



POLICY AND PROCEDURE

TITLE:	Hybrid Work Policy
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POLICY STATEMENT:

Goodwin University recognizes the evolving perspectives concerning flexible work arrangements. This policy outlines the expectations of supervisors and employees to communicate, collaborate, and perform essential work functions while operating under a hybrid work schedule. Hybrid schedules may be appropriate for some employees and positions but not for others. Off-site work arrangements are not an entitlement, nor do they change the terms and conditions of employment with the University.

While the Hybrid Work Policy is designed to create greater flexibility for employees, it is not intended to be a substitution for childcare or other standing family obligations. This policy pertains to employees who are primarily based in the office but are allowed to work off-site for some portion of the work week. Employees who work 100% remote should refer to the Remote Work Policy.

PROCEDURE DETAILS:

The specifics of each employee/department's hybrid work schedule are to be decided on a case-by-case basis by their supervisor. Once the arrangement is approved, the details should be confirmed via an email from the supervisor to the employee with the appropriate HR director CC'ed. These details include the effective date, the date the arrangement will end/be reviewed, and the specifics of the weekly hybrid schedule.

The decision to work off-site is voluntary, except in the case of a building closing. The management team reserves the right to change the hybrid work schedule temporarily or permanently to serve business needs and the employee's performance goals. When doing so, the supervisor will provide reasonable notice of 1-2 weeks before the change. However, in cases of immediate business needs or performance concerns, the employee will be expected to return the next workday. In some cases of emergency, the employee may be asked to report to work the same day.

University work rules and policies continue to apply to off-site work locations, including the consumption of alcohol or recreational drugs, during work hours and virtual meetings. Employees in new roles must have passed their probationary period (90 days) before requesting approval to work off-site.

REMOTE WORK REQUIREMENTS:

- End-user devices such as laptop, desktop, tablets or phones

- Power service
- Phone service
- Reliable internet connection
- VPN access
- Maintain necessary services for the home office, including a secured WIFI connection, phone, electricity, and other utilities. The university is not responsible for providing these services, and they must be provided by the employee at their own expense.
- Work computers are to be used solely for work purposes and must always be fully functional to work off-site.
- Maintain a quiet and distraction-free work environment to the best of your ability. Employees are expected to maintain their home workspace and to ensure it is free of safety hazards.
- Ensure the security of sensitive University information within your home office. This includes conducting work only from approved University computers and preventing family members from operating University computers.

EMPLOYEE EXPECTATIONS:

- Maintain compliance with the hybrid work schedule set out by your supervisor. Refusal to comply with the schedule and any subsequent changes could result in the revocation of the hybrid work agreement and/or disciplinary action.
- Be available, communicative, and responsive via phone, text, email, Teams/Zoom, and any other communication channels designated by the supervisor. These channels are to be logged into and engaged at the beginning and until the end of the workday.
- Accurately enter the hours worked for employees who are required to put in a timesheet. Employees are expected to work their regularly scheduled work hours, including starting and ending work at expected times with the same breaks as in the office, and to take paid time off when unavailable due to personal commitments.
- Complete all your assigned and required work tasks as agreed upon with your supervisor.
- Communicate with your supervisor any issues with your work arrangement.
- Exercise strong time management, self-discipline, and self-management skills.
- Employees are expected to work in the office regardless of their hybrid work schedule in the following scenarios:
 - If the necessary services in your home (WIFI, utilities, etc.) are not functional.
 - If computer equipment, including the video camera, is not functional.
 - If you are required to work from the office to meet the organization's needs. For example, covering for an absent coworker, attending an in-person meeting/training, collaborating on projects, etc.
 - On a case-by-case basis as determined by their supervisor.
- If the employee is unable to come into the office upon request, they are required to take a PTO day.
- Employees understand that if their regularly scheduled off-site day falls on a holiday or is used for on-site work, they will not be given a makeup off-site day.

SUPERVISOR EXPECTATIONS:

- Engage in regular check-ins with your staff, including off-site workdays.
- Communicate performance, task, and scheduling expectations effectively.

- Troubleshoot issues with your team and provide performance feedback as needed.
- Make reasonable/timely efforts to ensure that their staff has the resources they need for hybrid work.
- Communicate changes to the employee's hybrid work schedule, either temporary or permanent, as soon as practicably possible.

VIRTUAL MEETING EXPECTATIONS:

- Video cameras are expected to be on during all meetings. This and any other equipment are to be tested before the start of the meeting.
- Minimize multi-tasking to the best of your ability during the meeting and give your fellow participants your full attention. This includes driving, other work, and carrying on outside conversations. Unless invited to do so, also refrain from eating during the meeting.
- Be on time and prepared for virtual meetings.
- While distractions can be unavoidable, they are to be kept to a minimum. No music or television in the background during meetings and noise from children, pets, and other members of the environment is to be minimized.
- Casual dress is acceptable in some cases. However, use your best judgment and refer to the University's dress code when meeting with colleagues, students, and other parties. In addition, employees should be reasonably groomed to ensure they are prepared to be visible to others whether a meeting is planned or not.

PUBLISH POLICY STATEMENT (CLICK ON BOX NEXT TO OPTION-SELECT ALL THAT APPLY):

UNIVERSITY CATALOG

STAFF HANDBOOK

FACULTY HANDBOOK

STUDENT HANDBOOK

DEFINITIONS:

Hybrid: Primarily based in the office while working off-site part of the work week.

Remote: Primarily based off-site the entirety of the work week.

EXCLUSIONS:

Employees whose positions cannot be performed off-site, employees new to their position, and employees with performance concerns.

OFFICES DIRECTLY AFFECTED BY THE POLICY:

All University offices.

HISTORY

Created Jan 2023.

EFFECTIVE DATE:	March 1, 2023
RESPONSIBLE OFFICE (ONLY ONE):	Human Resources
REVIEW DATE:	NA

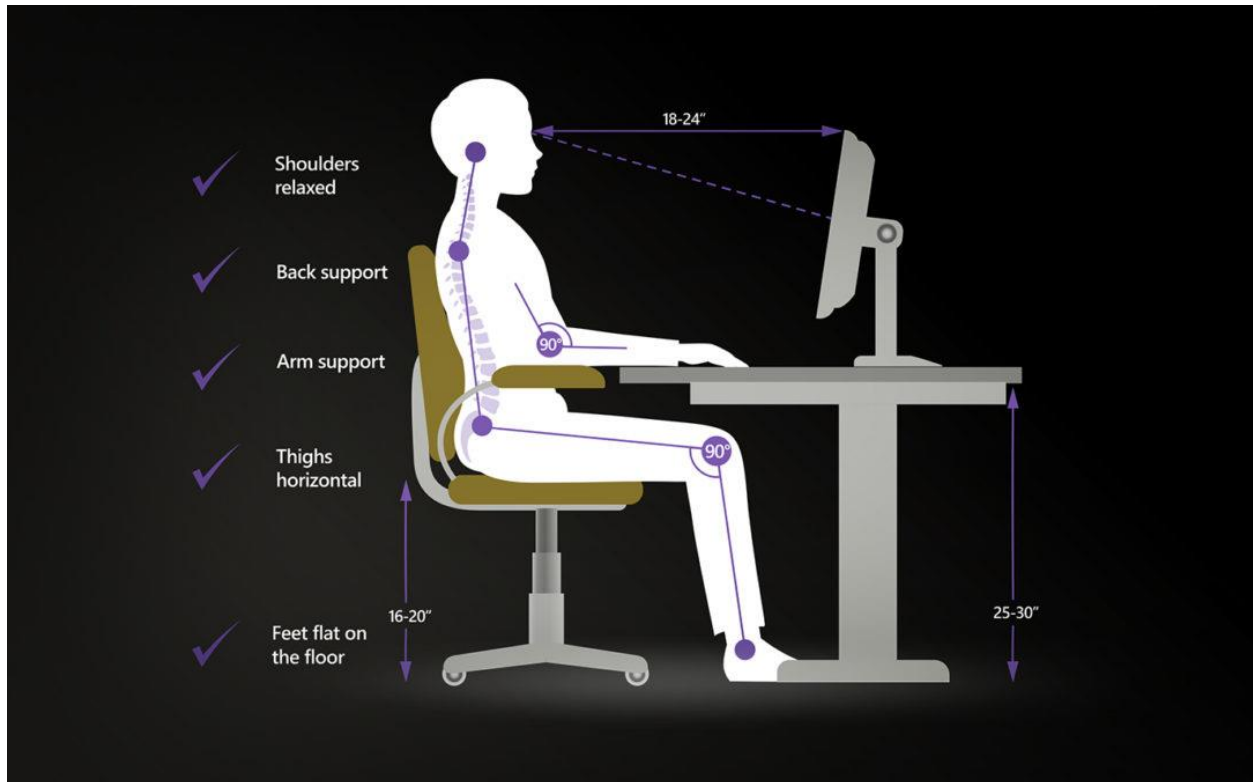
APPENDIX:

Ergonomic Best Practices

University Best Practices

Working From Home? Posture, Ergonomics Can Make It Safe

by [Comp Ortho](#) | Jun 23, 2020 | [Spine](#), [Wellness](#)



- When sitting at your desk, rest your feet flat on the floor. Use a footrest if the desk height can't be adjusted.
- Your thighs should be parallel to the ground, with a two-finger space between the back of the knees and the chair, and 3 to 6 inches of space between your thighs and the desk/keyboard.
- If needed, place a small pillow or towel roll behind you for lower back support. Your head should be level, facing forward, and in line with your torso.
- The top of your computer screen should be at or slightly below eye level. The screen itself should be 18 to 28 inches from your eyes, or at arm's length. If you feel you need to bring your eyes closer to your screen, consider seeing an eye doctor for an eyeglass prescription, or make your screen's text larger.
- If you use a dual monitor, swivel your body in your chair rather than constantly turn your head to view the monitors. If you can't adjust your chair, consider changing the orientation of the monitor from landscape to portrait.
- When using the keyboard and mouse, relax your shoulders and place your forearms parallel to the floor. Your wrists should rest in a neutral position (hand in line with wrist and forearm). Use soft pads or a wrist rest as needed and keep the mouse within easy

reach and next to the keyboard. Adjust mouse sensitivity for a light touch. A cordless mouse is the best option.

- Use a hands-free headset if you're on the phone for more than two hours a day and use a document holder to secure papers when typing.
- It's not good for your physical or mental health to stay seated all day. Stand and move from your chair at least once an hour.
- Perform desk stretches or chair yoga in between work tasks.



Best Practices Shared by Colleagues of Each University

- ✓ UB: Should you need additional IT requirements such as keyboards, monitors, etc; please contact the help desk in advance.
- ✓ Goodwin: can provide additional equipment such as monitors on a case-by-case basis. The request must come through the manager, they need to contact IT themselves and work out the availability. If someone on your team needs equipment they don't have, the manager needs to socialize it with the IT department.
- ✓ Have a shared team/department calendar.
- ✓ Check in daily via text on off-site workdays.
- ✓ Have a group chat on Teams for ease of communication.
- ✓ Pick one day a week for everyone to be in the office.
- ✓ Prioritize team building and getting to know each other. Try to find extra time in a meeting to ask for life updates/what plans people have for that weekend.
- ✓ Use Teams to update current location (either on-site or working from home) and office hours.
- ✓ Have weekly one on ones during the remote days away from campus.
- ✓ Check in with staff in the morning and afternoon when they work from home.
- ✓ Use an out-of-office message when you're working remotely.
- ✓ Have shared documents of to-do lists to keep communication flowing despite opposing schedules.