

#### Office of Human Resources Telework Guidelines 591 Springs Road, Bedford MA 01730 https://www.middlesex.mass.edu/humanresources/telework.aspx

Student Success Starts Here

# **Telework Policy Parameters**

- Employees that telework shall comply with all applicable College polices, practices and procedures and also any applicable departmentspecific rules and procedures during all scheduled telework hours.
- Employees' telework location should be free of interruption and provide a confidential and quiet setting for conducting College-related business.
- Employees that telework may not perform any other non-work duties while teleworking from home.
- Employees that telework receive the same benefits, and are subject to the same policies and notice requirements as non-teleworking employees, including the use of sick, vacation, personal, compensatory and other leave requests.
- Employees shall recognize that they may need to report on-site on a day otherwise scheduled for telework at the directive of their supervisor or if any assignment requires them to be in-person.
- All College-related documents and materials, whether hardcopy or electronic, shall be maintained by the employee in a secure and confidential manner.

## **HR/CMS** Time Reporting

- Employees approved for teleworking should code their scheduled work hours spent teleworking as **TEL**. Employees working on-campus should code their work hours as **REG**.
- If employees that telework are unable to work any portion of their approved teleworking hours, they must request supervisor approval to use applicable sick, vacation, personal, compensatory, and other leave for the hours not worked.
- An employee, upon request, may seek to modify an approved telework schedule. Supervisors have the discretion to approve such requests based on operational needs.

#### **Telework Guidelines**

- Plan ahead Communicate with your coworkers and supervisor in advance of submitting your telework application to discuss in-person office coverage and create a telework schedule that works for all parties involved. This will ensure a positive experience while delivering results.
- 2. Supervisors should foster effective teamwork. If more than one employee is working remotely, treat telework as a team activity rather than an individual one. **Develop a team schedule** and a teleworking system that is consistent with the needs of your department. Supervisors should work to ensure that there is sufficient in-person coverage on campus on a daily basis.
- 3. Employees must share their telework schedule in the **College Directory** to communicate their on-campus and telework schedule with colleagues. *For instructions, see below.*

## TELEWORK STEPS FOR SUCCESS



Experiment with your Work Setup



Create Work/Home Boundaries



Prepare for Your Meetings



Create Accountability for Yourself

### **MIDDLESEX** Community College

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- 4. A supervisor may **deny or revoke** a telework request due to an employee's recent performance history and need for improvement.
- 5. Get ready for the day by **dressing for success** as if you were going to work on campus and have a designated workspace.
- 6. Keep in touch with colleagues throughout the day and be **accessible**. Encourage communication across all channels (e.g., Zoom, phone, email, text).
- Create structure and set boundaries create a daily work and personal schedule. Ensure children, pets, and other household needs are taken care of before and after scheduled work hours.
- Keep your normal work routine while working remotely lunch period and break times.
- 9. Be open to what you will learn and need to learn while teleworking, such as **increased use of technology** and the need for **enhanced communication**.
- 10. Utilize the College's telephone system to be able to access your College telephone extension while teleworking.
- 11. When attending zoom meetings, **keep your camera on** to engage in communication and actively participate in dialogue.
- 12. **Seize opportunities** for in-person collaboration and attendance at College wide events.
- 13. **Maximize your time on campus** Make the most out of your oncampus work schedule by maintaining an open door, brainstorming with colleagues on collaborative group work, using this time to build relationships with colleagues, holding in-person staff meetings, and participating in employee engagement opportunities.
- Maintain a positive outlook We must all focus on the outcomes of the work being completed, and not the physical presence of employees to demonstrate effectiveness and the ability to meet expectations both on-campus, and remotely.
- 15. The start of a telework schedule for **new hires** may commence at the **discretion** of a supervisor to ensure effective onboarding experience.
- 16. Supervisors should follow the same approach in managing telework and on-campus work by defining clear expectations and communicating expected results, quality of work, deadlines, and any other criteria that might affect the successful completion of duties.
- 17. **Reflect and adjust** Over time, have open and honest discussions with team members regarding telework scheduling. Solution-oriented discussions can ensure that work is being completed, departments are being successful, and will help to sustain the success of the telework program and arrangements.

#### **Telework during Inclement Weather/ Emergency**

In the event that workers at an employee's regular work location are dismissed due to an emergency, teleworking employees will be excused from teleworking as well, consistent with any applicable collective bargaining agreement and non-unit handbooks. The HR/CMS time code is **WEA** for scheduled work hours.



Be Visible at Work



Communicate Clearly and Effectively



Work on Your Health



Set Clear Expectations

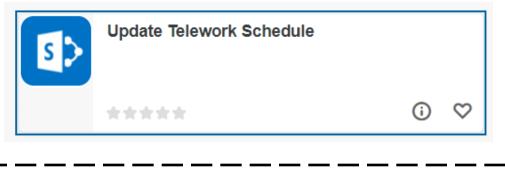


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## Steps to Share Telework Schedule in the College Directory

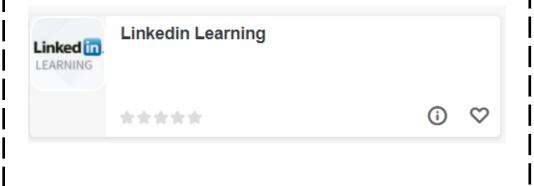
- 1. Login to My MCC
- 2. In the search bar, search "Update Telework Schedule"
- 3. Click on the "Update Telework Schedule" icon
- 4. Click "edit" where it says "edit your profile"
- 5. Update your telework schedule in the "About Me" section
- 6. Click "Save all and close"

#### Example:



## **Telework Training Requirement for All Employee**

- All employees teleworking the 1/1/2024 through 6/30/2024 telework cycle must complete a LinkedIn Learning telework training prior to the start of the 1/1/2024 cycle.
- To access the training: Login to My MCC and search "LinkedIn Learning".
- Click on the "LinkedIn Learning" icon and follow the prompts to sign in to your account





Talk with Your Team



Celebrate each other's Success

Important Telework Links:

Telework Application Form for 1/1/2024-6/30/2024 Cycle

More information and the complete Policy may be found on the HR telework webpage