

## REMOTE WORK POLICY FAQs

- Q.** What is the University's policy for Remote Work?
- A.** The University has adopted a formal Policy that permits regular, full-time, non-union Administrative/Professional and Support employees to Remote Work if an application is duly submitted and approved, and a formal Remote Work Agreement is signed.
- Q.** Why has the University decided to establish a Remote Work Policy?
- A.** There are a number of reasons to support Remote Working arrangements, including improving work-life balance, reducing costs and time lost in connection with commuting, reducing the University's carbon footprint, and enhancing the University's ability to attract and retain a world-class workforce.
- Q.** What is the process for submitting an application to Remote Work?
- A.** The Remote Work Application form must be fully completed and submitted to your manager. The University retains complete discretion whether to approve the request, deny the request, or approve some aspect of the request. Human Resources, the Dean/Senior Department Head and the appropriate Vice President (President, or designee) also must approve the request for it to be granted. If the request or some aspect of it is granted, a formal Remote Work Agreement must be signed.
- Q.** What sorts of positions are best suited for possible Remote Work?
- A.** Positions best suited for Remote Work are those that require little face-to-face interaction, and for which performance results in specific, measurable work product. Other factors that may be considered include potential impact on co-workers, whether the employee works with restricted data, financial or other burdens on the department, and consistency with other requests.
- Q.** Are temporary or part-time employees eligible for Remote Work?
- A.** No. Eligibility is limited to regular, full-time, non-union Administrative and Support employees.
- Q.** If my Remote Work application is denied, will a reason be provided for the record?
- A.** Remote Work is not a right, and it is not required that management specify in writing a reason for denying a Remote Work application. Nevertheless, it is generally expected that your manager will discuss with you the concerns that were involved regarding the decision.
- Q.** My child is finished with school in mid-afternoon; may I Remote Work so that I can be home when he/she is back from school?
- A.** No. Remote Work is not to be used as a substitute for personal needs such as dependent or elder care.

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- Q.** What is a permissible reason to apply to Remote Work?
- A.** The issue is not so much the reason for applying, but rather the circumstances that will exist when an employee is engaging in Remote Work. While engaging in Remote Work, an employee must devote full attention to his/her job duties, and not use Remote Work time as an opportunity to be available for personal or family matters.
- Q.** How many days per week are allowed for Remote Work?
- A.** There is no specific limit to Remote Work schedules. Remote Work schedules must be assessed and approved by departmental supervision such that all duties and responsibilities are accomplished at or above existing levels absent the Remote Work arrangement.
- Q.** If a University Holiday or Holy Day of Obligation falls on one of my scheduled Remote Work days, will I be able to make it up by Remote Work on another day outside my normal Remote Work schedule?
- A.** No. A Remote Work schedule is not a guarantee of a set number of Remote Work days; it is the establishment of a regular schedule of days upon which, generally speaking, you will be permitted to work remotely. Therefore, if a holiday falls on one of your Remote Work days (and you do not otherwise have to work), it simply means that you may observe the holiday on that day. Similarly, if it turns out that you are requested to come to your campus work location on a day that is normally a Remote Work day, it is not required that you be permitted to Remote Work on a different day outside your normal Remote Work schedule (although management, at its discretion, may make such an arrangement with you).
- Q.** If I am already working Remotely, do I need to submit an application?
- A.** Yes. All existing Remote Work arrangements must be submitted for approval in accordance with the Policy.
- Q.** If I am approved for Remote Work, can the approval be rescinded?
- A.** Yes, all Remote Work agreements are subject to annual review as well as termination at the discretion of the University.
- Q.** Will the University provide me with the equipment that I need in order to Remote Work?
- A.** Possibly, although you may have to provide or use your own equipment. Details as to equipment needed to perform your job remotely must be agreed upon by you and your manager. It is your responsibility to ensure the safe use of equipment and compliance with CTS and University confidentiality and other policies.
- Q.** If I Remote Work, how will that affect my other terms and conditions of employment?
- A.** It won't. All other terms and conditions of employment remain unchanged.

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- Q.** Are there any other Remote Work responsibilities that I need to be concerned about?
- A.** As stated in the Policy, and defined in further detail in individual agreements, Remote Workers have a number of other responsibilities, including maintaining regular communication, returning to campus as requested on what otherwise are Remote Work days, establishing and maintaining a safe Remote Work environment, abiding by all University policies regarding confidentiality and information security, and maintaining appropriate insurance coverage for the Remote Work location.

- Q.** As a manager, how will I know whether to approve or deny a Remote Work request?
- A.** First you need to be sure that you understand the details of how the applicant proposes to perform all of the responsibilities of the job. Review the application and engage in a detailed discussion with the employee. Remember that jobs requiring face-to-face interactions likely are not appropriate for Teleworking. For example, an employee with receptionist responsibilities cannot perform those duties remotely. On the other hand, an employee who performs data entry duties in a manner that can be readily transferred to University systems may well be able to Remote Work, so long as appropriate measurements and arrangements are put into place.

The bottom line is that the University supports reasonable Remote Work arrangements, but all material components of the job must be performed at levels that equal or exceed those existing absent the Remote Work arrangement. Customer service must be seamless. A good rule of thumb is that any colleagues outside the department who work with a Teleworker should not know that the employee is Teleworking on scheduled Remote Work days. In addition, departmental colleagues should be able to consult and communicate with a Teleworker as though no Remote Work was being done.

- Q.** What if an employee who works with protected health information, or other restricted data, applies to Telework?
- A.** If the employee will have to use, or access, restricted data while working remotely, you must carefully consider the risks. It is critical that you consult with CTS to understand the technical and equipment requirements necessary in such a situation, and that those requirements be specified in the Remote Work Agreement if Remote Work is approved. In addition, if Remote Work is approved, the employee will need to sign an Information Security Requirements for Remote Access form.
- Q.** What are my responsibilities as a manager if one of my staff members has a Remote Work arrangement?
- A.** As the supervisor of a Teleworker, in addition to ensuring that the work is appropriate for Remote Work and that a satisfactory Remote Work Agreement is in place, you are responsible for managing the Remote Work arrangement, ensuring that all work is performed without prejudice or diminution due to the Remote Work arrangement, maintaining regular communication with the Teleworker, and including the Teleworker in meetings and other interactions as appropriate.

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- Q.** What if I approve a Remote Work arrangement, and subsequently circumstances change, or it is determined that the Remote Work is detrimental to customer service or achievement of other departmental goals?
- A.** The department has the right to terminate any and all Remote Work agreements, so you should reassess all agreements and determine what changes are to be implemented to ensure that all responsibilities are achieved and goals are met as they would be without any Remote Work agreements in effect.