



HYBRID WORK POLICY AND AGREEMENT

First Light encourages all employees to think creatively about how to complete their job duties, serve our survivors, and support other employees. This policy serves as a guide to help all of our employees understand the expectations of flexible working at First Light and to feel well-supported throughout their experience.

To ensure that we continue to provide the highest level of service to our clients, employees must:

- Choose a quiet and distraction-free working space.
- Have an internet connection that's adequate for their job.
- Dedicate their full attention to their job duties during working hours.
- Take rest and meal breaks while working remotely in full compliance with all applicable policies and for purposes of self-care.
- Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively.
- Agree to physically come to the office when required by their supervisor or the Executive Director.

All of First Light's rules and policies, including those set in the Employee Handbook, apply while working remotely. These policies include, but are not limited to, policies regarding attendance, confidentiality, and harassment. All employee benefits and compensation remain the same.

WORKING HOURS & AVAILABILITY

Working Hours

First Light's standard hours are from 8:30 am-5:00 pm Monday through Thursday and 8:30 am-2:00 pm Friday. Because of the nature of our work, employees are required to be available and expected to work during the agency's standard work hours unless approved by the Executive Director. This ensures that we can maintain our reputation of excellent client services and encourages collaboration among departments within the agency.

Alternative Hours

Recognizing that it is sometimes mutually beneficial for First Light and the employee, generally work schedules can be altered within the time period of 7 AM and 7 PM with approval from the employee's supervisor and the Executive Director. This flexibility may be requested in the long term to accommodate business needs, educational needs, dependent care, commuting, or other personal needs or responsibilities.



Special, non-standard work hours may not be appropriate for all jobs. Staff and supervisors should ensure that services to clients, community partners, and coworkers is not adversely affected, that work can be adequately supervised, that productivity and performance can be effectively measured, and that the schedule does not create inequity in work distribution or limit time off for other team members.

All requests for a modified schedule must be submitted in writing, indicating the changed hours. The impact of alternative scheduling will be reviewed by the supervisor at least monthly. If a supervisor determines at any point that the alternative schedule within their group is adversely affecting the ability of the team to accomplish the work effectively, to provide appropriate services, or to meet office requirements, the supervisor and employee will make any necessary changes to the schedule, including potentially returning the employee to a schedule that meets the needs of the operation.

Availability

First Light wants to be as flexible as possible to accommodate appointments, family needs, etc. Most importantly, the employees team needs to know when and if an employee is available in all types of working environments. If an employee needs to shift their schedules, they should discuss it with their Supervisor and notify their team.

Because employees are no longer next to one another in the office, employees should err on the side of overcommunication. Zoom Chat, emails, and phone calls are available to all employees and should be used liberally.

Attendance and Leave

First Light's time, attendance, and leave policies apply to all employees regardless of location. Employees cannot use remote work in place of sick leave, Family and Medical Leave, Workers' Compensation leave, or other types of leave. Requests for leave or time off should be made under the appropriate leave policy.

ENVIRONMENT

Safety

It is the responsibility of the employee to designate a remote workspace, which is typically a space in the employee's home. The designated workspace must be kept in a safe condition, free from hazards to both the employee and the equipment.

If an employee sustains any injuries in their designated workspace *and* in conjunction with their regular work duties, they must notify their Supervisor and the Executive Director as soon as possible. First Light is not responsible for any injuries to the employee outside of the designated workspace or during the employee's non-working time. First Light is not responsible for any injuries to any third parties in the employee's designated workspace.

Expectations

The performance expectations for a remote employee are no different than for an in-office employee. The employees remote work environment should be set up to meet these expectations.



The environment should be quiet and distraction free, allowing the employee to dedicate their full attention to their job duties during working hours. Working remotely is not intended to serve as a permanent substitute for child or adult care. First Light understands that exceptions happen and family issues arise. Employees should discuss issues with their Supervisor if there are extenuating or temporary circumstances that they need assistance with.

When meeting virtually with clients or community members, employees and their workspaces should have a tidy, professional appearance. If for any reason the employee's space is not suitable, the employee should blur their Zoom background or add an appropriate background filter. The employee should dress in accordance with agency policy and refrain from any activities they would not engage in during an in-person meeting (eating, drinking, smoking, etc.).

While meeting virtually with co-workers, employees should be in their designated workspace and their video should remain on when the employee is present at their computer.

EQUIPMENT

Agency Property

All employees must utilize agency laptops to perform their work. First Light will provide every employee with a laptop, which will also contain necessary software and security. Employees will also be issued a wireless keyboard, mouse, and headphones. Any other necessary technology is available upon request. First Light is only responsible for insuring agency property. Personally owned equipment should be covered by an employee's individual homeowner's insurance policy.

Security and Confidentiality

Employees are responsible for keeping documents, sensitive agency information, and other work-related materials confidential and secure on-site and in their remote location. As always, employees should comply with the agency's Confidentiality Policy.

When meeting with clients virtually, First Light employees must take extra care to avoid breaches of confidentiality. Such conversations should take place out of the hearing of others and employees should use headphones. Employees can also be provided with a sound machine upon request.

In the event that an employee is required to use personal devices for work, secure data management procedures (including passwords) should be enforced on all devices. If any equipment used for agency work is stolen or lost, the employee should notify their Supervisor and the Executive Director as soon as possible.

For security purposes, no work can be done on an unsecured internet connection.

Equipment Issues

Internet access must be of sufficient strength to enable Employee to perform assigned tasks.



If, while working from a designated workspace, the employee experiences technical issues with their computer or internet access that prevents the employee from working remotely, the employee should immediately notify their Supervisor to ensure coverage of the work and get support for the issue. Interruptions to work caused by internet outages require the employee to work from their designated workspace in-office or an alternate location until the outage is fixed.

TERMINATION

The agency has the right to terminate the remote and/or hybrid work agreement at any time, by written or verbal notice. Failure to comply with the above terms and conditions is cause for disciplinary action up to and including termination of your agreement or employment.

PLAN AND AUTHORIZATION

1. This Plan is provided to establish and clarify the terms and conditions for performing work on a hybrid on site/remote alternate work site with the following.
2. This Plan begins on the date of approval by the Executive Director and remains in effect unless altered or terminated at any time as described in paragraph 3.
3. Employee understands that this Plan authorizes employee to work in alternative arrangements and will be reviewed continuously. Accordingly, First Light may alter this schedule or end the Plan at any time in its discretion.
4. If the employee is requesting an alternative hours schedule, the employee's proposed working hours are:

I hereby affirm by my signature that I have read this policy and understand and agree to all of its provisions. I understand that this plan does not constitute a contract of employment or alter the basic at-will employment relationship between me and First Light.

Employee Name

Employee Signature

Date

Employee Name

Employee Signature

Date

Employee Name

Employee Signature

Date

