

**DHEC ADMINISTRATIVE POLICY MANUAL  
COMMISSIONER'S OFFICE**

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**Subject:** Telecommuting Policy

**Laws/Regulations** - None

**THE LANGUAGE USED IN THIS POLICY DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENTS OF THIS POLICY IN WHOLE OR IN PART.**

**Policy Statement:**

It is the policy of the Department to allow the use of telecommuting where it is a viable management work option. The Department recognizes the benefits of such work options for employees when both program and employee personal needs can be addressed. Participation is voluntary and subject to approval by appropriate management staff. Participation is not an employee right or benefit and may be discontinued at any time by either party. Telecommuting may not be appropriate to all areas of the agency, especially those having limited staff. Telecommuting is encouraged to help protect ambient air quality.

**Rules:**

**DEFINITIONS**

**Telecommuting** is an alternative method of meeting the needs of the Department and employee by allowing the employee to work away from the regular office during part of the workweek.

**Regular Office** means the employee's usual and customary work address. It remains the primary work location even if participating in telecommuting.

**GUIDELINES**

1. Participation is voluntary and subject to approval by appropriate management staff. Participation is not an employee right or benefit and may be discontinued at any time by either party. Denial or termination of a telecommuting arrangement is not appealable or grievable. Telecommuting may not be appropriate to all areas of the agency, especially those having limited staff. More specific criteria may be established by individual work units.
2. Participation in telecommuting does not change the employee's salary, benefits, employment status, or other rights as a state employee, nor does it alter the employment relationship with regard to applicable policies and procedures.
3. Participation in telecommuting should be based on the ability of the employee to perform tasks that can be completed from remote locations, such as a home office, and management assessment of the employee's ability to complete those tasks satisfactorily.

**DHEC ADMINISTRATIVE POLICY MANUAL**  
**COMMISSIONER'S OFFICE**

---

4. The employee has an obligation to provide the agency with 37.5 hours per week. The employee must not allow primary care duties for a young child or elder to affect quality or quantity of work assigned. Alternate work schedules may be combined with telecommuting if approved by area management.
5. If an employee is eligible for overtime, advance supervisory approval must be obtained before working overtime. The employee must follow DHEC work policies regarding work hours and schedules, including keeping records of time and attendance as if the work was performed at the regular office.
6. The employer is not responsible for operating costs, home maintenance, line charges for modem, long distance charges to connect with the DHEC computer network server or any other cost associated with the use of the home as an alternative work site. The employee is entitled to reimbursement for authorized expenditures (ex. long distance business calls, travel) incurred while conducting official business. Office supplies may be supplied on an as-needed basis.
7. The employee shall maintain home work space in a safe condition, free from hazards and other dangers to equipment or occupants of the home. The employee is covered by Worker's Compensation during the performance of official business at the regular office or the defined work space at the alternate location during work hours. Employee shall report work-related injuries immediately to the supervisor and will comply with other reporting requirements established by the agency for filing claims. The agency reserves the right to inspect alternate work site at any time for possible work hazards.
8. A regular telecommuting schedule must be established prior to the start of the work arrangement and must be mutually agreed to by the employee and the supervisor. Any change to the agreed upon schedule must be approved by appropriate management and documented. An employee must forgo telecommuting if needed in the regular office on a regularly scheduled telecommuting day. The employee may also be called into the regular office when necessary to meet operational needs. The manager or supervisor should provide reasonable notice whenever necessary. However, the employee may be required to report to the office without advance notice, as needed.
9. While working away from the regular office, employees must be accessible for communication (e.g. telephone, beeper, e-mail, etc.).
10. DHEC will not, as a standard, purchase computers, software, software licenses, Internet or phone services or office equipment such as printers, fax machines, calculators or furniture for in-home telecommuting. Purchase of such items will be at the discretion of management and must be in compliance with State and agency budget, procurement and information technology policies.
11. DHEC accepts no responsibility for the public at telecommuting sites.

**DHEC ADMINISTRATIVE POLICY MANUAL  
COMMISSIONER'S OFFICE**

---

12. For network connected P/C's, the only means whereby Internet access may be gained is through the DHEC provided ISP connection. The loading of private or personally owned ISP software (AOL, Mindspring, etc.) on any P/C that is network connected to any DHEC LAN is prohibited. If such software currently exists on workstations, it must be removed.
13. Private or personally owned ISP software may be loaded onto DHEC P/C's only when approved, and when they are NOT connected to any DHEC LAN. This will provide remote access to users that are travelling or cannot gain physical access through existing LAN topology. For further information, please refer to the Electronic Mail and Internet Use Policy (A.800).

**Procedures:**

1. The employee and supervisor must complete a Job Analysis Questionnaire before telecommuting can be approved. The job analysis will identify areas of work which could be completed outside of the regular office. This will determine the extent of telecommuting or whether or not it is an option. The questionnaire must include the core job duties and quality/productivity measurements.
2. The employee and appropriate management must sign a Telecommuting Agreement which clearly outlines expectations and responsibilities of the telecommuter and the agency.

**Responsibility**

**Action**

Employee	Request permission from Supervisor to telecommute
Supervisor	Complete Job Analysis Questionnaire with employee and approve or disapprove telecommuting request.
Employee/Management	Sign Telecommuting Agreement.

**DHEC ADMINISTRATIVE POLICY MANUAL  
COMMISSIONER'S OFFICE**

---

**DHEC Telecommuting Agreement**

Both management and employee understand home based telecommuting is a voluntary option and may be discontinued at any time by either party. Evaluation of this telecommuting arrangement should be conducted no less than annually.

DHEC will pay for the following expenses:

- Charges for business related telephone calls.
- Maintenance and repairs to state-owned equipment.
- Business related travel expenses.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

DHEC will not pay for:

- Maintenance or repairs of privately owned equipment.
- Utility costs associated with the use of the computer or occupation of the home.
- Equipment supplies (These should be requisitioned through the office.).
- Travel expenses associated with commuting to the regular office.
- Long distance telephone costs associated with connecting to DHEC's computer network server.
- \_\_\_\_\_
- \_\_\_\_\_

Telecommuting days are scheduled and will not be substituted without advance approval of management. Regular office days will be \_\_\_\_\_.  
Telecommuting days will be \_\_\_\_\_.

Telecommuters must be available by phone or e-mail during the core business hours of \_\_\_\_\_ to \_\_\_\_\_.

**DHEC ADMINISTRATIVE POLICY MANUAL  
COMMISSIONER'S OFFICE**

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Additional Conditions:

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The telecommuter has read and understands the agency's Telecommuting Policy and agrees to abide by the policy.

\_\_\_\_\_  
Telecommuter

\_\_\_\_\_  
Date

**Management Approval**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
District Health Director/Bureau Chief

\_\_\_\_\_  
Date

**DHEC ADMINISTRATIVE POLICY MANUAL  
COMMISSIONER'S OFFICE**

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**Telecommuting Job Analysis**

Name \_\_\_\_\_ Social Security Number \_\_\_\_\_

Classification \_\_\_\_\_

Organizational Unit \_\_\_\_\_

Using your current position description and EPMS as guides, list each of the tasks you perform in your job, separating those which **MUST** be done in the regular office (Site Specific) from those which could be performed at home (Non-site Specific).

Site Specific Tasks: % Time

Non-site Specific % Time

**DHEC ADMINISTRATIVE POLICY MANUAL  
COMMISSIONER'S OFFICE**

---

What equipment or other resources, other than usual office supplies, do you need to accomplish tasks which are non-site specific?

Are the equipment and resources you need readily available to you? If not, which equipment is not readily available?

In your opinion, how can your supervisor monitor and evaluate work you perform somewhere other than the office?

What schedules could you work outside the office and still maintain an effective working relationship with clients, co-workers, management and your supervisor?

I agree this document is an accurate description of the telecommuters's job and a reasonable assessment of site specific and non-site specific tasks.

\_\_\_\_\_  
Telecommuter

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date