Telecommuting FAQ’s

1. Is there a code in ADP for telecommuting? Am I required to use it?

Yes, there is a code in ADP for telecommuting and if you are approved for telecommuting, you are required to use it. Employees must enter the telecommute code on their time card in the time-keeping system (ADP) and supervisors must ensure that the “telecommute” code is selected when approving the employee’s time card.

2. How do I enter the telecommute code?

Employees enter the telecommute code on the time card in the section stating “<Enter Pay Code>” and either scroll down on the right until they locate the word telecommute or enter the word telecommute into the search function.

3. Who is permitted to telecommute? (UPDATED 6/12/2020)

Employees may be permitted to telecommute for one of the following reasons, as per BOS C 2.9 l(A)(1):

a. Employees who have a compromising medical condition as identified by the CDC;
b. Employees who have a family or some household member with a compromising medical condition as identified by the CDC;
c. Employees with school-age children affected by a school or day care closure;
d. Employees 65 years of age or older; or
e. An employee who is part of a Federal, State, or local shelter-in-place order and can provide the required public services remotely as deemed
by the Appointing Authority.

4. What is an essential employee?

An essential employee is one whose function is essential to the effective operation of the County or who must be physically present to perform their jobs, or those employees who are involved in emergency response activities related to the COVID-19 pandemic.

5. What is a non-essential employee?

A non-essential employee is one who does not need to be physically present to perform their job functions, or an employee whose job tasks are not critical to the functioning of their Departments during a period of enhanced physical distancing measures.

6. Who makes the decision of whether or not I am essential?

Your Appointing Authority makes this determination based on the continuity of services and operations they must perform.

7. If I am an employee who is permitted to telecommute, can my supervisor require that I come into work and not telecommute?

(UPDATED 6/12/2020)

Your Appointing Authority can direct you to stop telecommuting and come into the workplace if needed, taking into consideration the underlying reason for your request to telecommute. If you are not comfortable coming into the workplace when required, you should take an approved leave, utilizing pandemic outbreak leave or your leave accruals. You may qualify for the Federal Emergency Paid Sick Time and should contact Human Resources to see if you qualify. Otherwise, you are permitted to use any available leave accruals.

8. If I am an essential employee and fall in one of the categories outlined in question 1, can my supervisor place me on a leave?

The Appointing Authority may place you on Pandemic Outbreak Leave during a governmental shelter-in-place/isolation order if they have other employees
that can complete the essential functions you are performing. Other types of leave may be applicable, depending on the circumstances.

9. Are all employees required to get approval for telecommuting? (updated 5/27/20)

Yes. All employees are required to get written approval from their Appointing Authority and Human Resources. An employee may request that a telecommute denial be reviewed by the County Administrator, as per BOS Policy C 2.9, I(A)(1).

10. Who is required to complete the Telecommuting Request Form, and what information is needed? (UPDATED 6/12/2020)

An employee who wishes to request to telecommute should complete the first page of the Telecommuting Request Form.

Additional information may be required, depending on the reason you selected on your Telecommuting Request Form:

**Reasons 3(a) and 3(b) above:** An employee requesting to telecommute because of their own or their household family member’s compromising medical condition (#1 and #3 on the Telecommuting Request Form) must submit a completed Medical Attestation form directly to HR Nurse Liaison Emily Kruspig, as noted on the Medical Attestation form. HR will notify your supervisor when a completed Medical Attestation has been received but will not disclose any specific medical information to your supervisor.

The employee must also submit the Telecommuting Request Form to their supervisor with the first page completed.

*Any medical information should be submitted directly to the HR Nurse Liaison Emily Kruspig via Kiteworks secure messaging at ([kiteworks.pima.gov](kiteworks.pima.gov) to Emily.Kruspig@pima.gov) or secure FAX at (520-770-4057).*

**Reason 3(c) above:** An employee requesting to telecommute because they have a school-age child affected by a school or day care closure due to COVID-19 (#2 on the Telecommuting Request Form) must complete the Childcare Attestation and provide proof of the child’s enrollment in a school or care
program that has been closed due to the pandemic (for example, a letter from the care program addressed to the employee, noting the child’s name and the program’s pandemic-related closure). This documentation must be submitted with the Telecommuting Request Form to your supervisor.

Reason 3(d) above: An employee requesting to telecommute because they are 65 years of age or older (#4 on the Telecommuting Request Form) needs only to submit the Telecommuting Request Form to their supervisor. No supporting documentation is necessary from the employee; however, the supervisor must contact Human Resources to verify the employee’s age if their age is unknown.

Reason 3(e) above: An employee requesting to telecommute because of a shelter-in-place order and who can provide the required public services remotely (as deemed by their Appointing Authority) (#5 on the Telecommuting Request Form) is required to complete a Telecommuting Request Form and submit it to their supervisor for approval.

NOTE: Any requests for telecommuting due to an ADA accommodation request or an Intermittent FMLA Leave must be processed through Human Resources.

11. What if I do not have adequate equipment for the employee to telecommute? (UPDATED 6/12/2020)

The employee’s Telecommuting Request Form should still be reviewed by the supervisor and Appointing Authority with the notation of what equipment is necessary but unavailable to accommodate the request, resulting in the request’s denial. The Appointing Authority should then submit the Telecommuting Request Form to Human Resources at Employment_Rights_Intake@pima.gov.

Please Note: Changes are being made daily, so if the necessary equipment becomes available, the request may be approved at a later time.

12. If I am an Appointing Authority and need to deny a telecommuting request, what should I do? (UPDATED 6/12/2020)

The Appointing Authority should document the reason for the denial on the Telecommuting Request Form so there is a record of the request and reason.
for denial. The Appointing Authority should then submit the Telecommuting Request Form to Human Resources at Employment_Rights_Intake@pima.gov. Human Resources will review the employee’s request and Department’s decision. Human Resources will contact the Appointing Authority for any follow-up information necessary. The employee and Department will be provided a copy of the completed Telecommuting Request Form once a decision has been made by Human Resources.

An employee who wishes to appeal a telecommuting request denial should complete the Employee Request for Review of Telecommute Denial form.

13. What are the expectations if I am permitted to telecommute?

If you are telecommuting, it is expected that you continue to do the job you did at work, at home. For example, your work hours remain the same, as well as your break times and lunch period. You are expected to have access to a computer, phone, and internet. You are required to be available to take phone calls, engage in telephonic or Skype meetings/conferences, answer emails, and complete all other duties as assigned, just as you would if you were physically at work. Use of Leave accruals will be permitted during telecommuting as long as those hours are pre-approved by your supervisor.

14. What about confidential information, how should I handle this while I telecommute?

If you work with personal identifying information or medical information you are expected to treat and keep this information confidential and secure at all times. This means that the information should not be shared, overheard, overseen, etc. by anyone that is in your home. You should have a separate space where you perform your work duties and refrain from allowing others to have access to this space.

15. How can I ensure that information is kept secure when emailing?

If you need to send information that contains personal identifying information or medical information, or otherwise private data, that type of information should not be sent in a “normal” email message. The County has a system for this named Kiteworks and you can find it at https://kiteworks.pima.gov/. If you need a “getting started guide,” the guide can be found at
16. Can I email personal identifying information or medical information?

Not via the regular email system. Use the Kiteworks program listed above.

17. What information am I responsible for while telecommuting?

You are required to protect records from unauthorized disclosure or damage and to comply with all privacy requirements set forth in federal or state law, as well as all County directives.

18. Can I permit others in my home to use the County’s equipment or have access to County information?

No. You are not permitted to authorize any other individuals in your home to have access to your County equipment or County information.

19. Am I required to work the same hours at home as I do at work?

Yes. Unless your Appointing Authority has permitted other work hours, you are required to work your regular work hours and be available for all work matters.

20. Can I take vacation or sick leave while I am telecommuting?

Yes. Use of leave accruals is permitted during telecommuting. If you are planning to take vacation you must get pre-approval from your supervisor. If you are sick, you must notify your supervisor as provided in your departmental procedures. You are required to be home and available for work, unless you have been approved for some type of leave.

21. Must I keep my workspace free from hazards?

Yes. You are responsible to keep your work space at home free from hazards just like you would at work.

22. Is the County responsible for operating costs, home maintenance, or any other
incidental costs (e.g., utilities) associated with the use of the employee’s residence as a telecommuting work location?

**No. The County is not responsible for Employee telecommuting operating costs, home maintenance, or any other incidental costs associated with your use of your residence as your work space. The Employee is solely responsible for these related costs.**

23. I was approved to telecommute. I am available to work at home but my internet connection has become faulty and/or keeps disconnecting me. What do I do?

You must notify your supervisor if you become unavailable for any reason during your normal work hours. Depending on your job functions, you may be required to physically report in to work until your connectivity issues are resolved, or you may request to use accrued leave to cover the time(s) you are unavailable.

24. Am I required to track my hours while telecommuting?

It is the expectation that you will continue to work the same schedule; however, the Appointing Authority may require you to work specific hours. You are required to put your time into the time-keeping system and designate those hours as telecommuting.

25. Are public records dealt with any differently when I telecommute?

No. Any item that you create for County business is subject to public records disclosure. Please note that if you use a personal computer to conduct County business, you have a duty to preserve those documents according to retention schedules.

26. I am an employee performing essential duties, and I requested to telecommute. My Appointing Authority denied my request. I do not agree with my Appointing Authority’s determination. Is there anything else I can do? *(updated 6/12/20)*

Yes, as is provided for in Board of Supervisors Policy C 2.9, I(A)(1), you may complete and submit the “Employee Request for Review of Telecommute Denial” form to your Appointing Authority. During the COVID-19 pandemic outbreak, employees are required to perform their duties; however, with
approval of the Appointing Authority and Human Resources, subject to
appeal to the County Administrator who would report his or her findings to the
Board of Supervisors, employees may be permitted to telecommute.

27. Am I permitted to telecommute from any location? (updated 7/13/2020)

   No. Employees are required to telecommute from the home address listed on
   the Telecommute Attestation form.

28. Can I add other options to the Telecommute and/or Medical Attestation forms?
   (updated 7/13/2020)

   No. The Telecommute and/or Medical Attestation forms cannot be altered.
   Employees and/or supervisors are not permitted to add “other” options within
   the template forms (i.e. such as additional medical diagnoses).

29. My child’s school is open for in-person instruction for half of a day, and then my
   child is expected to complete the second-half of their day working at home,
   online/distance learning. Can I telecommute for the whole day, even though my
   child is physically at-school for half of the day?

   No. You are only allowed to telecommute during the period of time in which
   your child is required by the school to stay home and conduct online/distance
   learning activities. If your child is physically at school for part of the day, you are
   expected to physically report to your worksite for that part of the day. (updated
   11/20/2020)