

**UTAH DIVISION OF CHILD AND FAMILY SERVICES  
POLICY AND PROCEDURES**

**Policy: 11-20**

**Effective Date: 11.01.20**

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**DIVISION TELEWORK ADDENDUM**

**Major Objective:**

This policy is supplemental to the [DHS Telework Policy 02-20](#) and further defines procedures relating to telework specifically within the Division of Child and Family Services.

The DHS Policy and DCFS Addendum replace all existing DHS or DOI remote work, telework or telecommuting policies within 60 days of its effective date.

**Overview:**

The Division shall follow Department Telework Policy 02-20 for employees who wish to participate in the State of Utah's *A New Workplace* telework program. Telework arrangements are an electable option, not a universal worker benefit or right per DHRM's telework rule (DHRM Rule 477-8-2). Telework agreements should be made only when the employee can meet business needs from a remote location. Telework should not be considered if it would create a barrier to meet the needs of the children and families the division serves, negatively impact quality of services, or if it would not support collaborative work. The only exception is under declared emergency telework as outlined in section IV of the DHS Telework Policy 02-20. DCFS management and an employee's direct supervisor reserve the right to terminate or suspend a telework agreement at any time unless under a declared emergency telework arrangement.

**Definitions:**

- I. "Teleworker" refers to an employee who completes all or the majority of assigned work hours per week from a remote location or in the field on a schedule mutually agreed upon by the supervisor and employee.
- II. "Flex schedule" workers have arranged a variable schedule with supervisor permission to complete weekly hours either from an assigned office space in a state building or remotely. *Example: 4-10s.* Telework rules only apply if the flex worker is also working the majority of their hours remotely. Arrangements should be made under DHS or DCFS flex schedule policies or practice, as well as appropriate teleworking policies as applicable.
- III. "Ad hoc remote work" refers to remote work completed by non-telework employees. This may occur for up to one workday per week with prior supervisor approval. Workers who wish to do more than one workday of remote work per week should consider whether telework may be a better fit for them.

**Guidelines:**

- I. Confidentiality
  - A. Remote Workspaces
    1. If other individuals have access to the employee's remote work space, the employee must ensure confidentiality of both written and verbal communication/information.
    2. Due to security concerns, home printers should not be used for business purposes. If printing is essential, the employee must go to a state office to print.
  - B. Free Address Workspaces
    1. Teleworkers are responsible for ensuring confidentiality of information while in the office and between visits if items are left in a DCFS free address workspace. Region/building discretion can be used in determining the best method for storing items left between visits. *Example: Locked filing cabinet drawers.*

2. Free Address Workspaces within DCFS facilities and offices are designated for the sole use of DCFS employees, unless approved by Division Director or designee. The nature of the work within DCFS requires that these spaces be maintained for DCFS use only due to daily protected information involving clients. Signage will be posted to indicate these restrictions.
3. If an employee uses a free address workspace outside of a DCFS area, it is the employee's responsibility to ensure confidentiality.

## II. Supervision and Collaboration

- A. Supervisors who telework may be required to work in the office for extended periods based on the needs of their team.
- B. Office coverage and/or team collaboration may need to be considered when developing telework schedules. Supervisors and administrators will ensure that all telework schedules meet business needs.
- C. Events that may include virtual and in-person participants should include a Google Meet or Zoom link on the calendar invite.
- D. Employees may not be appropriate for telework if ongoing disciplinary, conduct, or performance issues are unresolved and monitoring of these issues is best achieved in-person.

## III. Procedure

- A. Employees who are interested in participation in the telework program shall:
  1. Discuss participation with their immediate supervisor; and
  2. If approved for telework, complete all necessary forms and paperwork identified in the DHS Telework Policy 02-20; and
  3. Vacate their assigned office space once telework is approved.
- B. Employees who have travel requirements for their position should use state vehicles whenever one is reasonably available. Any transport of clients must occur in a state vehicle.
- C. Teleworkers shall adhere to 020.16 Child and Family Services Dress Code for all virtual meetings.
- D. Teleworkers are responsible for equipping and furnishing an alternate worksite conducive to a safe work environment. Computer equipment listed in the DHS Alternate Worksite Basic Package (laptop, phone, monitor(s), keyboard, and mouse) may be provided by DCFS for the teleworker's use at the alternate worksite. Any additional technology items outside of the Basic Package must be approved by the DCFS Region or Division Director.