



**POLICY: Telecommuting**

<i>Original Implementation Date:</i>	1/21/20	<i>Date Reviewed/ Revised:</i>		<i>Area of Responsibility:</i>	Human Resources/ Information Technology	<i>Version:</i>	1
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**PURPOSE:** Sun Health considers telecommuting to be a flexible work arrangement between a manager and employee for some component or all of the staff member’s work to be performed at home, on the road, or from another satellite location for part of the employee’s work week. It is a viable alternative work option in cases where individual, job and supervisor characteristics are best suited to such an arrangement. It is supported by Sun Health, provided the arrangement supports the missions of both the department and Sun Health.

**POLICY:** Eligible Sun Health full-time employees will be offered the option to telecommute remotely, on an ad hoc basis as business needs arise, for up to one day per week. The use of telecommuting may be temporarily expanded by the CEO, based on business needs for business continuity or other urgent events.

**ELIGIBILITY:** The scope is for all Sun Health full-time employees whose work duties can be primarily conducted via computer and telephone, and does not require significant face to face contact with residents, members or other clients. Employees requesting telecommuting arrangements must be employed for a minimum of three months of continuous, regular employment, must maintain “meets standards” performance rating and an acceptable attendance record in order to be considered eligible for telecommuting.

**PROCEDURES/RESPONSIBILITIES:**

Approval Process: Telecommuting is considered to be a privilege afforded to eligible employees by Sun Health, not an entitlement of employment. Granting the option of telecommuting to an employee will be at the discretion of the employee’s manager with approval by the Executive leader of the employee’s area of responsibility. All telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization. The manager of the telecommuting employee has the authority to request the employee’s presence in the office on their scheduled telecommuting days if the need arises, and to set the parameters on what days are available for telecommuting. If there are Federal/State no-notice inspections, the expectation is the employee must return to the office. Telework is best suited for jobs that require independent work, little face-to-face interaction, concentration, a measurable work product and output-based (instead of time-based) monitoring. There will be cases where certain roles are not eligible due to the on-site necessity of their role. Appropriate levels and frequency expectations of communication will be established between the employee and his or her manager according to the employee’s job duties and responsibilities.

Before entering into any telecommuting agreement, the employee and manager, with the assistance of the Human Resources Department, will evaluate the suitability of such an arrangement paying particular attention to the following areas:

- Employee suitability: the employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters

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- Job responsibilities: the employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement
- Equipment needs, workspace design considerations and scheduling issues.
- Tax and other legal implications for the business use of the employee's home based on Internal Revenue Service (IRS) and state and local government restrictions.

Responsibility for fulfilling all obligations in this area rests solely with the employee. If the employee and manager agree, and the Executive leader of the employee's area of responsibility and Human Resources department concur, then the manager may proceed to request setup from IT according to the parameters of the agreement. The agreement may be changed or revoked at the discretion of Sun Health.

### **Responsibilities:**

To connect to Sun Health network or cloud applications, employees who telecommute will be provided a Sun Health laptop or other device. Beyond the device, the employees who are telecommuting regularly are expected to have the appropriate "home office" set up that is required to perform their duties. Sun Health will not be providing additional equipment or reimbursement to employees who telecommute, including WiFi, hardware, software, modems, phone and data lines, cell phone service and/or increased data charges, facsimile equipment or software, and photocopiers. Equipment supplied by the employee, will be maintained by the employee. Sun Health accepts no responsibility for damage or repairs to employee-owned equipment.

The expectation is that employees will be available and working during normal business hours.

Telecommuting employees are expected to comply with Sun Health's policies and expectations for information security regarding proprietary company and resident, member and patient information accessible while working from home. No files are to be kept at home. Non-executive employees must have advance authorization before taking any printed proprietary information or files from Sun Health.

Management of the telecommuter's work product will be at the discretion of their supervisor. The supervisor's evaluation of the telecommuter's productivity could be but are not limited to; periodic check-ins throughout the day with the telecommuter, status updates of progress of work, setting deadlines of projects that are being worked on via telecommuting, etc.

Telecommuting employees are responsible for notifying the employer of injuries sustained by the employee while at their home work location and in conjunction with the regular work duties in accordance with company workers' compensation procedures.

Telecommuting is not designed to be a replacement for appropriate dependent care. Employees who are permitted to telecommute are expected to devote their undivided time and attention to work, and to maintain the same attention and efficiency as if they were working in the office. Accordingly, appropriate dependent care arrangements should be made as needed even when employees are telecommuting. The availability of telecommuting as a flexible work arrangement for employees can be discontinued or updated at any time at the discretion of Sun Health.

**RELATED POLICIES: *Sun Health Code of Conduct; Employee Smart Phone/Cell Phone Reimbursement.***