Work Rules Applicable to Civil Service, Labor Represented, and Student Office Workers

The following work rules are applicable to civil service and labor represented staff and student employees. Staff are expected to read and adhere to these rules.

Work Hours, Flexible Work Schedules, Paid Breaks, and Unpaid Meal Periods

The department reserves the right to determine the work schedules for its employees. Area managers and supervisors have authority to arrange/approve work hours for their areas in consultation with department administration and according to the applicable Civil Service, labor-represented, and student employment rules and contracts, and in accordance with the following general policies on work hours, paid breaks, unpaid lunch, and flexible schedules.

1) Staffing levels must provide sufficient coverage of the core business hours between 8:00 am and 4:00 pm, Monday-Friday. The business needs of the department and each of its units/areas will be the supervisors/managers' main consideration when arranging/approving staff schedules.

2) In general, work hours are to be arranged between 7:00 am and 6:00 pm, Monday-Friday. Some areas of the department may have hours adjusted to accommodate unit/area needs.

3) Breaks and lunch requirements:
   - Full-time employees must include into their work schedule an unpaid lunch of 30, 45, or 60 minutes per day.
   - Part-time employees are expected to schedule unpaid lunch on days they work six hours or more.
   - Employees may not skip unpaid lunch or schedule them at the beginning or end of the workday to come to work late or leave early.

4) All employees are allowed a 15-minute paid break during four hours of work. Employees may not leave early or start late in lieu of taking breaks. Employees who work beyond their normally scheduled work shift will receive another 15-minute break if their work extends four hours or more.

5) Hourly employees should document the hours they work on their electronic timesheet, noting any unpaid meal times. It is the responsibility of both the employee and supervisor to assure that timesheets are accurate and that employees are not mistakenly paid for meal breaks.

Overtime (time worked in excess of 40 hours per week)

1) Overtime should not be worked unless an employee has prior permission from their immediate supervisor or from an appropriate department or center administrator. There is no “blanket permission” to work overtime; permission must be obtained on a day-to-day or project-by-project basis.

2) Area managers and supervisors are expected to allow overtime only if there is a strong business need, and to seek department or center administrator approval for any extraordinarily large or recurring overtime needs (for example, frequently allowing an employee to work more than eight
hours of overtime in a week or allowing several employees within the unit to work overtime during the same pay period).

3) Staff are normally given the choice of taking compensatory time off or overtime pay; however, in certain circumstances as determined by the department head or administrative center director (budget shortfalls within the department, positions paid on grant dollars, etc.), the department may not be able to pay overtime. In this instance, before overtime is worked the supervisor will inform the employee that they may receive compensatory time off only. Exceptions must be approved by the department head or administrative center director.

4) Employees and supervisors are required to report overtime via their electronic timesheet during the pay period the overtime was worked. If an employee wishes to bank overtime as compensatory time, they must inform their supervisor before the pay period closes.

Staff Backups/Staffing of Special Projects and Overload Work
When department employees are absent, other employees may be assigned as backups and will be expected to perform some or all of the duties of the absent staff member. Supervisors and administrators will determine backup assignments. Staff may also be assigned additional duties in order to cover special projects, such as large departmental reports or unusually heavy workloads. Any member of the department may be required to work overtime or change their work schedule on a temporary basis. Rules regarding overtime and work schedule changes as outlined in Civil Service Rule and the AFSCME contract will be followed.

Absences (Vacation, Sick Time, Leaves, Holidays)
Supervisors are responsible for:
   1) Reviewing and approving/disapproving all leave requests and following University policies.
   2) Checking to see if the employee has adequate sick, vacation, or other leave time available before approving time off.
   3) Working with the employee and the department to resolve any problems with leave requests or usage.

Leaves Deficits - The department does not allow employees to use more leave time than available at the time an absence occurs and discourages supervisors from allowing make-up time except in unusual cases.

Vacation - May be arranged at any time during the year for most positions, avoiding peak times and subject to supervisory approval, department need, and applicable seniority rules. Vacation should be requested in writing well ahead of time. In times of emergency, the department may require staff to reschedule vacation. This should be the exception. Supervisors should also note that, if any hourly employee is required to work during a previously approved vacation period, that employee is to be paid at time-and-one-half for the hours worked.

Personal Holiday - The personal holiday may be taken at any time during the fiscal year, subject to supervisory approval. In accordance with University policy, the personal holiday must be taken as a full day (or portion thereof as appropriate for part-time employees). Note that the personal holiday does not carry over from fiscal year to fiscal year; it must be used by June 30.

University Holidays - Except in extreme emergencies, employees of the department will not be scheduled to work on University holidays. Supervisors wishing to schedule employees to work on such days must
get permission from the human resources staff, administrative center director, or department head ahead of time. **Note: Clinical areas have their own holiday policies.**

**University Closures** - If central administration decides to close the University, deans and department head offices will be notified, and the closure will be communicated to supervisors and staff by department administrators. Storm closures are also announced on local television and radio stations and on the University website. See the official Emergency Closure Policy for more information. **Note: Clinical areas have their own closure policies.**

**Sick Leave** - Approved sick leave may be used by an employee who is unable to perform duties because of illness, injury, or pregnancy; who would expose others to contagious or infectious diseases; or who must keep medical or dental appointments. Sick leave may also be used to supplement Worker’s Compensation benefits, to care for or make arrangements for the care of an ill member of the employee’s immediate family, to enable employees to participate in personal health maintenance programs, and as bereavement leave. Use of sick leave requires supervisory approval. Proof of illness may be required before use of sick leave is approved.

In the case of illness (personal or familial), employees are expected to do the following if they cannot report to work:

- Telephone or e-mail your supervisor no later than 15 minutes after your normal start time. If your supervisor is out on leave, contact another supervisor/administrator to communicate your absence.
- Supervisors must let their employees know they will not be in the office.
- If there is required work happening in the employee’s absence (like meetings or meeting project deadlines), the employee must notify their supervisor of those commitments and necessary follow up.

If an employee must leave during the day due to illness, permission should be requested from the supervisor. If the supervisor is not available, the employee should contact the unit/area manager, an appropriate administrator, or the human resources staff. Messages should be left with another appropriate staff member if neither the supervisor nor an appropriate alternate is available.

Continued illness must be reported to the supervisor daily, unless a return date is established between employee and supervisor. Upon return from illness, the employee should report their absence via the online absence request in myU.

**Medical and Dental Appointments** - Sick leave may be used for medical and dental appointments. Time off for elective and nonurgent medical and dental appointments must be requested of supervisors in writing well in advance.

**Tardiness** - Employees are expected to do the following if they cannot report to work by the scheduled time:

- Notify your supervisor no later than 15 minutes after the normal start time. If your supervisor is not in, leave a message with an appropriate staff member for the supervisor and any faculty concerned.
- If there is priority work to be completed or a meeting to be covered in your absence, notify your supervisor or backup.

Excessive tardiness may be grounds for disciplinary action. Employees who are tardy will be coached by
their supervisors regarding their lateness; if frequent tardiness continues to occur, an oral warning and more progressive disciplinary steps may be taken, as outlined in Civil Service and contract rules.

**Other Leaves** - Parental, military, National Guard, jury duty, court attendance, voting and other leaves are arranged in accordance with Civil Service and contract rules.

**Unexcused Absences** - This is grounds for disciplinary action. Under both Civil Service and labor-represented agreements, absence for three consecutive workdays without authorization is considered a resignation.

Student employees and temp and casual employees do not earn vacation or sick leave and are not eligible for the Personal Holiday.

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**Work Rules Applicable to All Department Employees**

**Respectful Workplace**
A professional, respectful, and friendly atmosphere is expected in all department units.

**Dress Code**
Employees are expected to dress in business or business casual attire, Mondays-Thursdays. *Note: If you are attending meetings in a University of Minnesota Physicians (UMP) clinic, you are expected to follow the UMP clinic dress code.*

**Inappropriate attire includes:**
- Jeans and shorts
- Camisoles, crop tops, or other revealing tops, unless covered by an appropriate garment
- Sweatshirts, sweatpants, track suits and other athletic apparel
- Parkas, jackets, coats and other items designed for outdoor wear
- Any apparel carrying violent or controversial slogans or graphics
- Any apparel that is revealing
- Baseball caps, knit hats, or other head coverings worn for reasons other than religious or cultural purposes

Fridays are casual days. Exceptions may be made for special circumstances and student employees.

**Casual day appropriate attire includes:**
- Jeans – must not have holes/tears in them or be revealing (i.e., undergarments should not be visible)
- U of MN logo tops and sweaters encouraged
- Other casual tops which are non-revealing, do not display controversial graphics or slogans, and are not designed to be worn as underwear or beachwear

In addition, employees are not allowed to wear highly scented perfume or other products in the work area. Employees are expected to adhere to a reasonable standard of hygiene and neatness of personal appearance.
UCards Used for Building Access
Staff may not share or loan UCards or any other items that are coded for building access. If a UCard with building access authorization is lost or stolen, the staff member must notify department administration and the UCard office immediately.

Office and File Keys
Staff may not loan their office and file keys to unauthorized persons. Keys are the property of the University and must be returned to the department upon request. Loss or misplacement of keys should be reported to the employee’s supervisor or area manager immediately; if a staff member finds a key, it should be turned in to their supervisor or area manager immediately.

Office and Cubicle Decorations and Personal Furnishings/Items
- Any artwork, plants, plant stands, photographs, or other items brought in as decorations for employee workspaces must be respectful and appropriate for any visitors to your workspace, appropriately sized for the space available, and be properly maintained by the employee.
- Employees may choose to bring in small fans, coffeemakers, reading lamps and other small items that do not congest the workspace or create a safety hazard.
- Employees are not allowed to bring in space heaters.
- Employees are not allowed to add items of furniture, such as file cabinets or chairs, without department approval.
- Items should not be placed, hung or used in a manner that blocks walkways or other public spaces or poses a safety or health hazard.
- Strings of lights, candles, oil lamps, and other items that can pose a hazard are not allowed.
- Employees are not allowed to paint walls or use sticky tape or other adhesive items on cubicle walls, computers, or other furnishings as these may damage finishes.
- Employees are responsible for any personal items they bring to the workplace; that includes securing items against theft, loss or damage.

Use of Audio Media
Any audio media should be played at low levels so as not to distract other workers or interfere with completion of work tasks. Supervisors are expected to monitor use of these devices to ensure they do not pose a distraction, prevent efficient operations, or present an unprofessional appearance. It is not appropriate for staff to use personal listening devices when serving clients, attending meetings, or staffing events.

Smoking is not allowed on campus, per University policy.

Weapons
Guns, knives (excluding small kitchen knives), or other weapons are not allowed in any department offices or work areas.

Safety Issues, OSHA, MERTKA
Reports must be filed when there is an accident, theft, or any unusual incident in the workplace. The University’s Workers Compensation Office must be notified immediately regarding any work injury, and the proper forms must be completed and submitted. Employees must promptly complete University required safety trainings pertaining to their positions.

Admittance to Work Areas After Hours/Office and Personal Safety
When working outside core business hours, the front door to any office suite should remain locked. Employees may call 624-WALK for a security monitor to walk with them on campus after dark.

**Privacy and Security**

- **(HIPAA) Training**
  Employees are required to complete their initial online courses for HIPAA compliance during their first 90 days of employment, and complete any additional privacy/security course assignments as soon as possible after they are assigned. Courses are automatically assigned by the training system, and the system notifies employees of assignments via their University of Minnesota email accounts.

- **Securing Files and File Cabinets**
  Files must be kept in lockable offices or file cabinets and secured at the end of the workday.

- **Confidentiality of Work**
  - It is the privilege of the faculty members to release information about their work. Staff members must not preempt this. Keep this in mind when using the telephone, opening correspondence, etc.
  - Materials of a confidential or sensitive nature, especially patient records and trainee evaluations, should be kept covered or filed when not in use.
  - Use discretion when discussing confidential information in public or shared workspaces.

- **Confidentiality of Files**
  Check with your supervisor, faculty member or department administrators before releasing information in the files. Personnel, patient, and student files are confidential, and other files may contain sensitive information.

**Parking and Other Transportation Costs**

The department does not pay for employee parking or cover the cost of transportation to and from work. When employees are required to attend business-related activities outside of their primary work location, University mileage and parking reimbursements policy apply.

**Use of Department Funds, Staff, Equipment, Supplies and Services**

Department funds, staff, equipment, and facilities may be used only with proper authorization. It is not appropriate to purchase an item or service without prior approval. Faculty and staff are expected to follow department and University purchasing and accounting rules, and to charge items/services on the appropriate accounts. Equipment, including computers, purchased by the department is the property of the department and must be returned and end of employment, Information technology is maintained by the AHC Office of Information Technology.

**Space**

Space is adminstered by the administrative center director or designee. Faculty office assignments are made by the department head, in consultation with the administrative center director and other staff as appropriate. Other office assignments are made by human resources staff in consultation with the administrative center director and unit supervisors.

**Furnishings and Equipment** - Area supervisors must approve acquisitions. University equipment may not be taken home and may not be moved to another location without approval.

**Supplies** - Supply requests should be authorized by area supervisors. University supplies and letterhead are for University business only. Please note: All department stationery orders should be placed through department communications.
Telephone Equipment and Services  Contact supervisor for equipment and service needs.

Use of Telephone  Telephones are for official University business.

Fax Machines  Fax machines are provided for University business.

Copying and Printing  Department copy machines are for department business. Requests for copying or printing through Copies on Campus, FedEx, etc., must be approved by your supervisor.

Communications

- The department and larger University have guidelines and requirements around marketing and communications and use of various communications mediums for business purposes, including printing, social media, websites, videos, and more. For information on specific guidelines, contact department communications.
- Any externally focused promotional and/or marketing materials need to be reviewed by department communications before printing and/or distribution. Externally focused means anything that is not meant for internal audiences (like staff or internal committee members/working groups).
- Please note: Department communications does not handle clinic/hospital marketing geared toward patients.

Use of Social Media

- The department and larger University have guidelines and requirements around use of social media for business purposes. Units/areas should not launch social media accounts without consultation with department communications staff and are expected to follow department and University guidelines.
- In personal use of social media, employees are required to follow HIPAA and other privacy laws and should not post anything on behalf of the department of University. If employees are using their online presence to comment on topics related to family medicine and the work of our department, even indirectly, they are expected to be accurate, transparent, respectful, and use a disclaimer (i.e., “I work for University of Minnesota Family Medicine and Community Health. This is my opinion, not the opinion of my employer.”)

About These Work Rules

These work rules have been written in accordance with current Medical School, Civil Service and AFSCME agreement rules and policies. In the future, some changes may need to be made so that our department rules comply with any changes which may be instituted in Civil Service rules or labor represented agreements, and/or so that our rules will not conflict with work rules which may be established by the Medical School or University. Please refer to Civil Service Rules or the appropriate AFSCME agreement for more information on topics covered by these work rules.

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