The College of Health Sciences has a well-deserved reputation for being responsive and collaborative while providing superior service to our constituents. This has been achieved because of the dedication and hard work of those on our team. Due to our unique position; engaging not only with staff, faculty and students but also University Administration and the general public, it is critically important that we continue to be accessible and responsive.

While it is understood that situations can pull staff away from work, the expectation is that CHS staff and faculty will adopt the following practices, in addition to University policy, to best communicate absences while maintaining/providing the most responsive levels of service to our colleagues, students & community.

- CHS expectation is that work will be performed from your primary work location, the majority of which are on the UD Newark Campus.
  - If working from other locations (i.e., clinical assignments, off-site meetings, working from home, etc), discussion with, and approval from supervisor(s) must be obtained prior to the occurrence.
  - The location of work should be documented on the individual’s work calendar and communicated to all appropriate colleagues. This will help us to better facilitate the day to day operations.
  - If this alternate work location is repetitive and consistent, a flexible work arrangement form must be completed. [http://sites.udel.edu/generalcounsel/policies/flexible-work-arrangements/](http://sites.udel.edu/generalcounsel/policies/flexible-work-arrangements/)

- CHS Office hours are 8am-5pm, M-F
  - Any schedules that deviate from that time frame should be pre-approved by unit leads/supervisors and communicated to the Dean and Administrative Specialist.
  - If this schedule deviates more than two hours plus or minus, please complete a Flexible Work Arrangement Request Form. [http://sites.udel.edu/generalcounsel/policies/flexible-work-arrangements/](http://sites.udel.edu/generalcounsel/policies/flexible-work-arrangements/)

- Overtime
  - Non-Exempt:
    - It is the expectation that all non-exempt employees work the hours they are contracted to work.
    - Additional hours or time spent must be pre-approved by the manager.
    - Managers must then send additional hours and justification to their department HR liaison for payment processing.
  - Exempt:
    - Exempt employees are not hourly and should work the schedule that is determined for the semester, with business need driving any variation.

**Leave Requests**
University policy for requesting time off: [https://sites.udel.edu/generalcounsel/policies/attendance-policy/](https://sites.udel.edu/generalcounsel/policies/attendance-policy/)
In addition to the University policy, CHS expectations are:

- Employee will communicate any anticipated time off to unit lead/manager as soon as possible.
  - As a part of the request, the employee is expected to provide a plan for work coverage during the time away.
- Unit lead/manager will confirm work/task coverage & compare against blackout dates.
  - Conflicts will be discussed and every attempt will be made to approve requests while still meeting college needs.
- Unit lead/manager will email Dean Matt (cc: Margie Cox)
- Unit lead/manager will communicate final approval to employee.
  - Confirming the dates their employee will be out of the office, note who will be covering the responsibilities until they return and how they will be reachable in case of an emergency
- Employee will submit leave request web form.

All Hands On Deck!

As with any business/agency, there are certain times of year that are more demanding. The College leadership strongly encourages that employees avoid scheduling vacation or time away from work during the following times:

- First two weeks of the semester
- Last two weeks of the semester
- Two weeks prior to the start of the Fall and Spring semester

Individual units or departments may have additional high-need times dictated by unit needs. Be sure to discuss with your individual unit lead/supervisor.

Flexible Work Arrangements

University policy for flexible work arrangements. [http://sites.udel.edu/generalcounsel/policies/flexible-work-arrangements/](http://sites.udel.edu/generalcounsel/policies/flexible-work-arrangements/).

If it is necessary to make an adjustment that is a departure from normal work schedule or location, flexible work arrangement paperwork must be completed. The paperwork will be approved on a case by case basis. Completing the paperwork does not guarantee that the request will be approved. The request needs to be reviewed by unit lead/supervisor, CHS Dean and the University. Changes to the work schedule/location will only be permitted if and when: employee is meeting standard work performance expectations; it assists in meeting operational needs and requirements; is consistent with maintenance of high levels of service; and accommodates the personal/family needs of the employee.

If an FWA is approved, it will be implemented for a specified, predetermined period of time, not to exceed one year. The department will evaluate the effectiveness of the FWA after six months and at every annual performance appraisal. The FWA can be extended only by mutual agreement of the employee, supervisor, CHS Dean & University.
Approved copies of the FWA and Telecommuting requests will then be sent to Departmental HR Liaison, CHS HR & Office of Human Resources. If changes are made to the FWA or the employee returns to the original schedule/location, the designated HR Liaison must alert CHS HR, Office of Human Resources and HR Systems to this change.

Cc: Flexible Work Arrangement Request Form
https://sites.udel.edu/generalcounsel/files/2016/11/20161116-Flexible-Work-Arrangement-Request-Form-2f5kh0e.pdf