

Remote Work FAQs

As of 4.29.21

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Making the Decision

- *Are exempt and non-exempt colleagues eligible to work hybrid or remote?*

Both exempt and non-exempt colleagues can work remotely, though extra care must be taken to ensure that remote or hybrid non-exempt colleagues are capturing hours accurately. Managers should also set clear expectations on the separation of work/non-work time, such as not permitting non-exempt employees from accessing company resources outside of designated hours or on personal devices.

- *How does hybrid or remote work apply to leaders?*

Leaders can be hybrid or remote. When considering a leader's work situation, their team's location and situation (e.g. cell center versus clinical environment) should factor in to the decision, as well as any need to have on-site presence to address emergent issues, etc.

- *What should I say if the colleague wants to be in the office most of the time, but it is not needed or the rest of the team does not plan to be in the office?*

Work placement decisions should follow business needs, according to the consideration guide above. Colleague preference is a part of the decision process and should be considered. Ultimately, business needs should take precedence, and leaders should strive to understand why a colleague's preference may differ, and work through those concerns or opportunities with their employee.

- *How do I explain to a colleague that their location preference cannot be accommodated?*

After using the decision guide to make a decision on an employee's work location, it's critical to explain the "why" behind the decision, especially if it's known that their preference is different than the outcome. Leaders should have a clear explanation and specific examples of what job responsibilities lead to the decision, and the impact to the business, whether working remotely or in-office.

- *Once the remote status decision is made, can it be changed or modified?*
Yes, but one must consider why the change is needed and how the number of colleague status changes might impact space needs

Managing Remote or Hybrid Employees

- *Can I require someone to come into the work location for meetings? What if they refuse?*

Yes. It can be an expectation that a colleague working from home may be required to attend an in-person meeting, training, etc. It is important for leaders to provide clarity and expectations up front to remote colleagues regarding in-office responsibilities and expectations.

At times, it may be necessary for remote colleagues to be in the office, but there should be a meaningful reason and need for this decision. If a colleague refuses to comply with this expectation, you can manage this in accordance with not meeting the expectations of the job and consult with employee relations if necessary.

- *Do all on-site meetings need to include a Zoom or call-in option, as well as video and audio capabilities for remote colleagues?*

As we embrace and adapt to remote and hybrid work, it's important to utilize technology to support these colleagues. As a general practice, a Zoom or call-in option should be included on all meetings, to ensure that all colleagues can participate.

Setting clear expectations with hybrid and remote colleagues, like making plans ahead of scheduling a meeting, deciding whether video will be needed or not, etc. will help include everyone in a meaningful and productive manner.

- *How do I effectively manage performance expectations for remote and hybrid workers?*

Performance management should be consistent between in-office colleagues and those who are remote or hybrid. Leaders should communicate clear expectations, measures of success and monitor outcomes.

Should performance issues lead to a need to return a colleague to the office for additional training or support, this should be considered a reasonable expectation as part of a performance discussion and improvement plan.

Working in the office should not be used as a "punishment" for poor work performance, nor should working remotely be a "reward." The decision to have colleagues work hybrid or remotely should be seen as mutually beneficial and driven by business need.

Re-iterating expectations, establishing an improvement plan with specific and measurable outcomes and creating deadlines to ensure accountability are just as important with remote employees as they are when in-office employees do not meet performance expectation.

- *Will I be required to track colleague's hybrid or remote status going forward? If so, how?*

Yes. If you have a colleague who is working remotely and does not have a permanent office workspace, you will need to note this in Workday.

To do so, go to your employee's profile and click *Action > Job Change > Change Location*. On the next screen, you will be able to update the section labeled "Where will this person be associated after this change?"

In this drop-down, select "Remote" and the associated state they are working from - current approved remote states are Iowa, Nebraska or Missouri.

It is important that colleagues understand that their physical location must be disclosed to Nebraska Medicine and that any changes from that location must also be disclosed. If a colleague moves outside of one of the three approved states, the change must be approved in advance through HR. There are legal, payroll, tax, and benefit implications for employees living outside the approved region.

- *What work hours will be required?*

Work hours should be determined by business need. If your employee is hourly and has a change in shift, update this in Workday so their profile is accurate. It's important to provide clear expectations around work hours and productivity for hourly employees, including expectations concerning not working when clocked out.

- *How do I manage exempt employees work hours from home?*

Managing salaried colleagues should be consistent, whether working from the office, hybrid or remotely. Salaried employees do not have tracked hours, and managers should continue to track performance outcomes and productivity to ensure colleagues are meeting expectations.

If performance issues arise that are tied to a colleague not working enough hours, this should be discussed with the colleague, with the assistance of employee relations as needed.

- *How will new hires be trained in a remote setting?*

Training style should be based on a number of factors. If colleagues have been trained remotely in the past, and are currently remote, then new hires should continue to be trained in the same way. Organization-wide sessions, such as onboarding, will continue to remain virtual until social distancing and pandemic restrictions have lifted. After that time, changes will be communicated to management.

Human Resources/Compliance

- *How should a manager respond if a remote colleague wants to relocate to another state?*

Currently, the approved remote work states are Nebraska, Iowa and Missouri. It is important that colleagues understand that their physical location must be disclosed to Nebraska Medicine

and that any changes from that location must also be disclosed. If a colleague moves outside of one of the three approved states, the change must be approved in advance through HR. There are legal, payroll and tax implications for employees living outside the approved region.

- *Will we be required to purchase workstations, telephones, chairs etc. for employees requesting accommodations?*

ADA accommodations should be submitted through AskMyHR to employee relations. To meet the ADA Act, an individual must have “a physical or mental impairment that substantially affects one or more major life activities.” Major life activities include walking, sitting reading, seeing and communication.

If a hybrid or remote employee is experiencing significant discomfort or pain related to their home workstation setup, they should complete an AskMyHR case requesting an ergonomic assessment after speaking with their manager.

- *If an employee becomes injured at home while working on the clock, can they claim WC?*

Yes. An employee can file a workers’ compensation claim if they are injured while working from home and on the clock. The employee would need to complete the Employee Safety Event (ESE), located on the NOW homepage under the “Shout out for Safety” link. In order to investigate the injury, a detailed description of the incident must be documented under “How injury/illness occurred” within the ESE form.

- *Can a colleague continue working from home while on approved FMLA/LOA?*

This situation should be reviewed on a case-by-case basis. Please consult employee relations if a colleague wants to pursue this option.

Parking

More will come out about parking considerations this summer

- How much will I be required to pay if I am hybrid?
- Where will I park if I am a hybrid employee?
- Where will I park if I work from home most of the time and need to come to the office for meetings?
- Can I request to have my parking lot changed closer to my work location without being placed on a waiting list?
- If I am a mostly remote worker but come in to the office one day a week can I share a parking space with another colleague if we are here different days of the week?

If you are wanting to update your parking space based on new capacity, please reach out to Parking Services for this request.

Facilities

- *What kind of facilities modifications will occur to accommodate changing teams?*

Office or workstation accommodations will happen gradually, over time, and as needed at the direction of department or unit leaders. Changes will depend on the needs of the team and their location. Departments or areas with a majority of remote employees could expect changes to occur to accommodate growth or needs in other business areas. Modifications will occur in coordination with department or area leadership.

- *Will workstations or locations change for hybrid colleagues?*

Over time, workstations may need to shuffle to allow for growth or change to accommodate in-office employees. Hybrid employees may be asked to share a workstation or office with others of the same department on alternating days. Personal, private storage would be provided.

- *Will there be space for remote colleagues to work if they need to be in the office from time to time?*

A plan is underway to provide “touchdown” workstations as well as spaces and collaboration rooms that remote workers can use to do work, and access technology and resources while on campus. These will be available in both ECCP and NMC as space becomes available, and built out over time.

- *What will happen to in-office belongings of employees who will now be working remotely?*

Managers should work with colleagues to schedule time to remove their personal belongings. Moving or relocation of NM equipment can occur with the submittal of a Facilities Service Request.

- *What will happen to departmental office furniture and equipment if a whole team or majority of a team becomes remote?*

Please place a Facilities Service Request to move furniture or equipment to another location where it may be better utilized by the department.

IT/Resources

- How do I print work-related documents?

Off-site printing is currently not supported for remote users. Colleagues who need to print a document can save it as a .pdf in their OneDrive accounts or coordinate with others from their team who may be on-site to print securely.

If an employee has a home printer, they should not print documents containing secure information from home.

- *If someone lives outside of Omaha and quits the organization, how do they return their IT equipment to the organization?*

Managers will be responsible for coordinating with colleagues for the shipping and return of any corporate IT assets. Please submit an IT Service Request should you have specific packaging or shipping questions.

- *If a colleague brought their monitors and laptop home, but is scheduled to return to the office or work hybrid, should they bring their equipment back?*

Managers are responsible for tracking what IT assets a colleague may be using, and having them returned as appropriate. If a colleague will be working hybrid, discuss with them what setup they need to accomplish work both at home and in the office.

- *Is there a standard remote IT configuration?*

A standard remote setup can include:

- (1) 14" Laptop
- (1) 24" monitor
- (1) docking station
- (1) USB Headset (for users with heavy voice/telephone needs)
- Mouse, keyboard, and applicable cables

This setup is a general recommendation – colleagues may need more or less equipment depending on their responsibilities, etc.

- *What is the policy/practice for keeping my computer updated with security software?*

IT will periodically deploy software patches and updates to workstations, regardless of the colleague's location. As long as the workstation is connected to the internet, those updates should deploy on schedule without modifications or work from the colleague.

- *How can I get IT equipment to my new remote employee?*

Currently, colleagues must come on-site to pick up IT equipment, log in and work with a support tech to ensure all software needs are fulfilled.

It is recommended that new colleagues plan to spend at least one day working on campus, to allow the workstation to fully sync all configuration and policy items.

IT is working on a process to allow for a fully remote hardware setup experience. More information will be shared as this project is completed.

- *If I have a problem with my Nebraska Medicine computer, what should I do?*

Colleagues should call the help line at (402) 559-7700 or [submit a ticket](#) for any corporate IT equipment issues, regardless of work location.

Though IT staff will make every attempt to solve issues remotely, there may be times where the problem requires direct interaction with the user or device, and employees may need to schedule time to bring their devices on-site for additional troubleshooting or replacements.

If an employee cannot work remotely due to device or connectivity issues, the employee is responsible for letting their manager know and determining the best course of action while the issue is being resolved.

IT is not responsible for the support, troubleshooting, maintenance or replacement of any equipment owned by the employee.

Other Equipment

- *Can remote colleagues take home their office chairs?*

On a limited basis with manager's approval, if a colleague is fully remote, they can take home their chair. Managers must track the assets taken home by remote colleagues (Workday tracking will be offered soon, but managers should track via other means – for example, an Excel spreadsheet, until that time). HR will require evidence that equipment is returned if the colleague leaves the organization, prior to receipt of final paycheck.

Hybrid employees must leave their equipment in the office so it is available for use.

- *If a colleague has a specific ergonomic or ADA workstation accommodation (chair, keyboard tray, etc.), can they take that home?*

Colleagues who were given an ergonomic or ADA workstation accommodation and are fully remote can take this equipment home to use. Managers must track the assets taken home by remote colleagues (Workday tracking will be offered soon, but managers should track via other means – for example, an Excel spreadsheet, until that time). HR will require evidence that equipment is returned if the colleague leaves the organization, prior to receipt of final paycheck.

Hybrid employees must leave their equipment in the office.

- *What resources are available to help colleagues set up a remote workspace?*

Resources are available on the Remote Employee page, including ergonomic guides, training and office furniture recommendations. Employees may use the remote stipend to purchase pre-approved products from Nebraska Medicine approved commercial vendors.

Colleagues can also recommend an ergonomic assessment by submitting a case in AskMyHR, after seeking manager approval. Employees can also request an ergonomic assessment by submitting a case in AskMyHR.

Safety

- *Who cleans common spaces at Nebraska Medicine, and how often are these spaces cleaned?*
Cleaning services are contracted by location. Nebraska Medical Center, Bellevue Medical Center and Village Pointe Health Center are served by Sodexo, and ECCP and ambulatory clinics are supported by independent contractors. In all spaces, public areas are cleaned daily.
- *How often do emergency protocols need to be practiced (fire/tornado drill)? Do all hybrid employees need to be on site for these drills?*
Fire drills conducted in healthcare and ambulatory occupancies are held once per quarter, per shift. All colleagues are required to know how to respond in the event of a fire, fire alarm activation or any other emergency. Managers should work with hybrid and remote colleagues to ensure they understand safety protocols when on-site.
- *Will masks be required when working on-site?*
The masking policy continues to be evaluated on a regular basis based on the current status of the pandemic. Updates will be communicated through the NOW and employee forums as changes are made.