

Employee Flexible Work Arrangements Information Sheet

Flexibility can help you manage personal responsibilities while remaining productive and effective in your work.

Criteria for consideration

Baystate Health employees at all levels are eligible for consideration. To be considered, you must have a proficient or better performance rating. Employees in the process of corrective action are not eligible.

Arrangements offered

- *Flexible start and end times:* Employees work the same number of hours with a non-traditional start and end time.
- *Compressed workweek:* This allows the employee to continue full-time status, but work fewer days.
- *Partial telecommuting:* Employees work from home or another location for a portion of the regular workweek.
- *Voluntary reduction in hours:* This allows a full-time employee to work six months at full-time status and six months at .8 FTE status, averaging .9 FTE over a 12-month period.

Guiding principles

- The needs of our patients and business are our first priority.
- Flexible work arrangements must be budget neutral or contribute to cost savings.
- One-size does not fit all. Flexible work arrangements may work for some individuals and some departments and not others.

Things to think about before requesting a flexible work arrangement

1. Do I meet eligibility requirements?
2. How will business needs of the department be impacted?
3. Do I have a required timeframe for the arrangement to begin?
4. Will I be willing to consider an alternative offer of flexibility from my manager?
5. What qualities do I have to make the new arrangement successful?
6. What is the potential impact on my work and personal life?
7. If I am requesting a partial telecommuting arrangement, how will I create my alternate work location so that it is conducive to productive work and free of distraction?
8. What will my manager's concerns be, and how will I address them?
9. How can my manager and I measure performance and success?

Making a request

1. You must complete the Employee Request for Flexible Work Arrangement form (available through eWorkplace, the HR Service Center, or an HR satellite office).
2. Submit the request to your manager for review. (The final decision is made at the director level or above).
3. Meet with your manager to discuss the feasibility of a flexible work arrangement.

Frequently Asked questions

1. What if there is a meeting on a day that I am scheduled to be off or telecommuting?

You may need to attend meetings in person or by telephone as directed by your manager.

2. Will I be reimbursed for incidental expenses such as long distance telephone calls, cell phone use or supplies?

The Flexible Work Arrangements Policy is designed and intended to be budget neutral. If questions arise around incidental expenses, these should be discussed with the director and/or vice president as appropriate.

3. When can I begin a flexible work arrangement?

With the exception of the voluntary hours reduction, arrangements can be implemented at any time with the director's approval.

4. What if I have a required timeframe to start my arrangement?

Share that information with your manager when you submit your request.

5. Can I request more than one option?

Yes, subject to the manager's discretion and director's approval.

6. How long will it take for my request to be reviewed?

This can vary depending on other pending requests, scheduling logistics and other factors. It could take several weeks for your manager to get back to you and a pay period or two before it can be implemented if approved. Talk to your manager if there are timing concerns.

7. Are there guidelines for an ergonomically correct workspace?

Yes. Ergonomic guidelines are posted on eWorkplace under Baystate Healthy/Manage My Health

8. If I work a nine or 10-hour day, how will this affect my PTO?

If you work a nine-hour work day, then nine hours of PTO will be used. If you work a 10- hour work day, then 10 hours of PTO will be used. Be sure to check your paycheck to ensure proper accruals of PTO.

Refer to the full policy BH-HR-307 Flexible Work Arrangements for additional information.