POLICY: Remote Work

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PURPOSE: Sun Health considers remote work to be a flexible work arrangement between a manager and team member for some component or all of the team member's work to be performed at home, on the road, or from another satellite location for all or part of the team member'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 mission of both the department and Sun Health.

POLICY:
Sun Health will allow eligible team members to work remotely either full-time, part-time or on an ad-hoc basis. Team members whose positions are designated as "Fully Remote" or "Partially Remote" will follow the guidelines outlined below for working remotely.

Definitions:
- Fully Remote: Team members who work remotely except when they are required to come into the office by their supervisor.
- Partially Remote: Team members who telecommute 2-3 days per week.

ELIGIBILITY: The ability to work remotely is for Sun Health team members 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. Remote work 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.

Before entering into any remote work agreement, the team member 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:
- Team member suitability: the team member and manager will assess the needs and work habits of the team member, compared to traits customarily recognized as appropriate for successful remote workers.
- Job responsibilities: the team member and manager will discuss the job responsibilities and determine if the job is appropriate for a remote work arrangement.
- Equipment needs, workspace design considerations and scheduling issues.

Team members requesting remote work arrangements should be employed for a minimum of three months of continuous, regular employment, must maintain "meets standards" performance rating and an acceptable attendance record to be considered eligible for telecommuting.

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Some positions may be determined to be Fully Remote or Partially Remote at hire. Those team members will receive additional onboarding to address the expectations of being remote.

In emergency situations Sun Health may modify or waive provisions of this policy or procedures. Remote working is a privilege, not a benefit or a right. Sun Health has the right to terminate a remote working arrangement at any time.

TEMPORARY REMOTE WORK: Team members who are not determined to be remote as a general categorization, may be approved to work remotely under certain circumstance such as:
- Temporary arrangements for circumstances such as inclement weather, special projects or business travel;
- Other short-term arrangements made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate; and
- In the event of natural disasters, damage or unavailability of facilities, government mandates, or other conditions deemed necessary to protect the health and safety of team members, patients or residents, business associates, vendors and partners.

PROCEDURES/RESPONSIBILITIES:
All remote work arrangements are made on a case-by-case basis, focusing first on the business needs of the organization. The manager of the team member who works remotely has the authority to request the team member's presence in the office on their scheduled remote workdays if the need arises, and to set the parameters on what days are available for remote work. If there are Federal/State no-notice inspections, the expectation is the team member will return to the office. Appropriate levels and frequency expectations of communication will be established between the team member and his or her manager according to the team member's job duties and responsibilities.

Responsibility for fulfilling all obligations in this area rests solely with the team member. If the team member and manager agree, and the Executive leader of the team member'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, team members who work remotely will be provided a Sun Health laptop or other device. Beyond the device, the team members who regularly work remotely are expected to have the appropriate "home office" set up required to perform their duties. Equipment supplied by the team member will be maintained by the team member. Sun Health accepts no responsibility for damage or repairs to team member-owned equipment.

The expectation is that team members will be available and working during normal business hours. In certain cases where it meets both the needs of the team member and Sun Health, the team member's schedule may vary.

If an equipment failure, power failure, or other circumstances prevents working during the team member's scheduled hours, the team member must contact his or her supervisor immediately. Team members are expected to use their Paid Time Off (PTO) and/or Paid Sick Time (PST) in the event they are not working

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during their scheduled work time and where other arrangements have not been made to adjust their work schedule.

Management of the remote work team member's work product will be at the discretion of their supervisor. The supervisor's evaluation of the remote worker's productivity could be but are not limited to periodic check-ins throughout the day with the remote worker, status updates of progress of work, setting deadlines of projects that are being worked on while working remotely, etc.

Remote work team members are responsible for notifying Sun Health human resources of injuries sustained while at their home/work location and in conjunction with the regular work duties in accordance with company workers' compensation procedures.

Remote work is not designed to be a replacement for appropriate dependent care. Team members who are permitted to work remotely 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 team members are working remotely.

Sun Health makes no representations concerning the tax or other legal implications of working remotely. The remote team member is solely responsible for fulfilling all IRS, state, and local government requirements.

The availability of remote work as a flexible work arrangement for team members can be discontinued or updated at any time at the discretion of Sun Health.

Upon termination of remote working activities, all Sun Health information systems or assets related to the remote work shall be returned to Sun Health as soon as possible and not longer than 14 days. If a remote team member terminates their employment, all equipment and Sun Health property should be returned at termination or as soon as practicable.

SECURITY: Remote work team members 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 team members must have advance authorization before taking any printed proprietary information or files from a Sun Health property.

Other security measures include:
1. Remote team members shall receive training on security awareness, privacy, and their additional responsibilities while working remotely.
2. Remote work activities shall only be authorized if appropriate security arrangements and controls are in place.
3. Access to internal applications will be provided over secure VPN solutions.
4. Suitable protection of the remote work site shall be in place to protect against the theft of information assets and the unauthorized disclosure of confidential data.
5. Only authorized users, using authorized devices, shall be permitted remote access to any of Sun Health's information systems. The use of Sun Health information systems or assets by other persons (e.g., family, friends, etc.) or devices shall be strictly prohibited.

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6. Remote access users shall take necessary precautions to secure all Sun Health information assets and Confidential Data in their possession.
7. The use of personally owned equipment that is not under the control of Sun Health to conduct remote work involving Sun Health confidential data shall be strictly prohibited unless specifically authorized in writing by the IT Department.
8. All computing devices that connect remotely to Sun Health Information Systems must have up-to-date firewall and anti-malware software. All Operation System and other security patches must be applied and kept current.
9. This shall include personally owned computing devices (e.g., laptops, home computers, tablets, smartphones, etc.) that have been authorized to connect to Sun Health Information Systems.
10. Remote team members must ensure their wireless network service is configured with current technology and encryption (WPA2 with AES at a minimum) and has a strong password for access to the wireless network.
11. Remote team members, including Business Associates and other third parties, shall log-off and disconnect from Sun Health Information Systems when access is no longer required to perform job responsibilities.
12. Where possible, Sun Health will implement technical controls to automatically disconnect remote team members from the Sun Health's network when there is no recognized activity for 60 minutes. All connections will be automatically disconnected once their duration reaches 12 hours, regardless of detected activity.
13. Remote users shall lock the workstation and/or system(s) when unattended so that no other individual is able to access any confidential data.
14. Upon termination of remote working activities, access rights shall be reviewed and acted upon accordingly.

Enforcement & Exception Handling

Failure to comply with this policy, associated procedures and guidelines may result in disciplinary actions up to and including termination of employment. Legal actions also may be taken for violations of applicable regulations and laws.

Request for exceptions to this policy must be submitted in writing. Prior to official approval of any exception, this policy must continue to be observed.

RELATED POLICIES: Sun Health Code of Conduct; Team Member Smart Phone/Cell Phone Reimbursement.