

Remote Work FAQs for Managers

When will the new Remote Work Policy take effect? What happens before then?

The new policy will be effective in mid-January 2022. Until that time, current work arrangements and the organization's Telecommuting for Disaster Response policy remain in place.

What factors should I consider when evaluating the appropriateness for my staff to adopt a longer-term remote work arrangement?

Remote work arrangements are made based on the needs of the department and operational considerations, including the employee's ability to perform their essential functions offsite, the requirement for in-person interaction with patients or team collaboration, space factors, and availability of the tools necessary for employees to perform work remotely.

If you have a staff member who meets the criteria to work remotely, you should have a conversation with them and complete the Remote Work Agreement Form before the employee begins their remote work arrangement.

What types of remote work arrangements will be permitted?

There are generally four categories of work arrangements that will be permitted:

- Full-time onsite
- Primarily Remote A – groups that were fully remote before pandemic and will remain so.
- Primarily Remote B – groups that were not fully remote before the pandemic but will remain primarily remote. This option may be appropriate to manage office space constraints or availability.
- Hybrid Remote – groups where department leadership determine that the entire department can work partly remote and partly onsite. As a general rule, this group will be required to work a minimum of 60% of the time onsite. This option maximizes in person team collaboration and provides staff with some flexibility.

Can different members of my staff have different work arrangements?

Individual work arrangements can be considered on a case-by-case basis, but in general, it is expected that work arrangements will be treated consistently across the position or department.

What if a member of my staff wants to remain working offsite but I determine that people in my department must return to onsite work at least part of the time?

Positions eligible for remote work arrangements are made at your discretion taking into consideration the needs of the department, nature of work of your staff, availability of office space and availability of the tools necessary for employees to perform work remotely. In general, it is expected that work arrangements will be treated consistently across the position or department.

How will the office in person days be determined?

The specific days an employee will work in the office will be made at the manager's discretion taking into consideration the needs of the department, nature of the work of your staff, availability of office space and availability of the tools necessary for employees to perform work remotely.

How should non-exempt (hourly) employees keep record of their time worked under a remote arrangement?

Non-exempt employees must document all hours worked from the beginning to the conclusion of their work day in accordance with your organization's timekeeping practices and should take appropriate meal and other breaks. If the usual timekeeping process cannot be used, alternate arrangements for timekeeping and certifying time worked must be made with their supervisor.

Overtime work for a non-exempt employee must be pre-approved by the employee's supervisor.

Can staff work remotely from outside of Massachusetts?

The organization continues to evaluate options for permitting employees to engage in remote work on a permanent basis outside of Massachusetts. We anticipate providing more information about this element of our remote work plan at a later date.