



TEMPORARY TELEWORK POLICY

CITY OF SAN BRUNO
HUMAN RESOURCES

In response to the COVID-19 pandemic, and guidance from the state and county departments of public health regarding social distancing, the City is establishing a temporary telework policy that will allow eligible employees to work remotely with approval from their Department Director. This temporary policy applies citywide, and each department is strongly encouraged to make telework available to all of its eligible employees to support the public health goal of limiting the spread of the virus while achieving the City's goal of continuing to provide essential public services. This teleworking policy is an agreement between the City of San Bruno and its employees that allows employees to work in a designated area outside the office, including at home. Telework includes, but is not limited to, the following: work that can be performed away from the workplace without the need for regular public contact or frequent interaction at work with supervisors, colleagues, or clients; work that does not regularly require the employee's immediate presence at the regular worksite to address City business or public safety; and work that is not essential to the management of on-site workflow. While not all positions are conducive to telework, those positions with primary job duties that can be effectively performed remotely will be given consideration for telework eligibility. Those employees approved for telework must adhere to this policy and any additional conditions that may be determined by the City at a later time, given the evolving circumstances.

The ability to work remotely is a privilege, not a right, and within the discretion of the Department Director. Each City employee who is approved to work remotely must sign an approved telework agreement, which is included at the end of this policy. The Department must maintain a copy of the agreement and provide a copy to Human Resources. If an employee is unable to sign the agreement in person, an email acknowledgement of the policy from the employee, along with the Department Director's approval, will suffice as authorization for an employee to work remotely.

Telework does not change any job responsibilities, obligations, or terms and conditions of employment. A supervisor or a department may deny, end, or modify a telework agreement for any reason at any time. Any approved telework per this Policy is in effect for the duration of the County's Order of the Health Officer dated March 16, 2020, which is currently in effect through April 7, 2020 (subject to change). All employees that have been granted permission to work from home are required to return to the office upon termination of the Order, unless otherwise notified by the City in writing.

Employees must comply with all City rules, policies, practices, and instructions; perform work during scheduled telework hours; and be available via telephone and email during working hours. Telework employees may take care of personal business during unpaid breaks and lunch periods, as they would at their regular worksite. Typically, employees working remotely are not allowed to engage in activities while remotely working that would not be permitted at work, such as child, elder, or other dependent care. However, during the current pandemic, it is understandable that employees may be working while needing to occasionally and/or simultaneously care for dependents. If this situation applies to you, please notify your supervisor.

Employees must perform work during their designated schedules as determined by their supervisor, manager, or department director and must report time spent remotely working the same way they would at a regular worksite. Employees must receive authorization to work overtime from their supervisor and

must obtain approval to use any paid leave in accordance with the applicable Memorandum of Understanding (MOU). Employees must stay in close contact with your supervisor while working at home in case there is a need to report to the EOC or City Hall to work on Essential City Service assignments as required by the City and in the role as a Disaster Service Worker.

Employees who do not comply with this policy, are not meeting performance expectations, or are not responsive during their scheduled shift are subject to discipline.

Mobile Device Policy

In addition to signing the Temporary Telework Policy, employees who are working remotely while using City-issued equipment must also agree to follow all guidelines outlined in the City's Mobile Device Policy (attached), and returned a signed copy of the Mobile Device Policy agreement.

Worksite and Equipment

If remotely working, an employee should designate a work area suitable for performing City business, including but not limited to a desk or table, chair, adequate lighting, and power supply. Employees should work in an environment that allows them to perform their duties safely, efficiently, and confidentially. Attached are ergonomic tips that may aid in setting up a telework station. Telework employees are responsible for adhering to safe work practices in all locations in which work is performed, including, but not limited to: work space and surrounding area free of hazards, ergonomic arrangement of chair, desk, computer; keyboard in accordance with ergonomic best practices outlined in handouts; adequate lighting and computer screen free of glare; usage of proper bending techniques when picking up heavy items; usage of ladders/step stools when reaching for or storing items up high; electrical equipment plugged in properly and adequately maintained; access to first aid supplies; smoke detectors and carbon monoxide detectors installed and maintained in accordance with applicable code regulations pertaining to location; proper exits and an evacuation plan, including access to more than one way out of the work area (doors/windows).

The City is not responsible for damage to an employee's personal equipment or property while the employee is working remotely. Any special requests for equipment in order to work remotely must be discussed directly with the Department Director. Telework employees agree to use their personal Internet service provider to access the City's network. If the employee has a City-issued cellular phone, they may utilize that phone for Internet access via a hotspot, when appropriate.

Employees working remotely must protect City-issued equipment, software, and supplies from possible theft, damage, and loss. The employee may be responsible for the replacement or repair of City equipment, software, or supplies as allowed by law. Employees using personal equipment for telework are responsible for the installation, repair, and maintenance of the equipment. In either case, care should be demonstrated to prevent malware attacks and other damage to proprietary City information. This is done by ensuring that the proper software has been installed by the IT team, and following proper protocols included in recent citywide IT training, which includes avoiding suspicious websites, not clicking on suspicious emails, and more.

IT Support

The Information Technology staff is available via email at csbhelpdesk@sanbruno.ca.gov to assist with technical matters related to working remotely. **Prior to beginning any telework on a personally-owned device, employees using their personal equipment are required to notify IT via email at csbhelpdesk@sanbruno.ca.gov to set up an appointment to have the personal device scanned for malware and install endpoint security.** This will not harm the computer or cause performance issues. The IT team will help connect, login, and confirm that the computer is ready for telework. The IT team can prepare personal devices for remote access remotely (no need to visit an employee's home) and the process typically takes 15-20 minutes. All City rules regarding the use of computers and the internet apply while an employee is remotely working, regardless of whether the employee is using City-provided or personal equipment.

Outgoing Voicemail Message and Checking Voicemail from Home

All telework employees must include the following outgoing voicemail message on their work phone:

"Hi, you have reached xxx [name] at the xxx [department full name] Department for the City of San Bruno. In compliance with the San Mateo County Health Officer's Order to Shelter-in-Place through April 7, 2020, all City facilities, including City Hall, the Library and the Senior Center, will be closed. However, limited non-essential services will be offered through phone and emails and by appointments only. Please note that emergency police, fire and medical services are not affected. For more details on City facility closures and service modifications, please visit the City's website related to COVID-19 development at www.sanbruno.ca.gov/Coronavirus."

As part of your telework responsibilities, please monitor your voicemail throughout the day using an outside phone line:

- Dial 650-616-7090
- Press *
- Enter your four-digit phone extension (last four numbers), followed by #
- Enter your password, followed by #

Telephone Access

Employees must have access to a telephone (i.e. land line or cellular phone) while teleworking. Telework employees who have a City-issued cellular phone may utilize this phone as their primary phone. Employees must ensure their immediate supervisor and Department Director has their phone number, as well as other City employees they work with on a regular basis. Department Directors and/or Supervisors must also ensure the Telework employee has their phone numbers. Employees may be asked to answer a department's main phone line or other business lines as part of their job duties.

Conference Calls and Other Collaboration Tools

Department Directors may require telework employees to use conference call software and other collaboration tools in order to perform work effectively.

Email Signature and Out-of-Office Reply

All telework employees must include the following text as part of their email signature:

“In compliance with the San Mateo County Health Officer’s Order to Shelter-in-Place through April 7, 2020, all City facilities, including City Hall, the Library and the Senior Center, will be closed. However, limited non-essential services will be offered through phone and emails and by appointments only. Please note that emergency police, fire and medical services are not affected. For more details on City facility closure and updates, please visit the City’s website related to COVID-19 development at www.sanbruno.ca.gov/Coronavirus.”

All telework employees must include the following text as an automatic reply to incoming emails:

“In compliance with the San Mateo County Health Officer’s order to Shelter-in-Place through April 7, 2020 all City facilities, including City Hall, the Library and Senior Center, will be closed. However, limited non-essential services will be offered through phone and emails and by appointments only. Please note that emergency police, fire and medical services are not affected. For more details on City facility closure and updates, please visit the City’s website related to COVID-19 development at www.sanbruno.ca.gov/Coronavirus.”

[Add the following if applicable]

All pre-scheduled in-person meetings / inspections will be cancelled or postponed until further notice. If you have any questions, please contact xxx [name] at the xxx [department full name] Department, [phone] and [email].”

Security of Confidential Information

All files, papers, records, documents, or other materials created while remotely working are City property, even if they are created on personal equipment. Telework employees and their supervisors should put safeguards in place to protect confidential information. Employees may not disclose confidential or private files, records, materials, or information while working remotely and may not allow access to City networks or databases to anyone who is not authorized.

The California Public Records Act (PRA) regarding public information and public records apply to telework employees. Public records include any writing containing information relating to the conduct of the public’s business prepared, owned, used, or retained by the City regardless of physical form or characteristic. If the City receives a Public Records Act request (subject to certain exceptions), a telework employee must permit inspection and examination of any public record or public information in the employee's possession. This is required regardless of where the public record is located.

For employees using their personal computer or personal phone to perform work remotely, please note that *only* the information pertaining to City business would be subject to PRA. Accordingly, you must conduct all City business through the “Citrix” or “Outlook” applications on your computer, which would limit a search for public documents to only those applications.

Attachments

Sedgewick Safety Talk - Ergonomics Working From Home
Concern Health – Tips for Telecommuting Success



Ergonomics

Working from Home

As the response to the COVID-19 coronavirus grows, more organizations are having employees work remotely. If you're one of those employees, take a minute and review this safety talk so you can set yourself up to work comfortably at home.

It's important to understand that sometimes the things we do at home can lead to symptoms that show up at work. That's why the principles of computer ergonomics are essentially the same whether you're working in the office or at home. To achieve maximum comfort when using your electronic devices at home you should:

- Keep your arms close to your body with your elbows bent at about a 90° angle
- Keep your wrists straight
- Sit with your knees bent at about a 90° angle with your feet resting comfortably
- Support the curve of your back (lumbar)
- Minimize the bend in your neck
- Vary your posture
- Take frequent breaks

Here are some valuable tips to help you work ergonomically smart at home:

- If you have a computer workstation at home, make this your first option instead of your tablet or phone.
- When sitting in a lounge chair, position your laptop or tablet so your arms are bent about 90°, and keep your wrists as straight as possible. Your legs should have a 90° knee bend. If you need to raise your legs to achieve this bend use a foot rest, large binder, or anything that will raise your legs comfortably.

- While stretched out on the sofa, position your device to achieve a 90° bend in your arms with wrists straight.
- When looking at the laptop or tablet screen, adjust the screen tilt to improve the distance from your eyes to the screen and if needed, increase the text size to reduce the bend of your neck.
- If you use your laptop exclusively at home, consider getting a monitor, ergonomic keyboard, and mouse to go with it.
- In all cases, make sure to support your lower back (lumbar). If you have an adjustable chair position the lumbar support at the curve of your lower back. When sitting on the sofa or a lounge chair, you can use a rolled up towel or pillow.



RECOVERY TIME

- ✓ Micro breaks are critical! When working on a computer your body is stagnant. Moving around increases blood flow to your muscles which provides nutrients and reduces muscle fatigue.
- ✓ Change your position often.
- ✓ STRETCH, STRETCH, STRETCH (neck, arms, legs, and back)



SAFETY TALK

— Ergonomics

Setting yourself up for success in the office



Often our successes are dependent on our energy levels and our overall well-being, and our energy levels and well-being are contingent on how well we treat ourselves. Have you set yourself up for success in the office? Are you taking care of yourself at work? Take a look around your workstation. Is it arranged to support neutral postures and good body mechanics? If not, you could be making yourself tired and wearing yourself out just sitting at your desk! Let's talk about managing your workstation to your advantage.

More and more workstations are equipped with adjustable equipment. But the successful management of your workstation is not just in having adjustability; it's in setting up the equipment correctly. Your workstation should be configured to provide your body with supported neutral postures. When your body is supported in a neutral posture, you expend less energy on body mechanics and fidgeting. You allow yourself to reserve your energy for getting the job done. So what does the proper workstation set-up look like?



- 1. Monitor Screen Top** – positioned slightly below eye level, lower if you wear bifocals. This supports a neutral neck posture.
- 2. Body Alignment** – centered in front of the monitor and keyboard. This supports a neutral body posture and eliminates twisting.
- 3. Forearms** – level or titled down slightly. This supports neutral shoulder and arm postures.
- 4. Lower Back** – supported by the chair. With the chair's lumbar support at your belt line, the chair can support the natural curves of your spine.
- 5. Wrists** – neutral posture – wrist rests are for resting. Wrist should be slightly above the wrist rest and in line with the forearms when typing or completing data entry. This supports a neutral wrist posture.
- 6. Legs** – horizontal – this may require the use of a foot rest. Maintaining your upper legs on a horizontal plane supports a neutral hip and spine posture. Crossing your legs tilts the pelvic bone and causes the spine to move out of its neutral posture and places stress on the nerves.
- 7. Feet** – resting flat on the floor or on a foot rest. This posture in conjunction with the horizontal leg posture supports a neutral spinal posture that allows the chair to properly support your back.

The knee well of the desk should be kept clear of clutter, so your knees and feet fit under the desk in front of you. Use an in-line document holder that sits between the keyboard/keyboard tray and monitor. It should be aligned with the midline of your body so you only need to look down to see the documents and raise your eyes to see the screen.



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SAFETY TALK

Ergonomics

Setting yourself up for success in the office

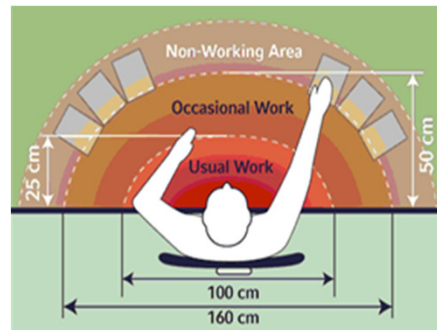


The keyboard and pointing device should be placed side-by-side on the same level. If you are right handed, consider learning to use the pointing device with your left hand to help keep your arms and shoulders in neutral postures. The keyboard/pointing device platform should be located at a height that allows your hands to rest lightly on the keyboard or pointing device with your forearms using the chair armrests for support. The armrests should be adjusted so they just meet your elbows when your shoulders are in a relaxed posture. You should not have to reach down for them, nor lift your arms up to them.

The work surface should have adequate space for the necessary equipment, such as monitor, telephone, stapler, working files, to be located close to the user to minimize bending, flexing, or twisting of the arms, wrists or hands. Unnecessary items should be removed or located elsewhere. Purposely inconvenient items help get you up and out of your chair, which helps to relax your back.

Too much illumination can cause glare, either directly from the light source, or indirectly from reflective surfaces. Reduce direct sunlight by closing the blinds or curtains. Reposition the angle and/or slope of the computer screen to reduce glare. Cover polished work surfaces with pads or blotters to reduce glare.

Monitor your monitor. For ultimate clarity, set your monitor resolution to 1024 X 768 and a dot pitch of .28 or less. Use a black font on a white background to match the hardcopy document you work with. Clean your monitor screen at least once a week.



Give yourself a rest. Look away from your monitor and at a distance object to reduce the stress on your eye muscles from maintaining a constant focal distance. Blink to lubricate your eyes or use eye drops. Dry eyes are more common when you wear

contact lens. Ask your eye doctor what drops to use. Get up and walk around periodically to increase your circulation and relax your body's muscles.

If you want to achieve anything in life, you have to prepare for it. You can set yourself up for success. Take ownership of your workstation and make the adjustments that are within your control. Ensure you maintain supported neutral postures. Take breaks periodically to refresh your muscles, your eyes, and your mind. If you need help to make adjustments contact your supervisor. Sometimes success takes team work!

LifeAdviser Special Edition

Tips for Telecommuting Success

In response to the coronavirus outbreak, more and more organizations are asking their employees to work remotely.

While telecommuting has become more common, there are distinct challenges associated with it. Telecommuting requires a significant work alignment and entails a considerable lifestyle change. Here are some tips that can help you thrive while working remotely.

Establish a designated work area. It's important to carve out a dedicated space that helps gets you into work mode and keeps you there. This is where you organize the tools and materials you need to do your job. If you work from home, it will also help you establish boundaries with family or roommates. Let them know that when you are in this space, you are working and can't be interrupted.

Create a schedule that works for you. Start and end your workday on as much of a routine as possible. Set aside strategic times for email, meetings, projects and so forth. Keep your calendar up to date and available to your colleagues. Having a structure will help keep you on track, energize you throughout the work day, and just as importantly, help you clock off when it's time.

Take regular breaks. Whatever schedule you choose, plan to work no more than 90 minutes at a time before taking a quick break. Get up from your desk, stretch, maybe take a short walk, have some lunch, and then return to your job duties feeling focused and refreshed.



Don't work in your pajamas. Wake up at a decent hour and get ready as if you were going into the office. While it may be tempting to work in your PJs, research shows that what we wear does affect our mindset. Getting into day clothes serves as a signal that rest time is over and it's time to go to work.

Manage your distractions. While remote workers don't have to deal with office-based distractions, they are still exposed to their own unique set of productivity killers. The dog is begging for a walk. Clothes are piling up in the laundry room. The car is due for service. While it's tempting to take care of those pesky details in the middle of the day, you'll be far more productive scheduling personal tasks before or after work.

Organize! Having an orderly workspace helps you stay focused and boosts productivity. Make sure that everything has a place and take the time to put things away before you end your work day.

If you feel overwhelmed and unable to function or perform basic activities of daily living, a licensed mental health professional can assist you in developing appropriate strategies to move forward.

Call: 800.344.4222
www.employees.concernhealth.com

Don't forget face time. Telecommuting can become isolating unless you proactively build and maintain relationships. While virtual meetup tools, and videoconferencing are helpful, make it a point to get together in the physical world— schedule social gatherings and other events when possible.

Over time, you will acquire new skills and create processes that work for you and your employer. Successful telecommuters are self-motivated, tech-savvy, disciplined, organized, and have strong time management and communication skills.

If you don't have all of those traits, don't worry. By cultivating them into your daily routine, staying focused, and developing positive habits, you will learn to master each trait and position yourself as a confident and successful telecommuter.

If you have questions or if you are feeling overwhelmed, you may wish to consult with a counselor. Please contact Concern at **800.344.4222** for a referral, or visit our website at **employees.concernhealth.com**

Employees and eligible dependents can request counseling and work/life services 24/7 by calling or visiting our website.

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www.employees.concernhealth.com