Remote Working Guidelines

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Remote Work Overview

Remote work allows an employee to work at home or another off-site location. Remote work participation is not an employee entitlement or right; participation is at the discretion of the University of Colorado (University) management and is voluntary.

Policy Statement

The University of Colorado allows for the use of alternate work arrangements such as remote work [APS #5026]. There are many possible mechanisms available to modify work arrangements; however not every job is well-suited for each of these options. The decision to implement an alternate work arrangement is at the discretion of the classified staff appointing authority or university staff department head. Once the decision to provide an alternate work arrangement is made, the terms must be discussed between the supervisor and employee and documented using the Alternate Work Agreement form.

Alternate work arrangements may include but are not limited to: flexible schedules, compressed work weeks, flexplace or remote work, and job sharing.

The employee understands that some information used in their work may be deemed confidential by the university and shall apply all university-required security safeguards and policies at the same level as in the regular office in order to protect such information from unauthorized disclosure, loss or damage.

Additionally, the CU System Office at 1800 Grant St. in Denver, Colorado will be considered an employee's primary work location unless the employee's position resides at a campus. In which case, the employee's primary work location will be the campus. Employees may not work internationally at this time.

Objective

Remote work allows employees to work at home, on the road or in a satellite location for all or part of their workweek. The University of Colorado considers remote work to be a viable, flexible work option when the job is suited to such an arrangement. Remote work may be appropriate for some jobs but not for others. Remote work is not an entitlement, it is not an organizational benefit, and it in no way changes the terms and conditions of employment with the University of Colorado.

Eligibility/Criteria

Individuals requesting formal remote work arrangements should be working in a position where duties can be completed remotely, unless an exception is made by the department head and HR or a formal ADA accommodation is granted. (example: positions may be identified before recruitment as remote work capable)

Before entering into any remote work arrangement, the employee and manager will evaluate the suitability of such an arrangement, reviewing the following areas:

– **Job responsibilities**
   The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a remote work arrangement.

– **Taxes and other legal implications**
   The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee. Additionally, employees should update their mailing address in the CU Portal to ensure appropriate taxation. Only employees residing in the U.S. will be permitted to work remotely. At this time, no employee may work internationally.

Procedures for Establishing a Remote Work Arrangement

Remote work can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as described below. Either an employee or a supervisor can suggest remote work as a possible work arrangement.

Any remote work arrangement may be discontinued any time at the request of either the remote worker or the organization. To begin a remote work agreement, fill out the flexible work arrangement form below, and obtain the appropriate approvals.

- **Alternate Work Agreement Form**
  This document is meant to provide the employee and manager parameters for the arrangement of a flexible schedule and/or a remote work agreement. This will outline the specific days the employee will work remote/onsite, and work hours. It is also meant to track equipment that may be provided to the employee for remote work. Departments and HR should maintain these records.

- **Modifying Agreement**
  Employees may request remote work be terminated with 30 University business days days written notice to provide ample time for space need to be assessed within the building. It is recommended that supervisors make a decision regarding the termination request within ten (10) University business days. The University reserves the right to terminate the agreement with 30 University business days written notice if the University determines in its sole discretion that the remote work arrangement no longer is in the best interest of the University. The University also reserves the right to terminate without a notice period for any violations of University policy, a violation of the conditions of the agreement, or when there is a relevant change in University policy or law. Changes can only be made to arrangements after a 6 month trial period.

- **Ad Hoc Arrangements**
  Temporary remote work arrangements may be approved for circumstances such as inclement weather, special projects or business travel and may not require a formal alternate work agreement form. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

University, State, and Department Policies

Remote employees are subject to the same federal, State of Colorado, state of remote location, and Regent laws, policies and procedures applicable to employees at the regular university worksite. The additional policies below shall also be followed.

– **Inclement Weather**

When emergency dismissal and closure procedures are in effect at the employee's primary worksite on a day(s) the employee is scheduled to remote work, the employee will continue to work their regular schedule at the remote worksite unless otherwise directed. Managers should be flexible, and considerations should be given when an employee is unable to work due to circumstances such as school closures, severe storms with power outages, or work that cannot be completed remotely. For purposes of time tracking, employees should follow the guidance below:

• If you are a regular employee already on approved sick, vacation or other types of leave when there is a closure, administrative leave cannot be substituted for the approved leave.

• If you are an essential services employee who is required to work during a closure, administrative leave cannot be granted to be used on a later date.

• All employees must enter administrative leave for the inclement weather closure which results in the employee being unable to work remotely; this includes the need to care for dependents in the event of facility closures, power outages, etc.

• You are not eligible for paid administrative leave if you are a temporary employee, retiree working in a temporary position or student employee.

– **Time Worked**

Remote work employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using CU's time-keeping system, MyLeave. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the remote worker's supervisor. Failure to comply with this requirement may result in the immediate termination of the remote work agreement.

Responsibilities

Both the University and employee have responsibilities in making the remote work arrangement successful. The list below may also be supplemented by additional responsibilities at the department level.

- **Employee**

  - **Employee Performance**
    Employee's working remotely should have the ability to work independently, manage time, adhere to deadlines, and effectively communicate with all. Additionally, the employee and manager should discuss how the employee intends to meet goals and metrics, stay productive and ensure excellent customer service. It is the employee's responsibility to communicate regularly with customers, their team, and manager.

  - **Work Schedule**
    Employees should establish and maintain set work hours with their supervisors and be available during those times. Employees should establish well-defined breaks throughout the workday.

  - **Updating Personal Information**
    Employees must update their mailing address in the CU portal if any changes occur. Additionally, employees should be aware of impacts to benefit's coverage by visiting the [Life Changes website](#) managed by the CU Benefit's team.

  - **Dependent Care**
    Remote work is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective remote workers are encouraged to discuss expectations of remote work with family members. The employee will not provide primary care during work hours for a young child, disabled individual, or elder who would otherwise require a provider's care unless a catastrophic event occurs causing the closure of school, daycare, or elder care facilities. Formal care arrangements will be maintained during working hours at the alternate location. An exception may be permitted in the event of inclement weather or a catastrophic event.

  - **Travel**
    Travel between an employee's home and any designated CU System office location is considered part of an employee's normal commute and is non-reimbursable. The University will continue to provide remote work employees

with appropriate reimbursement for approved, CU-related business travel in accordance with its travel reimbursement policies.

- **Other Activities**
  Remote work is not intended to permit staff to have time to work at other jobs or run their own businesses. Engagement in any such activities during expected work time may result in immediate termination of the remote work agreement and/or possible corrective action (including potential termination of employment).

– **Supervisors/Manager**
Supervisors and Managers have several key responsibilities when considering remote work situation for their employees. Resources for supporting supervisors while managing remotely can be found in the resources section on page 18.

- **Eligibility**
  Departments and management should take into consideration, among other factors, the nature of the job/work, operational costs including travel, and whether the department can maintain the quality of their services to members of the university community (and public, if applicable).

- **Approval Process**
  A remote work employee, manager, and department head must sign the [Alternate Work Agreement form](#) and any other agreements and documents the department or University may require. The arrangement should be reviewed annually.

- **Record Keeping**
  All Departments must keep current records of the agreement, and any other documentation as required per the University's Office of Policy and Efficiency (OPE) [APS 2006 Retention of University Records](#)

- **Communication**
  Managers should address expectations regarding communication between employees and themselves, employees and co-workers, employees and customers/clients, and employees and others (e.g., via telephone, email or a combination).

- **Performance**
  Managers are expected to manage the performance of the employee to ensure success for both the employee and department. Performance goals should be set yearly and be measurable. Managers should review this regularly to provide support in the employee's professional development.

The employee and manager should discuss how the employee intends to meet goals and metrics, stay productive and ensure excellent customer service. Managers are responsible for supporting/ managing employee performance which includes regular conversations, goal setting, and professional development opportunities.

- **Attendance**
  Managers are expected to manage an employee's attendance and leave requests. Managers are responsible for accurate time tracking and leave usage for all employees. Managers should also encourage breaks and established schedules as needed.

- **Equipment**
  Departments with remote employees are required to provide equipment, services and supplies deemed by the University to be reasonable and necessary to enable remote employees to perform their work, all in accordance with the University's policies governing reimbursement of business expenses.

Equipment / Supplies

The employee is responsible for operating costs, internet service, home maintenance, or any other cost associated with the use of the home as an alternate work site. The employee certifies, and employer verifies, that the alternate workspace is in a safe condition, free from hazards and other dangers to equipment or occupants of the workspace, and adequately insured. Equipment supplied by the University will be maintained by the University. The University accepts no responsibility for damage or repairs to employee-owned equipment. The University reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the University is to be used for business purposes and is subject to the same standards as equipment provided to non-remote workers.

The manager should document all property provided by the University, and the remote worker must sign and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all University property must be returned to the University within 10 business days, unless other arrangements have been made.

The University may supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. The University may also reimburse the employee for business-related expenses, such as shipping costs that are reasonably incurred in carrying out the employee's job. Manager approval should be obtained before any purchase is made or expense incurred.

Standard Supplies

The University will provide employees a standard set of supplies. Should an employee work remotely part-time, they will only receive one set of supplies and will need to choose where they are kept for utilization. Local employees should pick up equipment at the System Office at 1800 Grant Street. Out of state employees, or those with a case-by-case hardship, may be shipped equipment at the department's expense. Employees will not be provided two sets of supplies for their split office experience but may have access to hoteling stations to use while in the office.

Equipment

Each employee at system administration will be provided the following equipment for their primary workspace. This list is subject to change based on availability and department budget.

- Laptop
- One Monitor (up to two)
- Docking station
- Mouse
- Keyboard
- Headset (optional)
- Webcam (optional)

- Chair and standing desk (not available for shipping)

Costs not covered

The university has determined that it will not cover costs for the following services related to remote work. Other items may not be covered in addition to this list.

- Internet service or set up
- Utilities
- Remodeling costs related to office space
- Lighting
- At home storage of supplies

– On a case-by-case basis, the University will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, and other office equipment) for each remote work arrangement. The Human Resource and University Information Services (UIS) departments will serve as resources in this matter. The UIS Service Desk should review and order all IT-related equipment, but departments are responsible for funding these purchases. To initiate the process, please email the UIS Service Desk, making sure to include manager approval and speedtypes on all purchasing requests.

Computer, monitor, and docking station purchases using University funds, including those made with a department's Procurement Card, must be properly imaged, installed and/or asset tagged by the UIS Service Desk. This ensures the item is secure, inventoried and that you can access the University specific applications you need. Once this is completed, the item will be ready for the employee to pick up and use. Therefore, computer, monitor, and docking station purchases must be shipped to the System Office:

Your Name
Attn: UIS Service Desk
1800 Grant Street STE 200
Denver, CO 80203

Telecommunications

To enable the most effective communication, the items outlined below are requested, but not required, for the employee to have successful communication while working remote.

- **Internet**
    - An internet connection – broadband wired or wireless (4G/LTE or higher)
        - Note: 720p HD Video conferencing calls require minimum speeds of 1.5Mbps/1.5Mbps (up/down)
        - Try to connect directly into an Ethernet cable versus Wi-Fi.

- **Use of Phones for Official University Business**
    - Departments will be expected to use University tools such as Jabber, Microsoft Teams, or Zoom for communication whenever possible. A department may choose to reimburse the cost of a cellphone for positions where this is deemed required.

Travel to office

The University may ask individuals to travel to the office for meetings or other important events. CU will cover allowable mileage reimbursement and travel expenses as outlined below for remote employees. All university procurement policies and procedures must be followed. Visit the Procurement website for more details.

The CU System Office at 1800 Grant St. is an employee's primary work location unless the employee's position resides at a campus. In which case, the employee's primary work location will be the campus. For non-local 100% remote employees traveling to University offices, departments may request travel to our offices on occasion and reasonable expenses may be covered. Employees who generally work remotely and are local will not be reimbursed for travel to their primary work location for meetings, events, or other warranted business need.

- **Transportation options while in the Denver area**
    - RTD - Regional Transportation District
    - Parking at 1800 Grant Street
        - For parking at 1800 Grant Street, email systemparking@cu.edu. More information about parking while at 1800 Grant will be provided soon.

Workspace in Office

Space at 1800 Grant is either designated to departments (home base) or designated as general use (hoteling or landing zones). Designated department space may be assigned to specific employees. If an employee works three or more days a week in the office, then he or she is eligible for an assigned work space. If two or more employees will work a combined total of 4 or more days a week in the office, they may be assigned a joint work space. No general use space is assigned to a specific individual or department.

Who is assigned a workspace?	
At work 0-2 days a week	No assigned workspace
At work 3 days a week	May be assigned a workspace
At work 4-5 days a week	Assigned a workspace
Two or more individuals at work a combined total of 4-5 days a week	May be assigned a workspace

University Information Systems (UIS) Guidelines

Remote work employees continue to be bound by University of Colorado's information security polices while working at an alternative worksite. Consistent with the organization's expectations of information security for employees working at the office, remote work employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

The UIS Service desk is ready to support technical needs to work remotely.
Contact the UIS Service desk by calling (303) 860-HELP (4357) or emailing help@cu.edu.

Click here for a list of Frequently Asked Questions.

Additional information on the topics below including instructions on how to use UIS tools, can be found in the UIS How-to Guides.

- **Remote Desktop**
  A remote desktop allows you to access and use your work computer from another device. This is beneficial to those who will be working remotely and have a desktop computer, as opposed to a laptop or are unable to take their laptop out of the office.

  To connect to your work computer using remote desktop, you will need to know the computer name you are trying to remotely connect to. These instructions are detailed in the How-To Guides but can also be obtained by a Service Desk technician during regular business hours.

- **VPN**
  Virtual Private Network (VPN) allows you to send and receive data on your own network as though you were directly connected to the University's System Office private network. You must be connected to the VPN in order to connect to CU applications, access your personal P: drive and any shared drives, and to ensure you receive the regular (and often critical) updates pushed out to your machine by the UIS Service Desk.

– **UIS Diagnostics**

The UIS Service Desk will not be available to physically go to offsite locations to support technology but will be available at the CU System Office to provide remote assistance to supported devices.

Please note: The Service Desk can offer best effort support and basic troubleshooting techniques for personal/non-standard equipment (ex: modems, personal printers, cell phones, etc.), but recommend reaching out directly to your provider for their expertise.

– **Video Conferences, Webinars, and Large Meetings**

Zoom is used for video conferencing, webinars and large meetings. You do not need a license to join a Zoom meeting, but you do need a license to setup and host meetings. CU System has ensured that it has enough licenses for all its employees.

Additionally, Microsoft Teams is in place for internal video conferencing.

– **Document security**

Employees must understand that some information (electronic and hard copy) used in their work may be deemed confidential by the employer and shall apply employer's security safeguards and document retention policies at the same level as in the regular office in order to protect such information from unauthorized disclosure, loss or damage. It is important to understand that in situations of possible litigation, all pertinent electronic information must be preserved. Although unlikely, the employee must be prepared to provide personally owned equipment used in performing work duties, in accordance with the department's electronic document policy, if the possibility of stored electronic information exists.

Office of Information Security

The employee agrees to abide by the University of Colorado's information security requirements with regards to the protection of sensitive University information from unauthorized or accidental access, use, modification, destruction, or disclosure. Only University-provided computers, including mobile computing devices, should be used to access or handle sensitive University information. If you must use a personal computer, it is recommended that you use remote desktop to connect to your university-provided computer. The employee must have, and maintain, VPN connectivity during work hours.

Any suspected information security incident must be reported as soon as possible to security@cu.edu or call (303) 860-HELP (4357).

Visit the Office of Information Security website to learn more:
- o Top 10 Actions to Reduce Risk, including when working remotely
- o Reporting an Incident
- o Data Classification: know the type of information you handle

Etiquette for hosting a virtual meeting

To support a remote work culture, employees should be aware of best practices for hosting meetings virtually. Below you will find tips on etiquette for setting up and hosting a meeting.

- **Always set a virtual option:** When scheduling any meeting, set up a video conference line so that coworkers always have the option to participate remotely.
- **Provide an agenda:** Provide an agenda to participants so that they can adequately prepare for the meeting.
- **Sharing documents:** When sharing documents during the meeting, plan ahead and send files to any coworkers who will be participating remotely, or setup a virtual collaboration resource, using CU approved technology; such as MS Teams, Zoom, etc.
- **Clarify attendees:** Encourage meeting participants to state their name if they are only attending via phone when they speak.
- **Set meeting norms:** Set expectations at the beginning of the meeting if you need participants to mute their lines or be engaged in a certain way.
- **Monitor participation:** Encourage participation from remote participants and in person attendees alike. Be inclusive of those virtually attending, ensuring to ask for their participation.
- **Timing:** Consider setting meeting duration for 25 or 55 minutes, to allow for a brief five-minute break between meetings.

Etiquette for virtual meeting participation

Participating in conference calls is a regular part of remote work responsibilities. Below you will find tips on etiquette for participating in a meeting virtually.

- **Quiet space:** When participating in meetings, find a quiet space and join the meeting from somewhere free of loud background noise.
- **Mute your line:** When not speaking, remember to mute your phone to minimize background noise.
- **Speak clearly**: If some team members are physically in the room, make sure they speak close to the phone or computer speaker so people on the conference line can hear clearly.
- **Actively listen:** Be an active listener on conference calls by verbally acknowledging that you are listening or using non-verbal cues like nodding your head if you are on video, by using short statements to paraphrase the main takeaways, and asking for permission to ask questions.
- **Give and receive feedback:** When giving feedback to your colleagues, ensure it is specific, constructive and empathetic. Use your feedback to discuss outcomes and actions.
- **Be engaged:** Give the remote meeting your full attention. Avoid multi-tasking or reading emails.
- **Participate:** If you have something to contribute or missed something that someone said, be sure to jump in rather than waiting to be asked, as meeting facilitators cannot read your body language and may not recognize the need to pause and invite your participation.
- **Appear professional:** If participating in a meeting via webcam, remember to maintain a professional appearance. Remember, getting dressed for work will help you get in a mindset for work.
- **Use your video features:** Turn your camera on as much as possible to stay engaged with your colleagues.
- **Use your calendar**: Keep your calendar up to date to avoid confusion and breakdown in communication as it relates to your availability.

Ways to Stay Connected

- **Be transparent about your schedule:** Let colleagues, managers, and customers know where and when you are working. It is important that others know how to reach you, and when you are available for meetings.
- **Share your calendar with your team.** This makes it easier for people to find time to meet with you.
- **Use email effectively.** Use the subject line to alert the reader to the topic, the level of urgency, and the required action.
- **Use chat features:** Use Teams or Zoom or other similar tools as a means for quick questions and answers. Despite the informal nature of IM, always begin with a greeting, and remain courteous and professional.
- **Be responsive:** Stay connected to your workplace and team members by being available and responsive during work hours (e.g., answer calls and respond to emails promptly).
- **Establish guidelines:** Agree to communication guidelines with your manager and team members to establish a common expectation for responding to queries and emails.

Assessment of Remote Workspace

A well-designed office allows each employee to work comfortably without needing to over-reach, sit or stand too long, or use awkward postures (correct ergonomic design). Sometimes, equipment or furniture changes are the best solution to allow employees to work comfortably.

- **Creating a Remote Workspace**
  - Have a dedicated area to work in.
  - Customize your space for efficiency to maximize productivity. Think about a small white board or planner for tracking deadlines. Ensure supplies are within reach.
  - Arrange your workspace and keep it clean.
  - Schedule out even the little things on your calendar.
  - Ensure you have good lighting.
  - Use a comfortable chair that sits at the correct height for your desk space.

- **Safety Checklist**
  Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. The University of Colorado will provide each remote worker with a safety checklist.

- **Stay Focused**
  A new environment can offer a fresh mindset on work or many distractions. Talk with your family members that are at home during the day about your schedule to

limit interruptions. Set time on your calendar for breaks such as walking to reset your mind.

Insurance

- **Workers' Compensation**
  The University of Colorado provides workers' compensation coverage, as required by State regulation, for employees who are injured during the course and scope of employment.

  - **Injury to employee while at home**
    Injuries sustained by the employee in a home office location and in conjunction with their regular work duties may be covered by the company's workers' compensation policy. The employee must report work-related injuries immediately to the supervisor and will comply with all University reporting requirements established for the purpose of reporting such claims. The employee is liable for any injuries sustained by visitors to their home worksite.

    The University is not responsible for injuries unrelated to such work activities that might occur in the defined off-site work location or elsewhere.

  - **Injury while commuting to work or meeting**
    Each potential work-related claim is investigated according to State of Colorado statutes and rules to determine compensability. Travel to and from work is generally not compensable; however, each situation needs to be investigated. If you believe you suffered a work-related injury, please contact University Risk Management to discuss and/or file a claim.

  - **Reporting Workers' Compensation Claims**
    Timely completion and submission of a claim form is important. State of Colorado statutes require written notice of a work-related injury or illness be given to the employer within 4 business days of the incident. Incident procedures and Employee's Injury Report Form can be found on the University Risk Management Workers' Compensation website.

- **Property Insurance**
  University insurance will not cover any personal property that is used at home and will only cover university owned or leased equipment.

- **Liability**
  The employee remains liable for injuries to third parties, including family members and visitors at the remote working location. The university is not liable for damages to the employee's personal or real property except to the extent of liability under State of Colorado statutes in the regular/traditional office.

- **Homeowners/Renter's Liability**

  It is recommended that the employee notify their personal homeowners/renter's liability insurance company regarding their use of home space as a remote working location. The employee is responsible for any damage and/or theft of university property that has been provided to them for remote working.

Ergonomics

Working remotely can present unique ergonomic challenges, as there are several barriers to achieving the neutral postures necessary in the computer workstation setup. The goal of ergonomics (i.e. the scientific study of people at work) is to prevent injuries caused by sudden or sustained exposure to force, vibration, repetitive motion, and awkward posture. Please work with your supervisor to request an ergonomic assessment.

- **Set-up of Work Area / Assessment of Workstation**
  - Home Office Set-up
  - Transform Any Room into an Office
  - Tips to Improve Your Home Office

- **Ergonomics Training**
  - LinkedIn Learning Video – Ergonomics 101

    Learn the basis of ergonomics: creating a healthy work environment. Find out how to adjust the equipment at your desk so you are comfortable and avoid common injuries. In this course, certified ergonomics specialist Barb Phillips shows how to set up your chair correctly for your body type and find more opportunities to work standing up—even without a standing desk. She explains how to avoid neck strain, rest your eyes, and protect your spine to prevent lower back pain. Plus, learn how to use your laptop to your ergonomic advantage. Barb provides advice on keyboard and monitor positioning, chair placement, lighting, temperature adjustments, and more—quick fixes that anyone can do to immediately ease pain and discomfort.

- **Stay in Tune with Your Body**

  Try these online resources to stay in tune with your body:
  - Eight stretches to do at your desk
  - How to Reduce Work from Home Pain

- **Ergonomic Resources**
  - Ergonomics for Laptop Users
  - Office Ergonomics
  - Ergonomic Checklist
  - Computer Workstation Checklist

Resources

This section provides remote work focused resources for all employees.

- **LinkedIn Learning**
  LinkedIn Learning is an online library of instructional videos, taught by accomplished instructors and recognized industry experts, that cover the latest software, creative, and business skills. LinkedIn Learning is available to all CU employees and students at no additional cost. [LinkedIn Learning](#)

  Below are recommended LinkedIn courses that can support your remote work arrangement. Search the titles below in LinkedIn Learning to start a course.

  - Proven Tips for Managing your Time
  - Learning Zoom
  - Time Management: Working from Home
  - Productivity Tips: Setting Up Your Workplace
  - Productivity Tips: Finding Your Productive Mindset
  - Leading Virtual Meetings
  - Managing Virtual Teams

- **Additional resources online**
  - [Remote Work Resources](#)
    - This website provides excellent resources and tips for working remotely from a variety of media sources.
  - [Onboarding new employees remotely](#)
  - [Participating in Zoom interviews](#)

- **[Flexible Work Arrangement](#)**

- **Contact Information**
  - **University Information Services**
    (303) 860-4357 (HELP)
    help@cu.edu
  - **Human Resources**
    systemhr@cu.edu
  - **Benefits**
    benefits@cu.edu
  - **University Risk Management**
    (303) 860-5682
    riskmgmt@cu.edu

Self-care resources

If isolation, stress or anxiety begin to take a toll, the University offers the following resources to help.

– **Real Help Hotline**

The Real Help Hotline provides all CU employees with access to professional mental health counselors, who help find wellness and behavioral resources or immediate counseling over the phone. This hotline is free, confidential and available 24/7 by calling 833-533-CHAT (2428).

– **LiveHealth Online**

CU Health Plan – Anthem members have access to telehealth for medical, psychological, and psychiatric related concerns. Anthem plan members can use LiveHealth Online. They can visit Anthem's secure portal to use LiveHealth Online and connect with a board-certified doctor via live chat or video. This includes visits with a mental health professional, 24/7 through live video.

– **Mental Health Resource Hub**

Taking care of your mental health is more important than ever. The following resources can help manage these feelings. The Mental Health Resource Hub is a free online digital resource site, powered by Psych Hub and supported by Anthem, and can help you navigate social isolation, and other COVID-19 challenges.

Managing Stress for Positive Change
Thriving @ Work: The Connection between Well-being and Productivity
Building Resilience

– **myStrength**

CU Health Plan – Kaiser members have access to the myStrength app and other digital emotional wellness tools at Kaiser Permanente. myStrength is a personalized program that includes interactive activities, in-the-moment coping tools, inspirational resources and community support. myStrength helps with depression, anxiety, sleep, stress, substance use and chronic pain. You can track preferences and goals, current emotional states and ongoing life events to improve your awareness and change behaviors.

Everyone needs support for total health — mind, body and spirit. Digital tools can help you navigate life's challenges; make small changes that improve sleep, mood, and more, or simply support an overall sense of well-being.

– **Colorado State Employee Assistance Program**
[The Colorado State Employee Assistance Program](#) (CSEAP) has provided resources that you may find helpful for managing stress and anxiety and provides up to 6 counseling sessions free of charge.

– **Colorado Department of Public Health & Environment**
The CDPHE offers [online resources](#) for reducing fear and taking care of yourself.

– **Centers for Disease Control and Prevention**
CDC [online resources](#) on managing stress and anxiety.

– **Physical Health**
Don't neglect your physical health! Physical health can improve attention span, relieve stress and stimulate your mind. Take a short walk to break up the workday.

- ▪ **CU Denver's Virtual Wellness Programs**
Be well and stay connected wherever you are! Take advantage of our various virtual resources focused around keeping you moving, energized, and mindful during your time away from campus. [CU Denver Wellness & Recreation Virtual Programs](#)

ADA compliance

All employees including remote work employees are eligible for accommodations under the Americans with Disabilities Act. The employee must complete the ADA interactive process with System HR and have an approved accommodation in place. Please reach out to systemhr@cu.edu for any requests under the ADA.