



## **ODVN Sample Remote Work Policy for Emergency/Crisis Situations**

In the event of an emergency or crisis situation (i.e. national emergency, pandemic health crisis) it may be necessary for some positions (i.e. administrative, case managers, legal advocates, youth advocates) to work remotely for a temporary period of time, while [the agency] remains open. Please note: Even in the event of an emergency/crisis situation [agency] best practices still apply, however some job duties and responsibilities may be altered for a period of time.

- The Executive Director, or their designee, will decide which individuals will remain working and which individuals have the capacity to work remotely.
  - This may be dependent on the specific work/ job responsibilities of the position and the impact any changes may have on the individuals served by [the agency].
- The Executive Director, or their designee, will assist remote working staff members with acquiring any necessary supplies, technology or equipment in order to fulfill the remote worker's responsibilities.
  - Some examples of technology or equipment may include teleconference software/platforms (i.e. Zoom), web cameras, cell phone or cost reimbursement for phone calls made on personal cell phones.
    - Teleconference platforms will allow the remote workers the ability to meet with other staff, conduct case management meetings, and facilitate support groups/shelter meetings, when in person meetings are not possible.
  - [The agency] will be responsible for providing any necessary technical support to assist the remote worker with setting up new technology and/or troubleshooting
- The remote worker's supervisor and the remote worker will meet to set the expectations of the remote work.
  - This may include setting expected work hours and detailing specific work requirements. Both of these elements may differ than a normal schedule due to the situation that has caused the need for remote work.
  - Examples of differing work hours may include: an individual who normally works Monday through Friday 8am-5pm may have to work in the evenings/weekends to accommodate childcare arrangements.
  - Examples of differing work requirements may include: a legal advocate assisting with shelter case management, support groups, hotline assistance due to courts being closed because of the emergency; or administrative staff assisting with donation processing, shelter cleaning, data collection if they do not have their normal amount of job duties due to the emergency.

- The remote worker and their supervisor will determine an appropriate response time for the remote worker to complete any necessary requirements of the work.
  - An example of this may be requiring the remote worker to return calls/emails to program participants within 24 hours of receiving of the communication.
- The remote worker's supervisor will be responsible for providing appropriate supervision and oversight to the remote worker, including virtual check-ins, and explicitly outlining the responsibilities of the position.
  - This is necessary to ensure that the remote worker is meeting the expectations of their job and allows the remote worker to stay engaged and feel connected with [the agency].
- [The agency] will provide a way for the remote worker to log their time and/or activities to ensure the staff member is meeting the necessary requirements of their work.
  - An example of this may be a spreadsheet/google sheet or time tracking platform.
- In order to retain the confidentiality of the program participants, the agency and the remote worker will work together to determine any potential risks of confidentiality and develop a system to prevent violations. Necessary software will be procured to assist with this endeavor.
  - An example may include purchasing a cloud based file management system (i.e. dropbox) that the remote worker can use to maintain client records and meeting notes.

As this is a temporary role, this remote work policy will end when the emergency or crisis situation ends and when it is reasonably safe to return to work. This will be determined by the Executive Director, or their designee, and under the guidance of the entity that declared the emergency. At the end of this agreement, the worker will return to their normal duties as assigned.

## **Sample Paid Administrative Leave Policy for Emergency/Crisis Situations**

In certain extraordinary circumstances i.e. natural disaster, pandemic health crisis, fire, flood or other environmental situation making it impossible to remain on site, it may be necessary for our office and/or facilities to close and some or all staff may be required to remain home.

- The Executive Director, or their designee, may decide to pay all staff their usual salary and continue any applicable benefits through the duration of office closure.
  - This will be clearly communicated in writing to staff from the Executive Director or their designee.
- Paid Administrative Leave days are not accrued, will not be paid out upon termination of employment, and will not be carried over from year to year.
  - If the office is closed during an employee's previously-scheduled PTO or holiday leave, the time off must still be charged to the employee's leave balance.
- The use of Paid Administrative Leave is solely the decision of the Executive Director and will be used only under the provisions that the organization cannot offer work on-site or through its telecommuting policy.