



**MILWAUKEE
PUBLIC SCHOOLS**

DRAFT

Milwaukee Public Schools

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Remote Work Standard Operating Procedure

Updated June 2020

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Purpose

The following document provides guidance regarding remote work for Milwaukee Public Schools due to extenuating circumstances if/when they occur. The expectation of any remote work is that the situation is temporary and a return to on-site operations will happen as soon as possible. The remote work guidance will only be approved in extreme circumstances, such as a public crisis. Remote work is not an option otherwise.

General Guidance

1. What is remote work?

Remote work is a work arrangement in which some, or all, of the work is performed from home or another off-site location. In general, regular office hours are worked and deviations from that schedule require supervisor approval.

2. Which factors should departments/units consider when determining if remote work is possible?

- Operational requirements
- Security of work data
- Technological capabilities and equipment necessary to perform job duties
- Productivity
- Accuracy of records reflecting time worked by employees

3. Which jobs are suited for remote work?

Remote work is easiest to implement for jobs or tasks that require reading, writing, research, working with data and talking on the phone. In general, and at leadership's discretion, a job is suited to work remotely if the job or some components of it can be done off-site without disruption to the flow of work and communication.

4. Which jobs are not as well suited for remote work?

It is not uncommon to require employees in positions needing physical labor, in-person contact/customer service or that rely upon specific equipment or supplies to work on site.

5. What is most important for starting a productive remote work arrangement?

Clearly outlined and executed remote work arrangements can prove beneficial to employees and supervisors alike. Supervisors should articulate clear procedures regarding check-in times and hours of availability. With proper planning, communication problems can be minimized.

Determining Remote Work

When an extenuating circumstance occurs, remote work should be approved at the discretion of the chief. Some things to consider when determining remote work may include, but are not limited to,

- Availability of regularly used equipment/services such as internet, business applications, computer, phone, printer, scanner

- Safety of the remote work environment such as adequate lighting, ventilation, heating/cooling, allergy or environmental hazards, electrical access, trip or fall hazards
- Security of the remote work environment such as a separate room away from any household member, lockable furnishings for any physical files, password protection for electronic devices
- The remote work environment such as a chair, desk or other work surface, keyboard and mouse considerations, monitor size, understanding correct posture, taking regular breaks if performing repetitive tasks
- Determining if the employee has any special requirement for remote working and if those requirements can be met i.e. ADA considerations, etc.
- Ensuring the employee understands hazard and incident reporting while working remotely. Information on the process can be found [here](#). The statement of injury form can be found [here](#).
- Ensuring the employee understands how to report/request leaves of absence for illness, vacation, funerals, etc.
- Ensuring the employee understands methods of communication and has access to emergency contact information

Guidance For Supervisors

Remote work arrangements work best when employees and supervisors communicate clearly about expectations. The following checklist will help establish a foundation for effective teamwork, continued productivity, and service to Milwaukee Public Schools as agreed upon in the remote work acknowledgement form (see appendix).

- Understand relevant guidelines and expectations.** Review the detailed guidelines and expectations as outlined in this document. Supervisors should verify that their employees have read and understood all information and have received the remote work agreement, incident reporting form, emergency contact information form, as well as the equipment checkout form all found in the appendix.
- Review technology needs and resources.** Identify the technology tools that staff use in their daily work and determine whether the resources will be accessible when working from home. Also ensure that employees know how to access the MPS technology department should they need assistance.
- Review work schedules.** Be clear about your expectations with employees for maintaining their current work schedule.
- Draft a work plan.** Review the questions below with staff and work through answers together.
 - What routine responsibilities/tasks cannot be fulfilled while working remotely and how will it impact operations or other people? What are ways to reduce those impacts?

- ❑ What routine responsibilities/tasks require regular communication and collaboration with others? Proactively contact each colleague to confirm how you will communicate while everyone is working remotely.
- ❑ What events or meetings are scheduled during the time in which the temporary remote working arrangement is in place? Will they be postponed or canceled, or will they take place using technology? What follow-up needs to occur due to postponements or cancellations?
- ❑ **Make a communication and accountability plan.** Supervisors should tell employees how often they should send updates on work plan progress and what those updates should include. Maintain team meetings and one-to-one check-ins, altering the schedule if needed to accommodate any alternative schedules that have been approved.
- ❑ **Conduct regular check-ins.** Stay in contact with your employees frequently enough that your employees are in sync with you and/or with one another.
- ❑ **Be positive.** A positive attitude toward working remotely and a willingness to trust employees to work effectively is key to making such arrangements successful and productive.
- ❑ **Debrief as needed.** Employees and supervisors should assess progress on the employee's work plan and prioritize any unresolved or new work that resulted from temporary operational disruption.

Best Practices for Staff

- **Define your workspace.** It can be easy to sit on the sofa with your laptop and expect to get work done. Experienced remote workers will tell you they tried that and it simply doesn't work! We are creatures of habit and most of us are used to lounging with our laptops to read the news, watch TV, play games, and chat with friends and family. Establishing a workspace, even if it is your kitchen table, gives your brain a cue that it is time for work and not play.
- **Set daily goals, track them, and share your progress.** You may be surprised by how differently the work day passes without the comings and goings of an office to break things up or influence what you do next. Start each day of remote work by writing down what you need to achieve and then track your progress. Pay attention to how long tasks take you and start adjusting your daily goals to match your current rhythm. Communicate with your supervisor and/or colleagues if you think your plan needs to be adjusted.
- **Eliminate distractions.** Remote work can mean pets, children, or a favorite hobby only a few feet away. Depending on your living arrangement, you may need to hang a "do not disturb" sign so your family members don't interrupt you. Pets often need a closed door to keep them away and you might need headphones to block the neighborhood noise.
- **Dress appropriately for online meetings.** Just like you wouldn't show up to an office meeting with pajamas or sweats on, you should dress appropriately for a virtual meeting. Dress as you would in the office.
- **Prioritize privacy.** Whether you are in your home or a common area, take five minutes to assess the privacy of your workspace. Can someone standing behind you read your computer screen? Are your windows open so your neighbor can hear your phone call?

What information do you need to secure before grabbing a cup of coffee or heading to the restroom? Your personal privacy matters too. Check to see if there is anything around you that would not want visible during a video conference with your supervisor or colleagues.

- **Stay connected.** Many people say they do not call or instant message colleagues who are working remotely because they don't want to bother them. Remember, they are working, not vacationing at home. You should feel confident about calling or messaging an employee who is working remotely any time you would walk to their office or call them if they were working on-site.

ADDITIONAL RESOURCES

1. Tech Support information

- tsc@milwaukee.k12.wi.us
- 414-438-3400

2. Human Resources

- Office Main Phone: 414-475-8224
- [Employee Rights Administration](#) 414-773-9927

3. Microsoft 365 Training Center

The Microsoft 365 Training Center features tutorials on a variety of tools available to all Milwaukee Public Schools staff which includes Outlook, Teams, Planner, OneDrive, and many others.

- <https://support.office.com/en-us/office-training-center>

APPENDIX

Template Work Status Checks

Work status checks should be customized appropriately to each employee. Employees and their supervisors should determine scheduled check-in times and what each employee should be tracking. Templates are available via our tools, or can easily be found online to reference.

A few recommended ways to do this are:

Microsoft Excel: Excel has tracking templates, or easy capabilities to create a tracker that fits the needs of each team.

Microsoft Planner: Planner is a great collaborative tool to manage projects on a daily, weekly or monthly basis. It is customizable for multiple projects.

Microsoft Forms: Forms is a great way to stay engaged with employees and get a pulse check weekly or daily on what was accomplished and how the employee is doing.

- A few examples can be found here:

- [Daily status check](#)
- [Weekly status check](#)

The suggested tools can be loaded in your office suite in your email account and are readily available with current MPS licensing.

Template Work Plan

A template work plan can [accessed here](#).

Methods of Communication/Emergency Contact Information

Per the remote work agreement, an employee should remain accessible during the remote work schedule and provide a response to supervisors immediately, and other emails and phone calls within 24 hours. The supervisor and employee should agree on communication methods and how often.

An employee should also fill out an emergency contact form that provides the name, home phone number, cell phone number, and email address of at least two people to contact in the event of an emergency.

Remote Work Leave Forms (Sick, Absence, Etc.)

An absence report template form can be found [here](#).

Injury Report Form

The injury report form can be found [here](#).

Preparing for Remote Work

- Did the employee log all district property they are taking?
 - A copy of the log can be accessed [here](#).
- Does the district have computers/laptops readily available for staff to check out?
- Did the employee complete the remote work agreement, the technology check-out form, the emergency contact form, and have acknowledged that they understand how to report an injury/accident, etc?
- Does the employee know how to access their work report form?

Remote Work Acknowledgment Form

Milwaukee Public Schools Expectations

In the instance of an extenuating circumstance, remote work is a work arrangement in which some, or all, of the work is performed from home or another off-site location. Regular office hours should be worked and deviations from that schedule require supervisor approval. In times of emergency, remote work may be an option or a requirement for applicable employees. This extends to ensuring that applicable Milwaukee Public Schools employees are able to work from home or another remote location when necessary.

Not all jobs are appropriate for remote work. The employee must be in a job classification that is capable of being performed remotely. Job functions that are not able to be performed remotely may explore options with their supervisor. Supervisors are responsible to ensure that their departments perform critical work to care for and maintain operations to the appropriate extent communicated by Milwaukee Public Schools.

Remote work during an emergency must be discussed with and approved by your chief in advance. As work progresses, Milwaukee Public Schools will regularly assess how well the remote work concept functions.

Milwaukee Public Schools reserves the right to cancel any and all remote work arrangements at any time. As technologies and work requirements change over time, this guidance covering work outside of the office may require adjustments. New conditions may arise that are not covered by this guidance.

Failure to complete assignments; lack of support for co-workers; inability to perform quality work; or abuse of remote work policy may result in a loss of remote work privileges.

1. This acknowledgment is between ("the department") and ("employee") to establish the terms and conditions and for temporarily performing work at an alternate work site with the following frequency (e.g. daily each week, on the same day every week, or on some routine basis).
2. This acknowledgment begins on (date). You understand that this acknowledgment is to permit you to work remotely is a temporary measure only, and will be reviewed continuously. Milwaukee Public Schools may alter this schedule or end the temporary remote work acknowledgment at any time at its discretion.
3. This acknowledgment will remain in effect unless altered or terminated at any time as described.
4. The following conditions apply:
 - a. Employee's remote work schedule is
 - i. (Specify days and hours. If it varies, please include those details).
 - b. Employee's regular remote work site location is
 - i. (X)
 - c. Employee's regular remote work phone number is
 - i. (X)

While working remotely, employee will:

- a. remain accessible during the remote work schedule and provide a response to supervisors immediately, and other emails and phone calls within 24 hours;
- b. have access to a computer, internet connection, phone, work voicemail and all needed work supplies;

- i. If your access to any of these tools is limited, employee will contact their supervisor immediately.
 - c. check in with the supervisor to discuss status, open issues and determine projects employee is responsible for;
 - d. be available for video/teleconferences, scheduled on an as-needed basis;
 - e. be available to physically attend scheduled work meetings as requested or required;
 - f. take rest and meal breaks while working remotely in full compliance with all applicable policies or collective bargaining agreements; and
 - g. request supervisor approval to use vacation, sick, or other leave in the same manner as when working at employee's regular work location.
5. Employee's duties, obligations, responsibilities, and conditions of employment with Milwaukee Public Schools remain unchanged except those obligations and responsibilities specifically addressed in this acknowledgment. Job responsibilities, standards of performance, and performance appraisals remain the same as when working at the regular Milwaukee Public Schools work site. The supervisor reserves the right to assign work as necessary.
- a. Supervisor and employee must predetermine projects and tasks assigned at the start of each week/day. A work status check should be maintained and can be unique to each employee, as long as predetermined work is being noted and accomplished.
6. The parties acknowledge that this acknowledgment may be evaluated on an ongoing basis to ensure that employee's work quality, efficiency, and productivity are not compromised by the remote work arrangement described herein.
7. Employee acknowledges that they contribute to the reputation of Milwaukee Public Schools in the way they present themselves. All employees are expected to dress in a professional manner. The district recognizes the varied job responsibilities of its employees, and as such, employees are expected to dress in a manner which reflects the responsibilities and duties of the employee's position, including virtual meetings. Clothing with MPS logos is permitted and encouraged where appropriate for the employee's position and duties.
8. Employee acknowledges that if their manager deems that the temporary remote work arrangement described in this acknowledgment is not working effectively or as envisioned, management may at any time adjust or end this acknowledgment. Management will strive to provide at least 24 hours' advance notice of any changes to this acknowledgment.
- a. Expectations are as follows:
 - i. Business Continuity. What is working well and what challenges are you facing during the telecommuting arrangement?
 - ii. Network connectivity. Is the employee able to access necessary files, programs, and applications?

- iii. Independence. Is the employee able to stay on track with work and business expectations and timelines?
 - iv. Participation. Is the employee available to customers and co-workers and able to participate in meetings and/or projects via remote collaboration tools?
 - v. Communication. Supervisors, team, and employees are in regular contact and working together effectively and productively for ensuring time deliverables.
 - vi. Good work environment. Supervisors and employees should discuss an effective work environment.
9. Employee understands methods of communication and has access to emergency contact information.
10. Employees and supervisors should collaboratively review work plans and debrief.

II. Safety & Equipment; Information Security

1. Employee agrees to maintain a safe, secure work environment and to report work-related injuries to the employee's supervisor at the earliest reasonable opportunity. Employee agrees to hold Milwaukee Public Schools harmless for injury to others at the alternate work site. Regarding space and equipment, set-up, and maintenance for telecommuting purposes:
 - a. Employee is responsible for providing space, telephone, printing, networking and/or Internet capabilities at the telecommute location, and shall not be reimbursed by the employer for these or related expenses.
 - i. If employee is using an internet connection they do not own, such as Wi-Fi from a café downstairs or a neighbor's network, employee must take extra care by using a [Virtual Private Network \(VPN\)](#).
 - b. Employee will follow Milwaukee Public Schools security practices, found in [Administrative Policy 6.34](#).
 - c. Employee agrees to protect Milwaukee Public School-owned equipment, records, and materials from unauthorized or accidental access, use, modification, destruction, or disclosure. The precautions described in this agreement apply regardless of the storage media on which information is maintained, the locations where the information is stored, the systems used to process the information, or the process by which the information is stored.
 - d. Employee will keep Milwaukee Public Schools owned property safe by:
 - i. Keeping equipment password protected
 - ii. Store equipment in a safe and clean space when not in use.
 - iii. Refrain from downloading suspicious, unauthorized or illegal software.
 - e. Employee agrees to report to their supervisor any incidents of loss, damage, or unauthorized access at the earliest reasonable opportunity.
2. Employee understands that all equipment, records, and materials provided by Milwaukee Public Schools shall remain the property of Milwaukee Public Schools.

3. Employee understands and agrees that employee's personal vehicle may not be used for Milwaukee Public School business unless specifically authorized in writing by the employee's supervisor in advance of such use.
4. Employee agrees to return Milwaukee Public Schools-owned equipment, records, and materials within ___ days of termination of this agreement. Within ___ days of written notice, employee must return Milwaukee Public Schools-owned equipment for inspection, repair, replacement, or repossession.
5. Employee emergency contact information may be used in the event that the employee cannot be contacted using other methods.
 Emergency Contact Name: _____
 Emergency Contact Number: _____
 Emergency Contact Relation: _____

I hereby affirm by my signature that I have read this remote work acknowledgment and understand and agree to all of its provisions.

Employee Signature	Date
Supervisor's Signature	Date
Department Head's Signature	Date

This signed acknowledgment will be sent to Human Resources for placement in the employee's personnel file. The employee and the supervisor should each keep a copy of this acknowledgment for future reference.

The remote work acknowledgment form can also be accessed [here](#) as a separate document.

DAILY Remote Work Status Check

THIS IS A TEMPLATE which can be used to monitor projects and work for employees and their direct supervisor while working remote.

1. What did you accomplish today?

Enter your answer

2. Are there any obstacles hindering your progress today?

Enter your answer

3. My deadlines are

- On track
- At Risk
- Off Track

4. Do you need clarity about your projects or priorities?

- Yes
- No

WEEKLY Remote Work Status Check

THIS IS A TEMPLATE which can be used to monitor projects and work for employees and their direct supervisor while working remote.

1. Activities and milestones completed this week

Enter your answer

2. How would you rate your progress this week? (5=excellent, 4=above average, 3=average, 2=below average, 1=poor)

1 2 3 4 5

3. Activities in progress

Enter your answer

4. Confidence in meeting deadlines next week (5=very confident/ahead of schedule, 4=confident, 3=somewhat confident, 2=not confident, 1= will not meet deadlines)

1 2 3 4 5

5. Concerns for immediate attention

Enter your answer



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WEEKLY WORK PLAN

Employee Name:

Date Range: Week of XX

Day	Planned Task/Project	Actual Task/Project	Time Spent
Monday	<ul style="list-style-type: none">ListListList	<ul style="list-style-type: none">ListListList	<ul style="list-style-type: none">TimeTimeTime
Tuesday			
Wednesday			
Thursday			
Friday			

Comments/Notes

- List
- List
- List

Next Week's Planned Activities

- List
- List
- List

Milwaukee Public Schools Absence Report

THIS IS A TEMPLATE. Please duplicate this template as a way to track employee absence reports.

INSTRUCTIONS: Please submit (for sick, vacation, miscellaneous, etc.) to your immediate supervisor and or Chief for approval.

* Required

1. Name *

2. Start date of absence *

 

3. End date of absence *

 

4. Number of Days OR Number of Hours *

5. Reason for absence *

- Vacation
- Sick Leave
- Comp Time
- Miscellaneous Leave
- FMLA (subject to approval by Human Resources)
- Family Illness
- Funeral Leave

6. If answered FMLA, Family Illness or Family Leave, please indicate relationship *

Submit

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FOR OFFICE USE ONLY: Is this employee eligible for Injury Pay ___ Yes ___ No

Office of Finance
Procurement and Risk Management

EMPLOYEE'S STATEMENT OF INJURY

This report must be completed by the employee immediately following the injury/incident and submitted to the employee's supervisor.

TODAY'S DATE _____ DATE & TIME OF INJURY _____

SCHOOL/SITE WHERE ACCIDENT OCCURRED _____

ADDRESS WHERE ACCIDENT OCCURRED _____

PART OF SCHOOL/SITE WHERE ACCIDENT OCCURRED (i.e. Rm. number, hall) _____

NAME _____ HOME PHONE _____ WORK PHONE _____

EMPLOYEE STREET ADDRESS _____

DATE OF BIRTH _____ HOURLY WAGE _____ EMPLOYEE I.D. _____

JOB TITLE _____ DATE OF HIRE _____ HOURS PER DAY _____

HOURS PER WEEK _____ DAYS PER WEEK _____ NUMBER OF WEEKS _____

NAMES OF WITNESSES _____

IN YOUR OWN WORDS DESCRIBE HOW YOUR INJURY OCCURRED AND/OR WHAT CAUSED YOUR INJURY:

DATE REPORTED TO EMPLOYER _____ IF NOT REPORTED, EXPLAIN WHY _____

WERE YOU INJURED? _____ IF YES, DESCRIBE TYPE OF INJURY, WHAT PARTS OF YOUR BODY WERE INJURED, AND DESCRIPTION OF CURRENT AILMENT(S). (Be specific, describe left, right, etc.)

IDENTIFY ANY PROTECTIVE EQUIPMENT YOU WERE USING AT THE TIME OF INJURY (Protective glasses, safety shoes, seat belt, etc.)

IDENTIFY ANY OBJECTS THAT CAUSED YOUR INJURY (Equipment, tools, materials, substances, etc.)

DID YOU SEEK MEDICAL TREATMENT _____ IF YES, GIVE NAME/ADDRESS OF DOCTOR/HOSPITAL YOU CONSULTED WITH _____

DID YOU LOSE ANY TIME FROM WORK DUE TO THIS INJURY? _____ IF YES, LIST RETURN TO WORK DATE _____, OR ESTIMATED RETURN TO WORK DATE _____.

I CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

EMPLOYEE SIGNATURE _____ DATE _____

Please send this form, **along with the Supervisor's Analysis**, to Gallagher Bassett, Inc. at GB-MilwaukeePublicSchools@gbtpa.com.

INSTRUCTIONS FOR ISSUING BOARD EQUIPMENT TO DISTRICT EMPLOYEES

Administrators need to be aware of the procedure to follow when issuing Board equipment (computers, etc.) to district employees:

1. Board equipment is to be issued to district employees only to permit performance of job duties.
When Board equipment is issued to a district employee, the employee may be held personally responsible for equipment loss or damage if the loss or damage results from the employee's negligence, carelessness, or intentional conduct.
2. A signed receipt must be procured from the employee prior to issuance of any Board equipment. If the employee declines or refuses to sign the receipt, **DO NOT ISSUE THE EQUIPMENT**. The required receipt is attached. This is the only form authorized to be used when issuing Board equipment to an employee.
3. The original of the signed receipt should be retained by the issuing administrator. A copy should also be provided to the employee receiving the Board equipment.
4. The signed receipt must specify a date certain for the return of the Board equipment, within the same school year as issued. Board equipment used by an employee over the summer, or for the following school year, must be documented by a new, separate receipt for that specific time period.
5. Should the employee fail or refuse to return the Board equipment to the issuer on the due date specified on the receipt, immediately discuss the matter with the employee and deliver a written directive requiring return of the Board equipment on a date certain set forth in the written directive.
6. Should the Board equipment not be returned by the specified date certain, immediately refer the matter for investigation of potential misuse of district property. Do this by contacting the Division of Benefits and Insurance Services and forwarding the signed receipt and written return directive.
7. Take no action to procure direct reimbursement from the employee of the value of the equipment, deduction from employee wages for reimbursement of the value of the issued equipment, or the withholding of delivery of the employee's paycheck.

Questions regarding these procedures should be discussed with your department head or administrative specialist.

Attachment



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RECEIPT FOR DISTRICT EQUIPMENT

Date _____ Name _____

Location _____ Position _____

Equipment Return Due Date _____

Equipment Issued (describe item, make, model, etc.) _____

Equipment Serial # _____

MPS Property Tag # _____

Equipment Cost \$ _____

Issued By: _____

Name of Department/Office

Person Issuing: _____

Name and Title

The equipment receipted above is being provided to me by the Milwaukee Board of School Directors (Milwaukee Public Schools) to permit me to better carry out my job duties. It is furnished solely to, and shall be used only by, me for business purposes. I shall not modify, add, delete, or copy any of the software furnished with the equipment.

I understand I may be held financially responsible for any damage or loss to this equipment caused by me through my own carelessness or negligence. Additionally, I may be subject to employee discipline for misuse of Board property or for not properly caring for the issued equipment.

Signature

Date

This Form Is to Be Retained at the Department/Office

Copy to: Employee
Issuer