



## Guidelines for Telework

The Administration of Washington Adventist University continues to closely monitor the ongoing COVID-19 outbreak. The health and well-being of our community remains our top priority. In response to the COVID-19 outbreak, the university is enacting the following temporary telework actions as of March 23, 2020:

- While the university remains open, staff presence on campus will be limited.
- Telework approval will be granted by supervisors according to or in substantial compliance with our policy on a case-by-case basis.
- Department heads should work with their Vice Presidents to obtain appropriate departmental approvals. VPs will then forward these approvals, via the Telework Agreement form to HR.
- Some departments will need to work on campus to provide support for any students unable to return home.
- ITS will work to provide necessary support for staff who might need to work from home.
- For their safety and wellbeing, children are restricted from coming to the WAU campus during the time of the COVID-19 response.
- All employees, including faculty and staff, will be paid. Employees who have scheduled a vacation should use their vacation hours accordingly. Otherwise, employees working from home are to be available during business hours online or by phone.
- **Travel:** Staff, faculty and students should be aware that the University has already suspended University-sponsored domestic travel and outside the country. Any travel outside the country will require a fourteen-day off-campus quarantine period with no exceptions. Those returning from travel should not come to campus without first contacting their supervisor or department head.
- Student professionals are not eligible for telework; however, requests will be considered on a case-by-case basis.

**These measures are subject to change as the situation continues to evolve, and changes will be announced as promptly and effectively as circumstances allow.**

### **Benefit Considerations**

Employees will continue to receive all benefits related to their employment to which they are entitled.

### Telework

#### **What is telework?**

Telework is an arrangement in which an employee regularly performs officially assigned duties at home or at another location on a full- or part-time basis. It does not include situations when the employee occasionally takes work home or when the employee's primary work location is other than the offices at WAU. In addition, telework is not a substitute for dependent care. Telework is not a formal, universal employee benefit or entitlement. Rather, it is an alternative method of meeting the needs of the University in the sole discretion of the University. The University has the right to refuse to make telework available to an employee and to terminate a teleworking arrangement at any time. Employees are not required to telework. Employees have the right to refuse to telework if that option is made available.

### **Which jobs are suited for teleworking?**

Teleworking is easiest to implement for jobs or tasks that require reading, writing, research, working with data and talking on the phone. In general, and at administration's discretion, a job is suited to teleworking if the job or some components of it can be done off-site without disruption to the flow of work and communication. Successful teleworkers have the support of their supervisors. Employees will be selected based on the suitability of their jobs, an evaluation of the likelihood of their being successful teleworkers, and an evaluation of their supervisor's ability to manage remote workers, along with other considerations that may be unique to the pandemic response now underway.

### **What's most important to starting a productive teleworking arrangement?**

When clearly outlined and executed, teleworking arrangements can prove beneficial to employees and supervisors alike. This obviously is a challenge under the current circumstances, and supervisors should try to articulate clear procedures regarding check-in times and hours of availability. With proper planning, communications problems can be minimized; however, in an emergency situation we ask everyone to cooperate as best they can to avoid problems.

## **Teleworking tips for employees**

### **Personal Preparedness**

All faculty and staff are urged to take basic preventative measures to prepare themselves and their families to avoid exposure to or infection by the COVID-19 virus.

Faculty and staff now need to be prepared to work remotely (possibly for an extended period of time, if necessary).

### **Telecommuting staff members' responsibilities are as follows:**

- Fulfill the expectations agreed upon with their supervisor regarding the scope of their telecommuting assignment, such as:
  - Duties and responsibilities.

- Hours of work (rest/meal breaks, overtime, and other wage and hour requirements still apply).
- Hours of availability to communicate regarding University business.
- Communication of work assignments and personal needs, including reporting absences of work due to injury, illness, or caring for a family member.
- The use of University equipment and materials.
- Protect University information by following the University's policies governing information security, software licensing, and data protection; ensuring that unauthorized individuals do not access WAU data, either in print or electronically.
- Maintain a safe environment in which to work.

Employees who telework often learn that working remotely is different than they expected and that it requires specific skills and habits. The following tips will help you get to work while at home.

**Define your workspace.** It can be easy to sit on the sofa with your laptop and expect to get work done. Experienced teleworkers will tell you they tried that and it simply doesn't work! We are creatures of habit and most of us are used to lounging with our laptops to read the news, watch TV, play games and chat with friends and family. Establishing a workspace, even if it is your kitchen table, gives your brain a cue that it is time for work and not play.

#### **Master the basics.**

- Add your telecommute schedule to your email signature line.
- Set up call forwarding and how to access your voicemail from home.
- Know how to remotely connect to the Washington Adventist University network and other online tools you regularly use.
- Use Zoom, WebEx, Skype, GoToMeeting or another conference system to stay connected to colleagues.
- Plan for video calls/meetings by making sure you know how to turn on your computer's camera and microphone and being aware that your colleagues may be able to see the background behind you. You will be able to use the university's Zoom account to hold meetings as well. Contact Ricardo Flores at 571 244-4651 to get information on how to set up your Zoom account.

**Set daily goals, track them and share your progress.** You may be surprised by how differently the work day passes without the comings and goings of an office to break things up or influence what you do next. Start each day of telework by writing down what you need to achieve and then track your progress. Pay attention to how long tasks take you and start adjusting your daily goals to match your current rhythm. Communicate with your supervisor and/or colleagues if you think your telework plan needs to be adjusted.

**Eliminate distractions.** If home is where your heart is then telework can mean pets, children or a favorite hobby are only a few feet away. Depending on your living arrangement, you may need to hang a "do not disturb" sign in your work area so your

family members don't interrupt you. Pets often need a closed door to keep them away and you might need headphones to block the neighborhood noise.

**Prioritize privacy.** Whether you are in your home or a common area, take five minutes to assess the privacy of your workspace. Can someone standing behind you read your computer screen? Are your windows open so your neighbor can hear your phone call? What information do you need to secure before grabbing a cup of tea or heading to the restroom? Your personal privacy matters too, so see if there is anything around you that you would not want visible during a video conference with your supervisor.

**Stay connected.** Many people say they do not call or instant message colleagues who are working remotely because they don't want to bother them. Remember, they are working, not vacationing at home! You should feel confident about calling or messaging an employee who is teleworking just as you would walk to their office or call them if you were working on-site.

**Dress for work.** Just like sitting on the couch can make us feel a little too relaxed, wearing pajamas all day makes it hard to get into work mode. Dressing casually is definitely a perk of working at home but getting "ready for work" is a daily ritual that many teleworkers swear by.

**Be vigilant.** Hackers are taking advantage of public anxiety about COVID-19 by sending [fake messages](#) and phishing attacks that appear to be from the Center for Disease Control, World Health Organization, and other authorities regarding work-from-home guidance, local outbreaks, or charitable solicitations.

- Beware of phishing and other scams that will take advantage of panic, etc.
- Do not click on links or open attachments from emails that look suspicious and from senders you do not recognize.
- Forward suspicious emails to [helpdesk@wau.edu](mailto:helpdesk@wau.edu) *before opening or downloading any attachment.*

## WAU Telework Policy

**Agreement** - The teleworker and his or her manager must complete a **"Telework Agreement"** prepared by the University for every type of telework, whether the employee teleworks regularly or not. The agreement must be submitted for approval to the head of Human Resources. The agreement must be re-signed on the anniversary date of the agreement. In the interim it should be considered a living document, one that is updated as new needs and/or situations arise.

**Compensation, Work Hours and Conduct** - The employee's compensation, benefits, work status, and work responsibilities will not change due to participation in the telework program. The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the teleworking program. The employee remains obligated to comply with all University policies, practices, and instructions.

**Equipment/Tools** - The University may provide specific tools/equipment for the employee to perform his/her current duties. This may include computer hardware, computer software, phone lines, email, voice-mail, connectivity to host applications, and other applicable equipment as deemed necessary. The use of equipment, software, data supplies and furniture when provided by the University for use at the remote work location is limited to authorized persons and for purposes relating to University business. The University will ordinarily provide for repairs to equipment provided to the teleworker where such repairs are the result of normal wear and tear. When the employee uses her/his own equipment, the employee is responsible for maintenance and repair of equipment.

**Workspace** - The employee shall designate a workspace within the remote work location for placement and installation of equipment to be used while teleworking. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment. Any University materials taken home should be kept in the designated work area at home and not be made accessible to others.

**Office Supplies** - Office supplies will be provided by the University as needed. Out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of the employee's manager.

**Worker's Compensation** - During work hours and while performing work functions in the designated work area of the remote location, teleworkers are covered by University's worker's compensation insurance. The employee must notify the supervisor immediately of any accident or injury that occurs at the remote workplace and to complete any required forms. The University agrees to investigate such a report immediately. The University shall not be liable for damages to the employee's personal or real property while the employee is working at the remote work location, except to the extent required under law.

**Income Tax** - It will be the employee's responsibility to determine any income tax implications of maintaining a home office area. The University will not provide tax guidance nor will the University assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.

**Communication** - Employees must be available by phone and email during core work hours. All client interactions will be conducted on a client or University site, not in the employee's home office. Employees who telework must be available for staff meetings and other meetings deemed necessary by management.

# WORKING REMOTELY?

HERE'S WHAT YOU'LL NEED:

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A Computer



Good Internet



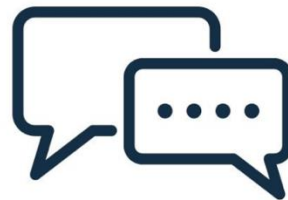
Dedicated Workspace



Self-motivation & discipline



A strict routine



Communication with team members



Phone

## Basic preventive measures

All faculty and staff are urged to take basic preventive measures to avoid exposure to or infection by the virus causing COVID-19, and these measures are constantly being updated by the Centers for Disease Control and other authorities, so please monitor their advisories.

**Use proper cough and sneeze etiquette.** Whether you are considered “sick” or not, everyone should always follow proper cough and sneeze etiquette. To help stop the spread of germs:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your tissue in a wastebasket.
- If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands.

**If you are sick or living with or have been in recent, close contact someone who is sick or has tested positive for the virus, stay home!** If you show any symptoms of an acute respiratory illness (like a cough, fever, shortness of breath, or even cold symptoms), you should notify your supervisor and stay home until you are:

- **Free** of a fever (anything greater than 100.4° F [37.8° C]),
- **Free** from signs of a fever, and
- **Free** from any other symptoms for at least 24 hours, without the use of fever-reducing or other symptoms altering medicines (for example, cough suppressants).

**Wash your hands.** To avoid both spreading and contracting an illness, you should clean your hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or, preferably, wash your hands. Washing your hands with soap and water for at least 20 seconds (two rounds of the “ABC” song is easy, and it’s one of the most effective ways to prevent the spread of germs.

**Routinely clean your environment.** You should regularly clean all of your frequently touched surfaces in the workplace, such as, desks, countertops, and doorknobs. When at home, follow the same rules.

**Social distancing.** Social distancing should be encouraged in all situations. Per the CDC, social distancing means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet) from others when possible.