



Professional Standards and Expectations for Flexible Workplace Arrangements

As we continue to embrace flexible workplace arrangements to support employee well-being and retention while maintaining service and outcomes excellence, I want to share the following professional standards and expectations to ensure consistency, accountability, and customer service across all departments.

General Expectations for Flexible Workplace Arrangements

To preserve service delivery and performance standards, the following expectations should apply to all employees participating in remote or hybrid schedules:

- **Availability:**

Employees must remain fully accessible to internal and external customers during their designated work hours. This includes:

- Webex should be active during work hours, and Microsoft Teams and other platforms are secondary.
- Forwarding office lines to cell phones when necessary
- Promptly responding to emails and messages during work hours (typically within 24 hours or the next business day)

- **Meeting Attendance:**

Employees are expected to attend all scheduled meetings—virtual or in-person—regardless of their remote status that day. Being remote does not exempt an employee from participating in real-time collaboration and in-person meetings. Employees remote status should not be a determining factor in scheduling in-person meetings.

- Meetings with community members should take into consideration their schedule and availability.

- **Task Completion & Accountability:**

Remote work must not compromise the timely completion of work assignments. Employees are responsible for meeting all deadlines, delivering quality work, and maintaining consistent productivity.

Supervisor Oversight & Monitoring

Supervisors are responsible for proactively managing remote performance through:

- **Regular Check-ins:** One-on-one or team check-ins should occur to review progress, address roadblocks, and reinforce expectations
- **Clear Deliverables:** Defined goals, timelines, and deliverables for each employee
- **Availability Tracking:** Use of shared calendars and messaging platforms to monitor availability during work hours
- **Feedback Loop:** Ongoing feedback to reinforce accountability, celebrate success, and identify areas for improvement

Professional Presence

- Professional appearance guidelines apply while employees are working remotely.
- Camera and microphones should be engaged while attending meetings remotely.
- Your flexible workplace environment should be comparable to an in-office environment.

On-Site Coverage Expectations

To maintain a consistent level of in-person support across all service areas, each functional area must ensure at least one team member is physically present during regular business hours.

Supervisors must maintain rotational schedules or designate staff to ensure consistent on-site presence in each functional area.

These expectations are intended to balance flexibility with operational accountability, ensuring that while we support remote work, we do not compromise on service quality, responsiveness, or performance. The ability to work from a flexible workplace location is a privilege, not a right and individual performance is one factor used to determine an employee's eligibility.