UNIVERSITY OF Nebraska Medical Center	**Center for Clinical and Translational Research Standard Operating Procedure**	Nebraska Medicine

Section: **Clinical Research Center**	Date Created: **September 14, 2020**
Title: Work Schedules and **Remote Working**	Version Date: October 1, 2024
SOP Number: **AD06**	

PURPOSE: The purpose of this procedure is to describe the departmental guidelines for work schedules and remote working. This can be reassessed at any time point.

SCOPE: This procedure applies to all CRC employees.

PERSONNEL RESPONSIBLE: Each CRC employee is responsible for knowing the remote work/telecommuting policies for the parent institution in which they are employed as well as the guidelines set forth in this SOP.

DEFINITIONS:
- Majority in Office: No to minimally scheduled time at home, or could potentially work from home occasionally with manager approval. Workspace is allocated and assigned in a Nebraska Medicine/UNMC location.
- Hybrid: One or more regularly scheduled day(s) in a Nebraska Medicine/UNMC location.
- Majority Remote: No scheduled days in Nebraska Medicine/UNMC location, may need to come in for team/department meetings, etc. No permanent workspace is allocated and assigned in a Nebraska Medicine/UNMC location.

PROCEDURES:

1. Work Schedules –
    a. Two schedules are utilized for full time staff – five, 8-hour days per week or four, 10-hour days per week. Assigned schedule is dependent on department needs and operations.
        i. Five, 8-hour days per week
            1. Hybrid & Majority Remote roles
                a. Availability:
                    i. You should be available and working during the core hours of 9:00 AM to 3:00 PM.
                b. Flex Time:
                    i. You may flex your schedule before 9:00 AM or after 3:00 PM to accommodate 40 hours within your schedule.
                    ii. Flex time between 9:00 AM and 3:00 PM must be pre-approved by direct supervisor.
            2. Majority in Office roles

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        a. Availability:
            i. You should be available and working during the core hours of 9:00 AM to 3:00 PM unless otherwise required for your role or clinical needs.
        b. Flex Time:
            i. You may flex your schedule before 9:00 AM or after 3:00 PM to accommodate 40 hours within your schedule if business operations allow.
            ii. Flex time between 9:00 AM and 3:00 PM must be pre-approved by direct supervisor.
    ii. Four, 10-hour days per week
        1. Hybrid & Majority Remote roles
            a. Availability
                i. You should be available and working during the core hours of 8:00 AM to 4:00 PM.
                ii. Department need trumps 10-hour scheduling (i.e. meetings, etc.)
            b. Flex Time:
                i. All flex time must be pre-approved by direct supervisor.
                ii. The maximum non-work related flex time allowed (i.e. doctors appointments, children's activities, etc.) is 2 hours per week.
                iii. Flex hours cannot be added to a 10-hour day, they must be made up on the off day.
            c. Holiday Time Off
                i. The employer allows 8 hours of holiday pay. The 2 additional hours must either be entered as vacation/PTO or made up.
            d. Scheduled Day Off
                i. The scheduled day off will be role-dependent and consistent.
                ii. Out of office responses should only include direct supervisor for urgent matters. Coverage for extended out of office will follow normal role-based practices.

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2. Majority in Office roles
    a. Availability
        i. You should be available and working during the core hours of 8:00 AM to 4:00 PM.
        ii. Department need trumps 10-hour scheduling (i.e. meetings, subject visits, etc.
        iii. Dependent on role, majority in office staff may not be able to work remote.
    b. Flex Time:
        i. All flex time must be pre-approved by direct supervisor.
        ii. The maximum non-work related flex time allowed (i.e. doctors appointments, children's activities, etc.) is 2 hours per week.
        iii. Flex hours cannot be added to a 10-hour day, they must be made up on the off day.
    c. Holiday Time Off
        i. The employer allows 8 hours of holiday pay. The 2 additional hours must either be entered as vacation/PTO or made up.
    d. Scheduled Day Off
        i. The scheduled day off will be role-dependent and may rotate if appropriate for business needs.
        ii. Out of office responses should only include direct supervisor for urgent matters. Coverage for extended out of office will follow normal role-based practices.
    e.
b. Staff will be required to be in the office for select team/department meetings and to welcome new staff members to the team. Specifics and expectations will be clearly communicated by supervisors.
c. Staff must be in the office when the demands of the job require it. This is especially true for the clinical staff. Due to the nature of the work, there are often unexpected patients added to the schedule. Anyone that is given permission on this team to work remotely at any time may be called in to fulfill clinical needs.

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2. Remote Working

   Equipment – Most staff will be provided with a UNMC or Nebraska Medicine issued laptop, docking station, two external monitors, keyboard, and mouse in order to set up a remote working office. Some staff that work majority in office may not have a laptop but will be provided with a tower. Staff are responsible for setting up their office to suit their needs. It is expected that the work provided laptop be used for work. The employee is responsible for the costs of establishing and maintaining the home work area, as well as providing a phone and secure/reliable internet connection. The employer will provide secure access via a digital platform (appstore.unmc.edu; global protect) and the employee is responsible to securely connect via this platform. UNMC/NM tech support will be available to help access applications and files, if needed.

   a. If working remotely on a UNMC/Nebraska Medicine device the following should be followed:
      i. Use the secure hubs for [appstore.nebraskamed.com] Nebraska Medicine or [appstore.unmc.edu] UNMC to remotely access work email, work applications and networks
      ii. Use your work device *only* for work-related tasks
      iii. ***Use of Global Protect to "remote in" should be limited to essential use only***
         1. As an example, Global Protect should not be utilized for email, Microsoft office products or to access Epic
         2. Global protect may be necessary for things like accessing network drives, utilizing Avaya ("soft phones"), or documenting your flu vaccine
         3. If you must access Global Protect, only stay connected long enough to get what you need, then disconnect
      iv. Access to public email systems such as Gmail or Yahoo is blocked
      v. Access to suspicious or risky websites is blocked
   b. If working remotely on a personal computer, the following should be followed:
      i. Use the secure hubs for [appstore.nebraskamed.com] Nebraska Medicine or [appstore.unmc.edu]UNMC to remotely access work email, work applications and networks
   c. . Employees working from an alternative worksite must notify their supervisor as soon as possible, and in no event longer than two (2) hours, after determining that their equipment or internet/phone connection has stopped or is malfunctioning during a workday. Employees who cannot perform their expected duties because

of a stoppage or malfunction of equipment or a connection can, with the approval of their supervisor, arrange to perform other duties, obtain substitute equipment, report to the on-campus worksite, or take appropriate leave.

3. **Workspace** – Your designated remote working office should be setup in a distraction-limited environment where you can easily conduct phone calls and Skype/Zoom conferences when needed. Choose a location with ample natural lighting, if possible, so that you can be seen clearly on video calls.

    Productivity – Practice time-management – organize your day ahead of time and block times on your calendar when taking PTO/vacation/planned sick time or when you are unavailable. You will track start-up and completion of major tasks in appropriate locations (I.e. Microsoft Teams, task lists, study lists, etc.). Use short breaks in your day (i.e.. getting water, starting a load of laundry, checking the mail, etc.) to get away from your desk. Taking short breaks will improve circulation and boost productivity. In working remotely, you can sometimes get caught up in your activity and lose track of time. Using a physical timer may help with time management. Try to pick a definitive start and end time each day to help establish a clear work-life balance.

4. **Team Communication** – For you to effectively communicate with other team members, you must be logged into Microsoft Teams during working hours. Teams will be the preferred method of quick team communication if recorded documentation is not required. If recorded documentation is needed, then email correspondence must be used. Be responsive and available whenever possible.

5. **Virtual Meeting/Call Etiquette** – Use calls and video chats rather than emails and Teams messages, whenever possible. Zoom or Teams will be used to host virtual meetings and 1:1 chats.
    - **Use of Camera** – To encourage conversation and team collaboration, you are expected to have your camera on for CRC team meetings (i.e. full group, CTA, Regulatory, etc.) and for all meetings with 5 or less individuals in attendance. For all other meetings, it is recommended that you have your camera on, if possible. It is acceptable to turn your video off if you are eating lunch during a meeting. When using video, be thoughtful about where you are participating from (i.e. what or who can be seen behind you, your attire, etc.) and who else is participating in the call. You should maintain professionalism even when working remotely.

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- **Mute –** For any meeting with more than 5 individuals, or if there is unavoidable background noise in your area, it is courtesy to remain on mute unless you are speaking.

- **Minimize Distractions** – Plan ahead before joining virtual meetings. Action should be taken to silence potential causes of background noise (pets, music, etc.).

- **Be Here Now** – You should devote your full attention to the task at hand. "Multi-tasking" while on calls should be avoided, regardless of whether or not you are required to be on camera. Be an active participant in the conversation. In meetings where you are not on camera and not everyone knows each other, make sure to identify yourself when speaking.

6. **Accountability** – It you are unable to complete something remotely, plan to complete those tasks on days you are working in the office. Any hours you are unable to work remotely must be taken as Vacation, PTO, Sick etc. (as appropriate). You might need to work in the office more than usual, depending on the task. Communicate any problems you encounter immediately with your supervisor or team so that they can assist if necessary.
Remote work is not to be viewed as a substitute for family care arrangements.   Employee will make family care arrangements for the times he or she is scheduled to perform work for UNMC/NM. Family care will not interfere with the employee's work responsibilities and safety obligations.

7. **Expectations for Shared Workstations** –Workstations will include a docking station, two external monitors, a keyboard, and a mouse so that the setup mimics your remote working setup. Personal items within the office should be kept to a minimum. Remember to keep the workstation clean. Throw away any trash and clean the workstation with appropriate cleaners at end of the day.

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The guidelines listed below will be followed by staff in roles assigned as majority in office:

1. **General -** Telecommuting will be intermittent for the clinic staff. Since we have many research studies and infusions happening it is important that we have staff available and in person. Telecommuting will be allowed on a case-by-case situation (request made to manager) and/or as staffing allows.
   a. Request to manager will need to be made in advance by the employee. The preferred method is via phone/ in-person with a minimum of 24 hours notice. The employee cannot work remotely unless approved by their manager.
   b. If staffing allows, the employee may be notified by their manager that they can work remotely.
   c. No protected health information or secured documents should physically be taken home.
   d. Patient phone calls/visits will not be completed at home.
   e. The employee's office phone should either be forwarded, or the employee should have their voice mailbox set up to have messages forwarded to their email.

RESOURCES:

HR-03: Alternative Worksite Policy

Department Approval

Signed *Charles Miller*   Date: 10/1/2024
Clinical Research Center Administrator

Signed *Katie Penas*   Date: 10/1/2024
Clinical Research Manager

Signed: *Serena Gaines*   Date: 10/1/2024
Research Nurse Manager

Signed: _____   Date: 10/13/2024
Assistant Vice Chancellor for Clinical Research