

Office of Finance and Administration
Office of Human Resources
March 17, 2020



Dear UNE Community,

In a message earlier today, President Herbert stated that we were working to update the University's temporary telework/flexwork policy in response to the sharp increase in cases of COVID-19. Yesterday, the CDC altered its social distancing guidelines, and the federal government recommended that employees work from home when possible.

The attached updated temporary policy is designed to help you, our employees, work through this difficult situation, allowing for continuity of operations while helping you balance your responsibilities to your families and the health of the community. In the attached documents, you will find guidance for best practices, instructions on how to work with your direct manager or supervisor to make a plan, and a form to guide that process.

We want to thank each of you for your work and for your understanding as we all work through these uncertain times together.

Sincerely,

Nicole L. Trufant
Senior Vice President of Finance and Administration

Annmarie Allen
Associate Vice President for Human Resources, CHRO



INNOVATION FOR A HEALTHIER PLANET

Remote Work- Temporary Policy to Address COVID-19 Effective March 18, 2020 through April 9, 2020

POLICY STATEMENTS

The University of New England's leadership continues to monitor developments regarding the coronavirus and associated illness known as COVID-19. In an effort to continue operations and address the needs of our employees during the pandemic, UNE is instituting this temporary policy on remote work for eligible employees. This policy may be discontinued at any time at the sole discretion of UNE, and shall be discontinued when the acute pandemic risk is determined to have diminished. This policy is administered by the Office of Human Resources.

Yesterday, the federal government recommended that employees work from home when practicable. Remote work can be helpful in urgent situations, allowing for continuity of operations while helping employees balance their responsibilities to their families and the health of the community. Please keep in mind that working from home does not lend itself to certain positions. This guide outlines key considerations, best practices, and University guidance specific to COVID-19 remote work.

Please note that this plan will be effective beginning, March 18, 2020, until April 9, 2020, at which point UNE Leadership will assess the on-going viability of this policy.

Remote Work Agreements and Expectations: Due to the fast pace of evolving health regulations and the anticipated wide use of remote work, employees and managers requesting flexible or remote work arrangements are now required to complete the University's updated Temporary COVID-19 Remote Work Plan. This will be necessary in outlining expectations and expected productivity in order to ensure work is still continuing to be completed while remote.

Determining Eligibility: Work with your direct manager/supervisor to evaluate the responsibilities and priorities of your position, keeping in mind the feasibility of completing some or all of your work remotely with or without adjustment. Any employee working from home is expected to work their typical workload. There will be employees who cannot adequately perform their full functions from home and/or who need to be physically at work for some critical function. Those employees are encouraged to come to work to support their department (see work spaces below). As per the HR Policy regarding Telework/Flexwork, employees who are required to physically be at work can still petition to work remotely under certain conditions as defined in existing HR policy and approval form. Those

employees should work with their manager and Human Resources to determine the best approach possible to meet the needs of individual situations, if possible.

Communication: Discuss with your direct manager/supervisor how your time and performance will be managed and what tools will be needed to continue to keep the lines of communication open. Communicate regularly with your manager regarding your work priorities, deliverables, and timelines.

Technology: At minimum, employees will need a computer, internet, and phone access. If you have not done so already, please communicate with your manager regarding what type of access you will need while working remotely. If you do not have a University-issued laptop, but have a personally owned computer/laptop, you may use this for any general computing tasks, projects, or research opportunities that do not require you to access the University of New England's business network through a VPN connection. Approved work includes working within, for example, locally installed and cloud-based Microsoft programs such as Outlook/email, Word, Excel, and PowerPoint or using online search functions (Google, Chrome, Safari, etc.) to browse and gather information. Accessing any of the available services or resources through the Okta portal are permitted except for direct connections to our Banner Administration System.

If it is determined that access to Banner, or any other internal facing system, is needed, a VPN Access Request form will need to be completed and submitted to ITS for approval. If there are questions regarding the form or your access, please contact the helpdesk at helpdesk@une.edu for assistance. Users are not permitted to install the UNE VPN client on any non-UNE issued devices.

You are responsible for following all University practices and acceptable use policies to maintain data security on your personal and University-issued devices. Speak to your internet/cell provider about your plan(s) to ensure that you will not experience any overage fees. University of New England does not cover the cost of home internet and phone and does not insure personal technology.

Information regarding available tools (Zoom, phone conference calls) and training on how to use the tools can be found on the UNE IT website <https://une1.sharepoint.com/sites/CTR>.

Remote Work Environment and Work Spaces: Consider whether your home environment is conducive to remote work. Factors to consider include demands of other household members, household construction, appropriate lighting, seating, and other basic conditions. Set expectations with others in your home regarding your interactions and availability. Remote work spaces should be ergonomically appropriate.

Safety for Those Continuing to Work On-Campus: For anyone who will continue to work on campus, the University will be working with Facilities to close off as many spaces as possible across both campuses from routine use. This will allow more efficient management of the spaces needed with regards to cleaning and maintenance with what will likely be limited professional staff in housekeeping, maintenance, and security. In general, classrooms and other communal spaces will be locked so as to reduce our active footprint since they are no longer needed for student activities. Faculty and professional staff should feel comfortable coming to work to perform their required tasks. Each unit will work with Facilities to spread employees out into nearby spaces to ensure social distancing for those faculty and professional staff who want or need to come to campus and who share office space or are in larger, open shared spaces. Please reach out to your direct manager/supervisor for more guidance if you will need to come to campus to perform work duties.

Pay: All non-exempt employees who work remotely when the University is open should be paid for hours worked at their regular hourly rate of pay. Overtime must be approved in advance by your direct manager/supervisor. Non-exempt employees should continue to track and submit bi-weekly timesheets per the normal Payroll guidelines. Exempt employees will receive their regular pay when working remotely. If remote responsibilities do not support full-time work then employees should use their accrued time-off. Exempt employees should indicate time-off used on their monthly leave time reports as per the normal Payroll guidelines.

If you have any questions regarding this temporary policy or any other concerns about how the COVID-19 pandemic impacts your work life at UNE, please continue to send them to: HR-COVID19Questions@une.edu.



COVID-19 Temporary Remote Work Plan

Employee Name: _____ Employee Title: _____

Employee Email: _____ Employee Phone: _____

Manager: _____ Manager Title: _____

Type of Request:

Tele-work **Flex-time**

Completed by employee requesting tele-work:

Please detail when, where, and how you will complete your job responsibilities. Include details of the technology you currently have and might need to be able to complete your job responsibilities:

Completed by employee requesting flex-work:

Please detail requested work schedule. If there will be an impact on completing your job responsibilities, please detail how those responsibilities will be completed.

I understand and agree to the Temporary Tele-work And Flex-work Guidelines (restated below). I understand that this is a temporary arrangement in light of the COVID-19 situation and will not be an on-going accommodation. This decision is made at the discretion of my supervisor/manager. Tele-work and Flex-work arrangements are subject to ongoing review and may be subject to termination at any time based on performance concerns, organizational needs, or team structural changes.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

Check here to indicate you are sending email approvals in lieu of ink or Adobe Digital Signature

General Provisions/Guidelines for tele-working and flex-working:

- Employees requesting to work remotely must be able to fulfill their work responsibilities remotely.
- Employees are responsible for having adequate internet and other accessible technology to be able to complete their tasks.
- While teleworking, the employee shall be reachable by telephone, Zoom or email during agreed upon work hours. The employee and supervisor will agree on expected turnaround time on responses.
- All University and department policies, procedures and standards of conduct that apply to employees working on campus apply when an employee telecommutes.
- The teleworker will have regularly scheduled work hours agreed upon with the supervisor. These hours will include regular core hours for accessibility. The agreed upon work schedule will comply with FLSA regulations. The teleworker will attend job-related meetings, training sessions, and conferences, as requested by supervisors. This could be accomplished through the use of technology: Zoom, conference calls, etc.
- The employee will ensure the confidentiality of University data, records, and other information used, stored, or accessed at home.
- Ideally, the teleworker must establish and maintain a dedicated workspace that is quiet, clean, and safe, with adequate lighting and ventilation. The teleworker will not hold business visits or meetings with professional colleagues, customers, or the public at the home worksite. Meetings should be held at the campus office or via technology such as Zoom or conference calls, not at home.
- The teleworker is responsible for having an ergonomically appropriate workspace.
- Home worksite furniture and equipment shall generally be provided by the teleworker. In the event that equipment and software is provided by UNE at the telework-site, such equipment and software shall be used exclusively by the teleworker and for the purposes of conducting UNE business. Software shall not be duplicated.
- The University will not reimburse the employee for the cost of expenses related to the work area, including heat, water, electricity, and any insurance coverage not provided by the University. Personal tax implications, if any, related to the work area shall be employee's responsibility.

- The ability to work in an off-site location is a matter of the University's absolute and unilateral discretion and exists for no purpose other than the convenience of the University and employee.
- Any University equipment provided for an employee's home use should be documented as University property and will be returned by the employee when the telecommuting agreement concludes or the employee's employment with the University ends. If necessary, the employee will bring University provided equipment to a University-designated location for maintenance and repairs. The employee will be responsible for:
 - any intentional damage to the equipment;
 - damage resulting from gross negligence by the employee or any member or guest of the employee's household;
 - damage resulting from a power surge if no surge protector is used;
 - maintaining the current virus protection for software.
- UNE may pursue recovery from the teleworker for UNE property that is deliberately, or through negligence, damaged, destroyed, or lost while in the teleworker's care, custody, or control. Damage or theft of UNE equipment that occurs outside the employee's control will be covered by UNE. Teleworkers should check their homeowner's/renter's insurance policy for incidental office coverage. UNE does not assume liability for loss, damage, or wear of employee-owned equipment.
- The University will provide supplies for the employee's use while working from home consistent with supplies provided to other employees.
- Typically, telework is not a substitute for childcare or other dependent care. Teleworkers should make or maintain childcare arrangements to permit concentration on work assignments. However, during this time of the COVID-19, which has resulted in schools closing and other child care arrangements being impacted, the teleworker should work to coordinate family demands with work tasks. Maintaining open and regular communication between the teleworker and their manager is vital to establishing an understanding of work expectations .
- The employee will be covered by workers' compensation for job related injuries that occur in the designated workspace, including the teleworker's home, during the defined work period. In the case of injury occurring during the defined work period, the employee shall immediately report the injury to the supervisor. Workers' compensation will not apply to non-job related injuries that might occur in the home. UNE does not assume responsibility for injury to any persons other than the teleworker at the telework-site. In case of injury, theft, loss, or tort liability related to telework, the teleworker must allow agents of UNE to investigate and/or inspect the telework site. Employees should note that some homeowner's policies do not automatically cover injuries arising out of, or relating to, the business use of a home. For the employee's protection, employees should have their homeowner's/tenant's liability policy endorsed to cover bodily injury and property damage to all third parties arising out of or relating to business use of their home.
- Actions that the telecommuter may take during break periods from working and actions not directly related to working in the home approved work site will not be covered under Workers' Compensation. These non-covered actions include, but are not limited to, all actions that the employee would not be able to perform in his/her regular cubicle or office, or which are directly related to the operation of the home. Examples of such non-covered actions include caring for children, pets, domestic tasks, yard work, retrieving mail, etc.
- Products, documents, and records developed while teleworking are the property of UNE.
- The teleworker must obtain supervisor approval before taking leave time in accordance with UNE policy.
- Overtime eligible employees must report all worked time and must receive prior approval by their supervisor to work overtime.

Employee's initials, indicating understanding and agreement of guidelines: _____

Return this document and emailed approvals to: HR-COVID19Questions@une.edu