

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-11	Effective Date: July 1, 2005	Version: 1.0
POLICY TITLE: WORK HOURS AND SCHEDULES		
<p>OVERVIEW: DCS recognizes the need for structured business hours and work schedules in order to ensure consistency in service delivery across the state. However, DCS allows work unit managers flexibility in determining individual employees' hours of work through the use of alternative work schedules and adjusted work schedules. These work schedule options may not be feasible in all settings and cannot have an adverse affect on DCS operations.</p>		

I. DEFINITIONS

- a. **Business Hours:** The established, uniform hours of service during which all DCS offices are to be open to the public.
- b. **Alternative Work Schedule:** A work schedule that includes consistently arriving earlier or leaving later than standard business hours; adjusting a lunch period; or working a schedule other than 7.5 hours per day, five days per week. Examples of an alternative work schedule include shortening the daily lunch break to thirty minutes or working four days in the first week of a pay period and five days in the second week. Alternative work schedules do not change the total number of hours worked in a pay period.
- c. **Adjusted Work Schedule:** A work schedule that differs temporarily from the standard 7.5 hour day. An example would be working 8 hours Monday through Thursday and 5.5 hours on Friday. An adjusted work schedule does not change the employee's work schedule beyond the pay period in which the request was made, nor does it change the total number of hours worked in a pay period.

II. REFERENCES

- a. Indiana State Personnel Department Standardized Hours of Work Policy
- b. IC 4-1-2: Office Hours; Employees' Hours of Work
- c. 31 IAC 1: Non-Merit Employees
- d. 31 IAC 2: Merit Employees

III. POLICY

- a. **Business Hours:** DCS offices are to be open to the public for business from 8:00 a.m. to 4:30 p.m. local time, Monday through Friday. Offices may offer extended hours.
- b. **Alternative Work Schedule:**
 - i. Alternative work schedules must involve repetitive patterns and have a neutral or positive effect on cost, quality, and delivery of services. Repetitive work patterns are necessary for accountability and planning. Supervisors must have up-to-date position descriptions and performance appraisal reports completed on all employees prior to approving Alternative work schedules. A work unit manager may require additional criteria for participation.
 - ii. Alternative work schedules are privileges for employees. Failure to comply with the policies and procedures may result in disciplinary action

including but not limited to the loss of the privilege. Additionally, DCS management reserves the right to terminate any or all work schedule options.

- c. Adjusted work schedule: DCS recognizes that there are occasional personal and professional circumstances that may cause an employee to need/want to adjust his/her work schedule temporarily. An adjusted work schedule is to be used as an exception, rather than a rule. For matters that are personal in nature, employees are encouraged to seek alternate methods of adjusting their schedule including use of vacation and/or personal time.
 - i. Approval from the employee's direct supervisor or the work unit manager must be received prior to an employee adjusting his/her work schedule.
 - ii. Work unit managers may impose additional procedures for requests (i.e., requests must be in writing). However, these procedures must either be applied to all employees within the work unit or all employees within a certain job class within the work unit.
- d. Break Periods: Each employee may take a paid fifteen (15) minute break prior to 12:00 p.m., and a paid fifteen (15) minute break after 12:00 p.m.;
 - i. Breaks may not be used to make up time, due to tardiness;
 - ii. Breaks may not be taken within one (1) hour of starting time or one (1) hour of quitting time;
 - iii. Breaks may not be taken in conjunction with the lunch hour;
 - iv. Breaks may not be broken up (i.e. two- 7 ½ minute breaks in the morning).
 - v. Breaks are a privilege, not an entitlement, and may be discontinued by management at any time.

IV. PROCEDURE

- a. Business Hours: Any office offering extended business hours is to document the exact hours of operation with the Deputy Director of Administrative Services.
- b. Attendance Records: All employees are to record their time on the state approved Employee Attendance Report.
- c. Alternative Work Schedule
 - i. An employee desiring to change his/her work schedule should request approval from his/her supervisor by completing DCS Form (#), Work Schedule Request. Requests must be submitted at least one pay period prior to the adjustment.
 - ii. The supervisor is responsible for assessing the wishes of the employee and the operational needs of DCS when reviewing requests.
 - iii. Denied request shall be returned to the employee along with an explanation.
 - iv. Work unit managers are required to submit an annual report to DCS Central Office human resources that includes the number of alternative work schedule participants along with statements identifying the benefits to employees and customers, and any cost savings and/or improvements in the quality or timeliness of the delivery of services.
- d. Adjusted work schedule
 - i. It is the responsibility of the employee desiring to adjust his/her work hours to request approval from management in writing; email is acceptable.

- ii. The supervisor is responsible for assessing the wishes of the employee and the operational needs of DCS when reviewing requests.
- iii. Approved requests shall be retained in the employee's reference file as documentation of the employee's hours of work.
- iv. Denied request shall be returned to the employee along with an explanation.

V. FORMS AND OTHER DOCUMENTS

- a. Employee Attendance Report
- b. Work Schedule Request

DATE: 06/13/05
James W. Payne, Director
Department of Child Services

A signed copy is on file.