



**Buffalo County Resolution**

**Drafted By:**

Lee Engfer

**Presented Month/Year:**

April 2023

**Involved Committees:**

Human Resources

**County Department:**

Administration

**Fiscal Impact: YES / NO**

**AC Approved: YES / NO**

**RESOLUTION #** 23-04-02


**A RESOLUTION TO UPDATE PERSONNEL POLICY 512 – REMOTE WORK (TELECOMMUTING)**

WHEREAS, the current Buffalo County Handbook requires the Buffalo County Board of Supervisors to authorize by resolution any amendments to the Employee Handbook; and,

WHEREAS, the Human Resource Committee has recommended changes to Policy 512 – Remote Work to update the policy in its entirety including updated options for telework, eligibility requirements, and an updated requestion/approval process; and,

NOW, THEREFORE BE IT RESOLVED, that the Buffalo County Board of Supervisors hereby amends Policy 512 - Telework of the Buffalo County Handbook effective June 1st, 2023, to make these updates.

Adopted at a duly called and noticed meeting of the Buffalo County Board of Supervisors on the 18<sup>th</sup> day of April, 2023.

  
County Clerk

ATTEST:

  
\_\_\_\_\_  
County Board Chairperson


**Buffalo County Resolution**

---

---

Respectfully Submitted:

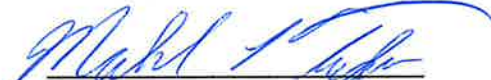
**Human Resources Committee:**

  
\_\_\_\_\_  
Steven Nelson

  
\_\_\_\_\_  
Carol McDonough

*NO*  
\_\_\_\_\_  
Mary Anne McMillan Urell

  
\_\_\_\_\_  
Nathan Nelson

  
\_\_\_\_\_  
Michael Taylor

**ANTICIPATED FINANCIAL IMPACT STATEMENT**

None

## Buffalo County Resolution

---

### Exhibit A: Policy 512 - Telework

**Purpose:** The purpose of this policy is to provide guidance to Buffalo County management and employees with a work policy that outlines our guidelines for employees who work from a location other than our offices.

- Buffalo County considers telework to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telework may be appropriate for some employees and jobs but not for others. Telework is not an entitlement, it is not a county wide benefit, and it in no way changes the terms and conditions of employment with Buffalo County. This policy provides a general overview and does not attempt to address each unique situation or technology need.
- Telework is not designed to be a replacement for appropriate dependent care during work hours or intended to permit staff to work at other jobs or run their own business. The focus of the arrangement must remain on job performance and meeting business demands.

**Requesting Telework:** An employee must fill out the Telework Agreement form and submit to their supervisor. This should be done with as much advance notice as possible. Upon approval from the supervisor, it must be submitted to the Administrative Coordinator for final approval. The final decision will be provided to the employee and supervisor. An employees approved request is good for the duration of the request, until updated by the employee, or until the decision has been made by the supervisor and/or Administrative Coordinator to revoke for various reasons.

#### **Eligibility:**

Employees requesting formal teleworking arrangements must be employed with Buffalo County for a minimum of 6 months of continuous, regular employment unless an exception is recommended by the Supervisor and granted by the Administrative Coordinator.

The employee must have demonstrated sustained high performance and the supervisor believes the employee can maintain the expected quantity and quality of work while teleworking. The following will be reviewed:

- No pending personnel disciplinary action, performance concerns, or attendance concerns.
- The employee has demonstrated good communication suitability, good time management skills, and the ability to complete work projects with minimal supervision.
- Direct supervisor can provide adequate supervision of the employee remotely and shall evaluate the position to assure the teleworking request does not have a negative impact on customer services.

#### **Policies:**

The employee agrees to abide by all applicable rules, guidelines, and policies, including the department named above policies and the Buffalo County Personnel policies including but not limited to applicable Time Reporting, Network, Computer Usage, VPN, and Confidentiality policies. The employee understands that the alternate worksite is considered an extension of the department named above and that during

## Buffalo County Resolution

---

the hours that the employee is performing work functions all agency policies and procedures are still applicable.

### **Requirements:**

The employee is required to participate in a telework orientation meeting with the department named above before beginning to telework which shall include reviewing work requirements and expectations, tips for telework success, confidentiality, and security/technology issues.

### **Work Schedule and Location:**

An employee can either telework occasionally or intermittently or they can telework full time. An employee may not work more than 24 days of occasional or intermittent telework in a calendar year and not more than 2 days a week. An employee working occasionally or intermittently is expected to notate this on their timecard for the days that they teleworked.

The employee must also work from a location within the state of Wisconsin. No out of state telework will be authorized.

### **Communication:**

To maintain close communication and standards of professionalism while working from a remote location, the employee shall:

- Notify their supervisor, coworkers, and receptionist of any change in the posted telework schedule by utilizing email, a shared Outlook calendar, and/or the sign in/sign out system.
- Be available to supervisor and coworkers by telephone and email during core hours.
- Return calls and emails in a timely manner.
- Maintain any other required communication with supervisor as directed – such as daily contact.
- Have office calls forwarded to his or her work cell phone.
- Answer the telephone professionally during core hours.
  - For those who do not have company cell phones, no use of a personal cell phone shall be authorized to complete Buffalo County work or communication. Accommodations will be made by supervisor to address calls that may come into the office while staff is Teleworking.
- Follow the plan outlined by their supervisor for receiving assignments, returning assignments, and reporting in on telework days.

### **Compensation & Benefits:**

- Employee compensation and benefits, including vacation, sick leave, other forms of leave, and travel benefits shall not be affected by this Agreement.
- Employees may not earn comp time from the telework location without prior approval from their supervisor.
- Employees are not expected to work beyond their normal scheduled hours and should avoid instances where overtime hours would be needed without proper authorization from their supervisor.
- Employee is responsible for potential tax consequences related to telework, if any.

## Buffalo County Resolution

---

### **Equipment:**

Any equipment provided shall be properly inventoried with Buffalo County and shall be kept updated if equipment is returned or if new equipment is assigned. The employee is required to return any Buffalo County property upon request. Buffalo County shall maintain all equipment owned by the County. The employee shall not perform maintenance or repairs on Buffalo County-owned equipment without prior approval. The employee is responsible for all maintenance and repairs of employee-owned equipment. Employees must take appropriate care to protect equipment from damage or theft.

Only Buffalo County-owned software may be installed on Buffalo County-owned equipment unless otherwise approved. The employee may not install or download any other software. If new software is required for teleworking, it shall be provided by the Buffalo County Information Technology Department.

### **Expenses:**

If telework is conducted in the employee's home, they are responsible for ongoing operating costs, such as telephone service fees, internet fees, utility costs, homeowner's or renter's insurance and furniture or equipment rental fees unless the Buffalo County agrees in writing to pay for or reimburse such costs.

Buffalo County shall normally reimburse travel and other work-related expenses as per the standard employee expenses policy. If the travel begins or ends at the employee's home, travel time and mileage shall be calculated from the work site or home, whichever is less.

Office supplies necessary to complete work assignments must be obtained during the employee's in-office days. Employees shall not be reimbursed for supplies normally available in the office. The employee should never purchase or rent equipment, services, or supplies on the assumption that Buffalo County will reimburse the cost. Prior supervisor approval must be obtained.

### **Information Security:**

Security of client confidential information and documents is an issue whether an employee works at home or at the office. When the employee possesses confidential client information off site, however, there is an even higher level of risk of an unintended or unauthorized breach. The employee must consider other people who may be coming into the home to ensure that sensitive information is not disclosed to outsiders in some inadvertent way. Employees working from an alternate work location shall follow all policies and procedures including the department named above policies and the Buffalo County Personnel policies including any applicable Network, Computer Usage, VPN, and Confidentiality policies. In addition, employees must ensure the following:

- The protection of organization data on disk, hardcopy, or on portable devices from theft, loss, or unauthorized access during transit and at the alternate worksite
- That approved firewalls and anti-virus software are on all remote site computers and are updated daily with current definitions.
- Flash drives or other portable drives are scanned for viruses before being used for uploading or downloading data.
- Sensitive information in hardcopy form is returned to the office or shredded.
- All work is backed-up according to Buffalo County procedures.

## Buffalo County Resolution

---

- The Buffalo County's network is only accessed from the remote worksite or other locations as authorized and for approved purposes.
- The employee agrees to follow the Buffalo County and the Department named above guidelines pertaining to confidentiality and data security policies including handling of Protected Health Information. This includes the security of confidential files/records/information that the employee may be transporting while at a telework location.
- Close the VPN and logoff anytime you are not actively working.
- Send email using encryption feature available.
- Do not use public Wi-Fi access.

### **Open Records Notice:**

If an employee is using their own equipment, records created for the purpose of Buffalo County work are subject to open records requests when related to employment just the same as while using Buffalo County issued equipment.

### **Safety:**

The employee agrees to maintain a safe and ergonomically sound work environment, to report work-related injuries to their supervisor at the earliest opportunity, and to hold Buffalo County harmless for injury to others at the teleworking location. In signing this Agreement, the employee verifies that the home office provides workspace that is free of safety and fire hazards.

### **Limitations:**

Teleworkers must observe the following limitations when working from the telework site:

- Employees cannot meet with clients at the telework site.
- Employees cannot operate a business or work for another employer during telework hours.
- Employees cannot use Buffalo County equipment for personal use.
- Employees cannot allow others to use Buffalo County equipment or access the organization network.
- Employees cannot have sole responsibility for providing dependent care during work hours except under special conditions approved by the County Administrative Coordinator.

### **Liability:**

Buffalo County shall not be liable for damages to the employee's property resulting from participation in the teleworking program. In signing this document, the employee agrees to hold Buffalo County harmless against any and all claims, excluding workers' compensation claims.

### **Workers' Compensation:**

The alternate work location is considered an official worksite for purposes of worker's compensation. The employee shall report any injury to their supervisor immediately. Worker's compensation does not cover accidents to family members or other third parties at the telework site.

## Buffalo County Resolution

---

### **Tax and/or Insurance Consequences:**

The employee understands that they are responsible for tax and insurance consequences of this arrangement, if any; and for conforming to any local zoning regulations.

### **Travel Time and Mileage Reimbursement:**

An approved teleworker is entitled to mileage reimbursement as indicated by the Internal Revenue Service (IRS Reg. Sec. 1.262-1(b)15)).

- Employees may be required to work or commute to their onsite location for meetings, events, and other situations deemed necessary by their supervisor. Whenever possible, when teleworking employees are requested to report to their onsite work location, they should be notified by the end of the workday prior to the day they are requested to report to the onsite work location.
- The first one-way trip of the day from home (approved telework location) to another location for the purpose of paid employment is not reimbursable as work expense and is considered the responsibility of the telecommuter. This rule applies to the last trip of the day from another location for the purpose of work to the home (approved telework location).
- In the event the first trip and/or the last trip of the day is longer than the mileage between the employee's onsite work location and the employee's approved telework location, the employee will be reimbursed for the difference. If the first trip of the day is shorter than the normal distance from the onsite work location to the employee's approved telework location, this mileage would not be reimbursable.
- All other travel time and mileage reimbursement shall adhere to other Buffalo County policies.

### **Termination:**

This Agreement may be terminated or suspended at any time by either Buffalo County or the employee which will result in the employee returning to the office worksite arrangement. A telework arrangement may not be allowed to continue if it is detrimental to work quality, client service, the work unit, or the organization. In such situations, the supervisor shall make a good faith effort to work with the employee to resolve the situation, but if the problem cannot be resolved, the supervisor has a responsibility to terminate this Agreement. In the event this Agreement is terminated, each party will attempt to give as much advance notice of change as practicable and whenever possible, at least a 30-day notice.

### **Telework Agreement:**

This Telework Agreement shall be maintained by the Buffalo County Administrative Coordinator and may be amended at any time. A copy of this Agreement and any addendums or amendments shall be provided to the employee.



## Buffalo County Resolution

Exhibit B:

### Buffalo County Telework Agreement

<b>Employee Name</b>	
<b>Job Title</b>	
<b>Department</b>	
<b>Supervisor Name</b>	

The following constitutes an agreement on the terms and conditions of telework between the Buffalo County Department and employee named above, henceforth referred to as "the employee." This request must be submitted in a timely manner, usually at least 48 hours in advance of it starting.

**Eligibility**

Employees requesting formal teleworking arrangements must be employed with Buffalo County for a minimum of 6 months of continuous, regular employment unless an exception is recommended by the Supervisor and granted by the Administrative Coordinator.

The employee must have demonstrated sustained high performance and the supervisor believes the employee can maintain the expected quantity and quality of work while teleworking. The following will be reviewed:

- No pending personnel disciplinary action, performance concerns, or attendance concerns.
- The employee has demonstrated good communication suitability, good time management skills, and the ability to complete work projects with minimal supervision.
- Direct supervisor can provide adequate supervision of the employee remotely and shall evaluate the position to assure the teleworking request does not have a negative impact on customer services.

**Duration**

This Telework Agreement shall be in effect from \_\_\_\_\_ to \_\_\_\_\_. This Agreement shall be valid until canceled by either Buffalo County or the employee. The Agreement may be extended beyond this period if agreed to by Buffalo County and the employee in writing. If extended, this Agreement should be reviewed, modified as necessary, and re-certified by the department/supervisor named above.

**Policies**

The employee agrees to abide by all applicable rules, guidelines, and policies, including the department named above policies and the Buffalo County Personnel policies including but not limited to applicable Time Reporting, Network, Computer Usage, VPN, and Confidentiality policies. The employee understands that the alternate worksite is considered an extension of the department named above and that during the hours that the employee is performing work functions all agency policies and procedures are still applicable.

**Requirements**

The employee is required to participate in a telework orientation meeting with the department named above before beginning to telework which shall include reviewing work requirements and expectations, tips for telework success, confidentiality, and security/technology issues.

**Work Schedule and Location**

The employee is approved to telework under the following arrangement:

- Occasionally or Intermittent - No Regular Telework Schedule
- Full time telework schedule



## Buffalo County Resolution

\*An employee may not work more than 24 days of intermittent telework in a calendar year and not more than 2 days in a week. Occasional or intermittent telework must be noted on an employee's timecard for the days they telework.

\*\*The employee must also work from a location within the state of Wisconsin. No out of state telework will be authorized.

The employee shall be scheduled for a telework arrangement on the following days:

Monday  Tuesday  Wednesday  Thursday  Friday

The employee's core hours on telework days when they are available to supervisor and coworkers are: \_\_\_\_\_ to \_\_\_\_\_. Employee initiated schedule changes shall be made with advanced approval by the supervisor and communicated to the Administrative Coordinator.

Address where telework will take place:

Phone number where available:

Describe any additional or alternative work arrangements:

### Specific Work Expectations and/or Job Tasks

Enter tasks, project outcomes, productivity requirements, or other types of outcomes to be accomplished.

### Communication

To maintain close communication and standards of professionalism while working from a remote location, the employee shall:

- Notify their supervisor, coworkers, and receptionist of any change in the posted telework schedule by utilizing email, a shared Outlook calendar, and/or the sign in/sign out system.
- Be available to supervisor and coworkers by telephone and email during core hours.
- Return calls and emails in a timely manner.
- Maintain any other required communication with supervisor as directed – such as daily contact.
- Have office calls forwarded to his or her work cell phone.
- Answer the telephone professionally during core hours.
  - For those who do **NOT** have company cell phones, no use of a personal cell phone shall be authorized to complete Buffalo County work or communication. Accommodations will be made by supervisor to address calls that may come into the office while staff is Teleworking.

## Buffalo County Resolution

- Follow the plan outlined by their supervisor for receiving assignments, returning assignments, and reporting in on telework days.

### Compensation & Benefits

- Employee compensation and benefits, including vacation, sick leave, other forms of leave, and travel benefits shall not be affected by this Agreement.
- Employees may not earn comp time from the telework location without prior approval from their supervisor.
- Employees are not expected to work beyond their normal scheduled hours and should avoid instances where overtime hours would be needed without proper authorization from their supervisor.
- Employee is responsible for potential tax consequences related to telework, if any.

### Equipment

Any equipment provided shall be properly inventoried with Buffalo County and shall be kept updated if equipment is returned or if new equipment is assigned. The employee is required to return any Buffalo County property upon request. Buffalo County shall maintain all equipment owned by the County. The employee shall not perform maintenance or repairs on Buffalo County-owned equipment without prior approval. The employee is responsible for all maintenance and repairs of employee-owned equipment. Employees must take appropriate care to protect equipment from damage or theft.

Only Buffalo County-owned software may be installed on Buffalo County-owned equipment unless otherwise approved. The employee may not install or download any other software. If new software is required for teleworking, it shall be provided by the Buffalo County Information Technology Department.

Item: (List county owned office equipment and/or computer equipment to be used. Please be precise. use serial numbers where appropriate.)	Installed By		Maintained By	
	Employee	Buffalo County	Employee	Buffalo County
Laptop Computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iPad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cell Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure Carrying Case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Expenses

If telework is conducted in the employee's home, they are responsible for ongoing operating costs, such as telephone service fees, internet fees, utility costs, homeowner's or renter's insurance and furniture or equipment rental fees unless the Buffalo County agrees in writing to pay for or reimburse such costs.

Buffalo County shall normally reimburse travel and other work-related expenses as per the standard employee expenses policy. If the travel begins or ends at the employee's home, travel time and mileage shall be calculated from the work site or home, whichever is less.

Office supplies necessary to complete work assignments must be obtained during the employee's in-office days. Employees shall not be reimbursed for supplies normally available in the office. The employee should never purchase or rent equipment, services, or supplies on the assumption that Buffalo County will reimburse the cost. Prior supervisor approval must be obtained.

### Information Security

Security of client confidential information and documents is an issue whether an employee works at home or at the office. When the employee possesses confidential client information off site, however, there is an even higher level of risk of an unintended or unauthorized breach. The employee must consider other people who may be coming into the home to ensure that sensitive information is not disclosed to outsiders in some inadvertent way. Employees working from an alternate work location shall follow all policies and procedures including the department named above policies and the Buffalo County

## Buffalo County Resolution

---

Personnel policies including any applicable Network, Computer Usage, VPN, and Confidentiality policies. In addition, employees must ensure the following:

- The protection of organization data on disk, hardcopy, or on portable devices from theft, loss, or unauthorized access during transit and at the alternate worksite
- That approved firewalls and anti-virus software are on all remote site computers and are updated daily with current definitions.
- Flash drives or other portable drives are scanned for viruses before being used for uploading or downloading data.
- Sensitive information in hardcopy form is returned to the office or shredded.
- All work is backed-up according to Buffalo County procedures.
- The Buffalo County's network is only accessed from the remote worksite or other locations as authorized and for approved purposes.
- The employee agrees to follow the Buffalo County and the Department named above guidelines pertaining to confidentiality and data security policies including handling of Protected Health Information. This includes the security of confidential files/records/information that the employee may be transporting while at a telework location.
- Close the VPN and logoff anytime you are not actively working.
- Send email using encryption feature available.
- Do not use public Wi-Fi access.

### Open Records Notice

If an employee is using their own equipment, records created for the purpose of Buffalo County work are subject to open records requests when related to employment just the same as while using Buffalo County issued equipment.

### Safety

The employee agrees to maintain a safe and ergonomically sound work environment, to report work-related injuries to their supervisor at the earliest opportunity, and to hold Buffalo County harmless for injury to others at the teleworking location. In signing this Agreement, the employee verifies that the home office provides workspace that is free of safety and fire hazards.

### Limitations

Teleworkers must observe the following limitations when working from the telework site:

- Employees cannot meet with clients at the telework site.
- Employees cannot operate a business or work for another employer during telework hours.
- Employees cannot use Buffalo County equipment for personal use.
- Employees cannot allow others to use Buffalo County equipment or access the organization network.
- Employees cannot have sole responsibility for providing dependent care during work hours except under special conditions approved by the County Administrative Coordinator.

### Liability

Buffalo County shall not be liable for damages to the employee's property resulting from participation in the teleworking program. In signing this document, the employee agrees to hold Buffalo County harmless against any and all claims, excluding workers' compensation claims.

### Workers' Compensation

The alternate work location is considered an official worksite for purposes of worker's compensation. The employee shall report any injury to their supervisor immediately. Worker's compensation does not cover accidents to family members or other third parties at the telework site.

### Tax and/or Insurance Consequences

The employee understands that they are responsible for tax and insurance consequences of this arrangement, if any, and for conforming to any local zoning regulations.

## Buffalo County Resolution

### Travel Time and Mileage Reimbursement

An approved teleworker is entitled to mileage reimbursement as indicated by the Internal Revenue Service (IRS Reg. Sec. 1.262-1(b)(5)).

- Employees may be required to work or commute to their onsite location for meetings, events, and other situations deemed necessary by their supervisor. Whenever possible, when teleworking employees are requested to report to their onsite work location, they should be notified by the end of the workday prior to the day they are requested to report to the onsite work location.
- The first one-way trip of the day from home (approved telework location) to another location for the purpose of paid employment is not reimbursable as work expense and is considered the responsibility of the telecommuter. This rule applies to the last trip of the day from another location for the purpose of work to the home (approved telework location).
- In the event the first trip and/or the last trip of the day is longer than the mileage between the employee's onsite work location and the employee's approved telework location, the employee will be reimbursed for the difference. If the first trip of the day is shorter than the normal distance from the onsite work location to the employee's approved telework location, this mileage would not be reimbursable.
- All other travel time and mileage reimbursement shall adhere to other Buffalo County policies.

### Termination

This Agreement may be terminated or suspended at any time by either Buffalo County or the employee which will result in the employee returning to the office worksite arrangement. A telework arrangement may not be allowed to continue if it is detrimental to work quality, client service, the work unit, or the organization. In such situations, the supervisor shall make a good faith effort to work with the employee to resolve the situation, but if the problem cannot be resolved, the supervisor has a responsibility to terminate this Agreement. In the event this Agreement is terminated, each party will attempt to give as much advance notice of change as practicable and whenever possible, at least a 30-day notice.

### Agreement

This Telework Agreement shall be maintained by the Buffalo County Administrative Coordinator and may be amended at any time. A copy of this Agreement and any addendums or amendments shall be provided to the employee.

**Employee:** By signing, the employee states they have read, understood, and agree to the terms and conditions of this Agreement.

**Supervisor:** By signing this statement, the supervisor agrees to work with the employee to implement telework as described in the telework policy and this Agreement.

**Administrative Coordinator:** By signing this statement, the Administrative Coordinator approves this Telework Agreement.

Employee Signature		Date Signed	
Supervisor Signature		Date Signed	
Administrative Coordinator Signature		Date Signed	