



FLEXIBLE WORK GUIDELINES

Office of Human Resources
04.28.21

Contents

FLEXIBLE WORK ARRANGEMENTS	3
Flexible Scheduling.....	3
Remote Work.....	3
Possible Scenarios.....	3
REMOTE WORK GUIDELINES	4
Remote Work Agreement	5
Tools and Rules for Remote Work	5
REASONABLE ACCOMMODATION REQUESTS	6
COVID-19 and Employee Accommodations	6
Current Process for Requesting an Accommodation	6
COVID-19 Reasonable Accommodations Process	6

FLEXIBLE WORK ARRANGEMENTS

Visit: [Flexible Work Arrangements](#)

FLEXIBLE SCHEDULING

Staff may work modified schedules including flexible hours and condensed work weeks after consultation with and approval by their managers. Notwithstanding the foregoing, prior to implementing any modified schedule, managers and staff must take adequate steps and make appropriate arrangements to ensure that support services and University operations will continue without interruption while modified schedules are in place.

Flexible hours involve modifying starting and ending times of regular daily hours, while a condensed work week involves working the same number of hours per workweek or per pay period as required but in fewer days, similar to what is implemented during the summer.

Framework for Flexible Work Arrangements (day shift):

- Schedule start times must be between 7am-10am
- Schedule end times must be between 3pm-7pm
- Condensed work week (35-hour week over a minimum of 4 days, with varying day off)
- Establishment of minimum on premise staffing requirement by department/area

REMOTE WORK

CUNY may permit an employee to work at home for all or part of their regular workweek. This type of alternative work arrangement may not be appropriate for all positions or employees. The manager will determine if the individual's primary function can be effectively performed remotely. Access to necessary hardware and systems is also a factor in determining if a remote arrangement can be granted, and managers should consult with relevant campus Vice Presidents or for Central Office staff, their respective Vice Chancellor, regarding availability of essential tools. Please see *Remote Work Guidelines* below.

Those granted a remote work arrangement will be subject to the same performance standards for their position that were in place prior to the remote arrangement. Managers should clearly communicate expectations for work assignments, check-ins and any other parameters relevant to supporting a remote arrangement. Please see: [Managers' Guide to Remote Work](#)

POSSIBLE SCENARIOS

- Combination of remote and on premise work days (i.e., 2 days remote and 3 days on site)
- Combination of remote and on site work weeks (every other)
- Condensed work week (in line with current guidelines for "Summer Fridays" where employees work 35 hours over Monday-Thursday with Friday off)
- Full time remote

REMOTE WORK GUIDELINES

Reducing density has been an essential piece of CUNY's comprehensive safety plan, and remote work is the vehicle that has made this reduction possible. As we map our course to a greater in-person presence, remote work arrangements will continue to play an important role in the diverse fabric of a post-COVID CUNY and we remain committed to fostering a balanced and flexible work environment where possible, beneficial and appropriate.

Toward that end, approval for short-term (maximum six months each occurrence, expiring no later than 8/31/2022) remote work assignments may be granted under the following conditions:

Employees working remotely are required to be available during their working hours, which hours may be modified in agreement with the supervisor, and to be responsive to clients, coworkers and supervisors while working remotely. Remote employees should be actively attending to work responsibilities throughout the agreed-upon workday and should be reachable by email, Microsoft Teams, or emergency contact telephone number provided by the employee for use during their scheduled working hours.

- Employees approved for remote work will also have a telephone or cell phone available to make or return phone calls. Supervisors may not require employees to be available for more hours per week than otherwise or contractually required.
- If equipment (including internet service) relied upon as a condition for remote work is not operational on a scheduled workday, the remote employee is required to promptly contact the supervisor to discuss alternate remote or assignment arrangements.
- An employee who had not received training in Microsoft Teams or other software or platforms required for remote work prior to the start of remote work shall receive training, and the training shall be conducted during the employee's regular or modified work hours. Appropriate technical support shall be reasonably available to the employee even after training has been completed.

Employees approved for remote work agree to maintain a safe and secure work environment and to report work-related injuries to employee's supervisor at the earliest opportunity. Employees agree to hold CUNY harmless for injury to any other individual at the alternate work site, except if that individual is a CUNY employee who is present at the alternate work site at CUNY's direction.

Employees working remotely understand that all equipment, if any, records and materials provided by CUNY shall remain the property of CUNY. Employees agrees to use reasonable care to protect CUNY-owned equipment, records, and materials from unauthorized or accidental access, use, modification or damage. Employees agree to promptly report to their manager any incidents of loss, damage, or unauthorized access.

- While working remotely, CUNY employees shall not maintain Personal Identifiable Information (PII) or Personal Health Information (PHI) without permission from their supervisor and in accordance with CUNY policies, practices and procedures.

Employees must continue to comply with all applicable CUNY policies and conduct rules. Existing policies and practices regarding recording all hours worked and meal periods, and regarding obtaining supervisory approval prior to working unscheduled overtime hours or taking time off will remain in effect.

Approval of a remote work arrangement is not intended to alter the employee's normal work responsibilities or to appreciably increase the employee's normal work responsibilities and will not modify any policies set forth by CUNY.

Remote work arrangements are not a right or entitlement of employment and, as such, are discretionary and subject to operational needs.

Remote employees will be given a minimum of seven (7) calendar days' notice of a requirement to return to on-site work. Where possible, fourteen (14) days' notice will be provided. Additional time to return to onsite work will be granted if necessary to meet documented travel restrictions or quarantine requirements.

Employees will be required to sign the *Remote Work Agreement* [\(insert link\)](#), attesting that s/he has read and will observe the terms outlined in the remote work policy and understands that all terms and conditions of employment remain unchanged except those specifically addressed in this agreement. This agreement may be modified by mutual agreement of CUNY and the employee.

Employees should submit their completed and signed form to their supervisor as far in advance as possible. The supervisor will consult with local Human Resources as needed and respond to the request within a reasonable amount of time.

For effective remote work tips, please visit:

[Tools and Rules for Remote working: A Guide for Employees](#)

FLEXIBLE SCHEDULING AND REASONABLE ACCOMMODATION REQUESTS

COVID-19 AND EMPLOYEE ACCOMMODATIONS

In light of the COVID-19 pandemic, we understand there may be employees who have concerns about returning to work in person due to their own medical issues that may put them at higher risk, being age 65 or older, health issues of family members in the household, and/or caregiving challenges. CUNY is committed to working with our faculty and staff in considering medical and general accommodation requests related to COVID-19.

CURRENT PROCESS FOR REQUESTING A REASONABLE ACCOMMODATION

Procedures for Implementing Reasonable Accommodations and Academic Adjustments addresses the different types of accommodation requests typically available and describes the process for requesting a reasonable accommodation.

COVID-19 REASONABLE ACCOMMODATIONS PROCESS

Employees who are requesting an accommodation due to their own COVID-19 illness should follow the current medical accommodation request process as outlined in the procedures.

Employees who may be at heightened risk for severe illness if they contract COVID-19 may be eligible for a reasonable accommodation (i.e., to work a flexible schedule or remotely). For more, evolving information regarding “high risk” categories related to COVID can be found on the CDC website.

Employees who have concerns about returning to work onsite for other non-disability reasons (i.e., childcare, health of others in their household) may be eligible for other options (i.e., FMLA, leaves of absence, use of annual leave). Such non-disability accommodation requests are also known as general accommodation requests.

Current employees seeking an accommodation, general or medical, should contact the Office of Human Resources at the College or unit where they are employed. CUNY will carefully review all requests on a case-by-case basis in accordance with applicable federal, state and local law.

For more information on CUNY’s accommodations process:

[Procedures-for-Implementing-Reasonable-Accommodations](#)