

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff – Code 2A Date: September 21, 2021  
From: Kathy Gallagher, EHSD Director  
Subject: Remote Work Policy and Guidelines

On August 19, 2021, the County Administrative Officer issued Administrative Bulletin 439, County Remote Work Policy, to all county staff. This new policy supplants all prior telecommuting, remote work and mobile work policies and makes them obsolete. EHSD has developed internal guidelines for remote workers as allowed under the county policy.

- All existing remote work agreements will terminate effective 10/22/21.
- Current remote workers must return to their offices on 10/25/21 if they do not have a new approved Remote Work Agreement.
- The Remote Work Policy and Guidelines have changed, therefore, employees must read these documents carefully before applying for a remote work schedule.
- The application process under the new policy is effective immediately and requests may be submitted now.

Attached are the new Department Manual Section 23-909-1 County Administrative Bulletin 439 and Department Manual Section 23-909-2 EHSD Remote Work Guidelines. Also included is the remote work application form and instructions for completion and submission. These will be permanently available on STARS for reference.



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I. GENERAL

This department manual section provides a copy of the procedural guidelines for remote work for all Contra Costa County employees. This policy was established by the County Administrator per Administrative Bulletin 439 effective 08-06-21 and replaces all other County and department policies regarding remote work.

II. REFERENCE

Contra Costa County Administrative Bulletin 439, Remote Work Policy  
Contra Costa County Administrative Bulletin 541, County Owned and Issued Electronic Communication Devices

III. PURPOSE

This remote work policy outlines the procedural guidelines for employees to work from a location other than their primary work location. Contra Costa County (County) recognizes the benefits of remote work, including:

- Promoting options for employees to effectively balance work-life commitments;
- Boosting employee morale, productivity and job satisfaction while reducing absenteeism and enhancing employee retention;
- Improving service delivery by allowing for work hours beyond the traditional 8am to 5pm Monday through Friday schedule in appropriate situations;
- Allowing for more efficient use of County buildings, office space and parking facilities;
- Improving the County’s ability to provide essential services during and following an emergency;
- Improving air quality, reducing greenhouse gas emissions; and
- Reducing traffic, transit and parking congestion.

IV. APPLICABILITY

This bulletin replaces and supersedes all other County and department policies regarding remote work.

V. AUTHORITY

In accordance with the provisions of Contra Costa County Ordinance Code Section 24-4.008, the County Administrator has the

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authority and the responsibility to establish and enforce personnel policies in County departments and agencies, including work schedule policies.

## VI. POLICY

Remote work is defined for the purposes of this policy as an employee working from a remote site other than their primary work location, such as a designated satellite workstation or at home on a temporary or regular on-going basis. Remote work must maintain or improve service delivery and productivity for the employee, colleagues, and customers.

The County has the exclusive right to determine which positions and/or duties are suitable for remote work, and to grant (or revoke) permission for individual employees to work remotely according to the guidelines in this Administrative Bulletin. Department Heads are required to identify positions that are suitable for remote work in whole or in part and are authorized to enter into a remote work agreement with eligible employees in accordance with this Administrative Bulletin. It is the intent of this policy that department heads have reasonable flexibility in developing remote work agreements that reflect the nature of work of their department and characteristics of their employees.

The following criteria will be considered by department heads when determining which positions are eligible for remote work and considering whether or not to approve individual remote work agreements:

- a. Achieves the benefits outlined in the Purpose section above;
- b. Remote work arrangement will maintain or improve service delivery and productivity for the employee, colleagues and customers;
- c. Proposed remote work would enable continued performance of all current duties;
- d. Employee is able to meet all eligibility and standard requirements referenced in this policy; and
- e. Individual Remote Work Request and Decision Form adequately documents capacity to meet these requirements.

Duties, obligations, responsibilities, and conditions of employment with Contra Costa County remain unchanged except those obligations and responsibilities specifically addressed in this policy and associated documents.

Remote working is a voluntary arrangement between the employee and the department. Employees who wish to remote work must complete and submit a Remote Work Request and Decision form. If approved, the department reserves the right to modify or revoke remote working at any time.

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In determining eligibility of positions, job duties and employees for remote work, departments should consider the federal, state, and local laws and regulations that may be implicated by a remote work program.

Department Heads shall ensure supervisors and managers who will be supervising remote workers are trained and/or provided guidance to sufficiently supervise a remote employee as soon as feasible after the remote worker assignment begins.

The County Administrator's Office shall be responsible for overseeing consistent application of this policy by departments.

A. Eligibility Requirements:

Although meeting eligibility requirements does not guarantee approval to remote work, the following are the mandatory requirements for an employee to be considered for remote work:

- a. Employee is in compliance with County and department rules, regulations and policies
- b. Job performance demonstrating the ability to work independently as determined by the department head with input from the immediate supervisor
- c. Job performance meets or exceeds expectations
- d. Employee can demonstrate that they have an appropriate remote work site
- e. Employee agrees to attend training on successful remote work as assigned
- f. Employee's job assignment is appropriate for working remotely on either a full time or part time basis.

B. Standard Requirements:

The following is required for an employee to work remotely:

- a. Remote Work Request and Decision Form is completed and approved.
- b. If needed, ability to access County Network and/or Internet from the remote work site and/or ability to send and receive telephone calls.
- c. Employee reviews, signs and complies with County Administrative Bulletin 541 – County Owned and Issued Electronic Communication Devices.
- d. Employee provides Internet network connectivity with reasonable speeds to successfully complete assigned work.
- e. Employee must follow secure practices to protect equipment, County data and systems, as well as public records, both physical and electronic, in their care and

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- immediately report any issues (including but not limited to potential data breaches, viruses, compromises, loss or theft) to their supervisor and the DoIT Help Desk.
- f. All County rules regarding the use of computers and the Internet apply while an employee is working remotely, regardless of whether the employee is using County provided or personal equipment.
  - g. All County-owned equipment issued to an employee in order to work remotely must be returned immediately upon the end of the remote work arrangement.
  - h. County issued equipment is subject to relevant asset protection policies.
  - i. Employee must follow County policy for reporting on-the-job work injuries by notifying their manager/supervisor immediately and completing all necessary documents regarding the injury.
  - j. Employee must comply with all federal, state and local laws, including but not limited to Health Insurance Portability and Accountability Act (HIPAA).
  - k. Employee must comply with all County and departmental policies and procedures including relevant Administrative Bulletins, IT security, privacy and confidentiality policies and guidelines just as when working in the office.
  - l. Employee shall ensure the integrity and confidentiality of all information and take steps to ensure County information, confidential information, Federal Tax Information (FTI) or other Personal Identifying Information (PII) is safeguarded and viewable only by employee. Employees who have access to FTI from a remote work site may be required to abide by additional security precautions as determined by the Department Head to ensure the security of FTI in accordance with IRS Publication 1075 guidelines. Any additional security precautions will be described in the Remote Work Plan in the Remote Work Request and Decision Form.
  - m. Employee will complete the CCC Office Ergonomics Awareness Training on Target Solutions, comply with the County Ergonomic Program Employee Responsibilities and maintain an ergonomic working environment. The County will provide training to employees on setting up a safe and ergonomically appropriate work environment but will not enter employees' homes to perform inspections. This is consistent with federal OSHA policy not to conduct inspections of employees' home worksites while balancing concerns for maintaining the employee's home environment's privacy and protecting the employee's safety.
  - n. Employee must take appropriate steps to ensure the privacy of County customers and other County employees while working remotely.
  - o. No in-person meetings are to take place at a remote work site.
  - p. Employee shall ensure that child or dependent care will not interfere with remote work responsibilities.

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- q. Employee must be able to communicate with those with whom they normally conduct business (e.g., supervisor, management, coworkers, vendor contacts, customers, etc.) by phone, email and other electronic means, including videoconferencing, as required by the supervisor.
- r. If employee is unable to work at the remote work site, employee shall immediately notify his/her supervisor. If the issue is temporary, the employee and supervisor may to determine whether the employee can perform other tasks at the remote work site, should report to the office or, subject to approval, take time off using accruals.
- s. Employee shall adhere to the established work schedule as agreed in the Remote Work Request and Decision Form and any modifications or overtime requires prior written supervisor approval.

C. Cost Responsibilities:

- a. The costs associated with working remotely are primarily the responsibility of the remote worker/employee. However, the County will provide standard office supplies (pens, paper, pencils, etc.) and may provide equipment or software, if feasible and approved by the department.
- b. Unless otherwise agreed upon by the supervisor/manager, departments are not required to provide employees with any equipment needed while working remotely. Departments providing equipment, software, or other supplies to employees working remotely must reasonably allocate those resources based on operational and workload needs and must utilize an inventory tracking system for this equipment.
- c. Existing County policy and departmental procedures to request mileage reimbursement are to be followed. (Note: The remote worker will not receive mileage reimbursement for any travel that would not occur if the remote worker were at the County’s office worksite. The remote worker will not receive mileage reimbursement for the distance of any travel between home and the normal work site for any reason on remote workdays.)
- d. No other costs will be covered by the County unless prior written approval is given by the Department Head.
- e. In general, any cost not itemized as covered by the County will be the employee’s responsibility to pay, including, but not limited to, utilities, insurance and maintenance costs, home workspace furniture, ergonomic equipment and related modifications, Internet network connectivity, and liability claims by third parties, including family members.

D. Department’s Rights Reserved:

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Administering the remote work program is under the authority of the Department Head with general oversight by the County Administrator’s Office. The Department may establish specific time periods for submitting requests, acceptance or rejection of requests, duration of the remote work period, and review and/or termination of the remote work participation. The County will not establish remote work only positions without offering to meet and confer with the employee organization that represents said position(s). Any remote work schedules of more than 20 hours per week (regular, Flexible, or Alternate Work Schedules) or more than fifty percent (50%) of the employee’s work schedule (4/10 or 9/80 Work Schedules) must be approved in writing by the CAO. To protect local County jobs, new remote work arrangements shall not be granted to any employee who resides more than 200 miles from the County Administration Building.

The Department shall have the right to accept or reject any application for remote working and modify or terminate any existing agreement for remote working at any time and for any reason. Reasons for rejecting an application shall be provided to the employee in writing on the Remote Work Request and Decision Form. If the Department initiates modification or termination of an existing remote work agreement, the reason(s) for the modification or termination will be provided to the employee in writing. If the employee requests to modify or terminate an existing remote work agreement, the employee must make the request in writing to his/her supervisor for consideration.

Departments may develop or maintain guidelines that are not in conflict with this Administrative Bulletin, subject to approval by the County Administrator’s Office. Departments are responsible for maintaining accurate and up-to-date information on all remote work arrangements and reporting that information to the County Administrator’s Office and County Human Resources as needed.

E. Appeal Procedure:

Employees that are denied the opportunity to work remotely or for whom an existing remote work agreement is modified or terminated may file an appeal within fifteen (15) calendar days. The appeal shall be directed to the employee’s department head or designee and shall cause a meeting to be conducted within fifteen (15) calendar days of the request. The meeting shall be attended by the operational manager denying the request, the Department Head or designee, the employee, and the employee’s union representative upon request of the



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employee. The Department Head or designee shall review the remote work request and the reasons for rejection/modification/termination of said request, and make a final decision regarding the request. The appeal decision shall be issued within ten (10) calendar days after the appeal meeting.

The decision of the Department Head or designee is final and not subject to the grievance procedure or any other appeal.

Related Documents

1. Remote Work Request and Decision Form
2. Administrative Bulletin 541- County Owned and Issued Electronic Communication Devices

Originating Department: County Administrator





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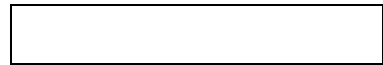
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I. SCOPE

EHSD is adhering to the County Administrative Bulletin 439 Remote Work Policy effective August 6, 2021. Employees should read and become familiar with the policy. All employees requesting a Remote Work schedule must meet all of the Eligibility Requirements contained in the County Admin Bulletin 439, Sec. IV. A.

The EHSD Remote Work Guidelines are necessary for efficient operations, including our ability to maintain service delivery standards to our customers and to meet federal and state compliance requirements. These guidelines are intended to be consistent with, and not in conflict with the County Remote Work Policy. (County Admin Bulletin 439, Sec. IV. D.)

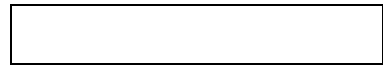
II. REFERENCES

Contra Costa County Administrative Bulletin 439, Remote Work Policy  
Contra Costa County Administrative Bulletin 541, County Owned and Issued Electronic Communication Devices  
Contra Costa County Administrative Bulletin 435, 9/80 Work Schedules  
DM 10-002v2, Standards of Conduct  
DM 28-014, Internet, Email, and IT Standard Usage and Security Policy  
Department Memorandum 151, Protecting Medi-Cal Personally Identifiable Information (PII)  
Form ADM 10, Confidentiality Statement

III. GUIDELINES

- A. Work Hours, Scheduling, Communications (County Admin Bulletin 439, Sec. IV. D.)
  - 1. Allowable remote work schedules are up to 2 days remote and 3 days in the office. Employees may not have both a remote work schedule and an alternate work schedule (AWS).
  - 2. Remote work will not be approved for staff in probationary status, with the exception for probation due to a flex promotion, nor for staff whose performance or conduct is under review.
  - 3. Managers and above are not permitted to have remote work agreements.

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4. Remote Work Agreements may not exceed 12 months and must be renewed upon expiration. Renewal is not automatic.
  5. Employees shall track hours spent working remotely using Ecotime and Clouds. Refer to Ecotime and Clouds Procedures (Attachment 3). This is required in order to track remote work hours in the department and replaces the manual system previously used.
  6. Unless otherwise directed, employees must be visible on camera when participating in meetings held via MS Teams, Zoom or other electronic platforms.
  7. Employees must log on to the EHSD network via Citrix, VPN, etc. and applicable programs used to complete work assignments at the start of each shift and must log off at the end of the shift in accordance with supervisor expectations for reporting time.
  8. Employees must utilize MS Outlook calendaring system in order to note all appointments, trainings and out-of-office arrangements (vacation, sick day, etc.) and share their calendars with their designated supervisor(s).
  9. Employees' desk/office phone calls must be forwarded to their remote location or mobile phone on remote work days. Refer to Phone Forward User Instructions (Attachment 5), if necessary.
  10. Unless otherwise noted via a calendared appointment, employees must respond to communication from supervisors within a one-hour time frame.
- B. Workspace (County Admin Bulletin 439, Sec. IV. A. B. m.)
1. The employee shall designate a permanent workspace at the designated work location for placement and installation of equipment to be used while working remotely.
  2. In order for the employee to demonstrate that they have an appropriate remote work site as required in the Admin Bulletin, the employee will provide the specific address and location of the workspace and submit three photos of the workspace with the Remote Work Request and Decision Form (Attachment 1). Updated photos must be submitted each

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time the Remote Work Agreement is renewed.

3. Photo Submission Requirements

Photo #1: Front view of workspace

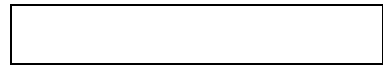


Photo #2: Side view of workspace

Photo #3: Side view of workspace with employee sitting/standing.



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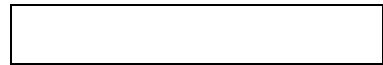
C. Equipment (County Admin Bulletin 439, Sec. IV. B.C.D.)

1. The tools, equipment and supplies needed for remote work will be provided by either the employee, the Department or a combination. The Department may provide specific tools/equipment for the employee to perform their duties, such as computer hardware, computer software, mobile phone, County Network connectivity resources (Citrix, VPN, etc.) and other applicable equipment as deemed necessary.
2. The employee must verify that their Internet connection speed is **at least 3Mb upload and 3Mb download** to meet County business needs. Refer to Info Sheet - How to Verify Internet Bandwidth (Attachment 4).
3. The equipment, software, data and supplies, when provided by the Department for use at the designated work location, is limited to authorized persons and for purposes related to Department business. Only assigned EHSD employees are permitted to use Department-owned equipment.
4. The remote worker will immediately report to their supervisor and the EHSD Help Desk of any equipment or data line malfunctions, and any Internet or EHSD network (Citrix, VPN, etc.) connectivity issues, including Public Safety Power Shutoffs (PSPS). The supervisor will determine if the employee can continue to work remotely while the equipment is being repaired.
5. The employee is responsible for coordinating with IT to provide access to equipment for necessary repairs and upgrades.

D. Confidentiality (County Admin Bulletin 439, Sec. IV. B. j. k. l.)

1. All Department materials must be kept in the designated work area and only used for activities that support remote work. Supervisor approval may be required to remove confidential documents from the office.
2. The remote worker must ensure that confidential materials are not visible to others in the work area.
3. Employees will follow the privacy and protection operating procedures

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defined by their supervisor, and adhere to the requirements of the County Admin Bulletin 439.

4. Examples of Maintaining Confidentiality

- a) Utilize headphones when taking calls and close the door, or lock the computer, then go into a more private area of the home to ensure conversations are not overheard, including by children.
- b) Do not leave monitors and paperwork open to unauthorized observation.
- c) Utilize a dry erase board to take notes or securely file notes/documentation that must be retained. Shred any scratch paper notes/documentation or deposit in the office confidential shred box.

IV. ATTACHMENTS

- A. Attachment 1: EHSD Remote Work Request and Decision Form Instructions
- B. Attachment 2: Computer Workstation Design Guidelines
- C. Attachment 3: Ecotime and Clouds Procedures
- D. Attachment 4: Info Sheet – How to Verify Internet Bandwidth
- E. Attachment 5: Phone Forward User Instructions
- F. Attachment 6: EHSD Remote Work Request Appeal Form

V. CONTACT PERSONS

First line supervisors and above may contact their personnel analyst with questions about these guidelines.

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**EMPLOYMENT AND HUMAN SERVICES DEPARTMENT (EHSD)**  
Remote Work Request and Decision Form Instructions

This document serves as a guide to EHSD staff on how to initiate and execute remote work requests using the EHSD Remote Work Request and Decision Form.

**Employee (Part I)**

**Step 1:** Employees interested in applying for remote work must read and become familiar with the County Administrative Bulletin 439 Remote Work Policy effective August 6, 2021 and the EHSD Remote Work Guidelines Department Manual Section 23-909-2 before submitting a request for remote work.

**Step 2:** Completely fill out the Remote Work Request and Decision Form **Part I**.

Part I – To be completed by Employee			
Employee Name: They Doe, ABCD	Job Title: Eligibility Worker II	Employee ID:	12345
Department/Bureau: EHSD/Workforce Services Bureau	Supervisor’s Name: Supervisor Doe, ABCO		
Official work Location/Unit: 40 Douglas Drive, Martinez/ABCO Unit Multi-Program Intake/Field			

Remote work assignments must specifically list all job duties that will be performed remotely to demonstrate job performance and productivity.

The supervisor/manager may require additional verification to assess performance and productivity while working remotely.

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Remote Work Assignments
<p>Review calendar and conduct scheduled intake/redetermination/recertification interviews over the phone or via video conference.</p> <p>Check and respond to email correspondence throughout the day.</p> <p>Answer incoming phone calls/video calls/chats and respond to any missed calls/voice mails.</p> <p>Review task assignments and complete casework to the fullest extent possible by sending notices of action, and documenting all case actions in CalWIN/SAWS.</p> <p>Update task management system with current status through completion.</p> <p>Complete any e-learning modules when assigned/due.</p> <p>Participate in unit meetings or one-on-one conferences remotely.</p>

Select the check box to add additional information regarding remote work assignments in a separate attachment, if necessary.

See attachment for additional information.

Include the required photos as defined in the EHSD Remote Work Guidelines Section III. B. 3.:

1. Front view of workspace,



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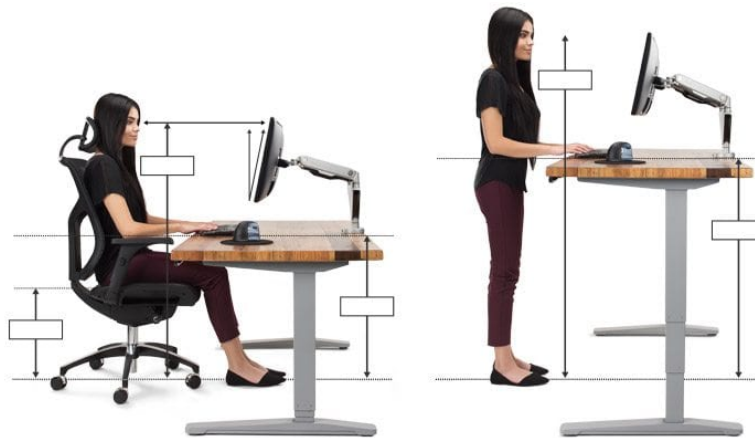
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2. Side view of workspace, and

3. Side view of workspace with employee sitting/standing.



Additionally, include verification of sufficient Internet bandwidth according to the EHSD Remote Work Guidelines Attachment 4.

**Step 3:** Submit the completed, signed and dated **Part I** section of the Remote Work Request and Decision Form with the photos and verification of Internet bandwidth to the supervisor/manager for approval.

**Employee/Supervisor (Part II)**

**Step 1:** Review the Remote Work Request and Decision Form received from the employee.

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Discuss with the employee a work schedule, remote work logistics, and complete list of remote work assignments in the request. Define in concrete terms how the employee's productivity and performance will be assessed while working remotely.

**REMINDER:** Remote work agreements may not exceed 12 months, nor will remote workers have an alternate work schedule (AWS).

The work schedule must include the total work hours in and out of the office, and satisfy coverage and business needs.

This request is for a remote working schedule.	
Proposed start date: 10/4/2021	Proposed end date: 10/3/2022
I request that I be permitted to work remotely as proposed below. I acknowledge that this is just a proposal.	

**REMOTE WORK PLAN**

Day	Work Hours	Location	
Monday	9:00 a.m. – 5:30 p.m.	<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Remote
Tuesday	9:00 a.m. – 5:30 p.m.	<input type="checkbox"/> Office	<input checked="" type="checkbox"/> Remote
Wednesday	9:00 a.m. – 5:30 p.m.	<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Remote
Thursday	9:00 a.m. – 5:30 p.m.	<input type="checkbox"/> Office	<input checked="" type="checkbox"/> Remote
Friday	9:00 a.m. – 5:30 p.m.	<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Remote
Saturday	N/A	<input type="checkbox"/> Office	<input type="checkbox"/> Remote
Sunday	N/A	<input type="checkbox"/> Office	<input type="checkbox"/> Remote
<b>Total Number of Hours</b>	<b>40 hours (16 hours Remote/24 hours in Office)</b>		

**Step 2:** Review the photos to assess for potential safety and ergonomic hazards.

Confirm the employee has adequate Internet bandwidth to support business needs remotely.

**Step 3:** Enter all required training assignments and their due dates.

Enter the equipment that will be provided to the employee after the remote work agreement is approved by the Department Head.

**Step 4:** Indicate the effective and termination dates of the remote work agreement.

**Step 5:** The employee and supervisor shall sign the agreed upon work plan.

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**Supervisor/Manager (Part III)**

- Step 1:** The supervisor/manger will indicate recommendation for approval or denial, sign and date **Part III** of the form.
- Step 2:** Forward all Remote Work Request and Decision Forms to the Bureau Director for review.

**Bureau Director (Part IV)**

- Step 1:** Review all Remote Work Request and Decision Forms received from the supervisor/manager.
- Step 2:** Discuss with the supervisor/manager the employee’s proposed schedule, remote work logistics, and complete list of remote work assignments in the request. Ensure that the employee’s productivity and performance is clearly defined.  
  
Review the photos to assess for potential safety and ergonomic hazards.  
  
Confirm the employee has adequate Internet bandwidth to support business needs remotely.
- Step 3:** Indicate approval or denial of the employee’s request and the supervisor/manager’s recommendation, sign and date **Part IV** of the form.  
  
If a modification can avoid a rejection, discuss with the supervisor/manager.  
  
All denials require a narrative description explaining the reason(s) for denial attached to the form.
- Step 4:** Forward all Remote Work Request and Decision Forms to the Department Head for final review.

**Department Head (Part V)**

- Step 1:** Review all Remote Work Request and Decision Forms received.
- Step 2:** Indicate approval/denial of the request on **Part V** of the form.

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**Step 3:** Return all approved requests to the Bureau Director, the Employee, and Personnel at [ehsd\\_personnel\\_forms@ehsd.cccounty.us](mailto:ehsd_personnel_forms@ehsd.cccounty.us) for tracking purposes.

**Denials**

Pursuant to the County Policy (Admin Bulletin 439, Sec. IV.E.) an employee whose remote work request has been denied, modified or terminated may request an appeal.

**Step 1:** The Department Head will return denied requests to the Bureau Director and employee via email.

The employee has fifteen (15) calendar days from the receipt of the denial to file an appeal. The appeal form can be found on the EHSD Intranet.

The employee must completely fill out, sign and return the Remote Work Request Appeal Form to [Remote Work Appeals@ehsd.cccounty.us](mailto:Remote_Work_Appeals@ehsd.cccounty.us) and copy their Supervisor/Manager and Bureau Director.

**Step 2:** If the employee does not file a timely appeal by the 15<sup>th</sup> calendar day, the Department Head will send a copy of the denied Remote Work Request and Decision Form to the employee, the Bureau Director and to Personnel at [ehsd\\_personnel\\_forms@ehsd.cccounty.us](mailto:ehsd_personnel_forms@ehsd.cccounty.us).

If the employee does file a complete and timely appeal, the Department Head or designee’s secretary will contact the employee to arrange a meeting date that shall occur within 15 calendar days of the request, consistent with County Policy Admin Bulletin 439. Therefore, every effort must be made to conduct the meeting within the prescribed timelines.

Employees have the option to opt-out of the meeting and request to only receive written correspondence of their appeal decision instead.

At the meeting, which may be conducted over the phone, via Zoom, or in-person, the Department Head or designee will hear the employee’s appeal and presentation. The employee may be accompanied by their union representative.

**Step 3:** The Department Head, or designee, shall provide a decision on the Appeal Form within ten (10) calendar days after the meeting and forward copies to the Bureau Director, employee, and Personnel at [ehsd\\_personnel\\_forms@ehsd.cccounty.us](mailto:ehsd_personnel_forms@ehsd.cccounty.us).

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The decision of the Department Head, or designee, is final and not subject to the grievance procedure or any other appeal (County Admin Bulletin 439, Sec. IV. E.).

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Remote Work Request and Decision Form

Part I – To be completed by Employee

Employee Name: \_\_\_\_\_ Job Title: \_\_\_\_\_  
Employee ID: \_\_\_\_\_  
Department/Bureau: \_\_\_\_\_ Supervisor's Name: \_\_\_\_\_  
Official work Location/Unit: \_\_\_\_\_

This request is for a remote working schedule.  
Proposed start date: \_\_\_\_\_ Proposed end date: \_\_\_\_\_  
I request that I be permitted to work remotely as proposed below. I acknowledge that this is just a proposal.

Remote Work Logistics

Phone number(s) to be used for conducting County business during  
remote work hours: \_\_\_\_\_ Remote Work Address: \_\_\_\_\_  
For Supervisor/Co-Workers: \_\_\_\_\_  
For Customers/Vendors, etc.: \_\_\_\_\_

Remote Work Assignments

See attachment for additional information.

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Employee Signature	
<p>I have read the Remote Work Policy, have read and signed the Contra Costa County IT User Responsibility Statement (attached) and agree to comply with all provisions in these documents and in this Remote Work Request and Decision Form and am requesting approval for remote work.</p>	
<p>Signature of Employee</p>	<p>Date</p>

**Part II – To be completed by Employee/Supervisor**

**REMOTE WORK PLAN**

Day	Work Hours	Location
Monday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Tuesday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Wednesday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Thursday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Friday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Saturday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Sunday		<input type="checkbox"/> Office <input type="checkbox"/> Remote
Total Number of Hours		

**Training Assignments**

1. CCC Office Ergonomics Awareness Training	Complete By:
2.	Complete By:.

**Equipment**

Once approved, the employee will receive the following tools and equipment for remote work use:

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Employee and manager/supervisor have met and completed/reviewed the above work schedule and work assignments and Employee agrees to abide by same. Employee acknowledges:

- They have read the Remote Work Policy and Contra Costa County Administrative Bulletin 541 and agrees to comply with all provisions in the policy, Responsibility Statement and in this Request and Decision Form.
- That remote work assignments may be modified from time to time pursuant to instructions in writing from Manager/Supervisor.
- That they are not allowed to modify their schedule and are not authorized to work overtime without prior written approval from Manager/Supervisor.

This work plan will become effective on \_\_\_\_\_ and continue until: (Specify Date) \* \_\_\_\_\_.

Signature of Employee	Date	Signature of Supervisor	Date
-----------------------	------	-------------------------	------

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\*Subject to right of termination by either Employee and/or Supervisor/Manager at an earlier date

Part III – To be completed by Supervisor/Manager

Based on the Remote Work Policy and the proposal of the Employee herein, I recommend:

- Employee's request be approved.
- Employee's request for remote work be denied because:
  - Request will not achieve the benefits outlined in the Purpose section of the Policy
  - Request will not maintain or improve service delivery and productivity for the employee, colleagues and customers
  - Request will not enable continued performance of all current duties
  - Employee not in compliance with County and department rules, regulations and policies
  - Job performance does not demonstrate the ability to work independently
  - Job performance does not meet or exceed expectations
  - Employee cannot demonstrate that they have an appropriate remote work site
  - Employee cannot attend training on successful remote work or failed to successfully complete said training
  - Employee's job assignment is not appropriate for remote work
  - Other:

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Manager

\_\_\_\_\_  
Date

Part IV – To be completed by Bureau Director

I have reviewed the employee's request and manager/supervisor's recommendation. Based on this review, I have determined that remote working should be:  Denied  Approved subject to final approval of the Remote Work Plan.

\_\_\_\_\_  
Signature of Bureau Director

\_\_\_\_\_  
Date

Part V – To be completed by Department Head

I have reviewed the final work plan and said plan is  Approved  Denied

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

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Part VI – To be completed by The County Administrator’s Office

**\*Only for requests where the employee is scheduled to work more than 50% or twenty hours of their weekly assignments remotely:**

I have reviewed the final work plan and said plan is  Approved  Denied

\_\_\_\_\_  
Signature of County Administrator (or designee)

\_\_\_\_\_  
Date

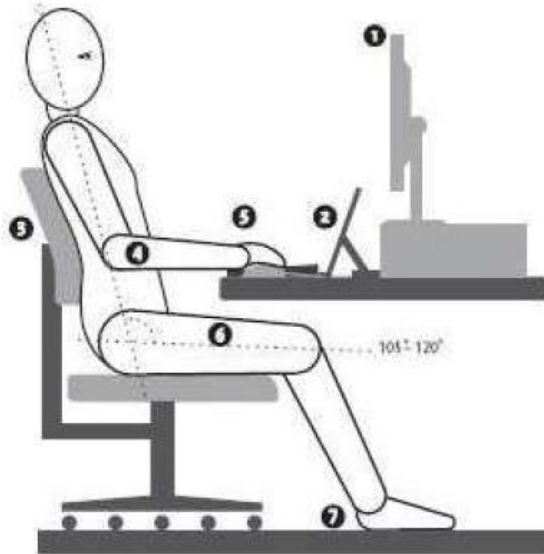
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## Computer Workstation Design Guidelines



- ❶ ✓ Top of screen at eye level; lower for bifocal wearers  
✓ Screen distance at arm's length (18"-36")
- ❷ ✓ Document holder next to screen or centered between monitor and keyboard
- ❸ ✓ Chair backrest provides firm lower back support  
✓ Chair back and seat easily adjustable for height and tilt by user
- ❹ ✓ Keyboard height promotes relaxed arms with forearms parallel to floor  
✓ Mouse/pointing device next to keyboard
- ❺ ✓ Wrists straight (neutral)  
✓ Padded, movable wrist rest, same height as front of keyboard (Do not use wrist rest while keying.)
- ❻ ✓ Knees at or below hip level  
✓ Ample legroom under work surface
- ❼ ✓ Feet rest firmly on floor or foot rest

- • • The following outlines the key features of a user-friendly workstation and some suggested solutions for modifying unsafe conditions.

Following the recommendations below, users should fine-tune all of the adjustments to make the workstations as comfortable for them as possible.

### Firm posture support

Chairs should firmly support a comfortable posture, providing support to the lower back region and avoiding pressure on the back of the thighs. Retrofitting may include a number or combination of options such as:

- Chair adjustable for height and tilt of seatpan and backrest. Computer users should be able to adjust chairs from a seated position without use of tools.

### Keyboard/mouse height

The height of the keyboard and mouse should allow the user to sit with shoulders relaxed, elbows bent, and forearms, wrists, and hands approximately parallel to the floor. The keyboard angle should be adjusted to promote a neutral/flat position of the wrists. This may be achieved in a number or combination of ways, such as:

- Height adjustable table

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- Armrests, if provided, should be height adjustable or removable to avoid interfering with natural movement of the arms
- Footrest if user's feet do not rest firmly and comfortably on the floor

**Screen height**

The top of the display screen should be approximately at, or slightly below, eye level; lower and possibly closer for bi-focal wearers. The user should not have to assume awkward neck postures to view the screen or hard copy documents. Retrofitting options include the following:

- Height adjustable monitor
- Bi-level table adjustable for screen and keyboard height
- Raise monitor by putting it on top of hard disk drive, boxes, books, or monitor risers
- Lower monitor by removing it from the hard disk drive or other platform

**Lighting**

Overhead lights, windows, or other light sources may contribute to visual discomfort. It is generally recommended that room lighting for use of computers with dark background screens be lowered to about half of normal office lighting. External sources of light (windows, overhead lights, etc.) should not be in the visual field of the user, nor should their reflections be visible on the screen. Temporarily shield peripheral light sources from view with a file folder. If this provides relief, try to eliminate the bright source in one of the following ways:

- A lower or higher table that promotes a straight wrist while keying
- A height adjustable keyboard tray that can be attached to existing desk or table and provides both the appropriate keyboard/mouse height and adequate leg room for the user
- A chair that is height adjustable; may need to provide footrest

**Wrist support**

Wrist rests may be helpful in promoting a neutral/flat position of the wrists. They should be used only when resting, not while typing. Retrofitting options include:

- Padded, movable wrist rest, same height as front lip of keyboard

**Accessories**

Workstation accessories can prevent awkward neck postures. Accessories that should be provided, if needed, include:

- Document holders adjustable to screen height or that fit between the monitor and keyboard for users who type from hard copy documents
- Lightweight telephone headsets for users assigned to frequent telephone work in conjunction with computer use

**Screen reflections**

Reflections on the screen reduce text visibility by decreasing screen contrast. Turn off the computer and look for bright reflections on the screen. Eliminate these reflections in one of the following ways:

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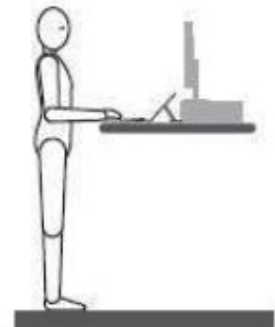
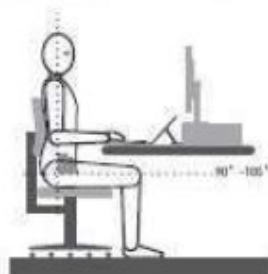
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- Use blinds or curtains over windows when necessary
- Position monitor screen at right angle to window
- Turn off some overhead lights; use task lighting, if needed
- Remove every other fluorescent bulb, if necessary
- Position monitors to avoid direct light in user's eyes

- Position monitor to avoid direct light on user's screen
- Use blinds or curtains over windows when necessary
- Position screen between banks of overhead lights
- Position monitor screen at right angle to window
- Use glare screen (glass preferred)

● ● ● **HELPFUL TIP:** Vary your position throughout the day.  
Try out some of the postures below to find out which are comfortable to you.



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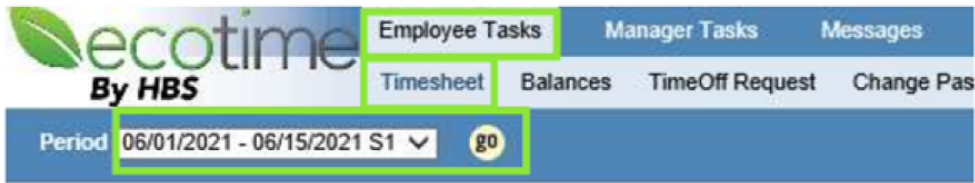
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\*It is mandatory to track and report remote work hours to our county and state administrative oversight agencies.

Ecotime Procedures

**Timesheet Instructions**



1. Login to Ecotime
2. Click on “Employee Tasks” in the Main Menu.
  - a. Click on “Timesheet” in the sub-menu.
  - b. Locate and select the appropriate time period. Click the “go” button.
3. An example of a timesheet populated with a regular schedule (5/40) is shown below.

Pay Code	Message	Tue 06/01	Wed 06/02	Thu 06/03	Fri 06/04
Regular		8.00	8.00	8.00	8.00
<Select GL Type >					
<Select Pay Code>					
<Select GL Type >					
<Select Pay Code>					
<Select GL Type >					
<Select Pay Code>					
<Select GL Type >					
<b>Totals:</b>		8.00	8.00	8.00	8.00

Press the button to the



4. In the next available row, click in the “Select Pay Code” field. A drop down menu will appear as shown on the right. Select “Work From Home”.
5. In the “Work From Home” row, enter the hours you worked from home. Adjust the hours in the “Regular” row to accurately account for hours worked.

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- a. Example: Full day working from home (Regular 5/40 schedule)
  - i. In the example below, the employee worked from home 8 hours each on 6/1, 6/2, and 6/3.
  - ii. The employee enters 8 hours each in the “Work From Home” row on 6/1, 6/2, and 6/3.
  - iii. In the “Regular” row, the employee deletes the 8 hours each on 6/1, 6/2, 6/3.

Pay Code	Message	Tue 06/01	Wed 06/02	Thu 06/03	Fri 06/04
Regular					8.00
<Select GL Type >					
Work From Home		8.00	8.00	8.00	
<Select GL Type >					

- iv. The total hours for 6/1, 6/2, and 6/3 should remain 8 hours.

Pay Code	Message	Tue 06/01	Wed 06/02	Thu 06/03	Fri 06/04
Regular					8.00
<Select GL Type >					
Work From Home		8.00	8.00	8.00	
<Select GL Type >					
<Select Pay Code>					
<Select GL Type >					
<Select Pay Code>					
<Select GL Type >					
<b>Totals:</b>		8.00	8.00	8.00	8.00

Press the button to t

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- b. Example: Half day working from home (Regular 5/40 schedule)
  - i. In the example below, the employee worked from home: three hours on 6/1, four hours on 6/2, and two hours on 6/3.
  - ii. The employee enters three hours on 6/1, four hours on 6/2, and two hours on 6/3 in the “Work From Home” row.
  - iii. In the “Regular” row, adjust the difference to make 8 hours.

Pay Code GL Type	Message	Tue 06/01	Wed 06/02	Thu 06/03	Fri 06/04
Regular		5.00	4.00	6.00	8.00
<Select GL Type >					
Work From Home		3.00	4.00	2.00	
<Select GL Type >					

- iv. The total hours for 6/1, 6/2, and 6/3 should remain 8 hours.

Pay Code GL Type	Message	Tue 06/01	Wed 06/02	Thu 06/03	Fri 06/04
Regular		5.00	4.00	6.00	8.00
<Select GL Type >					
Work From Home		3.00	4.00	2.00	
<Select GL Type >					
<Select Pay Code>					
<Select GL Type >					
<Select Pay Code>					
<Select GL Type >					
<b>Totals:</b>		8.00	8.00	8.00	8.00

Press the button to t

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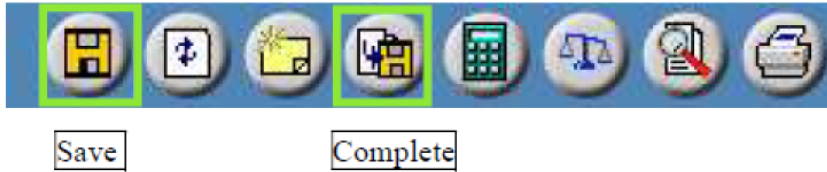
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6. After reviewing your timesheet entries, click the “Save” button. Alternatively, if you are ready to submit your timesheet, click the “Complete” button.



Please note that if you do not adjust the hours in the “Regular” row, you may receive warning codes G, H, or K as shown below. Make the appropriate adjustments before submitting your timesheet. Your Payroll Clerk may contact you to confirm your hours if the warning codes still appear on your timesheet.

Pay Code	Message	Tue 06/01	Wed 06/02	Thu 06/03	Fri 06/04
Regular <Select GL Type >	G,H	8.00 G,H	8.00 G,H	8.00 G,H	
Regular <Select GL Type >	H				8.00 H
Regular <Select GL Type >					
Work From Home <Select GL Type >	G,H	8.00 G,H	8.00 G,H	8.00 G,H	
<Select Pay Code> <Select GL Type >					
<Select Pay Code> <Select GL Type >					
<Select Pay Code> <Select GL Type >					
<b>Totals:</b>		16.00	16.00	16.00	8.00
Press the button to					
G-Hours/Day > 12 (Co. Profile) (Warning) H-Hours/Week greater then 60 (Co. Profile) (Warning)					

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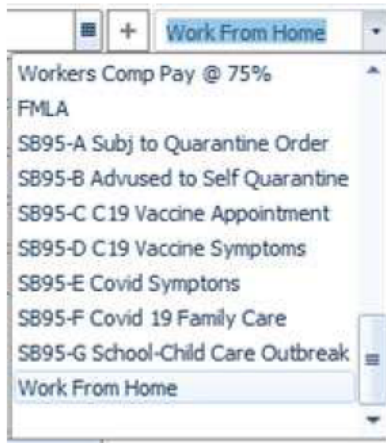
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Clouds Procedures

Please see below for a quick guide on how to utilize the Work From Home timesheet feature on Clouds.

When entering the timesheet, the user should follow the instructions below:

1. Enter the worked hours normally, including Times In/Out and Org Numbers.
2. Select the **Work From Home** option under the “**Absence/Overtime Type and Hours**” section and enter the number of hours worked from home (will not be counted in Total Hours).



- a. If the user has worked only part of the day from home, only the hours worked from home should be entered in this section.
- b. If the user worked from home part of the day, and was off work for part of the day, the user should also use the (+) plus sign to enter the appropriate accrual and hours for the time off in this section, in addition to the hours worked from home.
- c. If the user has worked only part of the day from home, only the hours worked from home should be entered in this section.
- d. If the user worked from home part of the day, and was off work for part of the day, the user should also use the (+) plus sign to enter the appropriate accrual and hours for the time off in this section, in addition to the hours worked from home.

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Time Off / Overtime Properties - 06-30-2021																
06-16-2021 - 06-30-2021		Status: <span style="color: blue;">New</span>			Employment: <span style="color: blue;">On-Call Temporary</span>			Work / Week: 40:00 ( TC : Administration )			Auto Fill		Reload Stat.			
Site Location: <span style="color: blue;">zTest Center</span>				1			Position: <span style="color: blue;">Teacher</span>			Working Hours: 08:00-12:00 13:00-17:00			2			
Date	W/S	In	Out	In	Out	Work Hours	Time Code	Project	Project	Project	Project	Project	Project	Project	Absence/Overtime Type and Hours	Total Hours
16	10/4	08:00	12:00	01:00	05:00	08:00		1401							Work From Home 08:00	08:00

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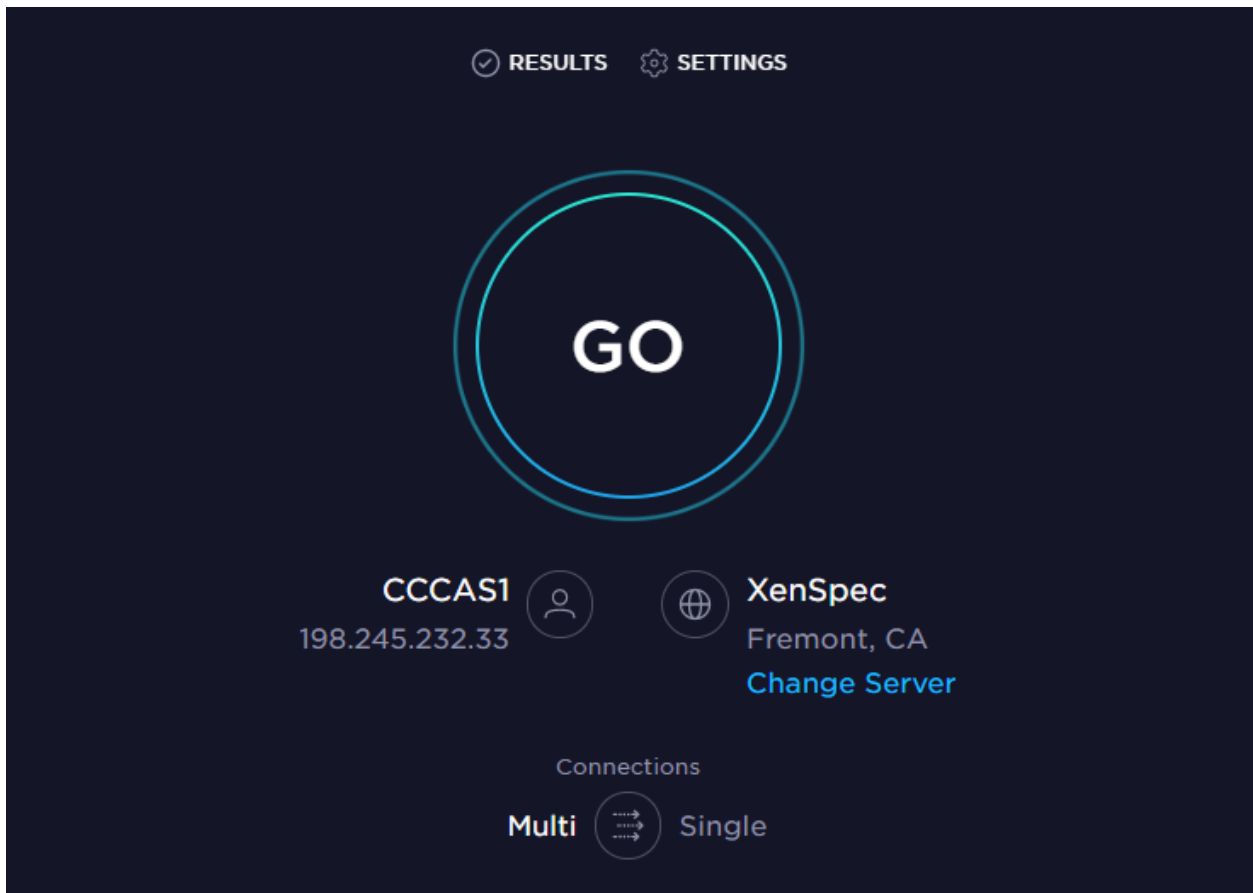
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Info Sheet – How to Verify Internet Bandwidth

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**Purpose:** With the increased need for Internet connectivity to facilitate doing our jobs remotely, EHSD has to establish standards required to work effectively. In order to verify a user has the necessary bandwidth to perform their job functions, the following procedure will be used to standardize gathering a location’s capabilities.

- 1) Bandwidth Check - Using a County Laptop or PC connect to your home network
  - a) Establish a wireless or wired connection to your home network
  - b) Open the Edge browser
  - c) Navigate to <http://www.speedtest.net>
  - d) Press the Go button



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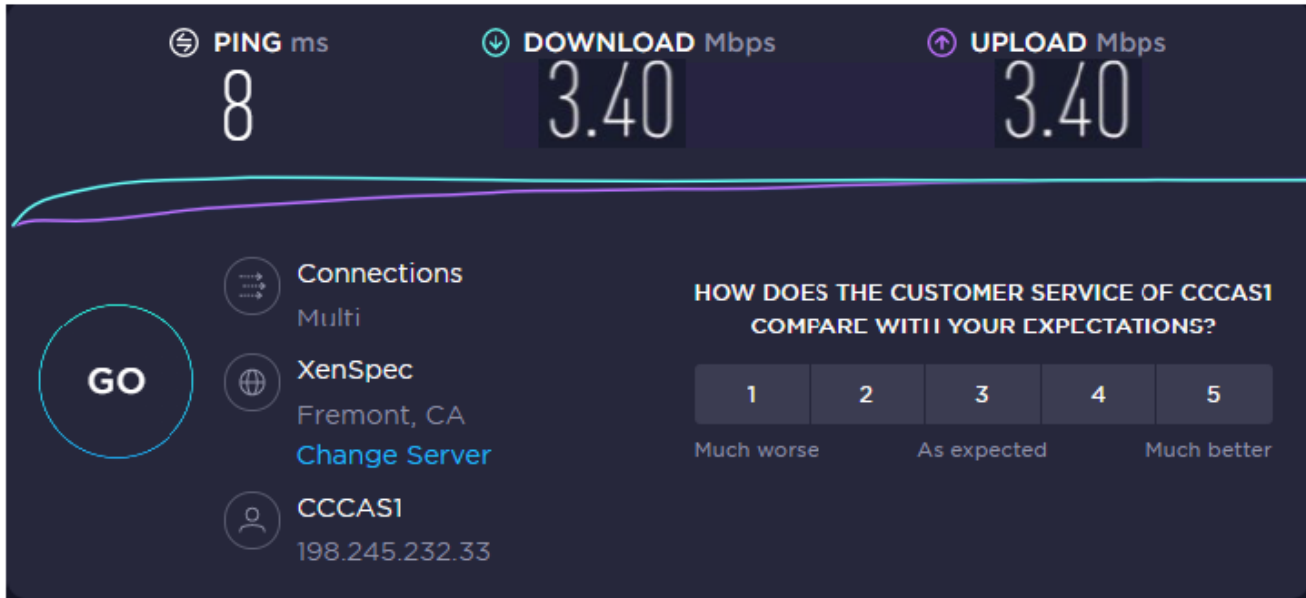
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e) Take a screen shot or snip using the snipping tool.



- 2) Select File, then Print to provide the screen shot or snip as your verification of bandwidth.
- 3) The required download and upload speeds are at least 3Mb.

**If you encounter any problems or need additional assistance, please contact EHSD Help Desk at (925) 521-7200.**

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### Phone Forward User Instructions

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\* These instructions are for staff who have the old PBX phone system. Not for staff that have the new Cisco VoIP phones.

**Purpose:** To enable the Zero out option to forward your desk phone. If a user needs to have their desk phone forwarded to an alternate phone number due to remote work or other reasons.

This is a two-step process.

- 1) To request your voice mail to be moved to the AT&T system:
  - a. Call The EHSD Help Desk to request the voice box move.
  - b. Provide the phone number that needs to be moved to the AT&T voice mail system.
  - c. Provide The EHSD Help Desk with the alternate number to have your phone forwarded to.
  
- 2) To change your voice mail greeting after the EHSD Help Desk or DoIT confirms that your voice mail has been moved to AT&T:
  - a. Login to your phone and change the greeting.
  - b. Change your "personal greeting" to advise the caller to press 0 to reach your alternate phone.

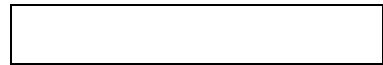
Ex: *"Please press 0 to reach me on my mobile phone"*

After this change is made, incoming callers to your desk phone will have the option of pressing 0 to be forwarded to the alternate number you provided.

**Note:** If multiple staff from the same location need to have this feature enabled, please consolidate them into a single request when possible.

**If you encounter any problems or need additional assistance, please contact EHSD Help Desk at (925) 521-7200**

DMCL #21-66



REPLACES: 23-904, 23-906,  
23-907

SECTION:  
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REMOTE WORK  
GUIDELINES

SECTION: 23-909-2  
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### APPEAL PROCESS

Pursuant to the County Policy (Admin Bulletin 439, Sec. IV.E.) an employee whose remote work request has been denied, modified or terminated may request an appeal.

The Department Head will return denied requests to the Bureau Director and employee via email. The employee has fifteen (15) calendar days from the receipt of the denial to file an appeal. The appeal form can be found on the EHSD Intranet.

**Step 1:** The employee must completely fill out, sign and return the Remote Work Request Appeal Form to [Remote Work Appeals@ehsd.cccounty.us](mailto:Remote_Work_Appeals@ehsd.cccounty.us) and copy their Supervisor/Manager and Bureau Director.

**Step 2:** If the employee does not file a timely appeal by the 15<sup>th</sup> calendar day, the Department Head will send a copy of the denied Remote Work Request and Decision Form to the employee, the Bureau Director and to Personnel at [ehsd\\_personnel\\_forms@ehsd.cccounty.us](mailto:ehsd_personnel_forms@ehsd.cccounty.us).

If the employee does file a complete and timely appeal, the Department Head or designee's secretary will contact the employee to arrange a meeting date that shall occur within 15 calendar days of the request, consistent with County Policy Admin Bulletin 439. Therefore, every effort must be made to conduct the meeting within the prescribed timelines.

Employees have the option to opt-out of the meeting and request to only receive written correspondence of their appeal decision instead.

At the meeting, which may be conducted over the phone, via Zoom, or in-person, the Department Head or designee will hear the employee's appeal and presentation. The employee may be accompanied by their union representative.

**Step 3:** The Department Head, or designee, shall provide a decision on the Appeal Form within ten (10) calendar days after the meeting and forward copies to the Bureau Director, employee, and Personnel at [ehsd\\_personnel\\_forms@ehsd.cccounty.us](mailto:ehsd_personnel_forms@ehsd.cccounty.us).

The decision of the Department Head, or designee, is final and not subject to the grievance procedure or any other appeal (County Admin Bulletin 439, Sec. IV. E.).

DMCL #21-66

REPLACES: 23-904, 23-906,  
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SECTION:  
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**Remote Work Request Appeal Form**

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

**To:** \_\_\_\_\_

**From:** \_\_\_\_\_

The reason(s) for denial are indicated in the narrative description attached to the Remote Work Request and Decision Form. Employees have fifteen (15) calendar days from the receipt of the denial to file an appeal.

**Date denial was received by the employee:** \_\_\_\_\_

Please indicate why you are appealing the remote work request denial and return the form to [Remote\\_Work\\_Appeals@ehsd.cccounty.us](mailto:Remote_Work_Appeals@ehsd.cccounty.us).

**I would like to file an appeal based on the following reason(s):**

Please indicate your meeting preference:

- Zoom/Teams     Phone     In-Person     Opt-out of meeting

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EFFECTIVE DATE: 10-22-21

\_\_\_\_\_  
Employee Signature                                  Date

**For Department Head/Designee Use Only**

Date denial was issued to the employee: \_\_\_\_\_  
Date appeal form was received by Department Head/designee: \_\_\_\_\_

**Did the employee file a complete and timely appeal?**

- No.** Forward copies of the Remote Work Request and Decision Form and Appeal Form to the employee, Bureau Director and Personnel at [ehsd\\_personnel\\_forms@ehsd.cccounty.us](mailto:ehsd_personnel_forms@ehsd.cccounty.us).
- Yes.** Arrange to meet by \_\_\_\_\_.
- Yes, but prefers not to meet.**

**Appeal Meeting Date:** \_\_\_\_\_

**Attendees:**  
\_\_\_\_\_  
\_\_\_\_\_

**FINAL DECISION:**

I, Department Head/Designee Name, APPROVE the remote work request and agree to overturn the denial based on the following terms and conditions:

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EFFECTIVE DATE: 10-22-21

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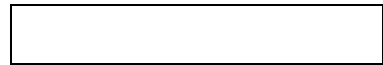
Enter Employee's Name.: Please update the Remote Work Request and Decision Form with the agreed upon modifications specified above, then resubmit it to the Department Head/Designee for approval.

I, Department Head/Designee Name, DO NOT APPROVE the remote work request based upon the employee's reason(s) for appeal and this determination is final.

Forward copies of the Appeal Form to the employee, Bureau Director and Personnel at [ehsd\\_personnel\\_forms@ehsd.cccounty.us](mailto:ehsd_personnel_forms@ehsd.cccounty.us).

\_\_\_\_\_  
Department Head/Designee Signature

\_\_\_\_\_  
Date



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ISSUED/REVISED: 03-12-20

REMOTE WORK  
GUIDELINES

SECTION: 23-909-2  
PAGE NO.: 7  
EFFECTIVE DATE: 10-22-21

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<sup>1</sup> Photo Credit: Retrieved from [The 10 Best Ergonomic Office Chairs of 2021 \(thespruce.com\)](https://thespruce.com) on August 31, 2021.

<sup>2</sup> Photo Credit: Retrieved from [Shop | Workrite Ergonomics | Innovative Ergonomic Office Products](#) on August 31, 2021.

<sup>3</sup> Photo Credit: Retrieved from [New Year's Resolutions- we've got your back! - Metric Office - Office Interiors & Furniture - Surrey \(metric-office.co.uk\)](#) on August 31, 2021.