

SMCOE EMPLOYEE REMOTE WORK GUIDELINES



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PURPOSE

Our remote work guidelines are an opportunity to create and support a culture open to positive, collaborative, and transformational change where employees thrive. The COVID-19 pandemic encouraged us to be adaptive and flexible, demonstrated our ability to be highly productive while working remotely, and reshaped the way we engaged, both virtually and in-person, with one another. We believe that, through thoughtfully applying the lessons from these experiences, we can work together to offer flexibility in how and where we do our work while excelling at delivering on our mission and vision for our students and through supporting our Local Education Agencies (LEAs).

Our LEAs have told us repeatedly that what they most value is reliable and consistent support. We also know that in-person contact fosters additional connection and creates opportunities for relationship-building with our districts, community partners, and our own staff in ways that cannot be fully replaced by a video or phone call. So regardless of role, all of us must provide excellent service; support our districts, community members, and each other; and be able to have regular contact with our teams and student programs.

We believe that student achievement can be accelerated when schools and districts are supported by San Mateo County Office of Education (SMCOE) services that are performed reliably and accurately, convey trust and confidence through knowledge of programs and services, communicate caring and individualized attention, and provide help willingly and promptly. As we expand our flexible work opportunities, it is imperative that we develop and adhere to a set of shared customer service expectations that our district leaders, staff, and community understand and for which they feel the positive impact.

The purpose of this document is to set out the requirements and expectations for employees who are granted the opportunity to work remotely. Remote work is an arrangement where SMCOE allows an employee to work away from their SMCOE-located workspace at an approved remote location. This guide provides insight, a community of practice, expectations, and the ins and outs of the remote work model at the San Mateo County Office of Education.

REMOTE WORK OPTIONS AND EXPECTATIONS

Remote Work Criteria

There are both team and individual commitments needed to make remote work options successful. County Office departments must ensure physical presence of staff and service coverage during regular operating hours. County Office staff must also be able to have regular in-person contact with their teams and our school communities as requested by their supervisor or the school districts that we serve.

Remote Work Eligibility

To be eligible, employees must:

1. Work in a position eligible for remote work (see Appendix B).
2. Discuss and develop a plan with your supervisor.
3. Be employed in your current position at SMCOE for at least six continuous months for new employees of the County Office or at least one month for employees who promote or transfer into a new position, site or department.
4. Have a proven ability to perform all functions of the position to a satisfactory level as determined by the County Office.
5. Understand and agree to the remote work requirements outlined in these guidelines and complete the remote work application (see Appendix A).

If approved, employees will be required to acknowledge that job or work expectations may change over time, and that a remote work arrangement may be re-evaluated from time to time and/or canceled based on such reconsideration. While remote work may be a voluntary arrangement between an employee and the County Office, the County Office reserves the right to cancel any such arrangement or require employees to work remotely at any time, for any period of time, as determined by business needs and for any reason including public health requirements of federal, state, and/or local law.

LEA Customer Service Expectations

As a county office, we exist to support the 23 school districts within San Mateo County. To do this, we must provide excellent customer service that enables our districts to focus on their critical work supporting our students and accelerating student outcomes. As a County Office team, we commit to some foundational, shared service expectations.

Our foundational customer service expectations ensure that we:

- Perform reliably and accurately
- Convey trust and confidence through our knowledge of programs and services
- Provide services with an equity lens and in alignment with our beliefs
- Communicate caring and individualized attention
- Provide help willingly and promptly
- Prioritize responding to SMCOE staff, LEAs, and other key partners

Our shared customer service expectations are that, when working remotely, staff must:

- Post a Working Remotely notice on the front or back of their computer screen so it is visible to other employees or, if they have an office, on their door so that other SMCOE employees will be aware that the employee is working remotely
- Respond promptly to communications
- Reflect their working location on their calendar
- Ensure calendar permissions allow teams and supervisors to see the title and invite list for meetings and events on their calendar
- Forward office phone to remote location and check voicemails daily
- Not place an out of office or remote work notification on email or voicemail when working remotely, as working remotely should not impact response time to calls or emails

Remote Work Options

In consultation with SMCOE bargaining units, senior leaders in each department considered a variety of factors in determining each employee classification's eligibility for remote work. Each position is unique and requires careful consideration of factors, such as, but not limited to, whether the role provides direct support to students; requires access to tools, equipment, information, or other items that are located on-site; or includes job responsibilities that require them to be on-site. Employees in positions that are eligible for remote work are not required to work remotely; employees may choose to work from their assigned County Office work location.

Below are the categories for remote work:

Eligibility Definitions	
Eligible	Eligible for a regular remote work schedule, up to one (1) day of remote work per week, excluding Mondays and Fridays; Schedule to be determined in advance with the supervisor and requires approval by the supervisor.
Direct Student Support	No regular remote work schedule permitted because role provides direct school-based support to while schools are in session; may work remotely on days when school is not in session, up to (1) day per week, excluding Mondays and Fridays (any remote work must be agreed upon in advance with the supervisor and is at the supervisor’s discretion).
Not Eligible	Not eligible for remote work.

Remote work may only commence in accordance with these guidelines after a candidate for remote work signs the Remote Work Agreement and both their manager and Human Resources sign the Remote Work Agreement. If the Remote Work Agreement is not signed by all required parties, any employee who works remotely shall be considered absent without approval if they fail to physically report to their assigned County Office work location.

Work Location

An employee’s work location is an important consideration in determining the feasibility of a Remote Work Agreement. Managers must review the proposed work location with the employee and Human Resources. The City and County ordinances regarding taxes, minimum wage, and other employment obligations must be reviewed for the location from which the employee proposes to work remotely. The cost and administrative burden of complying with such obligations must be considered when determining whether a remote-work arrangement is appropriate.

Remote Work Expectations

- SMCOE provides each employee with an on-site workspace and tools/equipment. Employees who are eligible and choose to work remotely are responsible for their own home equipment and must be able to provide a secure and safe working environment to work remotely. SMCOE does not supply wi-fi, furniture, monitors, ergonomic reviews, etc., for home offices. A manager must review the following guidelines with a candidate for remote work and should obtain satisfactory responses prior to approving a remote work request:
 - **Workspace:** Employees are responsible for having a workspace where interruptions are controlled during work hours.
 - **Location:** A work site must be in an area with minimum noise and distraction and avoid breaches of information security, which is usually separate from normal household activity areas. The work site must not be susceptible to interruptions and where necessary should have door that can be closed so that household members will not interfere with work.
 - **Desk or Table:** The height of a desk or table should be comfortable for writing, typing, and reading. Conventional desks are usually 29 inches high.

- **Computing Surface:** The recommended height for a computing surface is approximately 26 inches. A keyboard should be positioned so that the arms and wrists can be kept straight. A computer screen should be positioned at arm's length from the face and slightly below eye level.
- **Chair:** The set height should be 15 to 21 inches. A chair should provide adequate back and neck support and be adjustable for maximum ergonomic comfort.
- **Security:** The following guidelines should be followed to protect the security of County Office information:
 - Employees are expected to ensure the protection of confidential and/or proprietary County Office, student, and or LEA information accessible from their workspace consistent with the organization's expectations of information security for employees working at the office. Steps include covering or otherwise securing sensitive material, regular password maintenance, and any other measures appropriate for the job and environment. Managers and employees should discuss whether printing and/or shredding will be necessary for remote work.
 - Employees must not share devices with any person not employed by the County Office.
 - Employees will remain obligated to comply with all applicable County Office security policies, practices, and instructions.
- SMCOE will not have the responsibility to repair, maintain, or compensate the employee for the use of equipment and/or supplies when working remotely, unless specifically provided for by SMCOE. Employees may not use personal computers or tablets when performing SMCOE work. Employees will be responsible for maintaining internet connection that provides a stable and secure connection from their remote work location to SMCOE's network and will have a telephone line and/or cellular number on which they can be reached during work hours.
- Delivering on service level commitments from a remote work location means employees are accessible and productively engaged during regularly scheduled work hours according to their pre-approved remote work agreement.
- Management shall establish department remote work schedules with staff to ensure a physical presence in their department Monday through Friday.
- In the case where there may not be a manager present in a department on a given day, the Department Head must get Division Head approval.
- With supervisor approval, employees are permitted to swap their remote work day within the same week if their remote work day falls on a holiday or a day they are required to report to the office.
- Employees may not work remotely on Mondays or Fridays.
- Employees are not allowed to bank remote work days and apply those days to a different week.
- Employees must display a Working Remotely sign in their workstation and roll their work phone to their remote work location (work or personal cell phone) on days they are working remotely.
- On an emergency basis, employees may request to work from home to deal with personal issues that may not be managed at other times, such as letting the furnace repair person in the house.

- Employees on a 9 days/80 hours (9/80) or a 4 days/40 hours (4/10) schedule are not eligible for remote work. Additionally, employees who are participating in the remote work program are not eligible for a 9/80 or 4/10 schedule.
- Every SMCOE staff member must be available for any in-person standing or ad hoc staff meeting called by their manager.
- Employees must comply with all SMCOE rules, policies, practices, and instructions that would apply if they were working on-site at a SMCOE location.
- Employees must follow their schedule, take required breaks and lunch, and obtain prior approval for any overtime before it is worked.
- Protect confidential information at all times, including student and employee data. SMCOE files may not be maintained or stored at home offices or on personal computers or equipment.
- On approved remote work days, employees who encounter power, internet, or other technical difficulties are expected to come on-site to complete their work or request time off.
- Childcare or elder care must be prearranged during the remote work time to ensure the employee is able to fully perform all their duties just as if they were working at the office. Dependent care arrangements should be physically separate from an employee's workplace so that the dependents will not interfere with their work. Employees agree to have a designated work area that is free of distractions. An employee must be able to provide a secure and safe working environment to work remotely. If an employee's personal circumstances prevent them from avoiding distractions or interruptions at the remote work site, the employee must notify their manager and Human Resources immediately.
- Remain flexible to adjusting schedules when work and personal needs shift. If client or County Office needs necessitates the employee's presence at a place besides the employee's remote work location, the employee agrees to report to that location, notwithstanding participation in the Remote Work Program.
- Maintain a safe and secure home work environment at all times, as outlined in the Remote Work Agreement.
- Report work-related injuries to your manager and Company Nurse, the administrator group responsible for taking work-related SMCOE injury statements, as soon as practicable.
- Remote work is not a replacement or alternative to taking sick leave or vacation. Being fully engaged in work activities during your work hours is the consistent expectation of the remote work option. If you are too ill to work from home, use your sick time for rest, recovery, and getting medical care. Vacation time is an important opportunity to rest and recharge, and you are encouraged to take your vacation time.
- Employees who are too sick to work in the office may not work remotely or leave work early to work remotely. Employees must take sick time and enter their absence into the absence reporting system.
- Adhere to the requirements of these guidelines and the Remote Work Agreement.
- Cooperate fully in any audit or investigation related to this policy.
- Promptly report any violation of these guidelines or the Remote Work Agreement to your manager and Human Resources.

Employees who raise equipment or other accommodation requests to perform work remotely must raise those requests with Human Resources so that the County Office can determine whether the arrangement is appropriate before any expenditure is approved.

Additional Information for Supervisors

- Supervisors may not require an employee to work from home.
- Employees are not permitted to work remotely more than one day per week. Supervisors do not have authority to approve these requests or changes. If an employee has a health or medical issue and/or requests remote work as a reasonable accommodation, supervisors must refer the employee to Human Resources.
- On an emergency basis, employees may request to work from home to deal with personal issues that may not be managed at other times, such as letting the furnace repair person in the house. Supervisors are encouraged to use their best judgment when reviewing these requests. Requests should be made in advance and the employee should still be expected to participate in all required meetings.
- Encourage vacation. Remote work allows employees to work from a designated location - it is not intended to prevent employees from taking vacation time. Employees should be encouraged to take vacation time free of any work expectations.
- Changes to an employee's remote work schedule may be made by mutual agreement. Should situations arise where the employee's work has shifted, or if for any other reason a supervisor feels a remote work schedule needs to stop, they must contact Human Resources to discuss the situation.
- Monitor and enforce accurate timekeeping and adherence to working time for non-exempt employees.
- Minimize and prohibit "off the clock work" by requiring, reviewing, approving requests for overtime (when appropriate), and refraining from engaging non-exempt employees on work-related matters outside of their scheduled work time.
- Establish proactive methods to monitor and determine if violations of these guidelines or the Remote Work Agreement have occurred.
- Promptly report to Human Resources any claim, loss, or injury from an employee working remotely.

Any employee who violates these Guidelines or their Remote Work Agreement, conceals or destroys evidence of a violation, or does not cooperate with an investigation of a possible violation of the Guidelines or Remote Work Agreement will be subject to appropriate discipline, up to and including, termination.

WORKSPACE, EQUIPMENT, SYSTEMS, AND TOOLS

Technology Policies

Employees are expected to follow the Acceptable Use Agreement when using SMCOE equipment and conducting district business.

Equipment that is damaged, lost, or stolen must be reported immediately. Fill out the [Report of Lost Equipment](#) form to report damaged, lost, or stolen equipment.

Equipment

SMCOE provides each employee with one workstation. Employees who are eligible and choose to work remotely are expected to provide their own home equipment.

Equipment	Use
Computer and docking station (if needed) x1	SMCOE will provide one computer and docking station for laptops. Employees who are approved for remote work are required to transport their laptop computer to and from the office.
Monitor (one or two)	SMCOE will provide up to two monitors. Employees who are approved for remote work must decide if they set up their monitors at their home office or on-site. Employees may choose to transport their monitor(s).
Mouse & Keyboard x1	SMCOE will provide one mouse and keyboard. Employees who are approved for regular remote work must decide if they set up their mouse and keyboard at their home office or on-site. Employees may choose to transport their mouse and keyboard.
Chair x1	SMCOE will provide one chair for employees. Chairs are for use when on-site only and may not be taken home.
Standing Desk	SMCOE may provide employees with a standing desk option. Standing desks are for use when on-site only and may not be taken home.
Other	Employees who need additional equipment may make a request of their supervisor. Supervisors will assess the need and determine if the additional equipment is provided for on-site use only or may be used at home.

The County Office reserves the right to terminate the Remote Work Program/Guidelines at any time. In such event, the County Office will provide notice of its decision.

REMOTE WORK APPLICATION & SAFETY CHECKLIST

Instructions: Complete this application and submit a copy to your direct manager for review. A meeting will be scheduled to discuss the application. With appropriate use of technology and managerial oversight, staff may be eligible for remote work arrangements. The completed and approved application will be kept on file by the manager and Human Resources.

Name:

Proposed remote work site: Home Other (describe):

Remote work address:

City: _____ State: _____

Remote work phone number:

Requested date to begin remote work (start date must begin no earlier than 5 business days after request is submitted):

Details of Proposed Remote Work

Which day of the week do you propose to do remote work, excluding Mondays and Fridays?
(Remote work is authorized for no more than one day during each week)

Requested day of week:

Do you have dependents requiring care during remote work hours?

(Child- or elder-care must be arranged during the time that you work remotely to ensure you meet all of the requirements that would apply if you were working from the office.)

If yes, please describe the arrangements that you propose for such dependent care during remote work hours.

Describe how you will sustain and enhance client service standards while you conduct remote work.

Remote Work Safety Checklist

This checklist is to assist you in assessing the overall safety of your remote work location. Please answer all questions that are applicable to your remote work location and include an explanation for any questions that are inapplicable.

General Work Environment

- | | |
|---|--|
| All work areas are clean and orderly. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| All work areas are adequately illuminated. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Aisles and passageways are kept clear. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| All extension cords have a grounding conductor. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Connection to internet is secure (router is password protected). | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Workstation has up-to-date anti-virus software installed. | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Ergonomics

Neck and shoulders are not stooped to view tasks. There are no pressure points on any parts of the body (wrists, forearms, back of thighs, etc.). Yes No

Work can be done without twisting or excessive bending of the lower back. Work materials are shaped, positioned, and handled comfortably. Yes No

All furniture is adjusted, positioned, and arranged to minimize strains on all parts of the body..... Yes No

Chair supports back and feet are on the floor when seated. Yes No

There is adequate leg room when seated. Yes No

Work can be performed without eye strain or glare..... Yes No

Keyboard and mouse are at an appropriate level..... Yes No

Commonly used items (e.g., telephone, paper, pens, etc.) are within easy reach..... Yes No

Emergency Preparedness

A portable fire extinguisher is on site. Yes No

Employee knows how to use fire extinguisher. Yes No

Extinguishers are free from obstructions or blockages. Yes No

Employee knows the location of all exits. Yes No

Employee's Signature: _____ **Date:** _____

Employee Worker's Printed Name: _____

Employee's Title: _____

SAN MATEO COUNTY OFFICE OF EDUCATION
**CSEA 887, 789, CONFIDENTIAL, AND MANAGEMENT EMPLOYEE
REMOTE WORK AGREEMENT**

I have read, understand, and reviewed with my manager all of the conditions for remote work described in the County Office’s Remote Work Guidelines. I agree to all the responsibilities of and conditions for remote work that are described in the Guidelines and this Agreement.

Basic Rules

- I understand that remote work is not an entitlement. Permission to telecommute is based on job function and permission from management.
- I understand that remote work may be suspended or terminated based on performance, business reasons, or at the sole discretion of management.
- I agree to adhere to all applicable County Office policies and guidelines, during remote work, as well as, if applicable, collective bargaining agreement language that would apply if I were working on site.
- I agree to adhere to all applicable employment agreements that I have with the County Office, during remote work, including those concerning use of technology.
- I am expected to meet the same standards of performance as employees in the same job classifications who do not remote work.
- I am aware that all applicable employment and labor law notices are posted in the County Office’s offices to which I report when working on site, but are also posted so that they are available to me online.
- For employees represented by CSEA, this Agreement is not intended to conflict with any term or condition of the CSEA collective bargaining agreement or any legal right which an employee may have under statute. To the extent that a conflict is discovered, the CSEA collective bargaining agreement and/or operate statute will supersede.

Hours

- I understand that my manager must approve, in writing, my regularly scheduled work hours and any change in those hours.
- My initial remote work schedule is:

Day of Week	Start Time	End Time

- I understand that I must have my manager’s approval to work hours in excess of or other than these scheduled hours.
- I understand that if I am non-exempt employee off-the-clock work is strictly prohibited while I remote work. Off-the-clock work includes checking and responding to emails and making and responding to phone calls outside of scheduled work hours.
- I will work and be accessible – via phone, email, or video conferencing, e.g., Zoom or Teams, etc. – during my regularly scheduled hours, regardless of the location at which I work.
- I understand that remote work is not a replacement for appropriate dependent care or other responsibilities of my personal life. I must provide the same undivided attention to my work as if I were working on site. My dependent care arrangements should be physically separate from my workplace so that the dependents will not interfere with my work. If my personal circumstances prevent me from avoiding distractions or interruptions at the remote work site (for example,

inability to obtain dependent care or attending to family medical needs), I will notify my manager and notify Human Resources immediately. Any alteration in schedule to accommodate dependent care needs must be approved by my manager and Human Resources.

- I will strive to keep personal disruptions, such as non-business telephone calls and visitors, to a minimum during regularly scheduled work hours.
- I understand that the County Office's attendance and timekeeping policies, vacation time and paid and unpaid leave (including sick leave) regulations and/or, if applicable, collective bargaining agreement apply to remote work employees in the same manner that they apply to employees who work on site.
- I understand that I must put an out-of-office notice in my email and calendar software if I do not for any reason work my regular scheduled hours.

Benefits and Compensation

- I understand that compensation, benefit plans and/or the terms of the collective bargaining agreement will remain the same when I remote work.
- I understand that the County Office's paid time off regulations and/or the applicable collective bargaining agreement language apply to me while I remote work. I must record and use paid time off for all variations from my regular work schedule, whether those variations occur while I am at my remote work location or elsewhere.
- I understand that I will continue to be covered under the County Office's workers' compensation policy for injuries arising out of and in the course and scope of my employment and during work hours and in the designated work area of the home. I agree to promptly advise my manager and file a claim in accordance with the County Office's policy if I am injured on the job and will do so as soon as possible after the injury occurs.
- I understand that the County Office is not liable for injuries occurring in my home workspace when I am not engaged in work. Further, the County Office is not liable for loss, destruction, or injury that may occur in, to, or around my home, including to family members or visitors.

Work Location

- I understand that my work location where I will perform all remote work must be at my primary residence, unless my manager approves, in writing, a different remote work location. The full address of my authorized work location is:

- I understand that, when I work remotely, I am authorized to work only at the above location unless specifically authorized by my manager to work while traveling and then only to the extent authorized.
- I agree that I will not permanently change my remote work location without prior approval by the County Office. If I want to do so, I will alert my manager and Human Resources to request a change to my remote work location.
- If client or County Office needs require my presence at a place besides my remote work location as communicated to me by my supervisor or another County Office administrator, I agree to immediately report to that location, notwithstanding participation in the Remote Work Program.

Workspace

- I will notify my manager prior to entering into this Remote Work Agreement, and thereafter, immediately if something changes, if there is anything more needed to make the workspace

compliant and secure as described in the County Office’s Remote Work Policy.

- I will notify the County Office prior to entering into this Remote Work Agreement, and immediately if something changes, if I do not have a workspace that will minimize interruptions, such as a location that will allow me to shut a door, where needed, to separate my workspace or otherwise minimize disruptions, or if there is a change to my dependent care obligations or the like.
- I agree that no in-person County Office business-related meeting may occur in my personal residence.
- I will promptly report to my manager any access to proprietary information by anyone other than myself, and any virus, malware or other impediment to the full functioning of my County Office provided equipment and software.
- I will promptly report to my manager any loss or damage to County Office equipment, files, documents or other resources.
- I agree to use a workspace where proprietary information can be kept confidential. I agree to secure all proprietary information consistent with County Office policy.
- I agree to dispose of proprietary information according to the County Office’s guidelines or return proprietary information to a County Office facility for disposal.

Equipment and Supplies

- The County Office has provided the following equipment for me to use for my remote work:

- If I believe I need additional items to remote work, they are listed here (or indicate “none”):

- Other than the items listed above, at the time that this agreement is signed, I am attesting that I have everything that I believe is needed, to fully perform my work remotely. If, after this initial request, I need additional equipment or supplies, I will make such a request to my manager.
- I must care for any County Office-owned equipment provided to me, in a manner suitable to the equipment and the purposes for which it was provided. I will promptly report to my manager any damage or loss of the County Office’s equipment,
- I understand that the County Office provides appropriate software licenses per employee regardless of work location. I will use County Office-supplied or approved hardware and software at all times for all work for the County Office. County Office software, in addition to the hardware, remains the property of the County Office and may not be duplicated or modified for any reason.
- Unless the County Office has provided, as noted above, I have and will maintain an internet connection that provides a stable and secure connection from my home to the County Office’s network. The County Office recognizes that there are factors outside of an employee’s control, which can lead to a loss of internet connection (e.g., service outages).
- I will make all work-related telephone and videoconference calls through my computer and use the following as alternative means of receiving telephone calls:

Primary Phone Number	Secondary Phone Number

- I agree to transact all County Office business on the County Office’s network and voicemail systems that belong to the County Office or are approved by the County Office.

- I agree to send all email communications regarding County Office business through the County Office's email systems or as permitted by the County Office's information security policies.
- I understand and agree that all telecommunications, email and all data on County Office equipment, systems and storage media are owned by the County Office and that all County Office-related email and all data on any personal equipment, systems or storage media used for business are owned by the County Office. Such telecommunications, email and data are subject to the County Office's policy regarding the ownership of and absence of privacy in such resources even if located at a remote location. I understand and agree that the County Office may retrieve and read any message or data composed, sent, received or stored on its equipment, supplies, systems or storage media. I expressly consent to electronic monitoring of all of the foregoing.

Expenses

- I understand that the County Office may provide paper, files, pens and similar office supplies from the office to which I report.

Termination

- I agree that upon request, termination of the Remote Work Agreement, or termination of employment, to immediately return, during County Office normal business hours, all County Office information, documents, files, storage media, supplies, equipment, and other property and all duplicates thereof.
- I agree to safeguard all the County Office-owned information, documents, files, storage media, supplies, equipment, and other property and all duplicates thereof until recovered by the County Office, regardless of any delay in the recovery by the County Office of such documents, files, storage media, supplies, equipment, and other property and all duplicates thereof, including such documents or information stored on my personal devices.

I agree to all of the responsibilities of and conditions for remote work that are described in this Agreement and the Policy.

Remote Employee's Signature: _____ **Date:** _____

Remote Employee's Printed Name: _____

Remote Employee's Title: _____

Approvals

This Remote Work Agreement cannot take effect until signed below by both the remote worker's manager and Human Resources.

Manager's Signature: _____ **Date:** _____

Manager's Printed Name: _____

Manager's Title: _____

HR Signature: _____

HR Printed Name: _____ **Date:** _____

ELIGIBILITY LIST BY POSITION

Remote Work Eligibility (Revised 8/1/25)

POSITION CLASSIFICATION	CLASS	ELIGIBILITY
APPLICATIONS SUPPORT TECHNICIAN	CSEA 789	ELIGIBLE
AUDIO/VISUAL & MEDIA SUPPORT TECHNICIAN	CSEA 789	ELIGIBLE
BILINGUAL FAMILY COUNSELOR	CSEA 789	NOT ELIGIBLE
COMPUTER TECHNICIAN	CSEA 789	ELIGIBLE
CUSTODIAL MAINTENANCE WORKER	CSEA 789	NOT ELIGIBLE
ENTERPRISE SYSTEMS ASSISTANT	CSEA 789	ELIGIBLE
ENTERPRISE SYSTEMS DATABASE ADMINISTRATOR	CSEA 789	ELIGIBLE
ENTERPRISE SYSTEMS OPERATIONS ANALYST	CSEA 789	ELIGIBLE
INFORMATION TECHNOLOGY ANALYST	CSEA 789	ELIGIBLE
LEAD CUSTODIAL/MAINTENANCE WORKER	CSEA 789	NOT ELIGIBLE
MAIL SERVICES DRIVER	CSEA 789	NOT ELIGIBLE
MEDIA ANALYST	CSEA 789	ELIGIBLE
NETWORK ANALYST	CSEA 789	ELIGIBLE
NETWORK ENGINEER	CSEA 789	ELIGIBLE
NETWORK SYSTEMS ADMINISTRATOR	CSEA 789	ELIGIBLE
NETWORK SYSTEMS TECHNICIAN	CSEA 789	ELIGIBLE
PROGRAMMER/ANALYST	CSEA 789	ELIGIBLE
SCHOOL BUS DRIVER	CSEA 789	NOT ELIGIBLE
SENIOR COMPUTER TECHNICIAN	CSEA 789	ELIGIBLE
SENIOR CUSTODIAL MAINTENANCE WORKER	CSEA 789	ELIGIBLE
SENIOR INFORMATION TECHNOLOGY ANALYST	CSEA 789	ELIGIBLE
TRANSPORTATION SCHEDULER	CSEA 789	NOT ELIGIBLE
ACCOUNTANT	CSEA 887	ELIGIBLE
ACCOUNTING ASSISTANT	CSEA 887	ELIGIBLE
ACCOUNTING TECHNICIAN	CSEA 887	ELIGIBLE
ADMINISTRATIVE ASSISTANT	CSEA 887	ELIGIBLE
ADMINISTRATIVE TECHNICIAN	CSEA 887	ELIGIBLE
CREDENTIALS ANALYST	CSEA 887	ELIGIBLE
DATA SPECIALIST	CSEA 887	ELIGIBLE
EDUCATIONAL DATA ANALYST	CSEA 887	ELIGIBLE
EXECUTIVE ASSISTANT	CSEA 887	ELIGIBLE
EXECUTIVE ASSISTANT III	CSEA 887	ELIGIBLE
FINANCIAL ANALYST	CSEA 887	ELIGIBLE
GENERAL SERVICES ASSISTANT	CSEA 887	NOT ELIGIBLE
GREEN FACILITIES ANALYST	CSEA 887	ELIGIBLE
HUMAN RESOURCES TECHNICIAN	CSEA 887	ELIGIBLE
INTEGRATED TECHNOLOGY SERVICES OPERATIONS TECHNICIAN	CSEA 887	ELIGIBLE
MULTIMEDIA DESIGNER	CSEA 887	ELIGIBLE
OFFICE ASSISTANT	CSEA 887	NOT ELIGIBLE
PAYROLL TECHNICIAN	CSEA 887	ELIGIBLE
PAYROLL AND RETIREMENT ANALYST	CSEA 887	ELIGIBLE
PERSONNEL COMMISSION ANALYST	CSEA 887	ELIGIBLE
PERSONNEL COMMISSION TECHNICIAN	CSEA 887	ELIGIBLE
PROGRAM COMPLIANCE ANALYST	CSEA 887	ELIGIBLE
PUBLIC COMMUNICATIONS SPECIALIST	CSEA 887	ELIGIBLE
SENIOR ACCOUNTING ASSISTANT	CSEA 887	ELIGIBLE
SENIOR CREDENTIALS ANALYST	CSEA 887	ELIGIBLE
SENIOR PAYROLL AND RETIREMENT ANALYST	CSEA 887	ELIGIBLE
SUSTAINABILITY ANALYST	CSEA 887	ELIGIBLE
BENEFITS ANALYST	CONF	ELIGIBLE
EXECUTIVE ASSISTANT - CONFIDENTIAL	CONF	ELIGIBLE
EXECUTIVE ASSISTANT TO THE SUPERINTENDENT	CONF	ELIGIBLE
ASSISTANT PRINCIPAL, COURT AND COMMUNITY SCHOOLS	MGMT	DIRECT SCHOOL SUPPORT
DIRECTOR, OUTDOOR ENVIRONMENTAL EDUCATION	MGMT	DIRECT SCHOOL SUPPORT
DIRECTOR, SCHOOL PROGRAMS	MGMT	DIRECT SCHOOL SUPPORT
PRINCIPAL, COURT & COMMUNITY SCHOOLS	MGMT	DIRECT SCHOOL SUPPORT
PRINCIPAL, EARLY CHILDHOOD EDUCATION & RELATED SERVICES	MGMT	DIRECT SCHOOL SUPPORT
PRINCIPAL, OUTDOOR EDUCATION	MGMT	DIRECT SCHOOL SUPPORT
PRINCIPAL, SPECIAL EDUCATION	MGMT	DIRECT SCHOOL SUPPORT

* SMCEA AND CSEA 158 UNIT MEMBERS ARE NOT ELIGIBLE FOR REMOTE WORK




* ALL MGMT POSITIONS ARE ELIGIBLE UNLESS IDENTIFIED AS DIRECT SCHOOL SUPPORT

TEMPLATES

Contact Information Signage for Work Spaces

The following are templates to display at your work space to indicate when you are working remotely or are out of the office. Please make a copy of this template, revise relevant information, and print to display at your work space.



Name	
Position	
Department	
<p>I am currently working remotely.</p> <p>[Insert relevant information here such as remote work schedule]</p>	<p>You can reach me directly at:</p> <p> [Add cell or phone number]</p> <p> [Add e-mail address]</p> <p> Microsoft Teams Chat</p>


Out of Office Message Guidance and Templates


Name
Position
Department

**I am currently out of the
office.**

I will return on
[Month XX, 20XX]

For immediate assistance, please
contact [Name, Title] at:

 [Add contact phone number]

 [Add contact e-mail address]

FOCUS ON RELATIONSHIPS: Building and maintaining relationships is important for collaboration across distance.

Adapted from “Distributed Work @Google Playbooks”

Get Talking

From having lunch together to saying hello in the hallways, from playing cards or working on a shared puzzle in the breakroom to conducting a walking meeting, many people find it easier to connect socially with their peers when working at the office.

In a flexible work environment, connecting with each other and building relationships is more important than ever. A little rapport goes a long way. Create opportunities to get to know your teammates just like you would if they sat in the next cubicle.

- Warm Welcome - Start your meetings by connecting with an open-ended, personal question. Try “what did you do this weekend?” (You’ll get more than asking “how was your weekend”).
- Consider creating a group chat that is always “on” for work-related questions or fun, social messages.
- Share a virtual meal over video conferencing.
- Say “hi!” Check in on a teammate with an encouraging message, project-relevant news article, or funny photo – just because! Pick up the phone or send an email or a Microsoft Teams chat to a colleague and ask about their day, weekend plans, etc.
- Theme days – as a group, select a theme and wear something to inspire joy all day.
- Show and tell – select a photo taken that week and describe what is special about the photo.
- Optimistic closure – round robin style, individuals provide kudos or a praise report for another employee (may or may not be in the same meeting).

Appreciate Differences

Cultural differences influence how people like to be visible or receive recognition, the way people act, and how people interpret the actions of others, but we’re not always aware of how culture influences behavior, experiences, or workstyle.

- Reflect: Some behaviors required for remote work aren’t comfortable for various cultural identities, norms, or personalities.
- Teach a teammate something new about your culture (e.g., words in a new language, holidays/cultural traditions).
- Use meetings to discuss how distributed colleagues can be heard, supported, and included.

Be Present

Some engagement signals are lost when working together virtually, particularly when we mute the microphone or focus intently on our laptops. Be sure to:

- Unmute your microphone and validate contributions from others. A head nod, “mmhmm,” or “yeah, good idea” will do it!
- Ensure you’re clearly visible on the video screen by zooming in, making eye contact, and expressing your reactions noticeably.

BEST PRACTICES: Having a plan for communication, structures, and norms is critical for virtual & hybrid teams.

Adapted from “Distributed Work @Google Playbooks”

Reach Out

It can be hard for teammates in other locations to be heard as they often have to overcome barriers to jump in and share. You can help create the space for them to speak up.

- Ask for input from the most isolated meeting participant any time the meeting breaks into a discussion.
- If you see someone trying to enter the conversation, stop and invite their comments.

Set Team Norms

Norms set clear expectations for how you work together with your team, but they're often assumed rather than explicitly stated, leaving opportunities for confusion.

- Discuss, establish, and document communication and decision-making norms with your colleagues (e.g., answering emails/pings off-hours, how often will you stay in touch, information-sharing).
- Be sure to communicate frequently and openly. When remote team colleagues can count on quickly receiving necessary information, they have improved trust for their team members and can more efficiently transfer key, task-relevant knowledge.

The following are recommended meeting norms as well as suggestions to support meetings where participants may be working on-site and from a remote location.

- End meetings five minutes early to allow for “passing time”
- Invite appropriate stakeholders and be mindful of everyone's time. If someone is invited to “inform” some individuals, think of other methods for informing them.
- Commit to being present and participating. Stay engaged and focused. Avoid reading and responding to emails or multitasking. Participants may need a bio-break, have a pet that unexpectedly jumps on screen, or need a drink of water during a meeting. That's okay, we are all human and have personal needs that need attending briefly!
- Include a Teams or Zoom link for all meetings to accommodate those working remotely. If all participants are expected to attend the meeting in person, ensure this is clearly communicated well in advance.

Match the Communications Channel to the Need

Video is best for more sensitive or detailed discussions, while a quick message is great for check-ins or clarifying simple matters. Don't default to a message when a richer format is warranted; conversely, don't force a formal video meeting when an email is enough.

Make the Most of Meetings

Fewer opportunities to connect necessitate good meeting hygiene. Set meeting agendas in advance, kick off meetings by recapping where things left off previously, and be mindful of time to avoid ending a meeting without getting through key agenda items.

Don't Wait for a Formal Meeting if You Don't Need To

Physical distance can lead some people to avoid communicating as much as they need to. If something comes up that you'd normally ask an in-person colleague about right away, don't let physical distance stop you; message or call your colleague to keep progress moving. When remote team members can count on being able to quickly receive information they need, trust improves more quickly.

Prioritize Your Well-Being

Focus on your well-being while working from home by setting up a comfortable office space to physically separate your work and home life, setting limits on your workday so that you don't accidentally work more hours than normal, and achieving your stand goal by getting up at least every hour. Mindfulness is another useful tool to increase well-being and focus while relieving stress.

Communication between Employees & Supervisors

Employees: communicate up

- Share your accomplishments
- Ask for help when you hit a roadblock
- Communicate, communicate, communicate
- Request clarity when needed
- Share what you need to be successful
- Review goals and project timelines and action items to ensure you are on track
- Ask for feedback

Supervisors: set clear expectations

- Define and communicate team norms and expectations
- Clarify Customer Service Expectations (CSEs), response times, and availability
- Share how to communicate with you – chat, call, text, email
- Verify priorities for employees
- Provide a minimum of 48 hours' notice if you must request an employee be on-site during their regularly scheduled remote work day