

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	1 of 19
Effective Date			
September 1, 2022			

1. PURPOSE

- 1.1. The City of San Diego seeks to provide *Telework* as an option for its employees. *Telework* has been reported to increase employee productivity, promote efficient and effective use of time and resources, enhance employee engagement, improve employee morale, job satisfaction and work-life balance, and reduce traffic and greenhouse gas emissions, which would support the City’s Climate Action Plan.
- 1.2. This Administrative Regulation (A.R.) details the guidelines and requirements for the City of San Diego’s Telework Program, although some provisions may differ in accordance with an applicable Memorandum of Understanding (MOU).
- 1.3. The City of San Diego’s Telework Program is for employees, including department-approved uniformed public safety employees, whose job duties are operationally feasible to perform off-site.
- 1.4. Participation in the Telework Program is at the discretion of an employee’s department and voluntary for employees whose job duties do not require their physical presence at a City office or facility and can be successfully performed remotely. Employees are not entitled to *Telework* under the Program. Approval to *Telework* under the Program is discretionary. The Program may be applied differently across a job classification depending on operational needs.

2. SCOPE

This A.R. applies to all employees with the exception of uniformed public safety employees, unless a uniformed public safety employee is approved to *Telework* by their department based on their operational assignment.

3. DEFINITIONS

- 3.1. *Telework* or *Teleworking*: When an employee performs some or all of their regular job duties at a designated *Telework Site*, a location away from their normal, permanent City work location, as established in the *Telework Program Agreement* (Attachment A). *Telework* is also referred to as remote work or mobile work. *Teleworking* can be either regular or occasional, in that it can occur on a regularly scheduled basis or on occasion, as needed and approved in advance in writing.

Authorized By:

(Signature on File)

CHIEF OPERATING OFFICER

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	2 of 19
Effective Date			
September 1, 2022			

- 3.1.1. *Regular Teleworking*: When an employee *Teleworks* on an established *Teleworking* schedule with designated hours and regular, designated *Teleworking* days.
- 3.1.2. *Occasional Teleworking*: When an employee *Teleworks* on an intermittent, temporary, or project-based basis with prior approval.
- 3.2. *Teleworker*: An eligible employee participating in the Telework Program through a *Telework Program Agreement*. *Teleworkers* are also referred to as remote or mobile workers.
- 3.3. *Telework Program Agreement*: An alternative work arrangement agreement, at the discretion of the department, between the employee and the City where the employee may be permitted to work from their home or other designated *Telework Site*, as established in the *Telework Program Agreement* (Attachment A), rather than the employee's permanent work location or other City-designated workstation. Such an *Agreement* may not be available if the employee's job duties rely on in-person services. Employees must be able to perform at least some or all of their regular job duties at a location away from their normal work location.
 - 3.3.1. A *Telework Program Agreement* must be approved by the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) in advance of the employee *Teleworking*.
 - 3.3.2. The request and approval process for a *Telework Program Agreement* is not grievable.
 - 3.3.3. The City may change an employee's *Teleworking* schedule with five working days advance notice.
 - 3.3.4. The City will provide at least 72 hours advance written notice to a *Teleworker* to return to their City work location unless extenuating circumstances warrant the employee's more immediate return to their City work location, in which case the *Teleworker* will be given as much advance written notice as possible.
 - 3.3.5. An employee's *Telework Program Agreement* will cease upon the employee's separation from the City or as determined by their department.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	3 of 19
		Effective Date	
		September 1, 2022	

3.4. *Telework Site*: An area designated in an eligible employee’s home for the performance of City work and for which the employee has completed a Telework Site Safety Checklist and Self-Certification (Attachment B). An area outside of the employee’s home, such as a co-working site, may also be designated as a *Telework Site* with prior approval from the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) and completion of a Telework Site Safety Checklist and Self-Certification (Attachment B).

4. POLICY

4.1. It is the City’s policy to allow employees to *Telework*, at the discretion of their department, when it is operationally feasible and a viable work option consistent with the City’s operational needs, with clearly defined benefits for the City and the employee. However, an employee must report to their City work location at the discretion of the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) based on department or City operational need.

4.2. *Teleworking* will be offered as an option under this Telework Program’s terms and conditions, the provisions of any applicable MOU, and a *Telework Program Agreement*, and is a matter of department management’s discretion, not an entitlement or employee right. Due to the services provided by the City to the public, there are many instances in which *Teleworking* will not be possible or a viable option, and some workgroups or departments may not be able to participate in the Telework Program. Similarly, there may be times when individuals of the same job classification may not have the same circumstances allowing for *Teleworking*.

4.3. The Mayor or Chief Operating Officer (COO) may at any time evaluate the effectiveness of this Telework Program. For Non-Mayoral Departments, the Department Head or Appointing Authority may evaluate the Telework Program’s effectiveness with respect to their department. Upon assessment, the Telework Program may be discontinued or suspended for extenuating circumstances with at least 72 hours advance written notice, if possible, to the impacted employees. Departments must receive approval in writing from the Chief Financial Officer (CFO) or their Deputy COO (DCOO), or for Non-Mayoral Departments, their Department Head or Appointing Authority, before participating in this Telework Program.

4.4. When implementing this Telework Program, the CFO, DCOOs, and Department Directors, and Department Heads and Appointing Authorities for Non-Mayoral Departments, should ensure the following:

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	4 of 19
Effective Date			
September 1, 2022			

- a) Equitable treatment of employees of the same or similar functions when considering requests for *Telework*.
- b) Implementation of this Telework Program in a manner that promotes and strengthens development of team cohesion.
- c) Supervisor and department management understanding and use of best practices related to leadership and management in a remote working environment.

5. GENERAL REQUIREMENTS

- 5.1. Except for those obligations and responsibilities addressed explicitly in this Telework Program and associated documents, employees' duties, obligations, responsibilities, and employment conditions with the City, including compensation, benefits, and work status, remain unchanged while *Teleworking*.
- 5.2. *Teleworkers* and their supervisors must comply with all City policies, Administrative Regulations, procedures, agreements, organizational rules, and local, state, and federal laws, including the federal Fair Labor Standards Act.
- 5.3. The violation of any provision of this Telework Program or the misuse of City time or any City-provided equipment may disqualify an employee from *Teleworking* and result in disciplinary action, up to and including termination of employment, as outlined in Personnel Regulations and applicable MOUs with the City's recognized employee organizations.
- 5.4. *Teleworkers* must provide up-to-date contact information to their supervisors, including the address of the *Telework Site* and a valid phone number that will be used by the *Teleworker* during working hours. Only the *Teleworker's* contact phone number will be shared with their managers, co-workers, and other business contacts to the extent necessary for regular business communications during working hours.
- 5.5. During working hours, *Teleworkers* are expected to respond within three hours to phone calls, voice messages, text messages, e-mails, or other communications from managers, supervisors, or co-workers requesting a response. Department-approved uniformed public safety employees who *Telework* are expected to respond within one hour due to the nature of public safety.
- 5.6. In-person meetings may not be held at the employee's *Telework Site* unless the *Telework Site* is not the employee's home and the site has been approved for in-

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	5 of 19
Effective Date			
September 1, 2022			

person meetings by the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments).

- 5.7. *Teleworkers* must maintain a professional appearance and ensure that work-appropriate clothing is worn during work hours on video calls and when in a City workplace.
- 5.8 If *Teleworkers* record video calls or other meetings as part of their work duties, they must ensure all participants are aware of the recording, for example, by making a verbal statement at the beginning of the recorded portion of the meeting indicating the recording is taking place.

6. ELIGIBILITY

- 6.1. To be eligible to participate in the Telework Program, an employee must meet the following criteria:
 - a) Adheres to the work schedule that has been approved by their supervisor and Department Director (Department Head or Appointing Authority for Non-Mayoral Departments).
 - b) Holds a position or assignment with responsibilities that can be accomplished off-site with City-issued equipment that can be used at the alternative worksite. This includes department-approved uniformed public safety employees working in administrative assignments. Job classifications tasked with providing on-site citizen or client department services, requiring the use of specialized machinery (e.g., printers, plotting, vehicles, etc.), or needing to supervise the work of others in person, may not be suitable for *Teleworking*.
 - c) Has demonstrated the ability to work independently, manage work time, organize and prioritize work, exercise good judgment, stay connected, communicate thoroughly and effectively, and regularly complete work assignments.
- 6.2. Generally, employees are not eligible to request participation in the Telework Program unless they have successfully completed their probationary period, as a newly hired City employee, and have maintained a satisfactory performance record for six months. This provision may be waived on a case-by-case basis by the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) in writing.
- 6.3. Employees must select a *Telework Site* located within the state of California and within two hours (travel time) of City Hall (202 C Street, San Diego, CA 92101)

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	6 of 19
		Effective Date	
		September 1, 2022	

in order to immediately return to the employee’s permanent work location should this become operationally required by the department or City.

- 6.4. Nothing in this Telework Program modifies or changes the City’s existing policies related to reasonable accommodations for employees with disabilities or medical conditions. However, the City may use *Telework* as a component of a reasonable accommodation plan with employees.

7. APPROVAL TO TELEWORK

- 7.1. The City has the right and discretion to approve or deny an employee’s request to *Telework* based on the department’s or the City’s operational needs and the eligibility factors and approval criteria outlined in this Telework Program. Both *Regular Teleworking* and *Occasional Teleworking* arrangements are subject to approval or denial by the employee’s supervisor and the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments), as described below or otherwise specified in an applicable MOU. The decision is final and not subject to appeal.
- 7.2. Department Directors (Department Head or Appointing Authority for Non-Mayoral Departments) may limit the number of *Teleworkers* and employees working alternative schedules that reduce on-site staffing at any time based on operational needs.
- 7.3. Employees allowed to *Telework* in one job classification or assignment may not necessarily be allowed to *Telework* after a change in job classification or assignment. Each job classification or assignment is evaluated by the department on a case-by-case basis to determine if the employee is permitted to *Telework*.
- 7.4. **Approval Criteria:** An employee’s *Teleworking* arrangement must satisfy all of the following criteria:
- a) Does not impact the employee’s ability to perform their job responsibilities satisfactorily;
 - b) Does not unreasonably affect the workload of others;
 - c) Does not reduce the level of service to the community or internal customers, or impact hours of operations for City facilities;
 - d) Does not result in an increase in cost to the City (covered or reimbursable *Telework* costs are detailed in Section 15, below);
 - e) Does not impact the employee’s ability to communicate in a timely and reasonable manner;

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	7 of 19
		Effective Date	
		September 1, 2022	

- f) Does not affect the employee’s ability to stay connected with team members;
- g) Does not impact other departmental needs as determined by the CFO, DCOO, or Department Director (Department Head or Appointing Authority for Non-Mayoral Departments).

7.5. **Regular Teleworking Approval Process:** Employees interested in participating in the Teleworking Program as a *Regular Teleworker* must meet with their supervisor to discuss their request. In the discussion, employees should propose a *Teleworking* schedule and describe how they will accomplish their job duties while *Teleworking*. Supervisors should communicate expectations and objectives for completing assignments and the coordination of work while employees are *Teleworking*. Supervisors are encouraged to hold regular (e.g., daily) check-in sessions with *Teleworkers* via email, meeting, phone, or other means.

7.5.1. Employees must complete a *Teleworking Program Agreement* (Attachment A) that includes the following:

- a) Specifies the proposed *Telework* schedule;
- b) Identifies the *Telework Site* and certifies the employee will maintain this location in a condition that is free of health and safety hazards, following the provisions of this Telework Program;
- c) Provides up-to-date contact information for the employee;
- d) Identifies City-provided equipment to be used while performing job duties at the *Telework Site*;
- e) Documents any other terms or conditions agreed upon between the employee and their department. These will be outlined in the Telework Program Forms, Attachment A, Work Duties and Objectives.

7.5.2. As described in the Work Environment section below, employees must also complete a Telework Site Safety Checklist and Self-Certification (Attachment B) before the *Teleworking Program Agreement* is approved by the department.

7.6. **Occasional Teleworking Approval Process:** Employees may be allowed to *Telework* periodically, subject to the eligibility and approval criteria above, approval of a *Telework Program Agreement* (Attachment A), and completion of a Telework Site Safety Checklist and Self-Certification (Attachment B). If warranted by the circumstances, a department may provide an employee with temporary emergency written approval to *Telework* on a particular day. The following are examples of situations potentially appropriate for *Occasional Teleworking*:

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	8 of 19
Effective Date			
September 1, 2022			

- a) When an employee needs to complete work on a special project that requires a period of uninterrupted work time;
- b) During an employee’s convalescence from injury or illness, with the written recommendation and approval of a health care provider;
- c) To provide convenience and maximize work time on days in which an employee’s off-site meetings or personal appointments make travel to the regular City worksite impractical;
- d) When an employee’s reasonable commute routes are blocked;
- e) When an employee’s primary worksite is inaccessible.

There may be other department-specific examples as well at the discretion of the department.

- 7.7. *Telework Program Agreements* must be routed for consideration by the employee’s supervisor and the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) and approved in advance of any *Telework* being performed.
- 7.8. *Telework Program Agreements* may be conditionally approved for an initial period of six months and then extended upon a successful review. *Telework Program Agreements* may be terminated at any time by either the employee or the department consistent with the notification requirements as identified in this A.R.
- 7.9. The Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) will assess the impact of all *Teleworking* arrangements within the department to determine whether organizational needs are being satisfied, City service levels are being maintained, and employee performance is consistently meeting or exceeding expectations.

8. WORK HOURS

- 8.1. *Teleworking* is not a substitute for paid time off or any accrued leave available to an employee. *Teleworking* is also not a substitute for ongoing dependent care. *Teleworkers* must make regular dependent care arrangements.
- 8.2. If the *Teleworker* is unable to work their normally scheduled work hours for any reason, the *Teleworker* should submit a leave request to their immediate supervisor.
- 8.3. The following provisions regarding work hours must be followed:

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	9 of 19
		Effective Date	
		September 1, 2022	

- 8.3.1. *Teleworkers* are expected to work their regular work schedule and be available during that time. Unless changes are otherwise approved in writing, *Teleworkers* are expected to maintain their existing lunch break and rest break schedules.
- 8.3.2. *Teleworkers* must comply with time entry and approval policies, including A.R. 95.30 (Processing of Biweekly Time Entry and Associated Payroll Documents).
- 8.3.3. *Teleworkers* entitled to overtime pay must report all time worked and obtain prior approval from their supervisor to work beyond their regular work schedule. *Teleworkers* must comply with A.R. 95.01 (Overtime Compensation) and not work casual overtime.
- 8.3.4. The City recognizes that situations may arise where *Teleworkers* need additional flexibility in their working hours. In such cases, the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) may provide written approval for temporary changes to the agreed upon regular *Teleworking* schedule, including approval of non-contiguous working hours, for *Teleworkers* after determining the temporary working hours do not impact the department's ability to provide services.
- 8.3.5. *Teleworkers* must forgo *Teleworking* when they are needed in the office or at another City worksite or location on a scheduled *Teleworking* day to meet operational needs. Supervisors should provide at least 72 hours advance written notice, if possible, but may provide less than 72 hours notice should an immediate need arise. If a *Teleworker* fails to return to the workplace as directed, they may be subject to discipline. Department-approved uniformed public safety employees who *Telework* must return to the work place within one hour of being notified, when requested, unless otherwise directed, due to the nature of public safety.

9. PERFORMANCE EXPECTATIONS

Participation in the Telework Program requires that employees meet the following performance expectations:

- 9.1. *Teleworkers* must comply with the terms and conditions of their *Telework Program Agreement*. Specific objectives and assignments for each *Teleworker*

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	10 of 19
Effective Date		September 1, 2022	

must be established by the supervisor and employee, documented in the *Telework Program Agreement*, and monitored by the *Teleworker's* supervisor.

- 9.2. *Teleworkers* must be accessible by telephone, email, or other City-approved communication platform, just as they are when working at the primary worksite. *Teleworkers* must stay connected with co-workers and supervisors and have a regularly scheduled check-in with their supervisor.
- 9.3. *Teleworkers* must maintain their performance at a level that meets expectations, including all standards set forth in the employee's Performance Plan, and must continue to satisfy the eligibility and approval criteria established for this Telework Program.

10. WORK ENVIRONMENT

- 10.1. Before an employee's *Telework Program Agreement* has been approved and before *Teleworking* begins, the *Teleworker* must do all of the following:
- a) Designate a workspace as a *Telework Site* and commit to properly maintaining the *Telework Site* when *Teleworking*;
 - b) Complete a Telework Site Safety Checklist and Self-Certification (Attachment B);
 - c) Complete the following Ergonomic Educational Program:
 - i. Complete the SuccessFactors online course entitled "Reducing Repetitive Motion Injuries in the Workplace and at Home"
<https://sandiego.plateau.com/learning>.
 - ii. Review the informational handout entitled "Ergonomic Tips for Those Working From Home"
<https://citynet.sandiego.gov/sites/default/files/ergoworkfromhome.pdf>.
- 10.2. *Teleworkers* are required to provide an updated Telework Site Safety Checklist and Self-Certification to their supervisor after a change in their *Telework Site* or after any change to the information previously provided on the Telework Site Safety Checklist and Self-Certification.
- 10.3. *Teleworkers* are generally covered by Cal/OSHA and the City's workers' compensation insurance program during *Teleworking* hours and while conducting City work. In the event of an injury occurring at the *Telework Site* during *Teleworking* hours or while conducting City business, *Teleworkers* must notify their supervisor immediately – within 24 hours – or as soon as possible when a work-related injury is sustained. The supervisor must then inform their Department Director (Department Head or Appointing Authority for Non-

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	11 of 19
Effective Date		September 1, 2022	

Mayoral Departments), report the injury to the City’s Work-Related Injury Call Center at 1-800-427-7980, and provide injury details and employee information. The *Teleworker* and supervisor must follow regular workers’ compensation procedures and complete all necessary and management-requested documents regarding the injury.

- 10.4. In the event that a recordable injury occurs at the *Telework Site*, the supervisor must complete a Supervisor’s Injury/Illness Investigation Report which will be held in the *Teleworker’s* department personnel file for five years. With 72 hours advance written notice, the City management may exercise its option to inspect the *Telework Site* as part of the investigation process.
- 10.5. In the event of a recordable injury, and with 72 hours advance written notice, City management may exercise its option to inspect the *Telework Site* to assess compliance with this Telework Program and safety requirements. Every effort should be made by City management to assess the condition of a *Telework Site* using the least invasive means, such as through photographs or video.

11. OFFICE EQUIPMENT AND EQUIPMENT MAINTENANCE, REPAIR, AND REPLACEMENT GUIDELINES

- 11.1. *Teleworkers* must comply with A.R. 90.62 (Information & Communications Technology Acceptable Use) and their *Telework Program Agreement* while *Teleworking*. No City-owned equipment or furniture present at the employee’s regular City worksite may be removed and brought to the *Telework Site* for purposes of *Teleworking* except as specifically approved. *Teleworkers* must store City-owned equipment in a secure location and ensure it is used only for City business while *Teleworking*. Any incident of loss, damage, or unauthorized use or access must be reported to the City at the employee’s first reasonable opportunity. *Teleworkers* are responsible for removing and returning approved equipment independently.
- 11.2. Time spent commuting to or from picking-up equipment or supplies from the employee’s regular City worksite or another location is considered normal commute time and is unpaid. Time spent in the office collecting or returning City equipment is considered working time and will be paid, but this should not be performed on an overtime basis. *Teleworkers* are responsible for setting up their equipment independently at their *Telework Site*. At the request of City management or prior to the end of employment with the City, all City-owned equipment must be returned.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	12 of 19
Effective Date		September 1, 2022	

11.3. *Teleworkers* may use personally-owned office equipment while *Teleworking*. Personally-owned office equipment includes, but is not limited to, computers, laptops, internet access, mobile phones, phone services, monitors, webcams, printers, scanners, fax machines, paper shredders, calculators, furniture, ergonomic equipment, and ink cartridges.

11.4. *Teleworkers* may consult with the City’s Department of Information Technology for assistance with a City-assigned laptop, mobile phone, or other City-issued equipment. The City will not provide technical support for personally-owned office equipment. *Teleworkers* are responsible for the maintenance and repair of their personally-owned office equipment and are required to install and maintain personally-owned office equipment at no expense to the City and make a best effort to keep them updated and secure.

12. LIABILITY

12.1. The City is not liable for loss or destruction to the *Teleworker’s* home, or to personal property at the *Teleworker’s* home or other *Telework Site* pursuant to A.R. 35.70 (Repair or Replacement of Employee’s Personal Property), because of the *Teleworker’s* participation in the Telework Program.

12.2. The City is not responsible for injury to the *Teleworker* outside of *Teleworking* hours or while not conducting City work.

12.3. The City is not liable for injury to the *Teleworker’s* family members, visitors, or invitees within or around the *Teleworker’s* home or *Telework Site* because of the *Teleworker’s* participation in the Telework Program.

12.4. Loss or destruction of City-owned property by a *Teleworker* is subject to A.R. 45.80 (Management of Loss to City Property Due to Crimes or Negligence).

13. INFORMATION SECURITY

13.1. It is imperative that confidential information be securely maintained. *Teleworkers*, like all City employees, are expected to protect confidential, proprietary, and business information from unauthorized or accidental access, destruction, or disclosure and adhere to A.R. 90.64 (Protection of Sensitive Information and Data).

13.2. In addition to the guidelines outlined in Administrative Regulation 90.62 (Information & Communication Technology) and Administrative Regulation

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	13 of 19
		Effective Date	
		September 1, 2022	

90.63 (Information Security Policy), the following information security guidelines apply to *Teleworkers*:

- 13.2.1. *Teleworkers* must ensure that confidential information is not disclosed to any unauthorized person(s).
- 13.2.2. *Teleworkers* must provide a secure workspace for protection of City equipment, City data, and City systems, particularly confidential data.
- 13.2.3. *Teleworkers* must return materials (paper documents, electronic media, etc.) containing confidential information to the City for proper storage, shredding, or disposal. *Teleworkers* must not discard any such material in a household receptacle.
- 13.2.4. *Teleworkers* must adhere to copyright law and not copy or share any City-owned software.
- 13.2.5. *Teleworkers* should avoid storing City documents or materials on their personal computers or devices or using their personal email accounts to transfer documents.

14. PUBLIC RECORDS

The California Public Records Act applies to *Teleworkers*. Public records include any writing containing information relating to the conduct of the City’s business, prepared, owned, used, or retained by the City, regardless of physical form or characteristic. Public records created or maintained on any personal computer or device of an employee are subject to the Public Records Act. Employees using personal computers or other personal equipment or resources for the purpose of conducting City business will be required to conduct a search of all such equipment and devices and disclose any relevant public record or public information in the employee’s custody within the required time limits. The Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) should ensure proper procedures exist and direction is provided to *Teleworkers* to ensure compliance with the Public Records Act.

15. EXPENSES

- 15.1. *Teleworking* is voluntary. The City is not obligated to pay for the cost to *Telework*. However, any expenses related to *Teleworking* will be allocated as detailed in this Telework Program.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	14 of 19
Effective Date		September 1, 2022	

15.2. Responsibility of the City

- 15.2.1. The City will cover the costs of essential office supplies that generally are available at the City work site for the employee's use (e.g., pens, binders, notepads, post-its, etc.). Printer ink cartridges and other similar consumables will be provided only for City-owned equipment and only when an employee is authorized to use the equipment at their *Telework Site*. *Teleworkers* will not be reimbursed for additional office supplies unless advance written approval by the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) is given to purchase the supplies. City-issued supplies must be used for City work purposes only. The Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) shall establish procedures for the distribution of supplies to *Teleworkers* and costs for supplies will remain within the department's budget allocation.
- 15.2.2. Any *Telework* costs to be covered by the City or reimbursable to an employee require the prior written approval of the Department Director (Department Head or Appointing Authority for Non-Mayoral Departments).
- 15.2.3. To the extent an employee has documented reasonable accommodation or ergonomic needs as determined by an approved ergonomic assessment, the City will be responsible for providing appropriate equipment for the employee.

15.3. Responsibility of Employee

- 15.3.1. *Teleworkers* will be responsible for their work-related telephone expenses unless an employee is issued a City cell-phone or provided a telephone stipend as outlined in A.R. 90.25 (Wireless Communication Services).
- 15.3.2. *Teleworkers* will be responsible for the costs of Internet network access set-up and continuing charges, home workspace furniture and related modifications, and the purchase, repair, or replacement of personal office equipment at the *Telework Site*.
- 15.3.3. *Teleworkers* will be responsible for any cost to relocate personal or City-issued equipment or to re-install equipment if the *Teleworker*

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	15 of 19
Effective Date			
September 1, 2022			

moves to a new *Telework Site* either at a new residence or a different area in the existing *Telework Site*.

- 15.3.4. *Teleworkers* will be responsible for the costs of repairs or adjustments to their home or other *Telework Site*, as needed following the *Teleworker's* initial assessment of the *Telework Site* and completion of the Telework Site Safety Checklist and Self-Certification.
- 15.3.5. *Teleworkers* will be responsible for the cost of commuting to and from work to attend meetings or other required work events when *Teleworking*. However, a *Teleworker's* use of a personal vehicle for City business will be subject to A.R. 45.10 (Employee Transportation Authorization (mileage reimbursement)). The employee's regular work location at the City is the employee's "normal workstation" for purposes of mileage reimbursement.
- 15.3.6. *Teleworkers* will be responsible for the cost of their own applicable homeowner's or renter's insurance, if any, including any changes in rates or coverage required for *Teleworking* and maintaining a home office. *Teleworkers* are encouraged to obtain coverage for business property through the *Teleworker's* personally purchased insurance policies.
- 15.3.7. *Teleworkers* will be responsible for the cost of their utilities at the *Telework Site*, such as water, gas, and electricity, including maintenance costs, incurred while *Teleworking*.
- 15.3.8. *Teleworkers* will be responsible for their income taxes. Employees are encouraged to consult with a qualified tax professional at their own expense to discuss income tax implications related to maintaining a home workspace. The City will not provide tax guidance, nor will the City assume any tax liabilities associated with this Telework Program.

16. RESPONSIBILITY

16.1. **Employees**

- 16.1.1. Meet with their supervisor to discuss their request to *Telework* and complete the *Telework Program Agreement* (Attachment A).
- 16.1.2. Before the *Telework Program Agreement* has been approved and *Telework* commences:

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	16 of 19
Effective Date		September 1, 2022	

- a) Establish a designated *Telework Site* and complete the Telework Site Safety Checklist and Self-Certification (Attachment B).
- b) Complete the following Ergonomic Educational Program:
 - i. Complete the SuccessFactors online course entitled “Reducing Repetitive Motion Injuries in the Workplace and at Home”
<https://sandiego.plateau.com/learning>.
 - ii. Review the informational handout entitled “Ergonomic Tips for Those Working From Home”:
<https://citynet.sandiego.gov/sites/default/files/ergoworkfromhome.pdf>.
- c) Coordinate remote access through the Department of Information Technology as needed.

16.1.3. Maintain *Telework Site* in a condition free of health and safety hazards and in compliance with the Telework Site Safety Checklist and Self-Certification (Attachment B).

16.1.4. Comply with the terms of the employee’s *Telework Program Agreement* and this Telework Program.

16.1.5. Maintain performance that meets expectations while *Teleworking*.

16.1.6. Seek approval from their supervisor for any change in the *Telework Site* or *Telework Program Agreement*.

16.2. Supervisors

16.2.1. Meet with employees requesting *Telework* to discuss the request, establish objectives and assignments, review the *Telework Program Agreement*, recommend approval or denial based on the eligibility factors and approval criteria specified in this Telework Program considering operational needs, and forward request to Department Director (Department Head or Appointing Authority for Non-Mayoral Departments).

16.2.2. On an ongoing basis, monitor the effectiveness of *Teleworking* arrangements and compliance with *Telework Program Agreements*, and modify conditions of *Telework Program Agreements* as necessary and approved by the Department and as discussed with the employee.

16.2.3. After an initial term of a *Telework Program Agreement*, assess the

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	17 of 19
	Effective Date September 1, 2022		

effectiveness of the *Teleworking* arrangement and compliance with the *Telework Program Agreement* to recommend whether to extend the term of the *Telework Program Agreement* for the employee.

16.2.4. Provide written approval for use of confidential information at the *Teleworker's Telework Site* when appropriate and authorized.

16.3. Department Directors (for Mayoral Departments) and Department Heads and Appointing Authorities (for Non-Mayoral Departments)

16.3.1. Review *Telework Program Agreements* annually and any subsequent renewal requests and recommend approval or denial based on the eligibility factors and approval criteria established in this Telework Program, including operational needs.

16.3.2. Assess the impact of all *Teleworking* arrangements within the department to determine whether organizational needs are being satisfied, City service levels are being maintained, and employee performance is consistently meeting or exceeding expectations, and modify or terminate *Teleworking* arrangements as appropriate.

16.3.3. Establish a departmental protocol for regular communications between managers, supervisors, and team members who are *Teleworking*.

16.3.4. Update department policies and procedures to facilitate implementation of the Telework Program.

16.3.5. Safeguard City assets used for *Teleworking* and track assignment and return of City-owned equipment.

16.3.6. Review *Telework Program Agreements*.

16.3.7. Approve or deny requests to *Telework*.

16.4. CFO and DCOOs

16.4.1. Review *Telework Program Agreements*.

16.4.2. Approve or deny requests to *Telework*.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	18 of 19
Effective Date		September 1, 2022	

16.5. Human Resources

16.5.1. When a department wishes to participate in the Telework Program, advise Department Director (Department Head or Appointing Authority for Non-Mayoral Departments) of any meet and confer obligations.

16.5.2. Communicate the names and *Telework Site* addresses of approved *Teleworkers* to Risk Management, as needed.

16.5.3. Maintain a central list of *Teleworkers*.

16.6. Information Technology

16.6.1. Maintain a Remote Access Guide to assist employees in *Teleworking* technology procedures: <https://citynet.sandiego.gov/it/remote-access-faq>. Implement and maintain technology platforms that support and enable *Teleworking*.

16.6.2. Oversee an IT Teleworking Equipment Policy (Attachment C) to ensure departments are complying with the policy and tracking equipment. Departments are responsible for authorizing and tracking equipment and furniture approved for use at *Telework Sites*.

16.6.3. Appropriately tag equipment prior to providing new equipment to departments and track the equipment through the appropriate method.

16.7. Risk Management

16.7.1. Identify appropriate medical services for workers' compensation and maintain a website where *Teleworkers* can access a map of clinics near their *Telework Site*. The map of clinics can be found here: <https://www.sandiego.gov/sites/default/files/mpnclinicmap.pdf>

16.7.2. Provide a phone number where the *Teleworker's* supervisor can report an injury of a *Teleworker* and provide injury details and *Teleworker* information. The City's Work-Related Injury Call Center number is 1-800-427-7980.

16.8. Compliance

16.8.1. Provide and administer workers' compensation ergonomic assessment and training resources.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
TELEWORK PROGRAM	95.95	1	19 of 19
Effective Date			
September 1, 2022			

APPENDIX

Legal References

Administrative Regulation 35.70 – Repair or Replacement of Employee’s Personal Property

Administrative Regulation 45.10 – Employee Transportation Authorization (mileage reimbursement)

Administrative Regulation 45.80 – Management of Loss to City Property Due to Crimes or Negligence

Administrative Regulation 90.25 – Wireless Communication Services

Administrative Regulation 90.62 – Information & Communications Technology & Acceptable Use

Administrative Regulation 95.01 – Overtime Compensation

Administrative Regulation 95.30 – Processing of Biweekly Time Entry and Associated Payroll Documents

Administrative Regulation 95.39 – Management Responsibilities for Internal Financial Controls

Forms

Attachment A, City of San Diego, *Telework Program Agreement*

Attachment B, City of San Diego, Telework Site Safety Checklist and Self-Certification

Attachment C, City of San Diego, IT Telework Equipment Policy

Subject Index

Telework Program

Teleworking

Telework Site

Administering Department

Human Resources Department