

**UTAH DEPARTMENT OF HUMAN SERVICES  
POLICY AND PROCEDURES**

**Policy: 02.22**

**Effective Date: June 9, 2021**

**Page 1 of 3**

**DEPARTMENT SURGE TELEWORK POLICY**

**RATIONALE:** This policy provides direction for **Utah Department of Human Services (DHS)** participation in the [State of Utah's A New Workplace](#) and [SB15](#) Workforce Solutions for Air Quality Management. To help improve and protect air quality, promote health of Utah citizens and promote employee safety, the State of Utah is implementing "Surge Telework" for eligible employees.

Each **DHS division, office, bureau or institution (DIBO)** is responsible for ensuring compliance with this policy. **DIBOs may have supplemental procedure documents** that add clarity for specific tasks and functions in this DHS policy. Any DIBO supplemental guidelines related to this policy must be approved by the DHS Telework Coordinator and the DHS Deputy Director who supervises the DIBO.

**I. DEFINITIONS**

**Alternate worksites:** Work environments, not in a state building, that include internet connectivity, required technology, resource access, safety and security where the teleworker performs their tasks with the same quality as in an office location. Typically in an employee's residence, mobility ("in the field"), or an alternate location approved by the employee's supervisor.

**DHS/department:** Utah Department of Human Services

**DAQ:** Division of Air Quality

**DIBO:** Divisions, Institutions, Bureaus, Offices (DIBO) of the Utah Department of Human Services

**Surge Telework Eligible:** State employees whose job functions have been identified by a DIBO as one suitable for remote work either on a brief, occasional or long-term basis. The employee may or may not have a signed Telework or Telecommute Agreement.

**Surge Telework:** State employees who are "Surge Telework eligible" and are required to work from home or another approved location (including scheduled appointments) to protect air quality, employee health, or employee safety on Mandatory Action days or Special Circumstances Days.

**Mandatory Action Day:** A day where notice has been issued at least 48 hours in advance by the director of the Division of Air Quality that the concentration of air pollutants measured in any monitored county are predicted to reach or exceed levels of air pollution that are unhealthy for sensitive groups.

**Special Circumstance Day:** A day where predicted heavy snowfall or other situations pose a risk to employee safety or health as determined by the Governor or their Chief of Staff.

## II. SURGE TELEWORK ELIGIBILITY, RESPONSIBILITIES AND ACKNOWLEDGEMENT

1. All Department of Human Services employees **whose jobs have been identified as Surge Telework eligible** will participate in Surge Teleworking on Mandatory Action Days and Special Circumstance Days as determined by the Governor or their Chief of Staff.
2. Positions that are eligible for Surge Telework are those with:
  - a. A signed Telework or Telecommute Agreement ([DHS policies 02-20](#) and [02-21](#));  
OR
  - b. Have a role that is identified by the DIBO as Surge Telework eligible for occasional, brief or long periods of time, including:
    - i. Collaboration and communication with colleagues can be conducted virtually;
    - ii. The employee's physical presence is not required to ensure output or quality (e.g. quality of customer service, institution direct care, required staffing ratios); or
    - iii. Work is not dependent on specialty equipment, tools/materials and settings (e.g. laboratory, machines) that cannot be reasonably accommodated remotely.
3. An employee who is Surge Telework eligible, and does not have a signed Telework or Telecommute Agreement, shall:
  - a. Complete the [Surge Teleworking Acknowledgement](#) form in DHS Forms.
  - b. If the employee is unable to comply with Surge Teleworking, the employee shall select the "exemption" section. The employee will thoroughly document reasons for exemption from participation.
  - c. The employee's supervisor will review the acknowledgement or exemption and sign approval annually.
  - d. Sign up for [DAQ Action Forecast](#) emails to get early notice of Mandatory Action Days.
4. Employees with a signed [DHS Telework Agreement](#) or [DHS Telecommute Agreement](#) are automatically enrolled and should not complete a Surge Telework Acknowledgement form. These employees are ineligible to request an exemption from Surge Telework per [DHS Telework Policy 02.20](#) and [DHS Telecommute Policy 02.21](#).

## III. EXPECTATIONS OF SURGE TELEWORK ELIGIBLE EMPLOYEES

1. While Surge Teleworking, eligible employees will not conduct any unauthorized personal business including but not limited to dependent care, elderly care, home repairs, other business activities. Employees are still responsible to meet scheduled work commitments on Surge Telework days when safely possible, including but not limited to,

court appointments, mandatory office duties, site visits, and client meetings. Supervisors may require an employee to come into the office on a Surge Telework day if necessary for commitments and maintaining business operations.

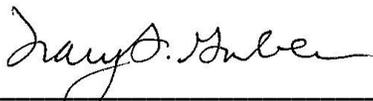
2. The employee agrees to use approved safeguards to protect state records from unauthorized disclosure, damage, or release of confidential business information and to comply with all requirements set forth by the agency and State laws, rules, policies, and regulations when telecommuting.
3. During Mandatory Action Days, employees are responsible for maintaining the safety requirements for their alternative worksite and complying with all Enterprise Information Security Policies outlined by the Department of Technology Services, Utah Administrative Code R895-7 and the DIBO.

#### IV. USE OF STATE OWNED EQUIPMENT WHILE SURGE TELEWORKING

1. During Mandatory Action and Special Circumstance days, state owned equipment such as laptop, phone and single charger may be utilized at the employee's alternative worksite.
2. Surge Teleworkers will supply all furnishings and any technology equipment for the alternative worksite at their own expense beyond a laptop, phone, and single charger including maintaining an acceptable internet service at an alternative worksite (at least 25 mbps download and 6 mbps upload).

#### V. EMERGENCY TELEWORK

**In the event of an immediate emergency need** as defined by the DHS Executive Director or designee, total or segmented temporary telework may be required of those who are surge telework eligible and may extend beyond the provisions of this policy. These exemptions may include the requirement of participation, in-office scheduling, signing of formal agreements, vacating of workspaces, and formal reporting, for any time period determined necessary.



June 9, 2021

---

Tracy S. Gruber

Utah Department of Human Services Executive Director