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Appendix A

Telecommuting During the COVID-19 Outbreak Sample Supervisor Expectations

Dear Supervisors:

Should you grant your team members the opportunity to work from home on a limited basis during the COVID-19 outbreak, you must plan the telecommuting assignment ahead of time to ensure it will be mutually beneficial to both the employee and the University. Circumstances can change quickly during such fluid situations, and you are responsible to ensure that your department maintains adequate business operations. You should speak with your employees now to plan business coverage, should some of your employees be personally affected by the outbreak and unable to perform their duties partially or totally.

Additionally, emotions can run high with employees experiencing stress from their personal circumstances, in addition to any anxiety from disruption to normal routines. Without clear communication, it is easy for people to make assumptions, misinterpret directions, or further compound issues by not being on the same page. Please take the time to speak with each of your team members in advance to ensure seamless transitions during this potential time of change. In addition, supervisors can help refer employees to employee support resources such as [Pacific's Employee Assistance Program - EAP](#) , [and Pacific's Learning and Development opportunities](#). Additionally, University of the Pacific provides staff, faculty and students with free access to [LinkedIn Learning](#) (formerly Lynda.com). LinkedIn Learning provides online learning courses and videos covering a wide range of subjects that can be useful for employee development and specifically in this instance, including courses and resources on working remotely and telecommuting. For employees working remotely, development and education through LinkedIn Learning may, at the supervisor's discretion, be an important aspect of their paid work.

The expectations you have for each telecommuting assignment may vary among your team members, based on their role, needs, and unique circumstance. Please communicate clear expectations to your team members prior to the telecommuting assignment beginning.

Below are sample expectations that should be documented for employees who will be working remotely. Some of these may apply to some of your staff members, but not to others. *Please tailor and add to the sample expectations below* to meet the needs of each of your team members. Human Resources is pleased to answer any questions and assist in any way.

[Begin form]

[Sample] Expectations during Interim Telecommuting

_____ [Employee name]

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1. The opportunity to work from home will be granted for a limited period of time _____ (list dates).
 - a. The opportunity to telecommute may be withdrawn at any time.
 - b. The time period for telecommuting may be extended based on business needs, health / safety concerns, or other factors.
2. If you cannot work remotely due to being ill yourself, or your need to care for a family member needing assistance, notify me no later than the beginning of your scheduled shift or workday. You may have to complete additional paperwork if your absence is related to illness or a disability.
3. Adhere to all University timekeeping policies and procedures. For instructions on how to complete your timecard during this time, please see time tracking resources for completing your Web Time Entry timesheet on the University's [Forms Policies and Procedures](#) webpage.
 - a. For non-exempt (hourly) employees:
 - i. You may work up to eight (8) hours each business day. I ask that you refrain from working over eight hours in one day, or over 40 hours in one week, without prior authorization. But record all time worked, even if you go over these limits. The University does not use a compensatory time or "comp time" system.
 - ii. You should take one fifteen (15) minute break near the middle of each four hour segment of work.
 - iii. You must take one 30-60 minute meal break prior to the end of your fifth hour of work.

[Note to supervisors, if your hourly employees work a non-traditional work-schedule, contact HR for how to present the above section.]

- b. For exempt employees:
 - i. Report your leave in ½ day or full day increments as required by the staff handbook.
 - ii. All leave reports must be timely submitted.
4. Be available by phone and/or e-mail during the agreed upon hours
(list contact numbers and hours).
5. Respond to all e-mails and voicemails within one business day. You do not need to provide an answer within one business day; but you must respond to each e-mail

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indicating that you have received the message and that you will respond fully in a timely manner.

6. We need to communicate regularly about the progress of your work. [*Example*: at the end of each business day please email me a progress report including:
 - a. projects you have completed during the day
 - b. pending projects and their estimated date of completion
 - c. items on which you seek supervisory approval and insight
7. If your work involves handling confidential university data, including student records, employment records, consumer or financial records, private or proprietary information, you are required to store that data securely on Pacific's servers University servers (using VPN, Sharepoint or webfolder access) or as otherwise directed by Pacific Technology. Speak to your supervisor or your campus help desk about how to comply with this requirement.