

## **Otero Alternative Work Arrangement Guidelines**

Otero's primary focus is student success. All decisions are made with this as the focus. We are dedicated to the highest quality education and service to all students by providing an environment that meets their needs. We understand that many students need individualized, in-person attention while others are highly successful in a virtual environment. Otero recognizes the value of work arrangements for employees that differ from the standard work schedule and work locations on campus for work-life balance and overall productivity. It is the intent that these arrangements will provide employees with increased flexibility with their work schedule, while allowing Otero to maintain progressive and productive work environments. This will also allow for enhanced employment recruitment and retention practices. There are many possible options available to modify work arrangements; however not every position is well-suited for each option.

These guidelines are for support in determining if an alternative work arrangement is appropriate and establishes the procedure for requesting and approving alternative work arrangements. All alternative work arrangements will be evaluated on a case-by-case basis and will be monitored or adjusted as necessary on an ongoing basis. Supervisors in consultation with employees, vice presidents, and human resources, are responsible for managing the alternative work arrangement.

### **Important definitions:**

- **Alternative Work Arrangement:** This may refer to an alternative work schedule, remote work, or both. Alternative work arrangements must be approved by the employee's supervisor and department vice president in accordance with these guidelines, with documentation of the approved arrangement on file with Human Resources.
- **Standard Workweek:** A standard work schedule for full time employees includes a 40-hour work week Monday through Friday, 8 hours per day. Standard work schedules may include flexible start/end times provided the department has appropriate coverage during core hours and the start/end times have been approved by the supervisor. Standard work schedules for part time employees will be established by the supervisor, depending upon business need, but will generally fall within Otero's core hours.
- **Core operating hours:** These are the hours of operation that the College must be open. They are 8:00 a.m. to 5:00 p.m. Monday through Friday and offices must be open and operational during those hours.
- **Regular Work Schedule:** The standard work hours that an employee is expected to work on a regular and ongoing basis. This will be Monday through Friday, 8:00 a.m. to 5:00 p.m. unless an alternate schedule has been approved where a business need has been identified. For example, staffing security personnel on Saturdays and Sundays.

- **Alternate Work Schedule:** A regular and ongoing schedule other than Monday through Friday, 8:00 a.m. to 5:00 p.m., **excluding faculty**, which is implemented in a way that does not negatively impact business operations. This requires prior approval from supervisor and department vice president before implementation and must be documented in the Human Resources Office.
- **Flex Scheduling:** Altering of a regular work schedule on a temporary basis, directed by or approved by the supervisor, during the standard workweek in order to address specific, short-term business needs, address employee needs, or to minimize overtime hours. This represents a one-time change to a schedule and not an alternate schedule. This is at the supervisor's discretion and supervisors should maintain records of such changes in the event that time records are in question.
- **Remote Work:** Working from an alternate location that is not an Otero office or site. This may include working from an employee's home or other workspace that is offsite. Remote work is required to be performed regularly within the State of Colorado. This means that the individual is not available at an Otero location in-person and will be connecting in a virtual environment.
- **Workload:** Full time employees are expected to work 40 hours per week. Overtime exempt employees are expected to work the number of hours necessary to accomplish their job, which may require, on occasion, working more than 40 hours in a work week. Overtime eligible employees who are, on occasion, required to work more than 40 hours in a work week are required to seek appropriate approval prior to working overtime and will be compensated appropriately in the form of compensatory time or overtime payment.

**General Operating Guidelines:** These guidelines will be effective January 3, 2021. This document may require updating, and updates will become effective immediately. Use of any of the options below will not be approved for the purpose of engaging in secondary employment and the College reserves the right to rescind or modify any approved option at any time.

Alternate work arrangements will only be approved when there is confirmation by the supervisor that there is no negative impact on business operations and that offices are covered during core hours. Supervisors must not only consider the needs of the employee requesting an alternate schedule, but also the impact on other employees both in the department and across the College. Supervisors are not required to endorse or support a request for alternate work schedule. Alternative work arrangements are not appropriate for all employees or positions and are not a universal employee benefit.

Employees or their supervisor must submit the "Request for Alternate Work Schedule" Form found on the O Drive. The form requires that the justification and information on how this impacts the department. The form will be routed for approval. The Vice President will review the request and indicate approval or denial and any conditions of an approval and return the form to the employee and supervisor. A copy of the request will be submitted to Human Resources to be included in the personnel file. This document is meant to provide the employee and supervisor parameters for the arrangement of an alternative work schedule and/or remote work. This form will outline the specific work hours and days the employee will

work remote/onsite. In addition to this form, employees and supervisors must also exchange current contact information (including emergency contact information) and track equipment that may be provided to the employee for remote work.

Due to payroll considerations, alternative work schedules must occur within a single standard work week and be repeated on a weekly basis. Specifically, an alternative work schedule for a full-time employee must include the full workload in each week, and cannot involve the averaging of working more than a standard workload in one week and less than a standard workload in another week.

No alternative work arrangement will be approved that builds in, creates or necessitates the regular working of overtime hours by any overtime eligible employee.

An alternative work arrangement may be modified or discontinued at any time by the supervisor, and such modification or discontinuance may be in response to a request by the employee, the supervisor, or the College

Operational demands may occasionally require an employee on an alternative work arrangement to work on a day normally scheduled off or come into the office on a day when they are scheduled for remote work. In such cases the supervisor should give the employee as much advance notice as is practicable. In order to manage budgets, supervisors of overtime eligible employees required to work on a scheduled day off may grant the overtime eligible employee an alternative day off within the same work week. If an alternative day off within the same work week is not available, the employee will be appropriately compensated for any overtime in the work week.

### **Common Types of Alternative Work Arrangements:**

- **Four 10s:** A four 10 schedule is one where an employee works 10 hours per day, four days per week, reducing the employee's work week to four days a week while maintaining a full workload.
- **Nine by four:** A nine by four schedule is one where an employee works 9 hours per day, four days per week and 4 hours per day, one day per week.
- **Remote Work:** Remote work denotes working from home or another location in Colorado on a part time basis.

### **Holidays**

Employees receive 8 hours of holiday leave for each observed holiday. In order to fulfill their 40-hour work week, employees on an approved alternate work schedule who would otherwise work greater than 8 hours on a day in which an Otero observed holiday falls will be responsible to work and/or use available paid leave for scheduled hours over 8 on the holiday. For example, an employee works a nine by four schedule and a holiday falls on a day in which the employee would otherwise work 9 hours. The employee must either work an additional hour during the same work week or use an hour of paid leave, as approved by the supervisor.

Employees on approved alternate work schedules, who have a regularly scheduled day off on an Otero observed holiday, may observe that holiday on an alternate day, as approved by the supervisor. The alternate holiday will preferably be taken within the same month as the observed holiday. For example,

an employee works a four 10 schedule, Tuesday through Friday with Mondays off. An Otero observed holiday occurs on a Monday. The employee may either shorten their workdays Tuesday through Friday of the holiday week to 8 hours per day or may take an alternate 8 hours of leave at a later date within the same month as the observed holiday, as approved by the supervisor.

### **Flex Scheduling Policies**

Supervisors may approve schedule changes within a workday or workweek by allowing a flexible start/end time or permitting employees to work through the lunch hour in order to leave early, come in late, or go to an appointment during the workday. Supervisors may also allow flexible scheduling when employees have official college business that is outside of regular work hours, such as evening or weekend events. If all staff in an office must attend an event outside of regular work hours, supervisors should flex employee hours to create the least disruption to the regular work hours.

### **Remote work Policies**

Remote employees are subject to the same federal and state laws, policies and procedures applicable to employees at the regular Otero College worksite. The additional policies below shall also be followed.

The College will implement a 32 hour in-person/8 hour remote option for all eligible full time staff. The College recognizes that remote work options can have a number of benefits, as summarized above, but we also value the benefit to our students and employees of in-person services, interactions, and collaboration. We also recognize that many positions do not have the privilege to work in a remote environment. The College recognizes that supervisors must have the ability to manage their operations to meet the needs of our students, college, and colleagues. Therefore, with the approval of their supervisor and second-level supervisor, eligible employees may work remotely up to 8 hours per week. Staff who are able to work remotely within the guidelines provided below will be required to work a minimum of 32 hours (four regular days) in-person and may work up to 8 hours (one regular day) remotely. For those positions that are not able to work remotely, supervisors may consider alternate work schedules or flex scheduling to address employee needs.

Otero also recognizes that there are positions that may be able to work remotely on a regular basis, but believes in the value and benefit working directly with students and staff and being engaged in the campus culture. Only the President may approve an exception to the remote guidelines and only when a business need cannot be met through any other means.

### **Inclement Weather**

When emergency dismissal and closure procedures are in effect at the regular worksite on a day the employee is scheduled to work remotely, the employee will follow the closure procedure unless otherwise directed or approved by their supervisor. For purposes of time tracking, employees should follow the guidance below:

- For an essential services employee who is required to work during a closure, administrative leave cannot be granted to be used on a later date.
- Administrative leave for the inclement weather closure may be approved for employees who submit timesheets and will not work remotely.

## **Employee Responsibilities**

An employee who is working remotely is bound by all Otero policies and procedures and has the following specific responsibilities. Additional responsibilities may be established by the supervisor.

**Performance:** Employees working remotely should have the ability to work independently, manage time, adhere to deadlines, and effectively communicate with all stakeholders. Additionally, the employee and supervisor should discuss how the employee intends to meet goals and metrics, stay productive and ensure excellent customer service. It is the employee's responsibility to communicate regularly with customers, their team, and supervisor.

**Work Schedule:** Employees should establish and maintain set work hours with their supervisors and be available during those times. Employees should establish well-defined breaks throughout the workday.

**Dependent Care:** Remote work is not designed to be a replacement for appropriate childcare or eldercare. Although an individual employee's schedule may be modified to accommodate dependent care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective remote workers are encouraged to discuss expectations of remote work with family members. The employee will not provide primary care during work hours for a young child, disabled individual, or elder who would otherwise require a provider's care. Formal care arrangements will be maintained during working hours at the remote work location. An exception may be permitted in the event of inclement weather, emergency or a catastrophic event causing closure of a child, dependent or elder care facility.

**Outside Employment:** Remote work is not intended to permit employees to have time to work at other jobs or run their own businesses. Engagement in any such activities during expected work time may result in immediate termination of the remote work agreement and/or possible corrective action up to and including termination of employment. Outside employment must be approved in accordance with Board Policy 3-70, Colorado Community College System Code of Ethics.

**Equipment/Supplies:** Otero may supply the employee with appropriate equipment and office supplies (pens, paper, etc.) as deemed necessary. Request for reimbursement for supplies or equipment require supervisor approval prior to any purchase made or expense incurred. Equipment supplied by Otero will be maintained by the College. The employee agrees to take appropriate action to protect all Otero equipment and supplies from damage, loss or theft. Otero accepts no responsibility for damage or repairs to employee-owned equipment. Otero reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by Otero is to be used solely for business purposes and is subject to the same standards as equipment provided to non-remote workers. Upon termination of employment, all Otero property must be returned within 10 business days, unless other arrangements have been made.

**Worksite:** The employee is expected to establish for themselves an adequate workspace that allows the employee to work comfortably with the appropriate ergonomic considerations. The employee is responsible for operating costs, internet service, home maintenance, or any other cost associated with the use of the home as a remote work site. In requesting remote work, the employee certifies that the

remote workspace is in safe condition, free from hazards and other dangers to equipment or occupants of the workspace, and adequately insured. An employee working from home is not eligible to deduct home office expenses for tax years 2018 to 2025. Employees should discuss any tax related inquiries with a tax consultant.

**Contact Information:** The employee is responsible for maintaining current contact information with their supervisor and Otero, including emergency contact information and address.

**Location:** The employee is required to work primarily in Colorado, unless an exception has been approved by the Otero Appointing Authority. If an employee is attending an approved out of state conference or event work outside of Colorado is permitted on a temporary basis.

### **Supervisor Responsibilities**

A Supervisor who is overseeing an alternative work arrangement has the following responsibilities.

**Eligibility:** In determining whether an employee is eligible for remote work, departments and supervisors should take into consideration, among other factors, the nature of the job/work, operational costs including travel, and whether the department can maintain the quality of their services.

**Communication:** Supervisors should address expectations regarding communication between employees and supervisors, employees and co-workers, employees and customers/clients, and employees and others (e.g., via telephone, email, video conferencing, or a combination).

**Performance Management:** Supervisors are expected to manage the performance of the employee to ensure success for both the employee and department. Measurable performance goals should be set at least yearly. Supervisors should review goals regularly to provide support in the employee's professional development. The employee and supervisor should discuss how the employee intends to meet goals and metrics, stay productive, and ensure excellent customer service. Supervisors are responsible for supporting/managing employee performance which includes regular conversations, goal setting, and professional development opportunities.

**Equipment/Supplies:** Departments with remote employees will provide equipment, services and supplies deemed by the College to be reasonable and necessary to enable remote employees to perform their work. The supervisor should document all property provided by the College in accordance with established procedures.

**Onboarding/Team Building:** Supervisors must actively plan for and engage their whole teams. Concerted efforts must be made as team members are onboarding to integrate the new employee into the work group and Otero, helping them to acclimate to the culture and introducing them to colleagues. This may require supervisors and other team members who work remotely to alter their schedules and work in the office with the new team member for a period of time. Supervisors must also make additional efforts throughout the year to interact with their teams collectively and build and maintain positive and professional comradery.

## **Equipment / Supplies**

Each Otero full-time employee with an approved remote work arrangement will be provided a laptop computer for their primary workspace.

Below is a non-exhaustive list of costs that will not be covered or reimbursed by the Otero College related to remote work.

- Internet service or set up
- Utilities
- Remodeling costs related to office space
- Lighting
- At home storage of supplies
- Office furniture
- Duplication of equipment at the regular office and remote work location

## **Information Security**

Remote work employees continue to be bound by CCCS's information security policies while working at a remote worksite. Consistent with the organization's expectations of information security for employees working at the office, remote work employees will be expected to ensure the protection of proprietary company and customer information accessible from their remote office. Steps include the use of locked file cabinets and desks, regular password maintenance, locking computers when not actively in use, and any other measures appropriate for the job and the environment.

## **Insurance**

### **Workers' Compensation**

Otero provides workers' compensation coverage, as required by State regulation, for employees who are injured during the course and scope of employment.

Injuries sustained by the employee in a home office location and in conjunction with their regular work duties may be covered by workers' compensation. The employee must report work-related injuries immediately to their supervisor and will comply with all Otero reporting requirements established for the purpose of reporting such claims. State of Colorado statutes require written notice of a work-related injury or illness be given to the employer within 4 business days of the incident.

The employee is liable for any injuries sustained by visitors to their home worksite. Otero is not responsible for injuries unrelated to such work activities that might occur in the defined off-site work location or elsewhere.

### **Property Insurance**

Otero insurance will not cover any personal property used at home and will only cover Otero owned or leased equipment.

### **Liability**

10/26/2021 Approved by Cabinet

The employee remains liable for injuries to third parties, including family members and visitors at the remote working location. Otero is not liable for damages to the employee's personal or real property except to the extent of liability under State of Colorado statutes in the regular/traditional office. The employee is also liable for the security of all property, equipment and supplies, including those owned and/or provided by Otero. Any loss, damage or theft to such property is the sole responsibility of the employee.

**ADA compliance**

All employees including remote work employees are eligible for accommodations under the Americans with Disabilities Act. The employee must complete the necessary ADA forms with Human Resources and have an approved accommodation in place

## Remote Work Suitability Assessment

**Employee Name:**

**Title:**

**Date:**

**This form is not required for faculty positions.** This assessment is designed to assist supervisors in determining the feasibility of a regular and on-going remote work arrangement and is not required to be submitted. The supervisor and employee independently measure how well the employee and the proposed remote work meet each criterion. If the supervisor and employee assessments do not agree, this is an opportunity for further discussion. It is the supervisor’s assessment that will be used to determine if employees are candidates for remote work. For new employees, the supervisor can use responses to interview questions and details from reference checks to complete their assessment of remote work eligibility.

5=Always    4=Usually    3=Sometimes    2=Seldom    1=Never

Successful remote workers tend to be those who:	Employee	Supervisor
Understand the job and can deliver to outcomes based upon defined goals and performance measures		
Understand Otero culture and are knowledgeable of policies and procedures (for new hires supervisor commits to effectively onboarding the employee before approving any remote work)		
Have the training and can comfortably use technology needed to do the work		
Can work within timelines, meet deadlines and produce quality work with minimal direct supervision		
Have effective written and verbal communication skills and keep supervisor and colleagues informed about their work		
Work well in an environment with little structure and manage duties between days on site and alternate work locations		
Are socially self-sufficient and don’t need constant reinforcement to feel good about their work		
Have earned the trust of colleagues, supervisor and customers		
Have a work location free from distractions in order to successfully perform the duties of the position		
Are well organized and have good time-management skills		
Rely on electronic data so that limited physical, business documents are transported between work site and alternate work location		
Have reliable internet connection at alternate location		
Are adaptable to changing routines and willing to come to the regular work site (or other location) on a regularly scheduled remote work day, if necessary		
<b>Successful remote work positions tend to be positions that:</b>		
Are independent positions that when remote have little or no impact on other positions and staff		
Have defined work products with measurable performance measures (project work, defined outcomes)		
Are information-intensive (analytical, evaluative, auditing, research, design, planning)		
Are telephone-intensive (customer service)		
Include administrative tasks (data entry, writing, preparation academic resources and training documents)		
Include IT related tasks (computer programming, software development, web design and development)		

Can be accomplished without frequent access to material that cannot be electronically shared and do not require transportation of personally identifiable information (PII)		
Can be accomplished without regular face-to-face contact where teleconferencing will not suffice		
Can control when and where interactions with customer and colleagues take place (i.e. tend to be planned or aren't face-to-face)		
There is no difference in the level of service provided to the customer regardless of work location		
Have minimal requirement for special equipment		
<b>Remote Work Score</b>		



By signing below, the employee requesting an Alternative Work Arrangement agrees to abide by all applicable laws, policies, procedures, and the Otero College Office Alternative Work Arrangement Guidelines. This request is made with the understanding that the Alternative Work Arrangement will not adversely affect the work and services provided by the department, or productivity and work quality. The employee understands and agrees that they have no right to continue this Alternative Work Arrangement, and Otero, in its sole discretion, may modify or terminate the arrangement at any time based on business needs and after consultation with the employee. Employees requesting remote work arrangements agree their alternate work location is free of recognized hazards that could cause physical harm and will be maintained to ensure proper ergonomic setup. The employee accepts that local tax deductions will be established based on where the majority of work will be performed, according to the provided schedule.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

By signing below, the supervisor approves the requested Alternative Work Schedule outlined in this form and agrees to abide by all applicable laws, policies, procedures, and the Otero College Office Alternative Work Arrangement Guidelines. Upon approval, the supervisor will retain a copy of this form in the department and submit a copy to Human Resources. Any subsequent modification or termination of the Alternative Work Arrangement shall be documented and filed with Human Resources.

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Vice President Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_