Telecommuting Roundtable
November 20, 2020
Outline for the Session

SECTION 1: Overview of the tools and guidelines
SECTION 2: Ergonomics
SECTION 3: Wellness and safety
SECTION 4: Support and accommodations
SECTION 5: Cybersecurity
SECTION 6: Leading and managing remote and hybrid teams
Q&A
SECTION 1: Overview of the tools and Guidelines
Introduction and Background

- Telecommuting and Remote Work are not new
- Pandemic-imposed conditions
- Interim, customized and flexible
- Case-by-case solutions
- “The campus” is not just a place; it is also a set of shared principles and objectives
- UC system-wide philosophy/strategy/policy TBD

Forms and Guidance Website:
https://shr.ucsc.edu/procedures/telecommuting/index.html
Telecommuting at UCSC

Why Telecommute?
Telecommuting offers the opportunity to enhance our work environment at UCSC in order to attract, empower and retain a resilient and results-oriented workforce.

Situational Telecommuting vs. Routine Telecommuting and Remote Work

- **Situational Telecommuting:** working remotely without a pre-established alternative work arrangement (applicable to COVID-19, Wildfires, or disruptive events).

- **Routine Telecommuting:** an arrangement that allows an employee to work on a part-time basis at an alternate location other than a UCSC worksite while maintaining an assigned work location (e.g., office or cubicle) at a UCSC worksite.

- **Remote Work:** an arrangement that allows an employee to work entirely at an alternate work location other than a UCSC worksite without an assigned UCSC worksite (e.g., individual office or cubicle).
Documents

Situational Telecommuting Guidelines

- Provides a general framework for working remotely without a pre-established arrangement.
- Offers the flexibility to adjust to changing circumstances as they continue to evolve (e.g., COVID-19 situation).
- Helps keep our employees safe while they continue providing critical service.

Routine Telecommuting/Remote Work Guidelines

- Provides a general framework for establishing alternative work arrangements.
- Does not attempt to address special requirements of all staff employees or positions.
- Outlines the process and requirements for establishing a formal Agreement.

Employee Self-Assessment

- Guides a determination of compatibility for telecommuting or remote work by identifying potential gaps.
- Given the campus’ experience with situational telecommuting, the assessment is optional, at the manager’s recommendation.

Self-Certification Safety Checklist

- Guides the employee in assessing the overall safety of the proposed alternate worksite, including environment and computer workstation.
- Employee is responsible for completing the checklist and resolving any safety concerns before work begins.

Routine Telecommuting/Remote Work Agreement

- Prepared jointly by the employee and manager and subject to the department head/senior manager’s approval.
- Formalizes agreed-upon conditions, requirements and expectations for the alternative work arrangement.
- Is time-bound and subject to review.
SITUATIONAL TELECOMMUTING GUIDELINES

- Provides a general framework for working remotely without a pre-established arrangement.
- Offers the flexibility to adjust to changing circumstances as they continue to evolve (e.g., COVID-19 situation).
- Helps keep our employees safe while they continue providing critical service.
ROUTINE TELECOMMUTING/ REMOTE WORK GUIDELINES

- Provides a general framework for establishing alternative work arrangements.
- Does not attempt to address special requirements of all staff employees or positions.
- Outlines the process and requirements for establishing a formal Agreement.
EMPLOYEE SELF-ASSESSMENT

- Guides a determination of compatibility for telecommuting or remote work by identifying potential gaps.
- Given the campus’ experience with situational telecommuting, the assessment is optional, at the manager’s recommendation.
SELF-CERTIFICATION SAFETY CHECKLIST

- Guides the employee in assessing the overall safety of the proposed alternate worksite, including environment and computer workstation.
- Employee is responsible for completing the checklist and resolving any safety concerns before work begins.
ROUTINE TELECOMMUTING/REMOTE WORK AGREEMENT

- Prepared jointly by the employee and manager and subject to the department head/senior manager’s approval.
- Formalizes agreed-upon conditions, requirements and expectations for the alternative work arrangement.
- Is time-bound and subject to review.
Employee completes a self-assessment regarding compatibility (if recommended)

Employee and manager discuss eligibility using the self-assessment as a basis for the conversation (if applicable)

Employee and manager complete training* *Under development

Employee and manager develop a Telecommuting/Remote Work Agreement

Employee completes the Self-Certification Safety Checklist

Employee and manager sign Agreement and obtain department head/senior manager’s signature
Resource Needs for Remote Worksites

Reimbursement Policy

- Employees working from home are not on travel status and are not eligible for meal reimbursement, including meals taken at home (or delivered) during Zoom business meeting.
- No reimbursement shall be made for partial business use of internet, cellular or similar services, purchased with an employee’s own funds, if additional charges are not incurred on their plan.
- Employee may request reimbursement for the business use of an internet or similar service if such equipment is needed to perform the duties of the job and does not currently exist.
- Employee may request reimbursement for the business use of a cellular phone or similar device purchased with the employee’s own funds if the individual incurs additional charges. In such a case, the reimbursement will be at the excess minute rate, contingent upon receipt of supporting documentation.
- Only business-related equipment that can be returned to the office at the end of the arrangement should be reimbursed. If any item needs to be installed, charges related to the installation are the responsibility of the employee.
- Departments will evaluate on a case-by-case basis where reimbursement is necessary for employees with specific needs not already met with existing resources and only allowable if the University-issued office equipment can’t be taken home or the employee does not already have personal equipment at home to enable them to perform their work duties.
SECTION 2: Ergonomics
BEFORE WORK and MICROBREAK EXERCISES

Hold stretches for 2 relaxing breaths. Doing all stretches daily is beneficial. However the most important ones are the stretches that feel tightest. Done often during work, these stretches will increase energy and comfort while reducing cumulative trauma stress. Discontinue if you feel discomfort other than simple stretching of tight muscles.

NECK STRETCHES

Bend head downward then slowly upward. Side bend neck towards shoulder, hold, look down then switch sides. Slowly and fully turn head to one side then the other.

CHIN TUCKS

Pull chin and head straight backward as to make many chins. Hold for a few seconds, repeat three times.

CHEST AND SHOULDOR STRETCH

Clasp hands behind back. Slowly straighten and raise arms. Arch back. Sitting forward in seat or standing up may help.

SHOULDER ROLLS

Roll shoulders forward in 3 large circles then backwards.

SIDE STRETCH

Bend knees slightly and flatten back with forward tilt of hips. Without twist, reach high overhead and bend to one side. After 2 breaths switch sides.

HAND AND WRIST STRETCHES

Caution: This must be done slowly and with minimal force. Hold each stretch for 5 seconds.

1. Palm up with elbow at side and forearm level with ground. Hold fingers and gradually pull down and back.
2. Gently pull thumb down.
3. Return to fingers. Gently hold as you slowly straighten your arm.
4. Arm straight, turn palm down and gently pull fingers down and back. Bend elbow, palm down, pull fingers down and back. Switch hands.
SECTION 3: Wellness and Safety
Safety While Working From Home

Key observations from last 8 months

- Collaborative approach to remote workplace
- Defining designated work area
- Establishing work hours
- Mental health wellbeing
Safety While Working From Home

Highlights of some best practices

- Provide early notification
- Access to support and resources
- Communication
- Wellness support
Wellness While Working from Home

Key observations from the last 8 months

- Importance of emotional wellbeing and self care
- Importance of feeling connected to family, friends, and peers
- Blurred lines between work and home life
Wellness While Working from Home

Highlights of some best practices

- Focus on Emotional Wellbeing and Self Care
  - Short meditations or breathing exercises throughout the day
  - Keeping a journal and/or gratitude journal
  - Make time for exercise
  - Include nutrient-dense, non-processed foods in your diet
  - Schedule your breaks and lunchtime on your work calendar

- Focus on Connection
  - Genuinely ask how your coworkers are doing
  - Call or Zoom your family, friends, and peers; don’t just text!
  - If you and your family are working and learning from home together, make sure to take some time for yourself!
Wellness While Working from Home

Highlights of some best practices

- Focus on separation between work and home life
  - Create a routine around starting and ending work
  - If possible, carve out a space dedicated to work
- Wellness Programming
  - Diabetes Prevention Program
  - Smoking cessation
  - Nutrition Series
  - Marathon in a Month Challenge
SECTION 4: Support and Accommodations
Employment Accommodations

The University provides reasonable employment accommodations to employees with functional limitations resulting from medical or psychological conditions.
Types of Accommodations:

- Acquiring or modifying equipment
- Job restructuring
- Modifying work schedules
- Making facilities accessible
- Providing readers or interpreters
- Reassignment to a vacant position
Employee Assistance Program

OPTUM

Employee Assistance Program
Call anytime for help with the demands of everyday life.

(866)-808-6205 toll-free
1-800-842-9489 TDD
or log on to
www.liveandworkwell.com
access code: UCSC
Questions?

For more information on campus COVID-19 recovery and resiliency efforts visit recovery.ucsc.edu