies required to complete assigned work at the remote work site should be obtained when the employee is working in the office. Out-of-pocket expenses for supplies that are available at the employee's in-office work location will not be reimbursed.

Previously Revised: Date 12/09 10/22 \_\_\_\_\_

A copy of this policy is available for review at the Department of Human Resources. It is also available on the City's computer network at N:\POLICIES and on the City's website at <https://www.newhavenct.gov/government/departments-divisions/human-resources/for-city-employees/city-policies>

Issuing Authority:   
Chief Administrative Officer

Effective Date: 10/22/2022

**City of New Haven Telework/Remote Work Policy**  
**Attachment A**  
**Manager Guidelines**

**I. Recommendations for determining whether a telework/remote work request can be considered.**

**A. Analyzing the Position**

For an employee to be approved to work remotely, they must be qualified to do so.

1. The Department Head must determine whether the position is appropriate for remote work. To do so, the Department Head will analyze the duties of the position and how the work is performed. The Department Head will not eliminate or reassign any duties for the sole purpose of making a position (or a specific employee) more conducive to remote working.

2. Generally, positions that have the following attributes may be appropriate for remote work:

- a. Require independent work with minimum supervision.
- b. Require limited collaboration with co-workers, clients, customers, patients, etc.
- c. Result in specific, measurable work products; and
- d. Require materials (documents, data, etc.) that are easily and safely transportable to and from the workplace.

**B. Analyzing the Employee**

The Department Head must determine whether the requesting employee demonstrates the qualities necessary to telecommute successfully. Generally, employees who are successful in remote working exhibit the following characteristics:

1. Able to work productively on their own.
2. Are self-motivated and responsible.
3. Possess good time management and organizational skills.
4. Are knowledgeable about agency policies and procedures.
5. Have good communication skills.
6. Are successful in current position in meeting goals, objectives, and deadlines.

***The Employer must Answer “Yes” to the following questions:***

- a. Will the efficiency and productivity of the work group remain constant?
- b. Can the employee, over the course of the work week and in compliance with all applicable policies, regulations, and laws, perform the range of their duties?
- c. Do you have the supervisory and/or electronic capabilities to monitor work performance?
- d. Is the employee’s work performance recognized as satisfactory or better?
- e. Can any confidential information (including but not limited to personal health information or financial information) managed or processed by the remote worker be adequately safeguarded and protected in a manner required by state and federal law, including HIPAA? This includes ensuring that all meetings and phone calls where such information is discussed are conducted in a private and secure space.
- f. Is all the necessary computer equipment (e.g., laptop, VPN card, thumb drive, etc.) and software to enable the employee to perform his/her job duties from the remote work location available?
- g. Does the employee have a suitable space at the remote work location to ensure that a safe, confidential, and appropriate work environment is maintained? This includes a space free from distraction where phone calls and on camera meetings can easily occur.
- h. Does the employee have reliable telephone and internet access in the remote work location to be available during hours of work?

***The Employer Must Answer “No” the following questions:***

- a. Will remote work impair operations-efficiency and productivity of the work group?
- b. Does the employee intend to use remote working to permanently supply childcare, eldercare or fulfill other personal responsibilities during the workday?
- c. Is the employee responsible for the health, safety, or well-being of employees, patients, clients, children, or detainees during normal work hours at the official work site?
- d. Does the employee have outside employment or outside income such that the teleworking will enable or create the appearance of enabling the employee to co-mingle City and non-City work during established hours?
- e. Does the employees have direct reports that are required to be on-site?

***Additional considerations to be noted:***

- a. Does the employee intend to use remote working in lieu of sick leave, FMLA, Worker’s compensation or other accrued leave?

- b. Does the employee have a job classification or position that requires leading or supervising staff in person?
- c. Is the employee in a promotional or working test period?
- d. Has the employee been subject to discipline in the last six months?

## **II. Recommendations for Managing Employees Working Remotely**

Managers and supervisors hold employees accountable when they are working in the office and, therefore, should do the same when they are working remotely. Working remotely does not change the nature of the work the employee is expected to perform, the hours the employee is expected to be working, or the employee's obligation to comply with laws, regulations as well as Employer and department policies.

1. Apply the same metrics to remote employees they would to employees reporting to the office. During daily operations, managers should define what work employees are expected to complete and/or work to be delivered.
2. Have an appropriate phone number where a department greeting can be left and calls can be retrieved. If that is not possible office phones should be forwarded to the employees' cell phones. Employees should be directed to routinely check their office phone for messages. The away-from-office message should indicate their status such as working remotely, in office certain days, etc.
3. Establish structured daily check-ins with one-on-one calls (video or phone conference), for those employees who work more independently from each other, or a group conference call for collaborative efforts or department meetings. The important feature is that the calls are regular and predictable, and employees know that they can consult with their supervisor or manager, and that their concerns and questions will be heard.
4. Set expectations for the frequency, means, and ideal timing of communication for employees and teams. Inform employees as to the best way and time to reach you during the workday (e.g., "more available late in the day for ad hoc phone but if there's an emergency earlier in the day, send me a text or email.").
5. Set boundaries concerning extensive email communications when video conferences would be more effective and typical of an in-office environment.
6. Provide guidance on hybrid work situations so that productivity is not lost due to mid-day travel from remote to office locations.
7. Review communication among your employees, to the extent

appropriate, to ensure that they are sharing information among other staff as needed. While working remotely during the workday, employees should anticipate and participate in conference calls and remote meetings.

8. When you as the manager are responding to email inquiries, copy those employees (cc or bcc) in your department who should be aware of the inquiry and your response to ensure consistency of messaging to any issue. This also ensures that employees remain engaged and involved in the work of the department.
9. Determine which physical and virtual items are acceptable to be taken from the workplace and which need to stay in the work location. This should include materials and items such as binders, documents, and office technology. Employees are responsible for securing and safeguarding these items.

### **III. Expectations of Employees Working Remotely**

Working remotely does not change the expectation that City employees will follow and abide by work rules, policies, regulations, and laws. Below is a reminder of pertinent expectations which continue to apply while working remotely.

1. Employees are expected to begin working, remain working, and to perform City work during their scheduled hours. Employees who are not available during their agreed upon scheduled hours, must obtain authorization in advance for time off (e.g., sick, vacation, or personal leave) from their supervisors. Misuse of time, including falsification of time/attendance sheets, working in the office or remotely may result in disciplinary action up to and including dismissal as well as other appropriate action as set forth by law. Employees are expected to be available remotely through phone and video conference to the same extent they are available in office.
2. Employees are responsible for securing and safeguarding all data that they access from city databases and to follow all security protocols established by the IT department and their individual departments. Employees shall not use any Employer assigned equipment or property for personal use. Misuse of Employer equipment or property may result in disciplinary action up to and including dismissal and/or other appropriate action as set forth by law.



**REMOTE WORK DETAILS AND APPROVAL FORM**

*This agreement must be completed using the Manager Guidelines established in Attachment A of the Telework/Remote Work Policy*

**MUST BE COMPLETED DIGITALLY**

(Use <https://veoci.com/v/p/form/6r8ux423gwg6> to trigger workflow)

Name of Employee: \_\_\_\_\_

Employee Title: \_\_\_\_\_

Bargaining Unit: \_\_\_\_\_

Employee Department: \_\_\_\_\_

Department Head: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_

**To Be Completed By Department Head**

Teleworking Arrangement Effective Dates: Start Date: \_\_\_\_\_

Effective until further notice  
 (may be subject to change at sole discretion of City)

Specific End Date: \_\_\_\_\_

Teleworking Location (Check):

Home  Other, Please Specify: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

The employee will telecommute up to \_\_\_\_\_ day(s) per week, for the following days.

Mon:\_\_\_ Tues:\_\_\_ Wed:\_\_\_ Thurs:\_\_\_ Fri:\_\_\_ Sat. \_\_\_ Sun. \_\_\_ Various: \_\_\_\_\_

Approved Work Schedule: From \_\_\_\_\_ to \_\_\_\_\_ with scheduled breaks including meals  
From \_\_\_\_\_ to \_\_\_\_\_ and From \_\_\_\_\_ to \_\_\_\_\_ and From \_\_\_\_\_ to \_\_\_\_\_

**The following duties will be performed by the telecommuter at the teleworking location (detailed):**

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**The supervisor/manager will monitor the teleworker's efficiency and productivity as follows:**

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**The following equipment will be used by the employee in the home/alternate site: (please specify whether equipment is agency-owned or employee-owned)**

Item \_\_\_\_\_ Owner \_\_\_\_\_

Item \_\_\_\_\_ Owner \_\_\_\_\_

Item \_\_\_\_\_ Owner \_\_\_\_\_

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**Additional conditions agreed to by the teleworking employee and management:**

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**To Be Completed by Employee:**

Do you have all the necessary computer equipment (e.g., laptop, VPN card, thumb drive, etc.) and software to enable you to perform your job duties from the remote work location available? Y/N

Do you have a suitable space at the remote work location to ensure that a safe, confidential, and appropriate work environment is maintained? Y/N

Do you have reliable telephone and internet access in the remote work location to be available during hours of work.? Y/N

Do you intend to use remote working to permanently supply childcare, eldercare or fulfill other personal responsibilities during the workday? Y/N

If Yes, please explain: \_\_\_\_\_

Are you responsible for the health, safety, or well-being of employees, patients, clients, children, or detainees during normal work hours at the official work site? Y/N

Do you have outside employment or outside income such that the teleworking will enable or create the appearance of enabling you to co-mingle City and non-City work during established hours? Y/N

If yes, please explain: \_\_\_\_\_

I understand and agree that over the course of the work week I must follow all applicable policies, regulations, and laws, to perform the range of my duties.

I understand and agree that I must adequately safeguard and protect confidential information (including but not limited to personal health information or financial information) in a manner required by state and federal law, including HIPAA.

The approval of one teleworking or remote working request shall not create any rights or expectations that a subsequent request from the same employee or a request from a different employee in the same job classification or Department will be approved.

I understand and agree that denial of a request to telecommute or work remotely is not subject to the grievance, arbitration, or judicial procedure.

I understand and agree that nothing in the Teleworking/Remote Work Policy precludes the Employer from taking any appropriate disciplinary action against me if I fail to comply with the provisions outlined in the telework or remote working arrangement, up to and including termination of employment. Non-compliance may also result in the immediate cancellation of the teleworking or remote working arrangement. Cancellation of the teleworking or remote working arrangement is not subject to the grievance process, arbitration, or judicial procedure.

By signing below, I, acknowledge receipt of this remote work policy and guidelines and agree to comply with all provisions contained herein. Failure on my part to comply with all its provisions may result in termination of my participation in the remote work program and/or other disciplinary action, up to and including termination from employment.

Employee (print name): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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### APPROVALS

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

Manager of Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_

To be filed in Employee's personnel file with any related documents.