

**CITY OF NEW ORLEANS  
CHIEF ADMINISTRATIVE OFFICE**

**Policy Memorandum No. 147(R)**

January 28, 2026

TO: All Departments, Boards, Agencies, and Commissions

FROM: Joseph I. Giarrusso III, Chief Administrative Officer

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SUBJECT: **REMOTE WORK/TELECOMMUTE POLICY**

**I. PURPOSE.**

This Policy Memorandum establishes a Citywide requirement that City employees perform work onsite at City facilities with remote work subject to approval in accordance only with narrowly defined, time-limited circumstances. This Policy Memorandum establishes an approval process for limited situational remote work and short-term property, medical, or family emergencies. This Policy Memorandum revises CAO Policy Memorandum No. 147 – Remote Work/Telecommute Policy (Revised April 12, 2022). All active Remote Work Agreements are no longer in effect as of January 28, 2026; remote work after January 28, 2026, is subject to the new approval process laid out in this Policy Memorandum.

**II. DEFINITIONS**

**Remote Work.** Work performed at a location other than an assigned City worksite during normal duty hours, including from a residence. During remote work, employees are able to successfully execute projects and daily tasks that could be otherwise accomplished at their assigned work site. There is no deviation between the numbers of hours worked during a remote workday and during a typical workday onsite. For the purposes of this Policy Memorandum, Remote Work does not include arrangements made as reasonable accommodations pursuant to CAO Policy Memorandum 94(R).

**Situational Remote Work.** Time-limited Remote Work approved in advance under Section V.B. for a specific date or defined period.

**Emergency Remote Work.** Short-term Remote Work initiated without advance approval due to an unforeseen Property Emergency, Medical Emergency, or Family Emergency, subject to retrospective authorization under Section V.C.

**Medical Emergency.** An unforeseen temporary medical condition or urgent medical event affecting the employee or an Immediate Family Member that reasonably prevents the employee's onsite attendance on the affected workday(s).

**Property Emergency.** An unforeseen temporary event involving the employee's place of dwelling that reasonably requires immediate attention to prevent further damage to property, e.g. ongoing water damage from broken pipes.

**Family Emergency.** An unforeseen temporary event involving an Immediate Family Member that reasonably requires the employee's immediate attention and prevents onsite attendance on the affected workday(s).

**Immediate Family Member.** A spouse, domestic partner, child (including stepchild), parent (including stepparent), legal guardian, sibling, grandparent, or a person for whom the employee is the primary caregiver.

**Director.** The Department Director with authority over the employee's work unit.

**Appointing Authority.** The official legally responsible for the appointment and discipline of the employee under applicable law and Civil Service rules, where applicable.

**Business Day.** A day on which City administrative offices are open for business.

**Remote Work Request Form.** A Remote Work Request Form is a signed form that documents a supervisor's approval of the employee's Remote Work request.

**Remote Work Office.** A Remote Work Office is an approved alternative location that is not owned or leased by the City of New Orleans in which an employee is authorized to conduct remote work.

**Remote Work Agreement.** A Remote Work Agreement is a signed document that outlines the understanding between the City and the employee regarding the employee's remote work arrangement pursuant to the terms of the CAO Policy Memorandum No. 147 – Remote Work/Telecommute Policy prior to its revision on January 28, 2026.

### **III. EFFECTIVENESS.**

This policy shall become effective on January 28, 2026, and shall supersede all previously issued policy memoranda and alternative worksite agreements.

### **IV. GOVERNING AUTHORITY**

- A. Home Rule Charter of the City of New Orleans, § 4-302(5), which authorizes the Chief Administrative Officer to prescribe accepted standards of administrative practice to be followed by all offices, departments, and boards.
- B. Americans With Disabilities Act of 1990, 42 U.S.C. § 12101 *et seq.* (1990)
- C. The Family Medical Leave Act, 29 U.S.C. § 2601 *et seq.* and 29 CFR Part 825.
- D. The Fair Labor Standards Act of 1938, 29 U.S.C. § 201 *et seq.* (2018).
- E. Applicable Civil Service Rules.
- F. Applicable Collective Bargaining Agreements.

## **V. REMOTE WORK APPROVAL**

Effective immediately, routine or regularly scheduled remote work is prohibited. City employment is onsite by default. Remote work may occur only under this Policy Memorandum and only when (A) advance approval is granted through the process in Section V.A., or (B) an unforeseen medical or family emergency necessitates short-term remote work and retrospective authorization is obtained under Section V.C.

### **A. Advance Approval for Situational Remote Work.**

1. Advance requests for Situational Remote Work must be submitted to supervisors no later than fourteen (14) calendar days before the first requested Remote Work date, using the form attached as Remote Work Request Form.
2. Supervisors must review the request for operational feasibility, workload coverage, and the employee's ability to perform essential functions remotely; supervisors must route the Remote Work Request Form with their recommended decision to the Director.
3. Directors must approve, modify, or deny the Advance Remote Work Request Form upon receipt. Requests shall not exceed two (2) consecutive workdays or six (6) total approved Remote Workdays in a fiscal quarter, unless a written waiver is provided from the CAO.
4. Approved Situational Remote Work is time-limited and may not be used to create a regular or recurring remote schedule. Approvals are granted for specific dates and expire automatically at the end of the approved period.

### **B. Approvable Circumstances for Situational Remote Work.** Circumstances for advance-approved Situational Remote Work are limited to the following categories:

1. Temporary inability to access an assigned City worksite due to a City-directed relocation, building maintenance, or infrastructure disruption that does not require full closure of City operation may, at the discretion of the Mayor or Chief Administrative Officer, permit temporary remote work.
2. A short-term, workday-specific need to remain at a residence for an essential utility service repair affecting habitability (e.g., loss of water or electricity, HVAC repair, etc.).
3. A time-limited, interim arrangement during the interactive process for disability-related accommodation, pending a formal accommodation determination by Human Resources, where onsite presence is temporarily impracticable. Note that employees with reasonable ADA accommodations pursuant to CAO Policy Memorandum 94(R) – Americans with Disabilities Act (ADA) of 2016 should refer to the provisions of that policy.

4. A City-directed continuity-of-operations need that requires off-site work for a defined period (e.g., cybersecurity incident response functions that must be performed from a secured alternative location).
5. A pre-identified public health isolation requirement (e.g., communicable disease isolation).

**C. Emergency Remote Work and Retrospective Authorization.** Emergency Remote Work may be used only when an unforeseen Property Emergency, Medical Emergency, or Family Emergency arises after the advance-request deadline or when advance notice is not reasonably practicable. In such cases, the employee must follow the procedure as more fully outlined below:

1. The affected employee must request the use of Emergency Remote Work from their supervisor as soon as practicable before the start of the workday and must provide the anticipated duration. The Supervisor must approve in writing the use of Emergency Remote Work.
2. Within two (2) Business Days after the start of Emergency Remote Work (or as soon as practicable under the circumstances), the employee must submit the Remote Work Request Form retroactively.
3. Supervisors must route the request to the Director promptly. Directors may authorize Emergency Remote Work retroactively for up to three (3) consecutive workdays. Emergency Remote Work shall not exceed three (3) consecutive workdays unless a written waiver is provided from the CAO.
4. Documentation standards: Where documentation is necessary to support authorization, Human Resources may request limited documentation sufficient to confirm the existence of the emergency and the dates affected. Documentation must be handled as confidential personnel information and must not require disclosure of detailed medical records or diagnosis information unless required by law.

**D. Conditions and Limitations Applicable to All Remote Work.**

1. Remote Work must be performed from a safe, quiet, and secure location that allows compliance with City confidentiality, records retention, and information security requirements.
2. City equipment and systems may be used only for official purposes. Employees must follow all City cybersecurity and acceptable-use policies; sensitive records must not be downloaded to personal devices.
3. Employees must remain reachable by City email and telephone during scheduled work hours and must comply with timekeeping requirements, including any departmental reporting of work performed.

4. Remote Work does not alter job duties, performance standards, or supervisory direction. Supervisors may require immediate return to the worksite when operational needs require onsite presence.
5. This Policy Memorandum does not create an entitlement, property right, or contractual right to Remote Work. Remote Work approvals may be modified or revoked at any time based on operational needs or noncompliance.

**E. Records and Reporting.**

1. Directors must maintain a log of approved Situational Remote Work and Emergency Remote Work authorizations, including dates and the approval basis, and must provide such records to the CAO upon request.
2. Directors are required to submit quarterly reports to the Chief Administrative Officer detailing approval and use of Remote Work by employees within their department.

**VI. RESPONSIBILITIES**

- A. Appointing Authorities and Directors: Implement this Policy Memorandum immediately; ensure that work schedules and staffing plans reflect onsite operations; approve or deny requests consistent with Sections V.B and V.C; maintain records of approvals; and ensure that employees receive notice of this Policy Memorandum.
- B. Supervisors: Evaluate requests for operational feasibility and compliance; ensure adequate coverage for public-facing services; monitor performance and timekeeping; and promptly address noncompliance.
- C. Human Resources: Provide guidance on confidentiality, accommodation processes, and documentation standards; retain forms as personnel records; and advise on applicable legal requirements.
- D. Information Technology and Cybersecurity: Maintain remote-access controls and provide guidance on secure handling of City information when Remote Work is authorized.
- E. Employees: Report to assigned worksites as scheduled unless Remote Work is approved; comply with this Policy Memorandum and all applicable City policies; and promptly submit required forms.

**VII. GENERAL STANDARDS AND EXPECTATIONS.**

The ability to remote work/telecommute is discretionary on the part of management and is **NOT** an employee's benefit or right. This policy does NOT change the terms of employment with the City of New Orleans. There are many instances in which remote work will not be compatible with the operational needs of the Department and the functions and responsibilities of certain positions, and some Departments may not be able to offer remote work. At any time, the Chief Administrative Office may reevaluate this remote work policy and it may be amended or discontinued. The City reserves its right to approve or

deny an employee's request to work remotely based on operational needs and the eligibility factors and approval criteria outlined in this policy memorandum.

Employees are expected to be available by telephone and/or email during scheduled remote work assignments unless otherwise specified or agreed upon by the supervisor. Employees working remotely must also adhere to breaks and attendance schedules agreed upon with their manager and in compliance with state and federal law. Additionally, telecommuting employees must project the same professionalism as if they were in their office/worksite, especially during virtual meetings. Management retains the right to require an employee who telecommutes or works remotely to commute to a City office on a regularly scheduled remote workday if necessary.

Employees must comply with all the terms of the Remote Work Request Form, City policies and procedures, agency-specific policies and procedures, and applicable laws and regulations. Please refer to Policy Memorandum Nos. 82(R) – Standards of Appearance for City Employees, Policy Memorandum 83(R) – Standards of Behavior for City Employees, and any other related City policies.

#### **VIII. REMOTE WORK OFFICE.**

To ensure that an employee's performance will not suffer in remote work arrangements, the City advises remote employees to choose a Remote Work Office that is:

- A quiet and distraction-free workspace
- Has an internet connection that's adequate for personal and work devices
- Allows the employee to dedicate full attention to their job duties during working hours

Each employee's Remote Work Office shall be designated in the Remote Work Request Form, and any deviations from the approved Remote Work Office must be approved by the employee's supervisor. Please refer to Policy Memorandum No. 19(R) – Domicile Requirements for City Employees for additional information regarding employee domicile requirements.

#### **IX. SCHEDULING.**

All employees must perform their remote work in accordance with the approved schedule in their Remote Work Request Form. Any deviations from the approved schedule must be approved by the employee's supervisor. The City will continue using ADP or its other applicable timekeeping procedures for those City employees approved to work remotely.

Employees may use annual, sick, or other leave in accordance with Civil Service Rules and City policy, with the approval of their supervisor and/or Appointing Authority.

For additional information please see the Timekeeping and Payroll section located on the employee's Neutral Ground website.

**X. EQUIPMENT.**

The City of New Orleans may provide employees with equipment that is essential to perform their job duties, such as laptops, headsets, and cell phones (when applicable). Please refer to the CAO Policy Memorandum No. 109(R) - Regulations Pertaining to Assignment, Usage and Care, and Return of City Property and CAO Policy Memorandum No. 145 – Employee Expense Reimbursement for additional information.

**XI. COMMUNICATION CONFIDENTIALITY DATA AND SECURITY.**

The remote worker and supervisor must agree on data security and transfer procedures necessary to meet the needs of the City, to protect the security of data, and to comply with applicable federal and state laws, policies, and procedures. Communications and data, in whatever form (paper or electronic) created or maintained during a Remote Work Request Form, are and remain the property of the City of New Orleans and are subject to the City's public records laws and agency records retention policies. Please refer to Policy Memorandum No. 61(R) – Acceptable Use Policy for additional information.

**XII. EMERGENCY AND OFFICE CLOSURE.**

Should a natural disaster or emergency occur while an employee is remote working, the employee will be provided directives by their supervisor(s) in accordance with Policy Memorandum No. 112(R) – Emergency and Office Closure Leave and Pay Policies. Please refer to CAO Policy Memorandum No. 112(R) for additional information.

**XIII. ENFORCEMENT.**

Violations of this policy may result in disciplinary action, up to and including termination of employment.

**XIV. INQUIRIES.**

Any questions concerning this policy may be addressed with the Chief Administrative Office at (504) 658-8600.

Attachment

- Remote Work Request Form