

Effective: March 18, 2024

## Human Resources Policy Flexible Work Arrangement

Approved: March 11, 2024, Cabinet

### Policy Statement:

The University recognizes that flexible work options may at times be used to ensure the operational/business needs of the University. Flexible work arrangements can increase job satisfaction while ensuring that the operational/business needs of the University are met.

Managers are in the best position to understand the demands of the work and capacity of their staff members to succeed in a flexible work arrangement. Managers are responsible for managing the work of their staff under the flexible work arrangement.

Flexible work is not an employee right or guarantee. Any arrangements that are requested or approved may be denied or discontinued at will and at any time at the request of the University (or representative of the University) or at the request of the employee.

This policy supersedes the Remote Work Policy that was effective July 1, 2023.

### Scope:

This policy pertains to Millersville University full-time and part-time eligible employees of the University to the extent defined in this policy. Positions represented by the Association of Pennsylvania State College and Universities Faculties (APSCUF) are excluded from consideration under this policy as remote work for APSCUF employees occurs at the respective division lead level.

### Definitions:

- 1. Occasional Work from Home:** Work from home arrangements, approved on an as needed basis only, with no expectation of permanent work from home arrangements. Occasional work from home arrangements is limited to one day increments.
- 2. Temporary Work from Home:** A work arrangement in which an employee has an extenuating temporary circumstance which prevents them from working on campus for more than one day in duration.

3. **Fully Remote Work:** Exceptions to allow an employee to work fully remote (100% of the work week) must be recommended by Vacancy Management Committee and approved by the President.

## **Flexible Work Schedule Options, Requests, and Approval Process:**

### **1. Occasional Work from Home**

- a. Occasional work from home arrangements may be approved for a variety of circumstances. Examples include, but are not limited to: inclement weather, special projects, or waiting for a repair service. These arrangements must be approved by the employee's immediate supervisor via an email request from the employee, with a copy of the email to Human Resources (human.resources@millersville.edu) in advance.
- b. Occasional work from home arrangements is on an as-needed basis only, with no expectation of an indefinite or permanent arrangement. The operational needs of the department and campus will be considered as part of the approval process.
- c. Occasional work from home arrangements is limited to one day increments. Repetitive requests will be denied. Human Resources will monitor these requests.

### **2. Temporary Work from Home**

- a. A temporary work from home arrangement may be approved for temporary circumstances that include, but are not limited to, temporary medical conditions or other extenuating situations that prevent an employee from working in person. Employees will be required to submit medical or other applicable documentation to Human Resources for review. Employees may request a temporary work from home arrangement by completing the Flexible Work Schedule Request form. The request must be submitted by the divisional Cabinet member and reviewed and approved by Human Resources. Employees may be required to submit updated medical information to extend the length of the temporary arrangement. Employees will be expected to report back to work on campus as of the return-to-work date indicated on their medical or other applicable documentation.
- b. Requests for temporary work from home approvals must be emailed to human.resources@millersville.edu.
- c. Temporary work from home status to accommodate a documented medical condition or other applicable situation does not imply or guarantee that the arrangement will become permanent.
- d. If the medical condition does become permanent, the affected employee must request a permanent accommodation via the ADA accommodation request process.

### **3. Fully Remote Work**

- a. Fully remote work will be considered in cases where qualified candidates for open positions cannot be found through an initial search process. No positions will be advertised as fully remote in first instance. The Vacancy

Management Committee (VMC) will consider requests from the hiring manager to search a position as remote eligible only in cases where a qualified candidate cannot be found for a specific critical position. A revised search advertised as remote eligible will be conducted upon recommendation from the VMC and approval of the President.

- b. Any positions which have previously been approved for 100% remote work prior to this policy change are grandfathered and employees in those positions are still permitted to work fully remote.

### **Responsibilities of Employees and Supervisors:**

Because successful flexible work arrangements require support and commitment from both the employee and the employer, key responsibilities of both parties are outlined below:

#### **1. Employee Responsibilities**

- a. Employees are solely responsible for the configuration and expenses of a flexible work arrangement. This includes ensuring and maintaining an appropriate and safe flexible working environment. The University will not be responsible for costs associated with the setup of an employee's home office such as remodeling, lighting, furniture, equipment, or the cost of utilities.
- b. Meet all expectations of the position while working in an off-campus setting. The essential functions of the job must be satisfactorily performed for the remote work to continue successfully.
- c. Maintain communication with and accessibility to colleagues, manager, and customers in a similar manner to that of an on-campus employee. This includes being available by phone, text, Teams, Zoom, or email.
- d. Follow established working hours as determined by the department and/or University in accordance with business needs. In many cases, this will align with university standard working hours.
- e. Use University owned equipment only for legitimate university work purposes.

#### **2. Employer Responsibilities**

- a. Set clear expectations related to job responsibilities and determine measures of success.
- b. Establish regular meetings with the remote employee.
- c. Recognize and address any performance or productivity issues that could be related to the employee working from home. If performance issues exist, the flexible work arrangement will be cancelled.
- d. Ensure that offices/on-campus workplaces are adequately always staffed to provide expected levels of service to the campus community.
- e. Complete required steps to document and approve flexible work arrangements.
- f. Clearly communicate work schedules and expectations.

## **Safety and Security**

1. An employee working off-campus is covered by workers' compensation insurance during the course and scope of employment, during the approved work schedule, and at the approved remote work location. Neither the University nor the System Office assume liability for injuries that occur outside of the designated workspace and/or outside of an employee's normal work schedule, or outside of the course and scope of employment. The employee is responsible for immediately informing the supervisor and Human Resources of any work-related injury or illness.
2. An employee working off-campus is required to ensure the confidentiality of university work products, including, but not limited to: documents, spreadsheets, training materials, employee and student data, and systems (including email). All University policies and procedures related to acceptable use and security continue at all off-campus work locations.