Medical Education Work Guidelines for Non-Exempt Staff

**Hours of Work**
- All employees are expected to keep a regular work schedule.
- Standard hours of work are Monday through Friday, 8:00 am to 4:30 pm.
- Upon approval of their supervisor and unit head, employees may begin work as early as 7:00 am and end as late as 6:00 pm. Regular work schedules outside of these hours may be approved for business necessity only.
- Non-exempt employees are expected to be ready and available to work at the start of their shift and to work to the conclusion of their shift.

**Changes in Work Schedule**
- Any requests to leave early or otherwise deviate from the regular work schedule must be communicated to your supervisor in advance.
- Changes in daily work schedule may be approved if a non-exempt employee is required to work at an event outside of normal work hours. This time may be “made up” any time during the same workweek, otherwise it will be recorded as overtime.
- Long term or permanent schedule changes must be requested and approved by your supervisor in advance.

**Alternate Work Schedules**
- Medical Education is supportive of alternate work schedules (4/40, ERIT) so long as unit operations and services are not negatively affected.
- Alternate work schedules must be approved in advance by your supervisor and unit head.

**Telecommuting**
- As a primary service unit, Medical Education does not support formal telecommuting or “work-at-home” agreements for staff.
- On rare occasion and with the approval of their supervisor, non-exempt employees working in units that DO NOT provide direct services to students may be allowed to telecommute (full or partial day) when circumstances warrant.
- Requests for informal (or ad hoc) telecommuting should be made at least one-week in advance and should include the reason warranting the telecommuting and the specific tasks to be completed.

**Breaks/Lunch**
- Non-exempt employees are entitled to two 15-minute paid breaks (one in the morning and one in the afternoon) and a mandatory 30-minute unpaid lunch break each 8-hour workday. The breaks may be combined with lunch for a one-hour meal break.
- Breaks and lunch may not be taken at the start or end of an employee’s work shift to shorten the workday.

**Overtime**
- All overtime must be pre-approved by your supervisor.
- Employees elect pay or compensatory time off for overtime work. This election may be changed on an annual basis. If an employee does not indicate a preference they will receive pay for overtime.
- Overtime is earned for work exceeding of 40 hours per week on pay status or in accordance with bargaining unit agreements.
- Employees earn premium rate overtime for actual hours worked over the 40-hour/week threshold or in accordance with bargaining unit agreements.
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**Tardiness**
- Employees who expect to arrive late by 30 minutes or more should notify their supervisor via email.
- Employees who arrive late by less than 30 minutes may make up the time during lunch break or after hours.
- Tardiness up to 30 minutes that is not made up and any tardiness exceeding 30 minutes must be recorded as vacation or compensatory time off, to the nearest 15 minutes.
- Habitual tardiness will be treated as a performance issue.

**Sick Time**
- Anticipated time off requests to attend to a personal or family member’s medical, dental, and/or other-related appointment should be made at least 10 days in advance of foreseeable medical needs (e.g., a planned medical appointment or treatment).
- Notification of an unanticipated absence due to a personal or family member’s illness should be communicated by email to your supervisor prior to the start of your work shift.
- Absences in excess of three consecutive days may require satisfactory proof of the inability to work, illness in the family, or bereavement.

**Vacation**
- Requests for vacation should be made via email to your supervisor.
- Advance notice required for vacation requests is as follows:
  - One week for vacations of 1-2 days
  - Two weeks for vacations of 3-5 days
  - Minimum of two months for vacations exceeding five days
- In general, the longer the vacation, the greater the advance notice required.
- Supervisors may approve vacation requests within these timeframes at their discretion.
- Approval of vacation will be made in consideration of unit staffing needs. Vacations (both their duration and the number of employees who may be out at the same time) may be limited during peak work periods.

**Other Absences**
- Employees should communicate absences for other reasons (jury duty, etc.) to their supervisor as soon as they are aware of them, but no less than two weeks in advance.

**Out of Office Message**
- Employees should activate the out of office message on their email account for absences of a day or more, unless they will be responding to email during that time. The message should include expected date of return and an alternate contact, if appropriate.
- Employees should activate the alternate voicemail greeting on their work phone for absences of two or more days, unless they will be checking and responding to voicemail during that time. The message should include expected date of return and an alternate contact, if appropriate.
- Non-exempt employees are generally NOT expected to check email or voicemail during absences or outside of regular work hours.
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Time Reporting
• Non-exempt employees are paid bi-weekly for actual hours worked and on pay status
• Absences and overtime are reported using the My Time Entry (MTE) system. All time should be reported to the nearest quarter hour (15 minutes).

Outlook Calendar
• All absences, work events and meetings should be detailed in your Outlook calendar. Personal appointments may be optioned as private, at the employee’s discretion.
• Shared viewing access should be granted to your supervisor and any others you or your supervisor deem appropriate

Open Door Policy
• As a customer service unit, Medical Education has an open door policy to provide students, faculty, colleagues and others access to staff members’ expertise during business hours.
• Your office door should remain open during business hours unless you are on a confidential phone call, in a meeting, need privacy for a project requiring concentrated focus or are eating lunch.

Training
• It is imperative that all staff members receive the appropriate training to perform their job duties. Employees should inform their supervisors of any areas where they feel they need training. This includes refresher training
• Training will be arranged and time will be set aside with the appropriate individual/campus entity
• Any costs associated with training will be covered by Medical Education

Career Development
• Medical Education staff members are encouraged to pursue development activities that advance their career goals. Examples of career development activities include Staff Education courses, seminars and sessions offered on campus, and formal education programs offered by UCSD Extension or a degree-granting institution (including UCSD)
• Employees may request release time, an alternate work schedule or a reduction in time for career development efforts. Approval will be dependent upon unit needs, work priorities and deadlines
• Financial assistance may be available to help cover the cost of career development activities
• Supervisor approval is required for release time and/or financial support

Principles of Community
• If you find yourself in a situation where you feel that another staff member, student or faculty member is not conducting themselves according to the Principles of Community, you should politely extricate yourself from the situation and inform your supervisor immediately.