



Guidance: Office Closures, Worker Absences and the ARMS

When worker availability to conduct their normal job duties changes, or when an office experiences a closure that may impact the ability of workers to participate in the ARMS, timely communication of those changes is critical to ensuring the ongoing validity of the random moment time study, and several tools are available within ARMARS to report such absences and/or office closures; the **ARMARS Help Desk** may also be utilized as a resource for updating ARMARS to reflect more widespread changes in worker availability.

Three different scenarios may arise that impact the extent to which county and regional staff who participate or help administer the ARMS are able to perform their job functions:

- a) A closure of the physical location at which the clerk's office does business.
- b) A change to the extent to which worker(s) are able to work day-to-day and carry out their normal job function.
- c) A change to the extent to which the local ARMS Delegate is able to work day-to-day and carry out their normal job function.

Each of those scenarios, and how they should be reported for ARMS survey purposes, are discussed below.

Office Closure

When a clerk's physical office location closes and none of the staff participating in the ARMS are working (for example, a hurricane closure), the local ARMS Delegate should **contact the ARMARS Help Desk** and provide the name of the clerk's office and the date(s) the office will be closed. The Help Desk can record that the office will be closed, which will ensure that surveys are appropriately coded with a non-working response. **This option should be only be pursued when no ARMS participants will be working on the designated date(s).**

If, on the other hand, the clerk's physical office location closes, and staff are encouraged to work remotely from another location (including their home), then:

- staff who are able to continue working should continue to participate in the ARMS, receiving the survey notifications via email and responding to the surveys via the ARMARS website; while
- staff who are not able to continue working should be flagged as out of the office via the ARMS Delegate recording an "Inactivity Event¹" for the worker. Alternatively, if the ARMS Delegate expects that the worker's unavailability will be short in duration (one or two days), the participant may simply complete the survey on their return to work.

Delegates in clerk's offices that are experiencing widespread worker absences may **reach out to the ARMARS Help Desk** for assistance making bulk updates to worker availability.



Change in Worker Availability

When an ARMS participant's work schedule changes during the period, those changes will generally not be recorded in ARMARS until the next quarterly roster update submission period. If, however, there are widespread changes in the day-to-day availability of individual workers – for example, in the event of a rotating staff schedule being implemented – the ARMS Delegate should **contact the ARMARS Help Desk**, who can configure the system so that any surveys due to be administered on days on which they will no longer be working will be appropriately recoded to a non-working response.

ARMARS Help Desk: support@armars.net
(877) 895-7444