

Education, Training and Technical Assistance Bureau (ETTA) Bureau Work Policy and Procedures

All bureau employees are expected to adhere to the NCDOL Time and Attendance Policy in addition to the Bureau Work Policy and Procedures.

All bureau employees are responsible for performing their work functions pursuant to current applicable procedures, processes, and guidelines as may be set out in division documents such as Standard Operating Procedures, manuals, documents, standardized forms, and the like.

On a daily basis, employees will report to his or her immediate Supervisor as outlined in the OSH organizational charts on the One Stop Shop. In the absence of an employee's immediate Supervisor, personnel will report to the Bureau Chief for Supervisory issues.

When they are out of the office or otherwise unavailable for a period of time (i.e., on leave, in training), Supervisors will be responsible for ensuring that they have a point of contact within his or her section to address daily functions of his or her section that do not require Supervisory approval.

During the Bureau Chief's periods of absence (i.e., leave), she will designate a primary point of contact for the Bureau.

Work Schedule Procedures

1. The Bureau work week begins on Monday and concludes on Sunday. ***Note: This is an agency requirement. For this reason, employees must schedule events and activities as much as possible, where travel is on Monday and not on Sundays. If working on a Saturday or Sunday, employees need to flex out approximate hours during the prior week to account for those hours to keep comp time to a minimum.***
2. The Bureau will maintain coverage hours of 8:00 AM through 5:00 PM daily, Monday through Friday (except holidays).
3. Scheduled work hours for all Bureau employees will fall between 7:00 AM and 6:00 PM, Monday through Friday. Employees will choose his or her standard schedule and submit it to his or her Supervisor for approval. ***Any permanent change to scheduled work hours must be cleared through the employee's Supervisor prior to making the change. Upon Supervisor approval, the request will be submitted to the Administrative Assistant (AA) for updating posted "Work Schedule". When work schedules have been changed, the AA will email the new schedule to ETTA employees and post the new schedule on the employee bulletin board. Temporary (i.e., day[s], week[s]) variations from the set schedule must be approved by the Supervisor. Any temporary changes that are a week or longer must also be approved by the Bureau Chief.***
4. Each workday will include, **at a minimum**, a 30-minute unpaid meal period (lunch break). The meal period will be taken during the workday and will not be used to shorten the workday. As an example, if your hours are 8:00 a.m. – 4:30 p.m., you cannot take your lunch break at 4 p.m. ***An exception can be made to this such as when an employee works less than a full eight-hour day and has received prior approval from their Supervisor or the Bureau Chief. However, this is to be the exception rather than the rule.***
5. Mission-essential work functions (including traveling, conducting training, etc.) will be performed within employees' regularly scheduled work hours. On occasion, work functions may need to be conducted outside normally scheduled work hours and will be approved by the Supervisor or Bureau Chief. Good judgment for safety concerns, customer service requirements, and Bureau coverage/responsibilities (i.e., phone duty,

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hurricane response, homeland security) may also dictate modification to the normally scheduled work hours and will be approved by the Supervisor or Bureau Chief.

When mission-essential requirements dictate overtime work, a request must be submitted to the Supervisor or the Bureau Chief for approval no later than (NLT) two workdays prior to the event. On occasion, when comp time occurs due to an unusual situation (i.e., breakdown, traffic jams), the request will be submitted after the fact to the Supervisor or Bureau Chief detailing the circumstances within one day of the occurrence. Employees will use the Change Request form* and submit to their Supervisor electronically.

*Any comp time requests of 12 or more hours (i.e., 8 hours plus 4 hours comp time) during a single week must have Bureau Chief approval as well as Supervisor 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. Non-exempt employees may not work more than 16 hours of compensatory time per month, for which they receive 24 compensatory time hours. Refer to Office of State Personnel (OSHR) and NCDOL Human Resources (HR) time and attendance policies.*

6. All employees are expected to post their schedules (i.e., office days, WAH days, leave, field location) on the Microsoft Outlook calendar on a timely basis and update the sign in/out board accordingly each day/week. The Supervisor must ensure that employees adhere to their schedules and that each employee's calendar aligns with all leave requests and entries in Beacon.
7. Bureau employees are allowed up to two WAH days each week. However, to ensure proper coverage of Bureau operations and to meet the agency's mission, WAH days must be scheduled around the following requirements:
 - There must be at least one person in the office each day to represent the Library. This can be the Librarian or one of the ETTA front desk staff members.
 - There must be at least one person in the office each day to represent the Training Section.
 - There must be at least one person in the office each day to represent the Recognition Program Section.
 - There must be at least one ETTA front desk staff member in the office each workday.
 - There must be at least one Standards Officer in the office each workday.
 - There must be at least one Supervisor or the Bureau Chief in the office each workday.

Note: On the rare occasion it's needed, any Supervisor or the Bureau Chief can represent any section (i.e., Training, Standards, Recognition Program, Library) where applicable. To ensure this coverage, it may include being 'on call' remotely due to an unexpected change in their circumstances or scheduling.

- It must be noted that due to an employee's primary job responsibilities, an employee may not be approved to WAH during certain weeks as WAH is a privilege and not a right. As an example, staff that are required to answer phones as a primary part of their job responsibilities (i.e., administrative staff, standards officers, librarian) are allowed to utilize WAH days each week but must be flexible to ensure office coverage. This is especially important for customer service as a member of the public or other visitors to the Old Revenue Building (bureau, library) may occur during any workday. Office coverage will always take priority over WAH; exceptions are during inclement weather or other unforeseen events.
- If an employee is in the field (not the office) working (i.e., at an event, training, field visit) for six or more hours, they may start or finish their day working at home, with Supervisor approval. *This will not count against their two WAH days per week.* **Exception:** If the employee must pickup/return a state car from/to

the office, they will start/finish their day in the office. The intent is to cut down on unnecessary travel to and from the office.

- Employees that are taking partial sick or annual leave on a workday, preference should be directed toward scheduling them on a WAH day and not an office day.
- During a week that has more than one holiday (such as the week of Thanksgiving), or an employee takes more than one day of leave, only one WAH day will be permitted.
- If an employee is working only one day during any one week (i.e., when taking leave, holidays), the workday will be in the office and not a WAH day.
- When an employee is requesting approval to WAH for a day or portion of a day, a request must be submitted to the Supervisor or the Bureau Chief for approval NLT one workday prior to the requested time. *An exception to the one workday request policy can be made at the discretion of the Supervisor or Bureau Chief. This will be the 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 will use the Change Request form* and submit to his or her Supervisor electronically. *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 in the request and must be required work tasks and activities such as working on and/or reviewing documents, stuffing envelopes, or putting together binders; it cannot be just answering the phone. 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 Supervisor. Where hard copies are not associated with the work, the employee is responsible for submitting an email the next workday to the Supervisor detailing the work completed.
- On a periodic basis, the Bureau Chief will request documentation from the Supervisor that supports the work being completed at home by any of their direct reports. If evidence supports that the employee is not being productive (i.e., unanswered voicemails, unresponsive to emails, not answering the phone, work tasks assigned not completed), the WAH privilege will be suspended for a period of time.
- Prior to working at home, the employee must enter information into the online Outlook calendar to reflect the time planned for the approved request and update the sign in/out board to reflect that they will be working at home.
- During adverse weather, WAH is permitted with Supervisor approval and will not count toward the two WAH days allowed per week.
- To WAH, employees must have an overall meets or exceeds on their 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, the employee may WAH with Supervisor approval.***
- ***Special Accommodations:*** An exception to the two WAH days per week must be cleared through the direct Supervisor before being brought to the Bureau Chief for consideration. Each Special Accommodation request will be addressed on a case-by-case basis. Special accommodations can be varied in nature, and can include employee recuperation after surgery, having a contagious illness, dealing with a sick family member, or other personal situation; all of which are expected to be short term in nature. Since these also involve an employee being out for more than a few extra days, Family Medical Leave Act (FMLA) may need to be filed through Human Resources. *Special Accommodation requests that are long term in nature will be addressed with Human Resources.*

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8. When an employee is asking for approval to perform community service, the request must be submitted to the Supervisor or the Bureau Chief for approval NLT one workday prior to the requested time. Employees will use Change Request form* and submit to his or her Supervisor electronically. The requested community service must meet the requirements set by OSHR and the NCDOL HR policies. 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.*
9. For any tardiness, an employee must let his or her Supervisor, or Bureau Chief, know how and when they will make up the time. All time must be made up during normal Bureau hours and during the week of tardiness. They may also take leave or comp time if available. *If employees are running more than 15 minutes late to work, they must call or text his or her Supervisor or 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.*
10. If an employee is out due to illness, they must call, email or text his or her Supervisor, or the Bureau Chief, by 9:00 A.M. of each day they are out sick including the initial sick day. The Supervisor is expected to respond to the employee within an hour of receipt of the communication. If the employee has not heard back from the Supervisor within an hour, the employee will contact the Bureau Chief to let them know that they are out sick. **Exception:** *An employee that has an active disciplinary action (i.e. documented coaching or warnings) in his or her personnel file must call in lieu of texting or emailing their Supervisor or Bureau Chief.*

A doctor's excuse may be requested if an employee is out for an extended period of time (three or more 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 Supervisor 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.*

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 Supervisor 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 – Results in employee requesting to not perform one or more essential functions for 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 Supervisor and HR receive the necessary documentation in a timely fashion prior to returning to work.

11. If an employee has a doctor's appointment or other medical issue that falls under sick leave, a Change Request form* will be submitted to his or her Supervisor. Employees will use the Change Request form* and submit to the Supervisor electronically. *If the employee would like to make up the time, they must still submit the request*

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by using the Change Request form. He or she must let the Supervisor know when and how they plan to make up the time and if the time was made up, they must let the Supervisor know.*

12. 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.* Employees will use the Change Request form* and submit to his or her Supervisor electronically.
13. This policy goes into effect January 1, 2024 and remains in effect until rescinded or amended.

Wanda Lagoe

Wanda Lagoe
Bureau Chief

12/202023

Date

Note: *This policy will be covered during ETTA new employee orientation.*

*Change Request form is located on the F drive at: F:\BUREAUS\ETTA\Forms

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