

Planning, Statistics, and Information Management (PSIM) Bureau Work Schedule Policies and Procedures

The following policy supplements information from the State Personnel Manual and applies to all PSIM Bureau employees.

On a daily basis, employees will report to the bureau chief as outlined in the OSH organizational chart on the One Stop Shop. In the absence of the bureau chief, personnel will report to the acting bureau chief for supervisory issues.

During the bureau chief's periods of absence (i.e., leave), she will designate a primary point of contact (an acting bureau chief) to handle supervisory issues for the bureau.

A. Work Schedule Procedures

1. The bureau work week begins on Sunday and concludes on Saturday.
2. The bureau will maintain office coverage hours of 8:00 AM through 5:00 PM daily, Monday through Friday (except holidays). Each bureau employee is required to work at least 8 hours per workday when in the office, with the exception of taking leave and/or receiving approval from bureau chief on a case-by-case basis to make up time taken (for example, doctor appointment) in the same week.
3. Scheduled work hours for all bureau employees will fall between 6:00 AM and 6:00 PM, Monday through Friday. Exceptions to this policy will be at the discretion of the bureau chief. Employees will choose his or her standard schedule and submit electronically to the bureau chief for approval. *Any permanent change to scheduled work hours must be cleared through the bureau chief prior to making the change. Weekly variations from the set schedule will be approved by the bureau chief on a case by case basis.*
4. Mission-essential work will be performed within employees' regularly scheduled work hours. Good judgment for safety concerns and customer requirements dictates modification to the normal weekly work hours whenever needed. If mission requirements dictate overtime work, a request must be submitted to the bureau chief no later than two workdays prior to need. *Any comp time requests must have bureau chief approval **prior** to work being conducted. Employees shall not earn more than 24 hours of overtime (comp time) in any month and shall not accumulate more than 168 hours of compensatory time in any 12 month period. For non-exempt employees this means not actually working more than 16 hours of overtime per month, for which you would receive 24 compensatory time hours (or not working more than 112 hours of overtime in any 12-month period, for which you would receive 168 compensatory time hours). Refer to [NCDOL time and attendance policy](#).*
5. Employees are allowed up to (and not to exceed) four work-at-home (WAH) days per calendar month. Only Tuesdays, Wednesdays, and Thursdays will be available as options for working at home. Mondays or Fridays will not be considered as possible WAH days due to these being the most common days of the week that employees want to take leave. This will help to ensure adequate office coverage. WAH is a privilege (not a right). When an employee is requesting approval to WAH for a day or portion of a day, a request must be submitted in writing (electronically) to the bureau chief at least one workday prior to the requested time. Employees must include as part of the written request their contact phone number(s) for the day. *An exception to the one workday prior requirement can be made at the discretion of the bureau chief. This will be a rare exception rather than the rule. This will usually be due to an emergency or other last minute change that is out of the employee's control. Employees performing work at home without the required prior approval may be asked to take approved leave.*

- The work to be accomplished must be clearly defined and explained in the request. Upon the next workday or upon return to the office, the employee is responsible for providing or showing hard copies of the work completed at home to the bureau chief. Where hard copies are not associated with the work, the employee is responsible for submitting an email the next workday to the bureau chief detailing the work completed.
- Prior to working from home, the employee must enter information on to the calendar in the copy room to reflect that they will be working at home.
- An employee may utilize the policy a maximum of four days (this maximum is day or partial day-based not hour-based) per month to ensure proper coverage of bureau operations and to meet the agency's mission.
 - *Special Accommodations:* An exception to the four-day maximum per month must be cleared through the bureau chief. Each special accommodation request will be addressed on a case-by-case basis and *must be* temporary (short term). Examples include employee recuperation after surgery or having a contagious illness; all of which are expected to be short term in nature. Since these also involve an employee being out for more than a few days, Family Medical Leave Act (FMLA) may also need to be filed through Human Resources.
 - *Adverse Weather:* WAH during adverse weather conditions is permitted with bureau chief approval and will not count toward the four days maximum allowed for WAH per month.
- When working at home, an employee must check their office voicemail at least once every two hours to make sure to respond to callers in a timely manner.
- The employee must have a Meets or Exceeds rating on the most current appraisal and must not have any active disciplinary actions (i.e., documented coaching or warnings) in his or her personnel file. **Exception:** During adverse weather, any employee may WAH with bureau chief approval.

6. When an employee is asking for approval to perform community service, the request must be submitted to the bureau chief at least one workday prior to the requested time. Employees will submit to the bureau chief electronically. The requested community service must meet the requirements set by Office of State Human Resources (OSHR) and the North Carolina Department of Labor (NCDOL) Policy. These policies can be found on the NCDOL intranet. Employees performing community service that does not meet OSHR and NCDOL community service requirements will be asked to take annual leave. *Community service time requests must not interfere with the Bureau and/or Division's mission and/or productivity.*

7. For any tardiness or request to leave earlier than the employee's scheduled work hours, an employee must let the bureau chief know how and when they will make up the time. All time must be made up during normal bureau hours and during that same week. They may also take leave or comp time if available. *If employees are running more than 30 minutes late to work, they must call or text the bureau chief to inform them that they are running late and the approximate time of his or her arrival. Continued tardiness may result in disciplinary action.*

8. If an employee is out due to illness, they must call, email or text the bureau chief by 9:00 A.M. of each day they are out sick, including the initial sick day. **Exception:** In lieu of the employee, a family member or other responsible adult may call the bureau chief if the employee is unable to do so because of severe injury or illness.

A doctor's excuse may be requested if an employee is out for an extended period of time (three or more consecutive days). The exception to this requirement is if an employee has pre-approved extended leave such as for surgery or other long-term issue. In that case, the employee is not required to contact the bureau chief on a daily basis; however, a time frame for making periodic contact will be established based on guidance from Human Resources. *Please note: When an employee is out/or expected to be out for an extended period of time due to illness, FMLA will need to be filed with Human Resources*

9. If an employee has a doctor's appointment or other medical issue that falls under sick leave, a written request (e-mail) will be submitted to the bureau chief. *If the employee would like to make up the time within the same work week, they must still submit the request to the bureau chief by e-mail and the employee must let the bureau chief know when and how they plan to make up the time.*

10. Leave requests should be submitted as far ahead as possible to ensure adequate coverage and mission essential functions are being met. *Not submitting the requests in a timely manner may result in denial of leave.*

B. Return to Work/Workplace Accommodations

If an employee is out of work for his or her own injury/illness or under worker's compensation, it is imperative that the bureau chief and Human Resources (HR) receive adequate documentation to ensure an employee has been cleared by his or her physician to return to work or is cleared to work with NCDOL approved workplace accommodations. Categories where an employee will need physician clearance before coming back to work include:

Family medical leave (FML) – Employees on medical leave for three or more consecutive days for a qualifying FML reason. Examples: pneumonia, heart attack, surgery, or accident (non-work-related).

Worker's compensation – Employee experienced on the job illness or injury which results in medical treatment (Examples: stitches for a cut, or lost workdays).

Short-term disability – Employee improves and can return to job.

Employee illness/injury – If employee requests to not perform one or more essential functions of their duties for a specific time period. This category results in HR sending the employee a Request for Workplace Accommodation form.

It is the employee's responsibility to ensure that the bureau chief and HR receive the necessary documentation in a timely fashion prior to returning to work.

This policy is in effect from April 1, 2022 until rescinded or amended.



Anne Weaver
Bureau Chief

3-25-22

Date



Kevin Beauregard
Deputy Commissioner

3/25/2022

Date

Note: *This policy will be reviewed with all PSIM Bureau employees.*