



HUMAN RESOURCES POLICY – COVID TELEWORK POLICY – STAFF EMPLOYEES

This policy is applicable to all staff employees of Pacific University.

Special accommodations have or should be made to allow telework for employees who are requesting telework because: they may have been exposed to the Coronavirus, they have been diagnosed with the Coronavirus, they are quarantined due to the Coronavirus, they have childcare or family care difficulties related to the Coronavirus, or they or a family member is more vulnerable to the Coronavirus due to a health situation. Employees in these situations should be accommodated with requested telework unless their job duties cannot be carried out in a remote setting. Please refer remaining questions to Human Resources ([Tammy Scheenstra at tammys@pacificu.edu](mailto:Tammy.Scheenstra@pacificu.edu)).

Definition of telework:

Telework refers to a telecommuting arrangement where an employee works remotely from home or from another location outside of a designated campus office. The idea is that the employee “travels” via telecommunication options like telephone, email or video conferencing. Depending on the details of the arrangement, telework constitutes either a portion of the employee’s work time or all of it.

COVID telework policy:

Any telework arrangement approved under this policy is intended to help prevent the spread of the Coronavirus, also known as COVID 19, without putting undue burden, undue added expense, or undue operational difficulty on the supervisor, team, department, and/or University.

This policy is only applicable during time periods when the University has determined that this policy is necessary because of the Coronavirus situation. The University reserves the right to revoke this policy and the arrangements approved under this policy at any time, based on the University’s sole discretion.

This policy permits employees to telework when approved by the employee’s immediate supervisor, department/program director, Dean or applicable area Vice President (collectively referred to herein as “Supervisors.”)

The Supervisors are responsible for determining whether an employee is an “**Essential Response Personnel**” or “**Non-Essential Response Personnel.**” **Essential Response Personnel** are employees whose job responsibilities require them to do their job duties even during emergency or urgent situations, on or off campus, as deemed necessary by the University at its discretion.

The Supervisors have discretion in deciding whether an employee is a candidate for telework and what portion of their work (type of work and/or amount of work time) can be done via telework. Some employees may not be eligible due to their status as an Essential Response Personnel, specific job requirements, impact on a team, needed equipment/tools, the space the employee has available for telework off campus, performance concerns, and/or other relevant factors. When evaluating whether telework is appropriate, the supervisor must determine that the employee can effectively perform the job duties of the position while teleworking.

Performance and Conduct Expectations:

The following are performance and conduct expectations of teleworking employees:

- A teleworking employee is expected to account for all time worked and to take appropriate sick time, vacation time, or leave (paid or unpaid) to account for time spent away from normal work-related duties (e.g., to care for dependents or family members, in the event of illness, etc.).

Work hours expectations for non-exempt employees: Non-exempt (hourly) employees should follow their regular work schedules, unless their Supervisor(s) have approved a deviation in advance, and non-exempt (hourly) employees must record all hours of work accurately on their Paycom Time Sheets.

Work hours expectations for exempt employees: Generally, exempt employees should work at least 40 hours per work week (work week is Sunday through Saturday). Exempt employees should record partial day absences.

- Employees are responsible for the same performance and conduct expectations, including communications with supervisors and employees whom they supervise, while teleworking as they are during normal business operations.
- An employee should always have a sufficient amount of work to perform throughout the workday when he or she teleworks. An employee performing telework who does not have enough work should notify his or her supervisor so that more work can be assigned, if possible. Supervisors should consult with HR with any questions relating to this provision.
- Employees who do not meet performance or conduct expectations may be subject to discipline pursuant to relevant University policies, including but not limited to, the removal of teleworking privileges, in consultation with Supervisors and Human Resources.
- Employees are responsible for abiding by arrangements and rules to safeguard the University's private, confidential, and/or proprietary information which they have access to related to their job duties. All applicable University policies remain in effect during telework periods.

The following are expectations of Supervisors:

- Supervisors continue to be responsible for managing teleworking employees' performance and conduct the same as during normal business operations.
- Supervisors will be required to implement protocols to ensure that they are appropriately managing employees' work performance and productivity, including regular check-ins and communications.

- Supervisors should continue to monitor and keep their University leadership apprised in a timely manner about relevant information such as work levels of employees, changes, operational needs or challenges, concerns, etc.
- Supervisors are responsible for helping to set up and monitor arrangements and rules to safeguard the University's private, confidential, and/or proprietary information which employees have access to related to their job duties.
- When performance or conduct concerns about teleworking employees arise, Supervisors are expected to notify Human Resources in a timely manner by emailing [Tammy Scheenstra at tammys@pacificu.edu](mailto:Tammy.Scheenstra@tammys@pacificu.edu). In particularly urgent situations, Supervisors should call (503) 352-2873.

Telework evaluation process:

Supervisors should work with the employee to evaluate whether telework is appropriate, considering operational needs of the unit/department/University, communication, impact of remote work on other team members, and other relevant factors. Considerations may also include the employee's readiness for telework.

- **Determine employee readiness for telework**

Some employees may be better prepared than others to manage the unique requirements of teleworking. When evaluating a telework request, supervisors should consider whether the employee has a record of satisfactory performance in the workplace and has demonstrated the ability to:

- Prioritize work to meet deadlines
- Accomplish job duties with minimal supervision
- Communicate effectively with clients, stakeholders, and team members
- Manage time effectively

- **Determine supervisor and team readiness for telework**

Before approving a telework request, Supervisors should consider any changes needed to ensure the team continues to meet its objectives. Supervisors should ensure that the employee and work product will be effectively managed as their on-site colleagues.

Optional Documenting through a Telework Arrangement:

The goal of the Telework Agreement is to further ensure that both the employee and Supervisors have a shared understanding of the telework arrangement. This may be used prior to approving telework or as a reminder of telework responsibilities. A sample agreement is provided but may be modified to capture specific department/program needs. Additional items to consider adding to an agreement include:

- A work schedule that specifies telework days, location and hours

- Required methods of communication specific to telework (e.g. Skype, phone)
- Circumstances requiring on-site attendance

The immediate supervisor and employee should each keep a copy of the Telework Agreement if used.

Telework is at the discretion of the University:

The University reserves the right to approve or not approve telework, as well as to change or revoke telework options, at any time, based on the sole discretion of the Supervisors. However, Human Resources may be asked to review revocation and assure equity and proper application of the telework policy.

Requirements for in-person attendance or other unit/department/University needs requiring on-campus work can override telework agreements.

There may be circumstances in which a request for telework cannot be approved. In order to demonstrate consistency and equity within the department/program, it is important that the Supervisors explain the denial to the employee and based upon policy, impact on department/program operations, and/or the employee's work record.

Requests to review telework related decisions can be made to Human Resources.

Workers' compensation:

Teleworking employees may be covered by workers' compensation for job-related injuries that occur in the course and scope of employment. When the telework site is in the home, workers' compensation does not cover injuries that are not job related.

** This policy is effective as of March 20, 2020.*

*** This policy was approved by the COVID-19 University Task Force on March 20, 2020.*



Temporary Telework Agreement

_____ will work remotely as needed through the duration of the COVID-19 pandemic.

While working remotely, _____ will be expected to:

- a. Communicate your schedule.
 - a. Post your work status (Out Of Office or Work From Home) to your Supervisor.
 - b. Appropriately denote availability on Outlook calendar.
- b. Remain accessible during the business day.
 - a. Forward desk phone line to a work or cell phone.
 - b. Continue to be responsive to email, phone, other form of department/program messages.
 - c. Participate in video/teleconferences on an as-needed basis.
- c. Check in with your supervisor as requested to discuss work plans and open issues.
- d. Use vacation, sick or other leave in the same manner as when working at the office.
- e. Follow all appropriate university policies, including cybersecurity, privacy, etc.
- f. Take responsibility for proper care and security of any Pacific University resources.
- g. Continue to meet all obligations, responsibilities, standards of performance and conditions of employment.

This agreement may be terminated at the discretion of the University as needed to meet operational needs.

(Employee Signature)

(Date)

(Department Head Signature)

(Date)