**Flexible Work Arrangement GuidE**

This Flexible Work Arrangement Guide is intended to provide key information on a Clover Park Technical College (CPTC) program that may provide employees the opportunity to work modified schedules, work part-time, or work from an alternative worksite (generally the employee’s home). In general, this guide is intended for employees requesting to perform work in a manner or schedule that deviates from the typical arrangement for the respective position. This guide includes details regarding eligibility, criteria for a successful arrangement, and other general guidance. In addition to this guide, CPTC has implemented a policy that provides the procedural details for employees seeking to request such an arrangement. The Flexible Work Arrangement Request form is on Softdocs under Human Resources forms.

Each Flexible Work Arrangement request will be evaluated by the employee’s supervisor and appropriate Director/Dean, Division Head/Direct Report, and IT with the process managed by Human Resources.

Please note that CPTC reserves the right to change, amend or terminate this program, with or without notice at any time.

**Definitions**

* **Flexible Work Arrangement (Arrangement):** an arrangement whereby a CPTC employee that has been approved by CPTC to work a modified schedule, part-time schedule, or work from an alternative worksite.
* **Alternative Worksite:** the employee’s home address unless otherwise defined by CPTC and the employee in writing. This is not intended to apply to travel for work purposes, outreach events, etc.
* **Modified Work Schedule:** work schedules where a standard 40-hour workweek is arranged in a way other than a typical 5-day 8 hour per day schedule.
* **On-Site Worker:** an employee whose work is performed at an established CPTC location. In this arrangement the employee may work face-to-face with colleagues to complete assignments or may use voice and data technology to assist in the completion of work.
* **Remote Worker:** a full- or part-time employee who is regularly scheduled, at least one day per week, to work from an Alternate Worksite.
* **Remote Work:** work conducted outside of a physical CPTC location.
* **Casual Telecommuter:** a full- or part-time employee who is regularly scheduled to work at an established CPTC location and on occasion may work from a non-CPTC location.
* **Equipment:** office equipment necessary for employee to conduct work activity at an Alternate Worksite as effectively as if the employee was working on-site.

**Modified Schedule**

**Eligibility Requirements**

In order to qualify, an employee must meet all of the following requirements:

* The employee’s arrangement is not detrimental to the productivity of the work group, department or College;
* The employee’s performance demonstrates that they are meeting expected standards;
* The employee consistently demonstrates skills and abilities in the areas of self-motivation, independence, dependability, confidentiality, communication, organization, and productivity;
* The employee is in good standing at the time of the request and remains in good standing for the duration of the arrangement.
  + An employee in good standing is an employee who is performing at a satisfactory level, and has not been on a corrective action or performance improvement plan within six months of entering into an arrangement.

**Inquiring About an Arrangement**

Approaching a supervisor to discuss arrangement options should be done in the same manner as any other important discussion.

* Schedule a time to meet – the employee should schedule time with their supervisor to express interest in establishing an arrangement. This ensures the supervisor has time to prepare for the discussion.
* The employee should be prepared to explain how transitioning to an arrangement would be successful, how it will benefit the department and CPTC, and when the employee would like to make the transition.
* Be prepared to discuss potential barriers – the employee should anticipate any challenges that may arise from this arrangement. For example, how would this arrangement impact communication between employee, students, supervisor and other co-workers?

After this discussion and the employee’s initial completion of the Flexible Work Arrangement Request form, the supervisor must submit the Request to Human Resources through the “Make a Request” function on the Intranet, attaching the Request form, with appropriate signatures. Human Resources will manage the process once the supervisor initiates the request.

**Terms and Conditions of Employment**

The submission of a request does not guarantee CPTC will approve the request, and CPTC reserves the right to deny any request.

The terms of employment remain the same. The salary, benefits and employer sponsored insurance coverage shall not change because of the arrangement. Employees must comply with all CPTC policies and procedures (P&Ps) and these guidelines.

**Job Expectations**

In addition to ensuring the position is a good fit for a Modified Schedule Arrangement, CPTC requires that an employee be consistently performing satisfactorily in their job before allowing an arrangement. If an employee in an arrangement is failing to meet the performance requirements of their position, the supervisor may suspend or terminate the arrangement and require the employee to change their schedule on a temporary or regular basis until performance improves to a satisfactory level; and/or pursue disciplinary action, up to and including termination of employment.

**Required Meetings**

All employees shall attend required meetings. Upon supervisor approval, employees may attend required meetings through video conferencing, including Zoom for Business, Microsoft Teams, an 8x8 phone platform, or other CPTC-approved method. Failure to attend a required meeting will constitute a failure to comply with the terms of the arrangement, resulting in unexcused absence, termination of the arrangement, or other disciplinary action.

**Transferring to a New Position**

The arrangement will automatically terminate upon employee’s transfer to another position within CPTC or upon employee’s termination as an employee of CPTC.

**Duration of the Arrangement**

In order to assess the practicality of the arrangement, during the first 60 days, the supervisor and employee will meet regularly to assess whether modifications are needed. CPTC may terminate the arrangement at any time. Generally, CPTC will attempt to provide 30 days’ notice of such a change; however, there may be instances where such notice is not feasible.

**Modifications**

Employees on a Modified Work Schedule may be asked to return to a standard five day per week, eight hour per day schedule in order to accommodate department or College needs, whether on a temporary or regular basis. They may also be asked to arrange a different day off or be asked to rotate their days off from work.

**Holidays**

Holiday pay will be provided in accordance with the employee’s collective bargaining agreement or, if unrepresented, 8 hours per holiday.

**Employer-Initiated Alternative Schedules**

There may be times in which CPTC has an institutional need to place an employee on an Alternative Schedule. In these cases, CPTC will provide as much advance notification as possible, generally a minimum of two weeks, or as stated in the relevant collective bargaining agreement.

**Alternative Worksite**

**Eligibility Requirements**

In order to qualify, an employee must meet all of the following requirements:

* The nature of the employee’s position does not require face-to-face interaction;
* The employee’s job does not require the employee’s presence at a specific location, and the job-related tasks and deliverables are clearly defined and can be monitored when conducted from an Alternative Worksite;
* The employee’s arrangement is not detrimental to the productivity of the work group, department or College;
* The employee’s performance demonstrates that they are meeting expected standards;
* The employee consistently demonstrates skills and abilities in the areas of self-motivation, independence, dependability, confidentiality, communication, organization, and productivity;
* The employee can provide an alternative worksite that is capable of accommodating CPTC-provided technology and office resources that make the arrangement possible;
* Adequate internet speed to perform their job.
* The employee is in good standing at the time of the request and remains in good standing for the duration of the arrangement.
  + An employee in good standing is an employee who is performing at a satisfactory level, and has not been on a corrective action or performance improvement plan within six months of entering into an arrangement.

**Inquiring About an Arrangement – Existing Employee**

Approaching a supervisor to discuss Alternative Worksite options should be done in the same manner as any other important discussion.

* Schedule a time to meet – the employee should schedule time with their supervisor to express interest in establishing an arrangement. This ensures the supervisor has time to prepare for the discussion.
* The employee should be prepared to explain how transitioning to an arrangement would be successful, how it will benefit the department and CPTC, and when the employee would like to make the transition.
* Be prepared to discuss potential barriers – the employee should anticipate any challenges that may arise from this arrangement. Ex. How would this arrangement impact communication between employee, students, supervisor and other co-workers?
* Be prepared to discuss productivity expectations and any perceived or actual difference compared to working in the office.

After this discussion and the employee’s initial completion of the Flexible Work Arrangement Request form, the supervisor must submit the Request to Human Resources through the “Make a Request” function on the Intranet, attaching the Request form, with appropriate signatures. Human Resources will manage the process once the supervisor initiates the request.

**Inquiring About an Arrangement – New Hire**

If a position has been deemed eligible for fully remote work, and the hiring authority identifies a candidate who lives outside the Seattle – Tacoma – Olympia metropolitan area, then the hiring authority needs to make a request to Human Resources to support the onboarding of a new remote worker. The hiring authority will work with their assigned Talent Acquisition Specialist to start an evaluation process involving all relevant parties in order to determine the feasibility of approving this request.

**Terms and Conditions of Employment**

All Alternative Worksite arrangements must be documented in a Flexible Work Arrangement Agreement, signed by the employee. The Agreement is a binding contract and employees should carefully review the terms in this Guide and the Agreement. The submission of a request does not guarantee CPTC will approve the request, and CPTC reserves the right to deny any request.

The terms of employment remain the same as On-Site Worker’s terms of employment. The salary, benefits and employer-sponsored insurance coverage shall not change because of the Arrangement, unless the request is for Out-of-State Work. Employees must abide by the terms of the Agreement, and comply with all CPTC policies and procedures (P&Ps).

In addition to required compliance with CPTC P&Ps, those working from an Alternative Worksite must also comply with the terms of the Agreement and these Guidelines.

Those working from an Alternative Worksite who are non-exempt will be required to record all hours worked in the same manner as On-Site Workers, and follow established meal and break periods. Hours worked in excess of those specified per day and per workweek, in accordance with state and federal requirements, will require the advance approval of the supervisor. This includes pre-authorization for all hours worked over 40 hours in a week, or overtime as defined by CPTC P&P.

It is important for employees to understand that even reading work email constitutes compensable work. IF YOU CONDUCT ANY ACTIVITY FOR THE BENEFIT OF CPTC OR AS PART OF YOUR JOB DUTIES YOU MUST BE PAID FOR THAT ACTIVITY.

Employees needing an Alternative Worksite for a medical reason or an ADA Accommodation should contact Human Resources.

Failure to provide a distraction-free workplace and/or abuse of such an arrangement will result in termination of the Agreement and/or disciplinary action, up to and including termination of employment.

**Out-of-State Work**

An employee must obtain prior authorization to perform work outside of Washington State on a regular basis. If an employee is requesting a permanent Alternative Worksite outside of Washington State, they must submit a Flexible Work Arrangement Request for review and approval. Depending on the state requested, this process could take up to 90 days. Each request will be reviewed on an individual basis, and no out-of-state work is guaranteed to be approved. International regular Alternative Worksites are not allowed by CPTC.

Group insurance options are limited for out of state workers. Please contact the Human Resources office to discuss in further detail.

**FERPA Standards / IT Security**

Employees are accountable for ensuring compliance with all CPTC policies and procedures, including those relating to privacy requirements and expectations.

* The remote worker’s workspace must be private and dedicated to CPTC work activities. The workspace must permit effective separation of CPTC and personal business information. Remote workers must be able to protect personal and confidential information from inappropriate disclosure through audible or visible dissemination, including but not limited to use of privacy screens and locking the screen when you walk away.
* Adherence to all standard information technology equipment security standards is required; specifically, equipment/device password and lockout settings and standards.
* Employees should not use hardcopies or removable media containing Personally Identifiable Information (“PII”).
* PII may not be saved on laptop computers, CDs, USB drives and/or other storage equipment unless there is a specific work requirement that has been approved by Compliance.
* If the employee is transporting a laptop computer, it must remain with that person at all times unless it is stored in a locked and secure location (i.e. trunk of vehicle).
* All work documents must be stored on CPTC network drives. At no time can work documents be stored or kept on the computer hard drive, unless an explicit exception has been granted by Compliance.
* Never store PII or confidential/proprietary information on personal computers or devices.
* Encrypt all PII before it is transmitted in any form.
* Do not use email accounts to send or receive PII other than your CPTC email account.
* Ensure that the workstation is routinely and regularly updated with all campus-required security updates. If a workstation is unable to receive updates, the remote worker should contact the IT Help Desk for assistance.
* Users should connect to campus resources only using the approved and secure VPN client. Data should only be transferred to and from the campus using a secure VPN connection.

**Job Expectations**

In addition to ensuring the position is a good fit for an Alternative Worksite Arrangement, CPTC requires that an employee be consistently performing satisfactorily in their job before allowing an arrangement. If an employee in an arrangement is failing to meet the performance requirements of their position, the supervisor may suspend or terminate the arrangement and require the employee to work on-site at a CPTC location on a temporary or regular basis. Employees may also be required to work from a CPTC office location at certain times/days as department and College needs require. Those working from an Alternative Worksite are required to adhere to the same CPTC P&Ps and job expectations as if working on-site. If there are performance concerns, CPTC may:

* Suspend the arrangement and require the employee to work at a CPTC office location until performance improves to a satisfactory level;
* Pursue disciplinary action, up to and including termination of employment.

**Required Meetings**

All employees shall attend required meetings as determined by the institution or the supervisor. Remote Workers may be required to attend meetings in person at a location designated by the supervisor. Upon supervisor approval, Remote Workers may attend required meetings through video conferencing, including Zoom for Business, Microsoft Teams, a soft phone platform, or other CPTC-approved method. Failure to attend a required meeting will constitute a failure to comply with the terms of the Arrangement, resulting in an unapproved absence, termination of the arrangement, or other disciplinary action.

**Training Requirements for Remote Workers**

Each department will be responsible for ensuring that their Remote Workers are appropriately trained and capable of completing assignments at an Alternative Worksite. Some departments may require employees to complete training at a CPTC office location before beginning the arrangement. How and when training is provided may depend on the position, the type of training required, the need to comply with privacy regulations during training, available technology, and any other job specific requirement CPTC determines must be addressed prior to approving an arrangement.

**Transferring to a New Position**

The arrangement will automatically terminate upon employee’s transfer to another position within CPTC or upon employee’s termination as an employee of CPTC.

**Alternative Worksite Office Hours**

The employee’s supervisor determines Remote Workers’ office hours that adequately address department and College requirements.

**Workstation Availability at a CPTC Office Location**

Remote Workers who work 50%+ of their schedule at an Alternative Worksite may not have assigned on-site workstations at a CPTC office location, or may be required to share a workspace with another Remote Worker. CPTC will provide on-site temporary space for those occasions when a Remote Worker is required or has a College need to work on-site. Temporary space must be coordinated and reserved in advance with the employee’s supervisor.

**Internet, Equipment and/or System Problems**

An employee who works from an Alternative Worksite must provide their own internet access. Employees are responsible for ensuring their internet is operational during working hours, as well as timely maintenance and repair of their internet connection, when necessary. In the event the internet, equipment or system is not functioning, resulting in the employee’s inability to conduct work, employees are required to notify their supervisor or designee immediately or as soon as reasonably possible. Remote Workers may be required to find an alternate secured workspace, work at a CPTC location or use accrued leave.

If an employee experiences difficulty with any CPTC-issued equipment, they are to contact the IT Help Desk at 253-589-6000 for assistance or submit a ticket on Client Service Portal. CPTC computers are configured for remote assistance; however, if remote support fails, the employee may be required to return the equipment to CPTC to be repaired. CPTC equipment is not to be repaired by outside vendors.

**Duration of the Arrangement**

In order to assess the practicality of the arrangement, during the first 60 days of the agreement, the supervisor and employee will meet regularly to assess whether modifications are needed. CPTC may terminate the arrangement at any time. Generally, CPTC will attempt to provide 30 days’ notice of such a change; however, there may be instances where such notice is not feasible.

The duration of approved Arrangements is generally for a maximum of one year. Supervisors are expected to review each existing Arrangement in December for renewal for the upcoming calendar year.

**Office Closure**

In the event of a campus closure during normal business hours due to an emergency or inclement weather, Remote Workers are expected to continue working their normally scheduled shift unless otherwise directed by their supervisor.

**Equipment to Begin Work**

Once an employee has received approval to enter into an arrangement and has executed the agreement, the supervisor and employee will work together to determine what equipment will be required to enable Remote Work. If any equipment is necessary, the supervisor will submit a request to IT. CPTC IT personnel will provide a standard remote worker equipment package, and will evaluate the extent of the request for any additional resources. Employees must ensure the Alternative Worksite is adequately maintained, secured, and up to date. Failure to maintain the Alternative Worksite is a basis for denying or terminating the arrangement. The employee may be liable for any damage of CPTC property while stored at an Alternative Worksite.

CPTC will not reimburse an employee for utility (internet, electric, etc.) or home equipment costs incurred by working from home.

**Injuries While Working from a Remote Location**

Injuries sustained during work hours while performing work functions, whether at the employee’s Alternative Worksite or at an official CPTC location, are required to be reported to the employee’s supervisor and Human Resources within 24 hours or as soon as reasonably possible thereafter.

The remote worker and their supervisor are required to complete an incident report and notify the Human Resources department as soon as possible after an incident. If an injury occurs that requires medical attention, the employee will need to bring a completed Accidental Injury or Occupational Illness Report form and a copy of their job description to an L&I provider. Please refer to the *Emergencies/Accidents* procedure for more information. CPTC is committed to providing a safe and healthy workplace for our employees, and, in the event of injury, desires employees to return to safe, productive work as soon as medically possible.

CPTC does not assume responsibility for injury to any person(s) at the employee’s Alternative Worksite, other than the employee designated as the remote worker.

**Ensuring the Workspace is Ergonomically Correct and Ready for Remote Work**

Workstation furniture and equipment may vary, but it’s important to understand some basic concepts and make adjustments for your own comfort. Proper ergonomics will enhance comfort and productivity and reduce the risk of repetitive motion injuries. Please review Addendum A and ensure your workstation is set up appropriately to reduce the risk of injury.

**Part-Time Work Arrangements**

CPTC includes as part of the Program the opportunity for qualified positions to work a reduced hour or part-time schedule.

**Types of Part-Time Work Arrangements**

* **Reduced Appointment/Part-Time:** those who are not assigned to a temporary status and who are regularly scheduled to work less than fulltime status. Regular part-time employees are eligible for some or all benefits sponsored by CPTC, subject to the regularly scheduled workload/FTE, and the terms, conditions, and limitations of each benefit program.
* **Temporary/Hourly Part-Time:** those who are hired as interim replacements, to temporarily supplement the workforce, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Except for any benefits required by law, temporary hourly employees are initially ineligible for the CPTC benefit programs, until the minimum eligibility of 480 payable hours occur in a consecutive six-month period.

**Eligibility Requirements**

There are some positions which, by the nature of the work required by the position, are not eligible for a part-time schedule; however, CPTC will attempt to accommodate reasonable requests when possible.

In order to qualify, an employee must meet all of the following requirements:

* The employee’s arrangement is not detrimental to the productivity of the work group, department or College;
* The employee’s performance demonstrates that he/she is meeting expected standards;
* The employee consistently demonstrates skills and abilities in the areas of self-motivation, independence, dependability, confidentiality, communication, organization, and productivity;
* The employee is in good standing at the time of the request and remains in good standing for the duration of the arrangement.
  + An employee in good standing is an employee who is performing at a satisfactory level, and has not been on a corrective action or performance improvement plan within six months of entering into an arrangement.

**Inquiring About Part-Time Work**

Employees should carefully consider all the personal issues involved in switching to a part-time schedule, such as a reduction in pay, the change in leave accruals, and minimum benefits eligibility. Employees should consult with the Human Resources team to review these details.

Approaching a supervisor to discuss arrangement options should be done in the same manner as any other important discussion.

* Schedule a time to meet – the employee should schedule time with their supervisor to express interest in establishing an arrangement. This ensures the supervisor has time to prepare for the discussion.
* The employee should be prepared to explain how transitioning to an arrangement would be successful, how it will benefit the department and CPTC, and when the employee would like to make the transition.
* Be prepared to discuss potential barriers – the employee should anticipate any challenges that may arise from this arrangement. For example, how would this arrangement impact communication between employee, supervisor and other co-workers?

After this discussion, the employee must submit a completed Flexible Work Arrangement form on SoftDocs, which will then get routed to the appropriate parties for evaluation.

**Terms and Conditions of Employment**

The submission of a request does not guarantee CPTC will approve the request, and CPTC reserves the right to deny any request.

The terms of employment remain the same. The salary, benefits and employer sponsored insurance coverage shall not change because of the arrangement. Employees must comply with all CPTC policies and procedures (P&Ps) and these guidelines.

**Job Expectations**

In addition to ensuring the position is a good fit for this arrangement, CPTC requires that an employee be consistently performing satisfactorily in their job before allowing an arrangement. If an employee in an arrangement is failing to meet the performance requirements of their position, the supervisor may suspend or terminate the arrangement and require the employee to change their schedule on a temporary or regular basis until performance improves to a satisfactory level; and/or pursue disciplinary action, up to and including termination of employment.

**Required Meetings**

All employees shall attend required meetings. Upon supervisor approval, employees may attend required meetings through video conferencing, including Zoom for Business, Microsoft Teams, a soft phone, or other CPTC-approved method. Failure to attend a required meeting will constitute a failure to comply with the terms of the arrangement, resulting in an unexcused absence, termination of the arrangement, or other disciplinary action.

**Transferring to a New Position**

The arrangement will automatically terminate upon employee’s transfer to another position within CPTC or upon employee’s termination as an employee of CPTC.

**Duration of the Arrangement**

In order to assess the practicality of the arrangement, during the first 60 days of the arrangement, the supervisor and employee will meet regularly to assess whether modifications are needed. CPTC may terminate the arrangement at any time. Generally, CPTC will attempt to provide 30 days’ notice of such a change; however, there may be instances where such notice is not feasible.

**Modifications**

Employees on a part-time schedule may be asked to return to a full- or other part-time schedule in order to accommodate department or College needs, whether on a temporary or regular basis. They may also be asked to arrange a different day off or be asked to rotate their days off from work.

*Any questions related to this Guide should be directed to Human Resources.*

**Addendum A: Ergonomics**

Having a home office comes with its perks, but it also has a couple of drawbacks. One of those is the typical lack of ergonomically-designed equipment. While in the office at CPTC, most employees have rising desks, ergonomic chairs, and access to ergonomic desktop equipment (keyboard, mice, etc.) However, when in your home office, most employees just make do with what they have and tend to avoid spending significant amounts of money on their home supplies.

Even without spending any money, there are some things that employees can do to improve their posture and reduce their risk of ergonomic strain. Take a look at the diagram below and break out the tape measure to make your home office as ergonomic as you can.

