

Hybrid/Remote Work FAQ

Q – **I’ve successfully worked from home since March 2020. Why can’t I continue that arrangement?**

A – Penn is a residential university and the vibrancy and safety of our campus depends on campus in-person activity generated by our faculty, staff and students.

Q – **What’s the difference between remote and hybrid work arrangements?**

A – Remote means you work 100% of the time off campus. Remote can be within or outside the tri-state area (PA, NJ, DE). Hybrid means that during the week you work from home and campus.

Q – **What is the process for requesting a remote work arrangement?**

A – Remote arrangements will be rare. We are expected to return to campus as of September 7th. If there is a business reason to request a position be moved off campus the department head will submit a formal request to Wharton Human Resources. From there the Executive Director of Wharton Human Resources will move the request through an extensive approval process which includes the Provost Office.

Q – **If I relocated out of the tri-state area am I expected to return on September 7th?**

A – During the pandemic many staff relocated out of the area. As of September 7th all staff are expected to return to campus unless a request to continue working remotely has been submitted and approved by Wharton senior leadership.

Q – **Why is it a problem to work outside the tri-state area?**

A – Most states, cities and some townships have tax, employment, benefits and leave laws that are different from Philadelphia. If a University employee is working in another state the University is required to comply with the laws of that state/city/township. The University is not set-up to monitor and comply with many of the requirements necessary in other states.

Q – **Can department managers approve a hybrid or remote work arrangement?**

A – Managers and department heads are authorized to approve 4:1 and 3:2 arrangements. Anything outside that schedule must be submitted to Wharton Human Resources. If approved by the Executive Director of Wharton Human Resources, Chief Administrative Officer and the Dean, the request is forwarded to the Provost Office for review and approval.

Q- **If I have a pre-pandemic flexible arrangement will it continue?**

A – It depends on the arrangement. If you have an altered start and end time, and if your manager agrees to continue that arrangement, it can stay in place. If you had an altered work week and it does not comply with the 4:1 or 3:2 arrangement it must be submitted to Wharton Human Resources for review and possibly moved through the University approval process.

Q – **If an employee asks for a hybrid or remote arrangement that the manager doesn’t approve, is there an appeal process.**

A – If a manager and/or department head does not approve an employee’s request there is no appeal process unless the employee believes there is an inappropriate reason for the denial.

Q – **Can a manager change a hybrid arrangement once it’s been approved?**

A – Hybrid arrangements are not guaranteed. If there is a business reason to change it the manager can do so as long as the arrangement complies with the 4:1 or 3:2 policy.

Q- **Can I change my work-from-home days once my manager approves them?**

A – As long as the manager agrees to the change. Approving a change is at the manager’s discretion.

Q – **I have a new employee who wants a hybrid arrangement. Can they participate in the 4:1 or 3:2 work schedule?**

A – An employee who is in their introductory period is not eligible for a hybrid arrangements. When they successfully complete their intro period they could be eligible as long as the manager agrees and the responsibilities allow for a work-from-home arrangement.

Q- **How long will the hybrid work arrangement be a pilot program?**

A – Between September 7th and December 31st the University and Wharton will collect data to determine the success of the program. Wharton will follow University guidance and we are hopeful that the data shows the program was a success and we can continue until the end of the academic year.

Q – **If my work from home day(s) falls on a holiday can I switch the day(s) to another in the week?**

A – It is at the manager’s discretion to approve changing a work-from-home day(s).

Q – **If I cannot work from home during certain periods of time can I accumulate those days and use them at another time?**

A – We cannot accumulate or carry-over work-from-home days to be used at another time. If you are required to come to campus during a day(s) when you typically work from home, with manager approval, you can work from home another day during that week.

Q – **Do I have to fill out Penn OpenPass every day, including weekends and holidays?**

A – All University employees are required to enroll in Penn OpenPass. You are required to fill out the survey on the days you will be on campus. It is strongly recommended you fill out the Pass even on the days when you are not coming to campus in order to make it routine and because it only takes two seconds.

Q – **What do I do if I get a red pass?**

A – Users who do report symptoms or recent contact with someone who may have COVID-19 get a Red Pass. This means you are “not cleared” for the day. Users who receive a Red Pass will be asked to answer additional questions which allow follow up to be tailored to their individual needs. It is important to read the instructions provided on your Red Pass carefully and follow them right away. Our goal is to get things back to normal quickly, for you and the Penn community.

1. Self-isolate at home and do not go to work/class in-person.
2. Stay home, wear a face covering, and avoid contact with others - including those you live with.
3. Contact your manager to let them know about your absence from work or class.
4. Seek care and advice from one of the following clinical team(s): Occupational Medicine, your primary care provider, or Campus Health. If you would like to speak to a Penn Medicine clinician to discuss your situation, please schedule a call using this link: [https://tinyurl.com/scheduleredpass](https://urldefense.com/v3/__https:/tinyurl.com/scheduleredpass__;!!IBzWLUs!ELWYpy3HJ1sKz_M57X5-8bl40cDHcPn2fM7r5qD2NE9R_E8_col6pXwam7jBuQRDqurJeyQ$).

Q **- I made a mistake on the symptom check.**A **-** If you do not get a Green Pass as a result of a genuine mistake, you can retake the symptom check at [PennOpen Pass](https://pennopen.med.upenn.edu/) by simply re-clicking the original link to complete the symptom checker again with more accurate answers. When you submit your answers, you certify that the information is true and correct to the best of your knowledge.

Q **- Why did I receive a Red Pass even if I answered all of the questions “No”?**A **-** University community members may get an automatic Red Pass for two reasons:

* You have a Red Pass because you did not schedule and take your screening test. Schedule your next test as soon as possible to be in compliance with the program. Your Red Pass will clear within 24 hours after scheduling your next test.
* You have been identified as potentially exposed to COVID by university contact tracers who will follow-up with you as to next steps.
* Your recent test returned a positive result.

For more information, visit the [Penn COVID-19 Response website](https://coronavirus.upenn.edu/).

Q – **Do I have to participate in gateway testing?**A - All staff are required to do a gateway test, including those who have been working on campus through the pandemic.   For those who have already uploaded vaccination status into workday, they still must schedule and be tested **between September 7 and September 17.**  Tests taken before September 7th do not count as gateway testing.  Testing must be done on campus.  Staff who are fully remote and are not coming to campus, including San Francisco staff, are not required to participate in gateway testing.  More information on how to schedule a test can be found in this [scheduling tip sheet.](https://coronavirus.upenn.edu/sites/default/files/Self%20Service-Schedule%20COVID%20Testing%20Appointments.pdf)

Q – **Can a manager ask their staff if they have been vaccinated?**

A – No. An employee can volunteer whether they have been vaccinated but staff, including managers, should not ask colleague to disclose their status.

Q – **Can a manager offer an incentive for staff to get vaccinated?**

A – No. Offering an incentive will require staff to disclose their vaccination status.

Q - **Will the Friday 3:00 release time continue after September 7th?**

A – Once we return to campus the Friday 3:00 release time ends.