



## DEPARTMENT ON DISABILITY SERVICES

PROCEDURE	
Subject: <i>Alternative Work Schedules and Telework</i>	Procedure No.: 2022-DDS-PROC01
Responsible Program or Office: Department on Disability Services	Effective Date: March 8, 2022
Date of Approval by Director: March 8, 2022	Number of Pages: 8
Supersedes Alternative Work Schedules and Telework Procedure No. 2019-DDS-PROC01, dated September 15, 2019	Expiration Date: N/A
Cross References, Related Policies and Procedures, and Related Documents: D.C. Official Code § 1-510(b) (2016 Repl.) (related to compressed work schedules); District Personnel Regulations, Chapter 12 (Hours of Work, Legal Holidays and Leave) as amended; Compressed, Flexible and Telework Schedules, District Personnel Issuance No. 2021-22, effective December 19, 2021; DDS Alternative Work Schedules and Telework Policy No. 2022-DDS-POL01, effective March 8, 2022.	

## 1. PURPOSE

The purpose of this procedure is to implement the Department on Disability Services (DDS) Policy on Alternative Work Schedules (AWS) and Telework.

## 2. APPLICABILITY

This procedure applies to all DDS employees.

## 3. PROCEDURES

Supervisors shall follow these procedures in establishing and managing the various types of AWS and telework. No AWS or telework can commence prior to 6:00 a.m. nor end after 7:00 p.m., unless extenuating circumstances are presented and the employee's request is approved by the DDS Director. Employees may be required to make adjustments to an approved AWS or telework schedule to attend mandatory meetings, trainings, or other events.

An employee may combine a Flexible Work Schedule (FWS) with telework if approved to do so as outlined in this procedure. Telework may not be combined with a Compressed Work Schedule (CWS).



## A. Flexible Work Schedule (FWS)

For any of the three types of FWS – Individual Weekly Schedule (IWS), Variable Day Schedule (VDS), or Flexible Work Schedule (FWS) – the Chief of Staff or Deputy Director for an administration shall establish core hours for each division under their authority during which all employees are required to be present (except during authorized lunch periods). Then, an employee may request a FWS, in writing, using a signed DDS Alternative Work Schedules and Telework Application. An employee's FWS is approved only when signed by: the employee's immediate supervisor, manager, administration Deputy Director, Human Capital Administrator, and the DDS Director. In the case of a full-time employee, the employee works an eight-hour day and must work a 40-hour work week. Supervisors are responsible for ensuring that each employee works or otherwise accounts for eight hours per day, five days per week.

### 1. Individual Weekly Schedule (IWS)

Through an IWS, an employee may vary his/her tour of duty on a set daily schedule, where the employee works the same hours each day of the standard work week, Monday through Friday. This means the employee has the option of designating the starting and ending time within established limits; however, such flexible time periods may not commence prior to 6:00 a.m. or end after 7:00 p.m.

Example: A person could work 7:30 a.m. to 4:00 p.m. each day, with half an hour for lunch.

### 2. Variable Day Schedule (VDS)

VDS allows the employee to vary his/her tour of duty for each day within the week with a pre-set schedule where the working hours in each day of the standard workweek need not be the same. With a VDS, the employee may work a prearranged schedule of hours between 6:00 a.m. and 7:00 p.m. that constitutes a valid workday, as long as the core hours are observed.

Example: An employee's Monday schedule could be 7:30 a.m. to 4:00 p.m., their Tuesday schedule could be 8:30 a.m. to 5:00 p.m., etc.



### **3. Flexible Work Day (FWD)**

FWD is an individualized tour of duty which differs from a regular basic work week primarily by the daily flexible start and stop times. Daily pre-approval is not required for FWD. Employees may select a starting and stopping time each day, meaning they are granted up to 30 minutes or up to 60 minutes of daily flexibility in the start and end time of an approved tour of duty, but not prior to 6:00 a.m. or after 7:00 p.m.

Example of 60 minute FWD: If the tour of duty is 9:00 a.m. to 5:30 p.m., the employee may arrive as early as 8:00 a.m. or as late as 10:00 a.m., and would end his or her day as early as 4:30 p.m. or as late as 6:30 p.m., respectively.

### **B. Compressed Work Schedules (CWS)**

1. In the case of a full-time employee, a CWS is an eighty (80)-hour bi-weekly basic work requirement that is scheduled for less than ten workdays and which may require the employee to work more than eight hours in a day. There are two types of CWS, both of which require an 80-hour, bi-weekly work schedule: Nine-Day Plan or Eight-Day Plan.
  - a. Nine-Day Plan: Eight, Nine-Hour Workdays and One, Eight-Hour Workday with One Day Off In Two Weeks

The Nine-Day Plan is a bi-weekly plan for accruing the eighty (80) hours of scheduled work in nine workdays. Employees may work five days one week and four days the next week, within a single pay period, for nine days total. With this schedule, employees will work eight nine-hour shifts and one eight-hour shift during the pay period: a total of 80 hours bi-weekly. Under this plan, the employee may not exceed nine hours for any workday.

- b. Eight-Day Plan: Eight, Ten-Hour Workdays with Two Days Off In Two Weeks

The Eight Day Plan is a bi-weekly plan for accruing the 80 hours of scheduled work in eight workdays. Employees may work four days each week within a single pay period, for eight days total. With this schedule, employees will work eight ten-hour shifts during the pay period: a total of 80 hours bi-weekly. Under this plan, the employee may not exceed ten hours for any workday.

2. Once a CWS is established and approved, the terms of a CWS may not be adjusted or changed without the express written approval of the supervisor, the Deputy Director, the Human Capital Administrator, and the DDS Director. All changes requested will be approved or denied within ten business days, when possible.



3. The tour of duty for each employee under a CWS program shall be defined by a fixed work schedule. In either case, the tour of duty for compressed hours must begin no earlier than 6:00 a.m. and conclude not later than 7:00 p.m.
4. Under CWS, employees are responsible for working their established schedule. Supervisors are responsible for ensuring that each employee on CWS works or otherwise accounts for 80 hours of regular time or approved time off on a bi-weekly basis, per pay period.
5. An employee must request a CWS, in writing, using the DDS Alternative Work Schedules and Telework Application and seek approval by the immediate supervisor, responsible Deputy Director, Human Capital Administrator, and DDS Director. The schedule days worked and days off must be established for each employee participating in the CWS, and each employee must abide by them; an employee may not change the scheduled days. Fluctuations in the work times of the days scheduled for eight, nine or off time is not allowed. (For example, if an employee works 8:30 a.m. to 6:00 pm on the nine-hour days, then the employee is not permitted to change the reporting or departing times of the nine-hour work days unless the employee is requesting to permanently change his or her CWS schedule, and must in such a situation, make a new request by submitting a new DDS Alternative Work Schedules and Telework Application.)
6. A CWS shall not include overtime hours or pay. Leave deductions are taken on an hour-for-hour basis for absences on regularly-scheduled work days based on the established CWS.

## C. Telework

Telework is an arrangement in which an employee regularly, during a declared emergency, or situationally performs officially assigned duties at an alternative worksite geographically convenient to the employee's residence and approved in advance and in writing by the supervisor, Deputy Director or Chief of Staff, Human Capital Administrator, and the DDS Director. All employees must satisfactorily complete DDS's training for telework prior to participating in the Telework Program.



## 1. Routine Telework.

All requests for routine telework must be part of a scheduled tour of duty and subject to a written Telework Agreement (Attachment 1). Among other requirements, Telework Agreements require that the employee be available to report to the official duty station if needed within a 90 minute-time frame and to respond to emails and phone calls within DDS within 45 minutes of receipt.

- a. Routine telework is limited to two days per week unless approved in advance and in writing by both the DDS Director and Human Capital Administrator. The specific days approved as a telework day(s) must be approved by the supervisor, the Deputy Director or Chief of Staff, the Human Capital Administrator, and the DDS Director. Telework days are established and approved and may not be adjusted or changed without the express written approval of the supervisor, the Deputy Director or Chief of Staff, the Human Capital Administrator, and the DDS Director. All changes requested will be approved or denied within ten business days, when possible.
- b. Employees may specify their preferred day(s) to telework; however, the supervisor is responsible for ensuring that sufficient workers are present on-site for each day of the work week and may deny a requested day if that day already has members of the work unit working in a telework capacity. If more than one employee in a work unit requests to telework on a specific day of the week, the determination of who is approved for that specific day will first and foremost be based on the needs of the agency to provide adequate on-site staff on any particular day to perform any particular duties and secondly will be granted based on the timing of the submission of the request.
- c. Regardless of whether it is the employee's regularly scheduled day to telework, the employee is required to attend meetings or training activities in person at the agency location or any other identified location on scheduled telework days, unless the employee's supervisor has approved attending remotely. The determination of the supervisor is final and may not be appealed. The requirement to attend meetings or training activities shall not constitute a suspension or termination of AWS.
- e. An employee must be accessible by D.C. government mobile phone, if one has been issued, and D.C. government email during their regular tour of duty as identified in the Telework Agreement or, in the event of a declared emergency, for such hours required by the agency to promote continuity of critical operations.



If an employee does not have a D.C. government mobile phone, the employee must forward their D.C. government desk phone to a number where they can be reached during their Telework day(s).

- f. Telework employees are not allowed to use their personal email for D.C. government business when teleworking or otherwise.
- g. Telework employees are required to provide their own secure internet connection when teleworking. In the event that the employee experiences a lack of internet connection, the employee is expected to report for duty at their official duty station or any other site approved by the supervisor.
- h. At the supervisor's sole discretion, where employees have been approved for regular or situational telework, a supervisor may require them to establish and complete a work plan on a daily basis. Designed to assist with time management, daily telework work plans identify tasks, assignments, projects and initiatives a supervisor assigns an employee during telework.
- i. The supervisor for each employee participating in the Telework Program must certify time and attendance to ensure that all employees are paid for work performed and account for any absence from scheduled tours of duty. Employees must personally certify their hours worked in a telework status by following the time and attendance policies and procedures.
- j. DDS must have reasonable assurances that the teleworking employee's alternate worksite meets acceptable standards of safety and security. Employees will be required to provide access by D.C. government to their alternative worksite for the purpose of inspecting the site to determine if it meets acceptable levels of safety and security.
- k. With at least 48 hours advance notice, the employee's alternative worksite may be inspected for the sole purpose of ensuring that the telework site satisfies the safety and security standards of this policy and the terms of the Telework Agreement. Except in the event of an emergency, these inspections will normally be conducted by the agency's IT staff or by the Telecommuting Program Coordinator.
- l. None of DDS's IT staff, the Human Capital Administrator, or any other agency employee shall be allowed to conduct an on-site review of any area not designated as the alternative worksite by the teleworking employee.



- n. Telework alternative worksites that are found to not meet the security and safety standards of the agency will be documented and the employee's Telework Agreement will be immediately suspended pending the resolution of any deficiencies. If the deficiencies are not corrected, the Telework Agreement will be terminated. Resolution of the deficiencies is the determination of the Telecommuting Program Coordinator with input from the employee's supervisor and IT program manager.
- o. An employee who signs the Telework Agreement agrees that failing to obtain approval for overtime work may result in removal from the Telework Program, or other appropriate action.
- p. An employee may terminate participation in the Telework Program at any time, subject to the terms of the Agreement. Employee shall provide at least two weeks' or ten business days' advance notice to the agency. When feasible, the DDS will provide two weeks' or ten business days' advance notice to Employee but is not required to provide such notice.

## **2. Situational Telework**

Situational telework is a distinct category of telework and may be used separately from routine telework or in addition to it. This means that an employee may submit the application and the Telework Agreement (for situational telework) to the appropriate agency staff for approval even if he or she was not previously approved for routine telework.

Unlike routine telework, which is part of an employee's regularly scheduled tour of duty, situational telework is a temporary arrangement of no more than three consecutive workdays approved by the employee's supervisor in writing. Situational telework is not intended to be a regular practice replacing approved regular telework. A supervisor may, at his or her discretion, limit the number of instances in which an employee may utilize situational telework over a period of time.

Examples of situational telework include doing so for the purpose of completing a special project or report; due to an injury or illness; due to a home repair emergency; or, for activated emergency employees, due to a declared emergency. Below are general descriptions of the situational telework options:

- a. Special Project or Report: On occasion, an employee may have a short-term need for an uninterrupted period of time to complete work on a complex project or report for the agency.
- b. Home Repair Emergency: If an employee needs to be home for maintenance or repairs, situational telework may be approved provided the employee can carry out his or her duties remotely and the employee's involvement in the maintenance and repair is incidental. For example, an employee may be approved for situational



telework to be present for an electrical repair emergency or for a delivery of equipment for a heating repair emergency. However, an employee may not be approved to assist his or her sister or brother in painting a bedroom.

- c. Declared Emergency for “Activated Emergency Employees.” If an employee has been placed on activated emergency employee status and the emergency does not require the employee to report to the DDS offices or another site, the employee may use situational telework.
- d. Case-by-Case Basis: On a case-by-case basis and with explanation of the purpose for which the employee is requesting situational telework, a supervisor may allow an employee to use situational telework in instances other than those referenced above. DDS may require documentation of the situation giving rise to the request. In these cases, employees continue to be restricted to a maximum of three consecutive telework days, except during declared emergencies.
- e. Illness or Injury: Requests for situational telework for an illness or injury must be made in the form of a reasonable accommodation and supported with medical documentation. All such requests must be submitted directly to the Human Capital Administration, not to the supervisor.