



FAQ'S FOR HYBRID WORK PILOT

SHREWSBURY OFFICE

UNIVERSITY OF MASSACHUSETTS – PRESIDENT'S OFFICE

January 4, 2022

1. [When will the Hybrid Work Pilot begin?](#)
2. [What is my hybrid position classification?](#)
3. [Can an employee request to work remotely on a full-time basis?](#)
4. [What is the check-in process for vendors and/or visitors visiting the UMPO?](#)
5. [Do employees who are employed through vendors and temporary agencies need to be vaccinated?](#)
6. [Are masks required in the building?](#)
7. [What IT equipment is the employee allowed to bring to their telework location?](#)
8. [How are the HVAC systems maintained and how often are the air filters changed?](#)
9. [How often does building cleaning occur?](#)
10. [What is the status of building amenities?](#)

When will the Hybrid Work Pilot begin?

(Added September 17, 2021) The UMass President's Office (UMPO) Hybrid Work Pilot will begin on **Monday, September 27, 2021.**

Individual employee's specific return to on-site work date may vary based on their hybrid position classification as defined in Hybrid Work Pilot Guidelines and based on the specific schedule that has been established by their manager.

Any employee with a question about their specific return to on-site work date should speak with their manager.

What is my hybrid position classification?

(Added September 17, 2021) Decisions about an individual's hybrid position is determined by the Senior Executive Team (SET) member who oversees that department of the UMPO Office. Each position is classified into one of the four categories below:

Fully On-Site – These employees report to their on-site business location for their full work week, and they do not work remotely as a regular part of the schedule. (Some incidental remote work may be approved by the department head, but not as part of the employee's regular schedule.)

Regular Reporting – These employees report to the on-site work location on a regularly scheduled basis. However, the frequency may vary considerably based on their department's hybrid schedule, the specific job duties of the individual position and the need to physically staff their department's on-site hours. The variation of on-site work may range from one day per month to a few days per week. On the days employees are not on-site, they are teleworking.



In addition to their regular reporting days, the department heads may direct these employees to report on-site as needed on additional days for meetings, trainings, or other business needs.

On-Site As Needed – These employees will have a designated on-site work location. However, they will only report to that location when directed to do so by their department head or supervisor. Department heads may direct the employee to report on-site as needed for meetings, trainings or other business needs. Department heads are expected to provide these employees with reasonable notice, to the extent possible, of the need to report on-site.

Fully Remote – These employees work remotely, and there is no expectation that they be available to report on-site on an as-needed basis.

Any employee with a question about their specific position hybrid classification should speak with their manager.

[Can an employee request to work remotely on a full-time basis?](#)

(Added September 17, 2021) Employees who occupy positions that are classified by the Hybrid Work Pilot Guidelines as on-site as needed, regular reporting and fully on-site can request a medical accommodation to work fully remote in accordance with the Americans with Disabilities Act (ADA). If an employee is seeking such an accommodation under the ADA, they will need to provide the Senior Benefits Generalist, Katie Temple, with medical documentation that supports that position. If supported by documentation, then Human Resources and the employee's department head will assess whether the employee can perform all the essential functions of the position while working remotely. Once that assessment is complete, UMPO may make the accommodation.

As is the case with all ADA accommodations, the employer may properly and periodically ask for updated medical documentation to support the underlying claim and may periodically review whether all the essential functions are being performed while the accommodation is in place.

The process for requesting an ADA accommodation to work remotely is a separate process than requesting a medical exemption under the vaccination requirement, and it is a separate process than determining the hybrid classification status of a position. The hybrid classification status of a position is determined by the SET member and (where applicable) the department head, not the Human Resources Department.

[What is the check-in process for vendors and/or visitors visiting the UMPO?](#)

All vendors and/or visitors must be sponsored by a UMPO employee and registered in advance. [UMPO employees may register their visitors online.](#) When entering the building, all visitors and/or vendors to the facility must check in at the main entrance security desk, show their visitor registration, a photo identification and proof of COVID-19 vaccination card to access the facility. Any vendor and/or visitor who is unable to provide these documents upon arrival will not be allowed to access the facility.

All vendors and/or visitors (including UMass employees from other locations) to the Shrewsbury office must be escorted to and from the security desk by a UMPO employee.



Do employees who are employed through vendors and temporary agencies need to be vaccinated?

(Added September 17, 2021) Yes. Employees employed through temporary employment agencies who work on-site at a UMPO location are required to be vaccinated by September 27th or must secure an exemption through their employer based on medical contraindications or sincerely-held religious beliefs.

The Unified Procurement Services Team (UPST) has contacted all temporary employment agencies and vendors who have employees reporting on-site and informed them that their employees must abide by the UMPO COVID-19 vaccination requirement. Detailed information regarding vaccination requirements for vendors can be found at <https://www.umassp.edu/upst/suppliers-doing-business-umass>.

Are masks required in the building?

(Added September 17, 2021) Yes. Building management is requiring masks by all tenants, visitors and vendors, regardless of vaccination status, in all indoor locations. Masks may be removed when in an enclosed space alone, or briefly when actively eating or drinking.

What IT equipment is the employee allowed to bring to their telework location?

(Added September 17, 2021) Employees with a hybrid work schedule will be required to use their University owned/provided laptop when teleworking. Employees will be allowed to take their designated equipment home with them, though no additional equipment will be provided for teleworking. The equipment available to take home consists of University owned:

- Laptop
- Wireless keyboard/mouse
- External camera (if provided)
- Monitor(s)
- Docking station

The employee is responsible for safely transporting the equipment between their telework location and their on-site office.

Equipment will not be augmented to allow both an on-site office set-up and telework set-up. Exceptions for additional equipment where accommodations are needed must be approved by the Chief Human Resources Officer, or designee.

How are the HVAC systems maintained and how often are the air filters changed?

(Added September 17, 2021) The building HVAC ventilation systems are maintained per manufacturing standards and the air filters are replaced approximately four times per year following a preventative maintenance schedule.



How often does building cleaning occur?

(Added September 17, 2021) Building management will continue to undertake their daily cleaning schedules, which includes frequent disinfecting of high-touch points, and will adhere to state guidance and best practices issued by the CDC. Employees are responsible for cleaning their assigned workspace.

UMPO will continue to have supplies available on-site which includes disinfecting wipes or sprays, hand sanitizer, disposable surgical masks, gloves and tissues.

What is the status of building amenities?

(Added September 17, 2021) The cafeteria, gym and dry-cleaning services are suspended until further notice. Bottled water, coffee and vending services are operating and serviced regularly.

The elevator at South Street is not in service due to an identified mechanical concern. The vendor is working on the repair and facilities is working with them to expedite this. There is not an estimated return to service date at this time.