



HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

Voice (802) 540-2505

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Vermont Relay: 7-1-1 or 800-253-019

MEMORANDUM

To: All Employees

From: Kerin Durfee, Human Resources Director

Re: City of Burlington Remote Work Policy

Date: 8/29/2022

Purpose

The remote work policy identifies which positions within the City's workforce are eligible for remote work; the parameters of remote work; and to establish the basic principles and conditions regarding employees working from an alternate worksite, including an employee's home, on a regularly scheduled basis. Occasional remote work can be authorized but is not covered under this policy.

Eligibility

Remote work is only feasible for those tasks within a job, which are suitable, in whole or in part, to being performed away from the onsite workstation. Much of the City's workforce includes jobs that must be performed in person to provide service to the public and/or require the use of, or maintenance of, City property and materials that cannot be accessed from an alternative workstation. Remote work is a voluntary program and is not a requirement or condition of employment.

In general, positions involving the direct supervision of many employees who perform most or all duties at a work site, positions that require direct in-person customer contact, first responders, and/or positions that provide significant administrative support may not be amenable to remote work. To provide flexibility all other positions are eligible for remote work. For the purposes of this policy, under no circumstances will an employee's home be used to hold meetings or provide direct face-to-face service to customers.

Remote Work Eligibility Rating

Human Resources will determine tiers in consultation with managers and Department Heads.

By December 31, 2022, all job descriptions will include a remote work eligibility rating. Newly created positions after this date will receive a remote work eligibility rating upon creation after the implementation of this policy.

After determining eligibility, all positions will be categorized into the following groups:

- Tier One: 0 days remote: Positions that require an employee to perform all required duties and responsibilities in person 100% of the time.
 - Some examples are first responders, drivers, line workers, front-facing customer service, teachers, instructors, and event staff.
- Tier Two: 20% / up to ~4 days a month remote: Positions that require an employee to perform most duties and responsibilities in-person but have moderate level of work duties that can be performed remotely, while still providing service to the community and lending to the efficiencies of their respective departments.
 - Director and manager roles are in this category. At times when direct reports require training or supervision for a task or project and/or the department is understaffed or otherwise need support, it is recommended that leadership schedules reflect that need.
 - Office workers and administrative support may be assigned tier two or three unless they have a specific front-facing customer service role.
- Tier Three: 40% / up to ~8 days a month remote: Positions that require some in-person work but have a high level of duties that can be performed remotely, while still providing service to the public and lending to the efficiencies of their respective departments. Eligibility is determined by the Director or Manager.
- The HR Director may approve some employees working remotely 100% of the time on a temporary basis due to special circumstances.
- Directors and managers have discretion over remote work schedules and can determine which days a staff member can work remotely. Directors and manager are explicitly authorized to coordinate remote work days to ensure the department has the ability to have in person meetings and activities.

Remote work is a voluntary program. Any employee eligible for remote work is welcome to work onsite due to personal preference. All decisions to terminate remote work will not be considered disciplinary, however, a Department Head or manager may adjust an employee's remote work schedule for performance related issues.

Wages, Benefits, Job Responsibilities and Performance Expectations

Performing remote work will not affect wages, benefits, or job responsibilities. Employees working remotely will comply with all existing job requirements, including, but not limited to performance expectations/standards; policies; procedures; laws; applicable collective bargaining provisions; security; and confidentiality of information requirements.

Travel

In very limited circumstances, the City may employ a person with a specific skill set who lives in another state/country for a special project for temporary remote work. The City is not responsible for travel expenses or lodging costs for employees who are working remotely.

Work Hours

An employee working remotely, must, unless otherwise authorized, devote their time, attention, and effort to the duties and responsibilities of their position during scheduled work hours. Employees are required to be accessible via telephone, email, and/or any other department required systems during scheduled work hours. Scheduled hours are to be determined by the supervisor and/or department head and must comply with applicable collective bargaining agreements as well as City policies.

An employee working remotely shall not conduct personal business and/or outside pursuits, except to the limited extent permitted by City policy, during scheduled work hours.

An employee working remotely will work a regular schedule, which will not be modified without prior authorization from a supervisor. All schedules are to be written in accordance with City policies and the corresponding collective bargaining agreement(s). At the discretion of the granting department head or supervisor, an employee may be required to report to the on-site workstation in addition to the agreed upon schedule. Whenever possible, advance notice will be provided to the employee, but the employee is expected to report to work within the time specified, even if advance notice is not possible. The City is not required to furnish a means of transportation to meet this requirement.

Requests for overtime must be authorized in advance in accordance with the provisions of City policy, any local procedures, and applicable collective bargaining agreement.

Holidays/ Leave

Unless regularly scheduled to work on a holiday, or authorized to do so by a supervisor, an employee working remotely will not perform work on a holiday.

An employee engaged in remote work may utilize accrued paid leave in accordance with the provisions of City policy and any applicable collective bargaining agreement.

Equipment and Office Supplies

Employees working in positions that are evaluated at a Tier two and above, will be provided a laptop, monitor and docking station and equipment necessary to complete their work assignments remotely as determined by the department head). Only one laptop and docking station are provided and the employee should keep the docking station at the location where their primary work is completed. Positions that are evaluated to work remotely may be eligible for additional equipment as determined by the department head and approved by the CIO.

Office supplies necessary for remote work shall be obtained from the employee's City work location.

An employee working remotely is not eligible to be paid any office allowance provided for in any collective bargaining agreement or policy and, unless appropriately pre-authorized in accordance with the provisions of this policy, is not entitled to reimbursement for any costs incurred by an employee as a result of working remotely, including, but not limited to, office furniture, wireless internet service, telephone, utilities, mileage reimbursement or other related expense for travel to the employee's on-site work station, and/or any other inconvenience as a result of working remotely.

All City-owned equipment or supplies remain the property of the City and must be returned to the City upon request. An employee shall use City-owned equipment, software, and supplies for City work related business purposes, in accordance with City policy. City-owned computer software may not be duplicated unless appropriately authorized. Use of such software shall be limited to use by the employee in the performance of his/her official duties and must conform to all City policies, procedures, rules and regulations.

Regular maintenance, repair, or replacement of City-owned equipment is the responsibility of the City. In the event of equipment malfunction, an employee must notify their supervisor immediately to arrange for repair or replacement. Use of private equipment is not permitted unless authorized. Privately owned items used at the alternate work location will not be maintained, replaced, or repaired by the City.

Security and Confidentiality

As with all City employees, an employee engaged in remote work is expected to comply with all City policies and procedures; and all departmental policies, procedures, and applicable work rules, including those regarding security and confidentiality of information and equipment.

An employee working remotely will take reasonable measures to ensure the security of City-owned equipment and the confidentiality of protected information, including computer files, accessed at the remote work location. Restricted-access materials will not be taken from the on-site station or accessed through a remote computer unless authorized in advance by a supervisor or manager. Any work-related materials taken to the remote work location must be appropriately protected in compliance with the same security provisions which apply at the on-site work location.

Health and Safety

Employees must maintain their workspace in a safe and secure condition. If an employee engaged in remote work sustains a work-related injury, the City's workers' compensation laws and rules apply. An employee remains responsible for following the established procedures to report such an injury and complete/process required forms.

The City will not be liable for injuries to members of the employee's family and/or third parties which occur on the employee's premises, nor for injuries to the employee which occur outside of the scheduled workday or outside the scope of employment.

Employees who work remotely are volunteering to perform the City's business from an alternate worksite, including their homes. If an employee claims injury at the alternate worksite, the City or representing insurance agency reserves the right to inspect the premises of the alternate worksite.



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AGENDA

Human Resource Policy Committee

February 24th, 2023

Human Resources Conference Room/ Zoom Meeting
Human Resources Conference Room, 200 Church Street, Suite 102
8:30 to 10:30 am

1. Agenda
2. Approval of minutes from 12/16/2022
3. Public Forum
4. Policy Manual Review of [Section 1.4](#)
5. Policy Updates
 - a. Remote Work Policy (circulated previously/discussion)
 - b. Cell Phone Use Policy (to be circulated)
6. Other business
7. Adjourn

Zoom Link: <https://zoom.us/j/94820907375?pwd=ZWdzWk5KTGp5K29vZ1dEd2dLaU9jQT09>

Meeting ID: 948 2090 7375

Passcode: 616429

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities.

For accessibility information or alternative formats, please contact Human Resources Department at 8025402505.



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MINUTES

Human Resource Policy Committee

February 24th, 2023

Human Resources Conference Room/ Zoom Meeting
Human Resources Conference Room, 200 Church Street, Suite 102
8:30 to 10:30 am

Present: Councilor Sarah Carpenter (SC), Councilor Joan Shannon (JS), HR Director, Kerin Durfee (KD), and HR Coordinator, Jessie Anderson.

Meeting called to order by SC at 8:40 am.

1. Agenda

SC opened the meeting and moved to approve the agenda. JS moved to approve the agenda. JS seconded.

2. Approval of minutes from 12/16/2022

SC took a motion to approve minutes from HRPC Meeting on December 16, 2022; JS moved to approve the minutes, JS seconded.

3. Public Forum

No members of the public were present for comments.

4. Policy Manual Review of [Section 1.4](#)

KD said she would send the policies with changes to the councilors for review. Internally, she is working with the Mayor's office and the City Attorney's Office to look at the language, and after

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that, the policy will go before employees for review. The new language will be added to the manual upon receiving feedback from employees and councilors.

SC suggests that if KD had specific parts of the manual that councilors need to review, she should send it in parts so that energy is put into the areas of the process where it is necessary.

5. Policy Updates

- a.** Remote Work Policy (circulated previously/discussion)
- b.** Cell Phone Use Policy (to be circulated)

KD shared that the Remote Work Policy comes out of the Mayor's Office and is a mayoral policy already in place. She added that the policy would be added to the manual since it was reviewed and implemented.

KD mentioned that the Cell Phone Use Policy has yet to be in place and that she would need councilors to review it before putting it in the manual. She added that the policy needs edits to the language and that there are no significant changes to the original draft of the policy that was written but not included in the policy manual.

KD added that the social media policy would also be added to the manual. SC said that the social media policy is already adopted, and no other edits will be added at this moment.

KD shared that it is vital that councilors know which policies have been adopted and will be added to the policy manual because we might need councilors' support regarding compliance and ensuring employees and managers follow procedures.

SC asked KD if councilors needed to provide changes and suggestions to the Remote Work Policy. KD answered yes, and added that it would help complete the process because the policies have been adopted but have yet to be in the manual. KD said there would be no more edits to the remote work tiers since it is already adopted.

SC suggested that councilors read the policies independently and then get into the process of offering suggestions and edits. JS agreed with SC. SC also added that giving suggestions at the end of the process makes sense when employees provide feedback and suggestions.

JS asked for a quick overview of the remote work policy. KD shared the overview and emphasized that the policy is already in place because we need a foundation for returning employees to work.

KD mentioned that there had been some pushback with bringing employees back to work because employees have reasons they want to work from home. She shared that she makes reasonable accommodations depending on employees' needs and that the policy is voluntary.

KD asked councilors for support with compliance when remote work issues come before City Council because managing employees from home has been challenging. She also added that employees getting support from managers working from home has also been difficult.

KD mentioned that the remote work policy would go into the manual after suggestions and edits.

SC added that it would be a great idea to add why the policy needs to be in place and the goal of the policy as well. KD said that this is good feedback.

JS agreed and added that it is essential that managers understand their privilege and work to be on-site for their employees who show up and do not have positions that allow them to work remotely.

KD agreed that it is a great idea to mention equality in the policy to ensure the tiers are fair across the City. She added that Mayor is also on board and wants people to come to work and serve Burlingtonians.

SC added that this is a going-forward policy. We need to get everyone on board and ensure employees are showing up to work.

JS added that this is a two-tiered issue where there needs to be external customer service for the community and internal customer service where managers are also showing up to support staff.

KD shared that internal customer service and support are essential because employees need coaching, help, and their leaders to show up and listen.

KD also added that as departments and managers set remote work schedules up, it should be a regular schedule. She shared that some departments are on board and handling the process well, while others are working toward becoming more consistent.

SC shared that we should encourage managers to set up work schedules so that the offices are always covered, and that process is fair. JS added that management's expectations of the process are essential as well.

KD agreed with JS, and SC shared about the policy and mentioned that it is excellent that councilors are invested in this process. She noted that it is crucial to stay informed so HRPC councilors can speak on behalf of HR efforts.

JS offered feedback on the cellphone policy and shared an example where phones were not allowed in the workplace. KD added that this is something to think about and that we do not currently experience cell phone misuse in the workplace.

KD shared that she appreciates the councilor's feedback and suggestions as we navigate adding new policies to the manual. SC said that the councilors are always willing to help in any way they can.

KD added that she would bring forward any edits and suggestions to councilors in the next meeting.

Other business

KD mentioned that Town Meeting Day would be happening in March, so the HRPC meeting will be postponed until April, and councilors will receive the policies for review before the meeting in April.

6. Adjourn

SC mentioned a tentative meeting planned for April 28, 2023, at 8:30 am. JS moved to adjourn the meeting at 11:42 am; JS and SC seconded.