

NORTHCARE NETWORK

POLICY TITLE: Telecommuting	CATEGORY: Information Management	
EFFECTIVE DATE: 4/6/20 <i>(Previously-- Temporary/Emergency Telecommuting)</i>	BOARD APPROVAL DATE: 5/13/20	
REVIEW DATE: 12/16/22	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
RESPONSIBLE PARTY: CIO	CEO APPROVAL DATE: 1/10/23 Dr. Tim Kangas, CEO	

APPLIES TO

NorthCare Personnel

POLICY

NorthCare Network may allow or require telecommuting options to help balance workplace and/or personal safety with business operational needs.

PURPOSE

To ensure continuity of business operations when allowing or requiring an employee to telecommute.

DEFINITIONS

Telecommuting: is performing job functions in varying worksites or facilities that are not owned or operated by NorthCare Network. Locations may include, but are not limited to, the employee's residence, a business partner or provider's facility (ex. MGH, GLRC, CMH), or other non-NorthCare owned or operated facilities.

Regular Telecommuting: is an option to allow an employee to telecommute from their residence (home) as part of their regular work schedule.

Temporary Telecommuting: is allowing an employee to temporarily telecommute from another location/facility while away from the office (ex. conference, site review, etc.).

Emergency Telecommuting: is defined as the CEO authorizing or requiring employees to telecommute in certain emergency situations (ex. pandemic, local/state of emergencies, etc.) while maintaining security, confidentiality, and safety.

REFERENCES

Regular Telecommuting Request Form
SOP- Telecommuting Procedure
NorthCare Network Policies

HISTORY

Previously Titled: Temporary/Emergency Telecommuting
NEW POLICY: 4/6/20
REVISION DATE: 4/5/21
REVIEW DATE: 4/5/21, 2/21/22, 10/16/22
CEO APPROVAL DATE: 4/6/20, 4/6/2, 3/1/22, 1/10/23
BOARD APPROVAL DATE: 5/13/20

PROCEDURES

Regular Telecommuting

An employee may request to telecommute from their place of residency a certain portion of their regular work schedule by submitting a completed Regular Telecommuting Request Form to their Supervisor and the CIO. The Supervisor will meet with the CIO to review the request. The request must be approved by both the Supervisor and CIO before the Supervisor presents the request to the CEO. The CEO will have final approval of all requests. If approved, a copy of the approval will be filed with the HR Coordinator.

If approved to telecommute, the employee and supervisor will agree on the number of telecommuting days allowed and as approved by CEO. Work schedules will be determined in accordance with the NorthCare Network Working Hours Policy. Telecommuting is not to be used as a means to negate the use of Paid Time Off (PTO).

Performance, including but not limited to, productivity, work quality, customer service, etc. must continue to meet expectations. In the event of technical difficulties that prevent the employee from being productive on the computer or manually, the employee must immediately contact their supervisor. The supervisor will assess the situation and determine if the employee needs to return to office, take PTO, or adjust work hours with approval.

The telecommuting arrangement may be discontinued at any time at the request of the employee or NorthCare. NorthCare Network's CEO and/or the employee's Supervisor may temporarily discontinue the telecommuting arrangement. If an employee does not comply with this policy and/or is not meeting performance, productivity, or other such expectations the Supervisor and/or CEO may permanently discontinue the telecommuting arrangement.

Temporary Telecommuting

An employee may request to temporarily telecommute from another location (ex. conference, site review, traveling, etc.) by emailing their Supervisor and the CIO. The email request must include the location, dates, and equipment needed. Temporary requests must be approved by the employee's Supervisor and the CIO.

Emergency Telecommuting

NorthCare Network's CEO may authorize or require telecommuting for NorthCare employees during certain emergency situations (ex. pandemic, local/state of emergencies, etc.).

Telecommuting Requirements

Telecommuting requires additional diligence from employees and management to ensure continuity of business operations, including system security, confidentiality, and privacy of protected health information, as well as a commitment to performance, productivity work quality and customer service.

All telecommuting technical requirements (ex. equipment, security, remote workplace, etc.) are outlined in the SOP-Telecommuting Procedure.