



The Universities
AT SHADY GROVE

USG Telework Guidelines

The Office of Human Resources – July 2021

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USG TELEWORKING GUIDELINES

EXECUTIVE SUMMARY

As we reflect on the key takeaways in response to the pandemic and re-imagine our future, USG recognizes the tremendous value of teleworking and embraces the flexibility it can offer. A flexible telework policy can enhance and foster work-life balance, environmental sustainability, and the overall well-being of staff. While USG supports a hybrid work environment, it is important to understand that telework is a privilege for employees; it is not a guaranteed work arrangement. While all positions may not be suitable for teleworking, we strongly encourage supervisors to find flexibility in a way that everyone has the opportunity to take advantage of teleworking at least once a month. This could be in the form of utilizing the day for professional development opportunities, administrative tasks etc.

SCOPE

The purpose of the document below is to establish telework guidelines for the USG staff, intended to complement and supplement UMD's guidelines for telework. This document will address many of your questions as it pertains to teleworking and include important information on our guiding principles, the process, best practices, and various resources. Please know that not all factors within these guidelines will apply to each unit or employee. It is up to the unit management to determine what factors align with their unit's functions and are appropriate for them. This is a living document and as we learn more from our experience, we will continue to update the guidelines as and when needed.

DEFINITIONS

- **Telework** – Telework is completing the same work normally performed at the workplace, but doing it from home (or other location away from the office).
 - Routine Telework: Occurs as part of an ongoing, regular schedule
 - Situational Telework: Approved on a case-by-case basis, where the hours worked are NOT part of a previously approved, ongoing/regular telework schedule
- **Telework Agreement** – a document that outlines the specific alternative off-site work arrangement, and any necessary equipment/services needed.
- **Remote Workplace** - a worksite other than the employee's formal workplace (USG). The remote workplace may include the employee's home, a satellite office, or a telework center.

GUIDING PRINCIPLES

- USG's telework policy builds on the **University of Maryland's (UMD) telework guidelines**.
- Whether conducting work remotely or in person, USG employees strive to achieve their goals and responsibilities with excellence and in the spirit of continuous improvement. We are working to **foster a culture of fairness, equity, and transparency** and **trust** in the commitment of every employee.
- USG embraces **flexibility** to ensure the lessons and insights from on-line operations during COVID 19 can be carried forward in service to students and our university partners.
- A flexible telework policy can foster **greater efficiencies** through time saved from transportation; fewer hours on the road fosters **sustainability** as a key priority in the USG mission; a flexible telework policy can foster the **well-being** of staff.
- Every employee who teleworks for any amount of time will have a **telework agreement**

- **developed with and approved by their supervisor** in the spirit of these guiding principles.
- A telework option will be available to every USG employee at least one day per month associated with professional development opportunities.

BEST PRACTICES

For Supervisors

- The onus of equitable application of telework agreements falls on the supervisor in consultation with the department head.
- Supervisors should proactively engage in good faith efforts with all employees and be sensitive to inequities that may arise and/or perceived.
- Any use of an employee's past performance to substantiate a denial of teleworking privilege must be documented by PRD or other written format that have been shared with the employee.
- While all positions may not be suitable for telework, innovative approaches can be used to afford the opportunity to telework; for instance, engaging in a professional development activity at least once per month.
- Supervisors should ensure through regular consultation that others in the department who may rely on the presence of teleworking employees are not being adversely affected by any teleworking arrangement.
- Supervisors are responsible for aligning divisional/departmental telework plans across employees, assuring that all in-person activities, services, and responsibilities of the unit are covered.
- For more tips, please read [Telework Success Tips for Supervisors](#)

For Employees

- Teleworking employees must commit to being accessible and responsive during working hours.
- Employees must acknowledge that in case of a business necessity, they will report on-campus on a scheduled telework day.
- Teleworking employees are responsible for ensuring the safety of their surroundings while working remotely.
- Teleworking employees are responsible for furnishing their remote office.
- Employees agree to obtain supplies needed for work at the remote workplace from the main office. Out of pocket expenses for supplies regularly available at the main office will not normally be reimbursed unless prior authorization is given.
- Any request for equipment such as a computer/laptop should be reviewed with the supervisor and addressed at department level.
- It is recommended that teleworking employees must leave a sign on their office door/desk indicating the days they are working remotely. Telework schedules can also be added to email signature lines.
- Teleworking employees must review their schedule with their supervisors on a regular basis and any change in schedule should be given in writing at least with a 24 hours' notice.
- If for any reason work is not performed, the appropriate amount of leave should be applied on the timesheet.
- For more tips, please read [Telework Success Tips for Employees](#)

PROCESS

Telework agreements should be submitted to the Office of Strategic Human Resources (OSHR) if it is new or any modifications are made to the one previously submitted. Please know, it is the teleworker and the supervisor's responsibility to review and evaluate the agreement to ensure compliance throughout the year. We recommend that the agreements are reviewed prior to the fall and spring semester. Agreements can be revised at any time and any modifications should be submitted to OSHR for personnel records. If no amendments are made, you are not required to submit an updated agreement. For reference, a Director is considered as the department head. The Chief Division Officer shall serve as the department head for any director's direct reports.

The telework agreement (Page 7) includes the following attachments:

- Teleworker Work Schedule (*optional*)
- Teleworker Work Plan (*optional*)
- Teleworker Workplace Self-Certification Checklist (**required**)

The use of the attached Teleworker Work Schedule and Work Plan forms is **not** mandatory; however, **a clearly defined schedule and a plan is necessary and required to establish expectations**. It is up to the supervisor and the employee to develop a plan/schedule that they agree upon including check in times, processes, deliverables and more. We ask supervisors and employees to use the attachments to the best of their ability. If needed, an addendum/notes can be attached to the agreement that aligns more with the function of your unit. **A template of an addendum can be found at the end of these guidelines.**

All teleworkers are covered under the Worker's Compensation and may be eligible for benefits for job-related injuries that occur in the course and scope of employment while teleworking. Therefore, we ask all teleworkers to complete the attached **Teleworker Workplace Self-Certification Checklist** and attach it with your telework agreement. This checklist is the means to acknowledge that you have assessed the overall safety of your telework space and ensure that the space is safe and has been properly prepared for teleworking.

FREQUENTLY ASKED QUESTIONS (FAQs)

How does an employee know if telework is an option for them?

- Supervisors must consider the employee to be in good standing and anticipate that the employee would receive a rating of at least Meets Expectations in all categories on their PRD for their current position, and must believe the employee is fully capable of efficiently and effectively working off-site without supervision.
- If the previous PRD rating was below Meets Expectations, but performance has improved since that time, telework may be allowed after discussion with Department Head.
- The employee should review their position description to fully understand all of the duties and responsibilities of the job. A position suitable for telework has documented duties and responsibilities that can be performed off-site.
- The employee's position must be deemed suitable for telework by their supervisor and director. The nature of their work, the scope of responsibility, the impact to co-workers and customers, and the overall operation of the unit, as well as other factors, will determine whether or not their position is suitable for telework.
- Typically, positions that include a high level of customer contact or work that requires employees to be on-site

for significant portions of the day are not suitable for telework.

What factors need to be considered regarding teleworking?

This document is to assist supervisors in determining if a position and an employee are good for telework. Not all factors will apply to each unit or employee. It is up to the unit management to determine what factors are appropriate for their unit.

The decision to allow an employee to telework must first be determined by an evaluation of the job responsibilities. Employee performance considerations are evaluated after deciding whether the job responsibilities are suitable for telework. It is important to consider the nature of the job responsibilities based on a review of the employee's job description to include the nature of the job and the specific job duties.

Can a telework request be denied or canceled?

Yes, a telework request can be denied for many reasons including but not limited to:

- Supervisor or director determines that position is not suitable for telework
- Supervisor or director determines employee/position needs on-site supervision. Every supervisor has the right and responsibility to determine what is best for the unit and overall business operations. Again, telework is a privilege for employees; it is not a guaranteed work arrangement.
- The employee's performance is not in good standing.
- If performance becomes a concern or challenges are faced in day-to-day operations, the telework arrangement can be canceled at the discretion of the supervisor and/or director of the unit.
- A Telework Agreement can be suspended or ended at any time by the supervisor or the employee.

What steps are taken once telework has been approved?

A start date is determined and both the employee and supervisor sign the Telework Agreement, including a work schedule, work plan and the Remote Workplace Self-Certification checklist. While everything may not be applicable within the agreement, we recommend that the supervisor and employee set some expectations around communication, deliverables, workflow, and overall performance.

How many days can an employee telework?

If approved for telework, it is expected that most employees will telework no more than 2 days a week. Requests for additional telework days can be made but it may require a more detailed work arrangement plan with your supervisor. Please keep in mind, space assigned to employees who report to campus on a substantially reduced basis (telework more than 2 days a week) may be considered for sharing or reassignment.

What documents are required to be submitted to the Office of Strategic Human Resources?

The UMD Telework Agreement is required to be reviewed and signed by the teleworker and the supervisor. The agreement also requires the Department Head's (Director or Chief Division Officer) signature. The teleworker is also required to complete and submit the Teleworker Workplace Self-Certification Checklist. While the use of Teleworker Work Schedule and Work Plan forms are optional, you are required to submit some form of addendum along with the telework agreement that indicates the agreed teleworking days/hours and any other expectations around the overall work performance. **A template of an addendum can be found at the end of these guidelines.**

Will a teleworker's supervisor visit the remote work-site for inspection?

No. USG does not intend to ask supervisors to visit remote work-site for inspection. However, please know that all employees are covered under the Worker's compensation plan regardless of working on-site or teleworking and may be eligible for benefits from job-related injuries that occur in the course and scope of employment while teleworking. Therefore, all teleworkers are required to complete the Teleworker Workspace Self-Certification Checklist to ensure that the designated telework space is safe and free from hazards.

Are teleworkers responsible to furnish their own workspace and use their own equipment?

Yes. The responsibility to furnish the remote workspace as well as the use of personal equipment falls on the teleworker. The Office of Information Technology (OIT) will no longer loan equipment on a permanent basis for telework. If there is a need for a laptop and/or other equipment, it needs to be addressed at the department level.

Can employees set their office phones to ring through another line (landline, cellphone) on telework days?

Yes. OIT can help you set up EC-500 that will allow you to forward your work calls to your personal phone.

Will employees get paid for using their personal cell for work?

No. The ability to answer and receive calls is a requirement for teleworking, depending on the position. If employees are not on campus, we ask that the calls are forwarded from the work phone to another line. If the employee prefers another communication method such as email, Zoom, Google Hangout etc. it should be discussed and included as part of the communication plan within the agreement.

Are divisions allowed to set their own telework policies, or must all divisions adhere to USG and/or UMD wide policies?

Divisions are expected to adhere by the USG/UMD telework policy. However, it is important to keep in mind that these are overarching guidelines and may not address every situation because of the uniqueness of each service center. There may be an opportunity for divisions to carve out some unique needs for their division and create a subset of procedures that are consistent across all employees in that division.

Who would be reviewing the proposed agreement to ensure compliance throughout the year?

It is the teleworker and the supervisor's responsibility to review and evaluate the agreement to ensure compliance throughout the year.

How often should the telework agreement be reviewed and how often can it be amended?

We recommend that the telework agreement is reviewed prior to fall and spring semester. The agreements can be revised anytime and any modifications are to be submitted to HR for personnel records. If no amendments are made, you are not required to submit an updated agreement.

What are the expectations regarding business hours?

The expectations for business hours are the same as on the work-site. With telework, you should adhere to your normal work schedule, as if you were in the office, unless a different arrangement is made with your supervisor. We encourage supervisors to keep in mind when developing telework agreements and work schedules that others in the department who may rely on the presence of teleworking employees are not being adversely affected by any teleworking arrangement. Also, we ask supervisors to respect after hours of employees to help maintain work-life balance. We recommend teleworkers, if there is any deviation from your normal workday, you notify your supervisor. It may not be something that needs to be documented if it is an exception and does not happen consistently.

Is there a mechanism to resolve disputes if an employee does not agree that their supervisor/director has accurately assessed the capacity for their work to be completed remotely (with or without reasonable accommodation)?

While supervisors are strongly encouraged to engage in good faith efforts and work with their staff to develop the telework agreements, if agreeable arrangements cannot be made, we ask that it is first addressed with the department head and/or Chief Division Officer for review and decision. If an acceptable agreement still cannot be reached, the employee should contact the Office of Strategic Human Resources. If it involves a medical condition, we advise that medical documentation is not shared with anyone, but only with HR. In the event a supervisor is not able to accommodate an employee's position, and/or the employee does not qualify for an ADA accommodation, the employee should speak with HR regarding leave options, including sick leave, vacation, etc.

Can an employee with a telework agreement be granted a "work from home" (outside of their standard agreement) day on a case-by-case basis for something like an injury or mild illness - where they are able to work - but it is safer to do so from home?

If you are sick, we recommend that you notify your supervisor and use your sick leave. If it is mild illness/injury that does not impact your work performance, then the approval to telework is at the supervisor's discretion and should be dealt on a case-by-case basis. It is important that supervisors keep equity in mind and are consistent with their decisions across all employees and offer similar flexibility to other staff members. We ask that you not report to USG until you are symptom free. If you are unable to work from home, other options while you are away include utilizing your sick, vacation, compensatory time available and other leave options. If there is a pattern or the request for telework on the basis of illness is made frequently, supervisors have the right to request a doctor's note and also direct employees to contact ADA specialist to determine if they qualify for accommodation.

Will my compensation and benefits be impacted while I work remotely?

No

While I am working remotely, am I eligible to earn overtime or comp time?

As we are on a normal operations approach, current overtime and compensatory procedures must be followed. The employee must obtain prior approval, from an employee's supervisor, before overtime may be worked. The supervisor should ensure overtime is preapproved, well documented and reflected correctly on the employee's timesheet.

What if I am hurt while I am working remotely?

An employee working remotely who sustains a work-related injury must notify the supervisor and HR immediately and complete all requested documents regarding the injury.

Can an employee request to telework if they need to unexpectedly care for a child or elder?

No. Please keep in mind that telework is not a substitute for child care and/or elder care. The employee must continue to make arrangements for child or dependent care to the same extent as if the employee was working from the University worksite. The University is offering the [Care@Work](#) program to all regular staff and faculty, contingent II staff and graduate assistants. This program is a great resource to find care for children and/or elders. Employees can use their personal, annual, sick, and/or compensatory time.

How can telework be reported on the time-sheet?

Regular and Contingent II nonexempt and exempt staff can report telework on their PHR timesheets starting the pay period of 8/29/2021.

Staff can report telework on their PHR timesheet in **whole-day** increments.

- **Example:** A salaried exempt employee worked from home on Tuesday and Friday. The employee would **check a duty day for all days worked** in that week. In the Telework section of their timesheet, they would click on the box to **check the telework checkbox** for Tuesday and Friday and click Save.
- Employees who work partial days of telework can leave the Telework checkbox for that day unchecked.
- **Example:** A salaried exempt employee comes on campus on a Friday for paycheck pick-up and checks the mail. The employee was on campus for 2 hours and worked the majority of their day

RESOURCES

LinkedIn Learning

- [Working From Home: Strategies for Success](#)
- [Tips for Working Remotely](#)
- [Time Management: Working from Home](#)
- [Productivity Tips: Finding Your Productive Mindset](#)
- [Managing Virtual Teams](#)
- [Leading Virtual Meetings](#)

Other

- [Keep Working FAQ's](#)
- [Telework Factors to Consider](#)
- [Disability Accommodation and Ergonomics](#)
- [Work-Life Culture](#)
- [Care@Work Benefit](#)

UNIVERSITY OF MARYLAND



TELEWORK AGREEMENT

(Approved by UHR and Senate Executive Committee April 19, 2017)

This agreement confirms the telework arrangement for _____,
_____ in _____.

1. By signing this agreement, the employee confirms that they have reviewed, understand, and agree to abide by its terms and applicable University and Department policy and provisions, which include but are not limited to those for:

- work hours, accessibility, and job performance
- use of and responsibility for UMD owned equipment and resources
- establishing a workspace
- safety and ergonomics
- work-related injuries
- confidentiality of information and data
- intellectual property
- revocability of the agreement

2. **Terms of Employment:** This telework agreement is not a contract of employment and does not provide any contractual rights to continued employment. It does not alter or supersede the terms of the existing employment relationship. The employee remains obligated to comply with all University rules, policies, practices, procedures, and instructions that would apply if the employee were working at the regular University worksite. Work products the employee develops or produces while telecommuting remain solely the property of the University of Maryland.

Work hours, compensation, and leave scheduling while teleworking must conform with and adhere to applicable UMD or USM policies, and the *Memorandum of Understanding* (if applicable). The employee’s supervisor must pre-approve requests to work overtime or use accrued leave in the same manner as when the employee works at the regular University worksite.

Nothing in this Agreement precludes the supervisor, department, and/or University from taking any appropriate disciplinary or adverse action against the employee if the employee fails to comply with the provisions of this Agreement.

University policies and procedures related to drug and alcohol use are not affected by the Telework Agreement or the employee’s status as a teleworker.

This Agreement shall be construed, interpreted, and enforced according to the laws of the State of Maryland. It is

the employee's responsibility to determine any tax implications of maintaining a remote worksite in the employee's home.

The supervisor retains the right to modify the Agreement on a temporary basis as a result of business necessity or as a result of a request by the employee that is supported by the supervisor. Any modification of this agreement shall be in writing. A copy of the written modification shall be given to the employee, and a copy shall be placed in the employee's department file.

3. ***Duration of Commitment & Reversibility:*** This telework arrangement shall begin on _____ and continue until _____ or until ended by the employee or employer. Should the employee wish to terminate the teleworking arrangement, the employee agrees to provide

a minimum of 7 calendar days' advance notice to the employer.

Continuation of the agreement is subject to review at any time and may be revoked at any time by the employer. The employer shall provide a minimum of 7 calendar days' notice prior to termination of the agreement.

The continuation or termination of this agreement by the employee or employer shall be in writing and shall be provided with a minimum of 7 calendar days' notice. However, the employer may give less than 7 calendar days' notice if the change is due to operational need, performance concerns, or disciplinary reasons.

4. ***Telework Assignment, Accountability and Performance Measurement:*** Documentation detailing the employee's telework assignment(s), performance and communications expectations, and work schedule ***must*** be attached and is incorporated into this Agreement.

The employee agrees to stay current on department and work group events and to facilitate communication with customers and co-workers who may need to interact with the employee while teleworking. The employee also agrees to keep the supervisor informed of progress on assignments worked on at the alternate worksite and any problems encountered while teleworking. The employee agrees to structure their time to ensure attendance at required meetings as scheduled or designated by the supervisor. The supervisor agrees to facilitate communication within the workgroup.

5. ***Equipment, Protection of Data/University Property, and Office Supplies:*** University-owned resources may only be used for University business. The employee is responsible for ensuring that all items are properly used.

The employee agrees to take reasonable steps to protect any University property from theft, damage, or misuse. This includes maintaining data security and record confidentiality to at least the same standard as when working at the regular University worksite.

The employee shall comply with all departmental/unit and University policies and instructions regarding security of confidential information. The employee agrees to work with their department IT unit and/or the Division of Information Technology (DIT) to secure their personal computer through the use of VPN, disk encryption, and/or other technologies.

The employee agrees to protect departmental/unit records from unauthorized disclosure or damage, and shall comply with all requirements of law regarding disclosure of departmental/unit or University information. If a data

or security breach occurs and University records may have been compromised, the employee shall immediately report the issue to both their supervisor and department head.

The employee agrees to adhere to Policy X- 1.00(A), *Policy on the Acceptable Use of Information Technology Resources*.

The employee shall comply with all licensing agreements for the installation and use of University owned software, including software installation on multiple computers. The employee shall not copy University owned software in any manner unless such copying is expressly permitted by the licensing agreement. Depending on the circumstances, the employee may be responsible for any damage to or loss of University property.

When the employee uses personal equipment, software, data, supplies, and furniture, the employee is responsible for maintenance and repair of these items unless other arrangements have been made in advance and in writing with the supervisor. The University assumes no responsibility for any damage to, wear of, or loss of the employee's personal property.

The employee agrees to return in good working order and in a timely fashion all University-owned items used at the alternate worksite upon request or if the Telework Agreement is discontinued for any reason. If the University must initiate legal action to regain possession of University-owned property, the employee agrees to pay all costs incurred by the University.

6. **Telework Site Safety and Ergonomics:** The employee and the employer agree to work together to ensure that the alternate worksite is safe and ergonomically suitable. A Remote Workplace Self-Certification Checklist shall be completed by the employee and **must** be attached and incorporated into this Agreement.

The employee's University supervisor may make on-site visits to the employee's telework site, at a mutually agreed upon time, to ensure that the designated work space is safe and free from hazards and to maintain, prepare, inspect, or retrieve University-owned equipment, software, data supplies, and furniture.

The employee will be covered by workers' compensation, and may be eligible for benefits for job-related injuries that occur in the course and scope of employment while teleworking. The employee remains liable for injuries to third parties and/or members of the employee's family on the employee's premises.

7. **Signature:** Signing this Telework Agreement means that it has been reviewed and agreed upon by the undersigned parties and they agree to abide by the University of Maryland Guidelines for Telework. A signed copy shall be given to the employee, employer, and a copy shall be placed in the employee's departmental record.

Attachments to be included with this signed Agreement:

- Signed copy of UMD Telework Guidelines
- Teleworker Work Schedule
- Teleworker Work Plan
- Telework Workplace Certification

Employee's signature	Date
Supervisor's signature	Date
Department head's signature	Date
Vice President's signature (required only for out of state teleworkers)	Date

cc: Personnel file



UNIVERSITY OF MARYLAND TELEWORKER WORK SCHEDULE

This form is a guide for teleworkers and supervisors in planning work schedule(s) during telework periods. The form may be altered as necessary by the supervisor and employee. The use of this form is not mandatory; however, a work schedule is required to clearly define work expectations and must be attached to the Telework Agreement.

TeleworkerName: _____

	Main University Office Workplace	Remote Workplace
Address		
Phone Number		

Work Schedule

Day	Hours	Location (M-Main, R-Remote)	Commuting Miles Saved (optional)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
Daily Lunch Period			Total Miles:

COMMENTS:



UNIVERSITY OF MARYLAND TELEWORKER WORK PLAN

This form is a guide for teleworkers and supervisors in planning work during telework periods. The form may be altered as necessary by the supervisor and employee. The use of this form is not mandatory; however, a work plan is required to clearly define work expectations and must be attached to the Telework Agreement.

Teleworker Name: _____
 Days to Telework: _____

These are the conditions for teleworking agreed upon by the teleworker and the supervisor:

1. The following are the assignments to be worked on by the teleworker at the remote workplace and expected delivery dates:

Assignments	Delivery Date	Percent Complete

2. The teleworker agrees to call their office phone to collect phone messages at least _____ times per day. The teleworker agrees to check their e-mail at least _____ times per day. The teleworker agrees to be on instant messaging between the hours of _____ and _____ to receive/provide information and instructions.

3. The teleworker agrees to obtain all supplies needed for work at the remote workplace. Out of pocket expenses for supplies regularly available at the main office will not normally be reimbursed unless prior authorization is given.

UNIVERSITY OF MARYLAND TELEWORK WORKPLACE SELF-CERTIFICATION CHECKLIST
 (Approved by UHR and Senate Executive Committee April 19, 2017)

Name: _____ Department: _____

Telework Address: _____

Telework Phone: _____

Supervisor: _____

This checklist is designed to assess the overall safety of your telework workplace and to ensure that you have space that has been properly prepared for teleworking. Upon completion, you shall sign and return this form to your supervisor and it must be attached to the Telework agreement. Describe the workspace in your telework location:

Work Space and Environment Questions

	Yes	No
1. Is the workspace free of potential hazards that could cause physical harm (frayed or loose wires, bare conductors, exposed wires to the ceiling, frayed or torn carpeting seams, uneven floor surfaces)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are electrical outlets grounded (3-pronged)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do chairs have any loose casters (wheels)?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are the rungs and legs of the chair sturdy?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are the phone lines, electrical cords, and extension wires secured?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the office space neat, clean and free of obstructions and excessive amounts of combustibles?	<input type="checkbox"/>	<input type="checkbox"/>
7. Is there enough light for reading?	<input type="checkbox"/>	<input type="checkbox"/>
8. Is a fire extinguisher easily accessible from the office space?	<input type="checkbox"/>	<input type="checkbox"/>
9. Is there a working (test) smoke detector within hearing distance of the workspace?	<input type="checkbox"/>	<input type="checkbox"/>
10. Is the area free from distractions?	<input type="checkbox"/>	<input type="checkbox"/>

Teleworker Signature: _____ Date: _____

Supervisor Signature: _____ Date: _



UNIVERSITY OF MARYLAND GUIDELINES FOR TELEWORK

The University of Maryland supports telework as an option for employees in situations where it is requested by the employee or the supervisor, benefits the department and business operations, and where the employee's position is suitable for a telework arrangement.

Telework is the concept of working from home or another location on a full- or part-time basis. Although telework is an option for some positions, it is not a right for employees and it is not possible/suitable for all positions. Telework is an alternative method of meeting the needs of the department and has a number of benefits:

- Greater work efficiency and productivity resulting from fewer interruptions and disruptions that are typical at the University worksite.
- Supports continuity of operations by making remote work a practiced routine in case a campus emergency prevents workers from being able to access their worksite.
- Staff may save time and money due to reduced commutes, and also reduce carbon dioxide emissions and pollution due to reduced commutes.
- The University may realize space, equipment, and other savings.

The employee's supervisor is responsible for determining whether telework is suitable for a particular job and for reviewing telework requests/agreements. Individual departments may establish additional approval routing.

The guidelines below provide details about telework at the University.

What is telework?

- **Telework** is completing the same work normally performed at the workplace but doing it from home or other location away from the office.
- **Remote work** is a specific type of telework that is designed for off-site work. Remote workers use their home or other remote work location as their primary work location, and they are rarely in the organization's workplace. This type of telework is generally less common. Approval of the appropriate Vice President is required prior to entering into an agreement with an employee to work remotely outside of Maryland.
- **Telework** *is not* working at home on occasion or after hours (i.e. to write reports or to catch up on email).
- **Telework** *is not* a substitute for childcare, elder care, and any caregiving; the employee must continue

to make arrangements for child or dependent care to the same extent as if the employee was working from the University worksite.

Which employees are eligible for telework?

The following criteria must be met:

- The employee must have successfully completed the required probationary period for their current position and must have worked in the current position for a minimum of 12 months (unless the employee is hired to work fully remotely in unique circumstances).
- In addition, the employee must have received a rating of at least “Meets Expectations” in all categories on their most recent PRD for their current position.
- The supervisor must have confidence that the employee is fully capable of efficiently and effectively working off-site.

How does an employee know if telework is an option for them?

- The employee should review their position description to fully understand all of the duties and responsibilities of the job. A position suitable for telework has documented duties and responsibilities that can be performed off-site.
- The employee's position must be deemed suitable for telework by their supervisor. Factors such as the nature of their work, the scope of responsibility, interaction with co-workers, and the overall operation of the unit will determine whether or not the position is suitable for telework.
- Typically, positions that include a high level of in-person customer contact or job duties that require the employee to be on-site for significant portions of the day are not suitable for telework.

What factors need to be considered regarding telework?

The purpose of the document below is to assist the supervisor in determining if a position and an employee are good candidates for telework. Not all factors will apply to each unit or employee. It is up to the unit management to determine what factors are appropriate for their unit.

The decision to allow an employee to telework must first be determined by an evaluation of the job responsibilities. Employee performance considerations are evaluated after deciding whether the job responsibilities are suitable for telework. It is important to consider the nature of the job responsibilities based on a review of the employee's job description to include the nature of the job and the specific job duties.

(See document [“Telework Factors to Consider”](#))

How does an employee request telework?

- The employee should talk to their supervisor about their interest in teleworking. The discussion should include the employee's perspective about the suitability of their position, their eligibility, and their ability to work off-site successfully, including meeting deadlines and timely completion of deliverables. The Office of Staff Relations in University Human Resources (UHR) is available to assist

with questions about Telework.

- The employee should draft a proposed schedule and time frame (short or long-term), including how they will be accessible, communicate effectively, and what type of work and deliverables will be accomplished while working off-site.
- The employee or supervisor can request telework but the request must be approved or denied by an employee's supervisor, department head, and in the case of an out of state teleworker, by the appropriate Vice President. In addition, a Telework Agreement can be suspended or ended at any time by the supervisor or the employee.

Can a telework request be denied?

The supervisor has the responsibility to decide whether approving a telework arrangement is best for the department and overall business operations. A telework request can be denied for reasons including but not limited to:

- The supervisor determines that position is not suitable for telework
- The supervisor does not believe that the employee is fully capable of efficiently and effectively working off-site.
- The employee has not completed the probation period
- The employee's performance is not in good standing

What steps are taken once telework has been approved?

- The employee and supervisor determine the telework schedule, including days, hours, and duration of the arrangement. Expectations around communication, deliverables, workflow, work quality, work quantity, and overall performance are outlined and attached to the Telework Agreement.
- A start date is determined and both the employee and supervisor sign the Telework Agreement, including all attachments (Telework Guidelines, Work Schedule, Work Plan, and Remote Workplace Self-Certification checklist).

Signing the Telework Guidelines means that it has been reviewed and agreed upon by the undersigned parties and they agree to abide by the guidelines for telework at UMD. A signed copy will be given to the employee, supervisor, and a copy will be attached to the Telework agreement and placed in the employee's departmental record.

Employee's Signature:	Date:
Supervisor's Signature:	Date:
Department Head Signature:	Date:
Executive Director Signature: <i>(Required only for out of state teleworkers)</i>	Date:



USG Employee Telework Plan Addendum Template

This form will serve as a guide for teleworkers and supervisors in planning work during scheduled telework periods. This document may be altered as necessary by the supervisor and employee. The use of this document is not mandatory; however, a work plan is required to clearly define work expectations and must be attached to the Telework Agreement.

These are the conditions for teleworking agreed upon by the teleworker and the supervisor:

Teleworker Name: _____

Days to Telework: _____

Duration of Plan

Start Date: _____ End Date: _____

Work Schedule

Day	Hours	Location (M-Main, R-Remote)	Commuting Miles Saved (optional)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
Daily Lunch Period			Total Miles:

Telework Job Duties: Based on the employee's job description, please briefly describe how essential job duties will be met remotely. While we understand that job descriptions can be broad in nature and work priorities may

change on a day to day basis, we ask that you use this space to negotiate and agree on various work expectations, including but not limited to work assignments/deliverables, processes, and overall performance.

List Job duties and other expectations below:

Telework Communication Plan EXAMPLE: Employees are expected to maintain communication via email, IM, Zoom and telephone. Employees are expected to regularly check email, and ensure ability to access ZOOM, and RAS services is maintained. Telework process and communication will be assessed regularly including during the PRD process.

Acknowledgement: By signing below, the employee and the supervisor agree to the terms of this Telework Plan. Failure to comply with the terms of this plan may result in termination of the telework arrangement.

Teleworker

Date

Supervisor

Date

Appendix A – Document Change Control

This chart contains a history of the revisions made to this document. Typically, the document itself should be stored in revision control and a brief description of each version should be entered in the revision control system.

Revision #	Date of Issue	Author(s)	Brief Description of Change
1.0	July 2021	Nitshu Joshi	Final Published
2.0	September 2023	Nitshu Joshi	Update