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# Alternative Work Arrangements

Policy and Procedure

# PURPOSE

Scotland Health Care System supports alternative work arrangements (AWA) to include telecommuting, working remotely, and compressed schedules for leaders and/or key personnel, for example, working 4 10-hour shifts, when such arrangements fulfill operational needs. Scotland also recognizes that telecommuting and working remotely are only feasible for those job duties that can be performed away from a standard office setting. Procedures set forth in the policy establish minimum requirements; departments or business units within the health care system may adopt more stringent requirements for alternative work arrangements.

### Definitions

**Alternative Work Arrangement (AWA).** Is a full- or part-time alternative work arrangement from an offsite location occurring on a regular basis.

**Telecommuting**. Is employed by the health care system, works outside of a traditional office environment for part or all of his/her regular work schedule, is expected to attend in-person meetings, and/or visit key stakeholders as needed.

**Working Remotely**. Is employed by the health care system, works outside of a traditional office environment, and lives outside of the geographic area of the health care system. There is no expectation the remote worker will travel to the health care system on a regular, routine basis. Example: A Claims Biller living in the state of Tennessee.

**Alternative Work Arrangement Agreement.** A signed written agreement which governs the obligations while working an alternative work arrangement.

**Compressed Schedule.** Leaders or key personnel seeking to work a compressed workweek.

# PROCEDURE

### Eligibility

1. Associates requesting to work remotely, telecommute, or work a compressed schedule must be in good standing with no written disciplinary actions within the preceding 12 months. The associate will submit the request in writing to his/her department leader.
2. The department leader, or executive in the event of a leader request, will consider all relevant factors with regards to the request and if supported, will submit the request to the appropriate executive for approval. The executive will share the approval with the Executive Team for information purposes. Any concerns expressed by the Executive Team will be addressed accordingly.
3. Following approval of a telecommuting or remote work arrangement, the associate will sign a AWA Agreement agreeing to the terms of the arrangement. A copy of the agreement will be filed in the department file and the original will be retained in the associate's HR file housed in the Human Resources department.
4. The start date of the alternative work arrangement will be mutually agreed upon by the associate and leader.
5. An alternative work arrangement may be terminated at any time by either the associate or leader with a 10-day written notice, when feasible. The appropriate executive reserves the right to approve or deny the termination. If the associate is unable to meet the requirements to return on campus to resume duties, he/she will have considered to have voluntarily resigned.
6. In addition to individual requests, leaders may recommend current or new positions that qualify as an alternative work arrangement with executives holding responsibility to approve and bring forward to Executive Team for feedback and/or endorsement.

### Performance Expectations

1. The associate will continue to be responsible for performance of all job responsibilities while working an alternative arrangement. He/she will meet or communicate with his/her leader to receive assignments, review work progress, and complete work at predetermined intervals and more often, as the leader directs.
2. Associates working an alternative arrangement may be required to be onsite as necessary to attend meetings, training sessions, or similar events or occurrences. Travel expenses, including mileage, from the off-site location to onsite are the responsibility of the employee and will not be reimbursed.
3. Associates shall promptly notify his/her leader when unable to perform work assignments due to equipment failure or other unforeseen circumstances, including connectivity issues. He/she may be assigned to another project and/or work location, including onsite. In the event work is not available at another location, the associate or leader will be paid PTO or time off without pay in the event PTO is not available.
4. Associates working an alternative arrangement must be accessible by telephone, fax, network access, or email during the working schedule as specified in the Agreement.
5. Associates shall comply with all applicable policies and procedures of the health care system.

### Equipment and Supplies

1. If the alternative work arrangement is of a voluntary basis, the associate is responsible for providing the equipment and software needed for the position. If the alternative work arrangement is deemed necessary by the organization (i.e., to free up office space or when office space is not available), the health care system will provide the equipment, software, and workspace furniture as needed.
2. Internet connectivity is the responsibility of the associate and at the associate's expense. The associate agrees to abide by the licensing regulations and restrictions for all software under license to Scotland Health Care System and/or it's affiliates.
3. Help desk support will be provided to associates working a required alternative arrangement as it is provided to all associates. Associates who need help desk support will be required to bring health care system owned equipment to campus if necessary.

### Safety and Security

1. The associate shall protect health care system information from unauthorized disclosure or damage and will comply with Federal, State, and health care system standards, policies and procedures regarding disclosure of public and official records.
2. Work done at the associate's off-site workplace is official Scotland business. All records, documents, and correspondence, (either on paper or in electronic form), must be safeguarded and returned to Scotland at the conclusion of telecommuting or upon request by the associate's appropriate executive.
3. Telecommuters must take reasonable precautions to ensure that their devices (e.g. computers, tablets, smartphones, etc.) are secure before connecting remotely to Scotland information assets and must close or secure connections to campus desktop or system resources (i.e. remote desktop, private network connections, etc.) once they have completed Scotland related activities or when the asset is left unattended.
4. Since the associate's home or satellite workspace is an extension of the health care system workspace, the health care system liability for job-related accidents will continue to exist during the approved work schedule and in the associate's designated work location. Workers' Compensation law and rules will apply. The associate is responsible to ensure that safe working conditions exist. Consequently, the Telecommuter shall agree that if a work related injury occurs, the health care system shall have the right to make on-site inspections of the workspace, including home workspace with advance written notice or at other mutually agreed-upon times.

### Time Worked

1. Associates working an alternative arrangement who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using an approved timekeeping system. Associates failing to accurately record time worked will be subject to disciplinary action and/or may forfeit the ability to telecommute.
2. Overtime compensation will be provided in accordance with eligibility guidelines and applicable laws and policies. A non-exempt associate shall not work overtime without prior written approval from his/her appropriate leader.
3. Telecommuting is not designed to be a replacement for appropriate child care. Although an individual associate's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands.

### Ad Hoc Arrangements

1. Temporary alternative work arrangements may be approved for circumstances such as inclement weather, special projects or business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.
2. Other informal, short-term arrangements may be made for associates on family or medical leave to the extent practical for the associate and the organization and with the consent of the associate's health care provider, if appropriate. These arrangements must be approved by the appropriate executive and VP, Human Resources.
3. All informal alternative work arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

**See page 4 for General Working Remotely Tips, Tools, and Resources**

**General Working Remotely Tips, Tools, & Resources**

**BE PREPARED**

* **Review the Alternative Work Arrangements Policy**
* **Ensure you have the proper equipment and tools available to be successful**
* **Setup Go Remote for network access using the link** <https://atriumhealth.org/atrium-health-connect>
* **Log in prior to starting work to ensure you can be functional as soon as possible**
* **If required, understand how to log in to KRONOS to record work hours by entering your start time, meal break, and end time using the link** [**https://scotlandhealth.kronos.net/wfc/navigator/logon**](https://scotlandhealth.kronos.net/wfc/navigator/logon)
* **Choose a dedicated, distraction-free workspace at home: An office, a kitchen table – somewhere you can be each day you work. Not on the couch, in bed, or in the car**
* **Watch the CDC COVID-19 video: Work from Home in times of Coronavirus.** <https://www.youtube.com/watch?v=cR30lLDLXY4&feature=youtu.be>

**GETTING STARTED**

* **Login: Follow the instructions for logging into Atrium Health remote resources** <https://atriumhealth.org/atrium-health-connect>
* **Install Office: If needed, download and install Office 365 Pro Plus (Word, Excel, Powerpoint, Outlook, Skype) using the link** <https://atriumhealth.org/atrium-health-connect>
  + **Go Remote Access: If your documents are saved on network drives (like F: or X:), use Go Remote to access them. *In order to access your files on the shared drive, pay close attention to Open the Windows Explorer folder/icon to get to the drives (i.e., X: drive and F: drive)***
* **Use Outlook: Once you install Office 365 Pro Plus, you will be able to use those apps (including Outlook) just like being in the office**
* **Communicate with your team: Use Skype to instant message with your team as needed**

**VOICEMAIL ACCESS and MAKING PHONE CALLS**

* **To access your work phone voicemail remotely:**
  + **Dial 910-291-7900**
  + **Immediately press the pound (#) key (disregard the opening message)**
  + **Enter your mailbox number (work phone extension, for example, 7343)**
  + **Enter your PIN (the pass code you created when setting up your voicemail)**
  + **Follow the prompts**
* **If necessary, use the features of your cell phone or carrier to “hide” your number when making outbound calls:** 
  + **iPhone**
    - **Option 1: Use the \*67 prefix before dialing the area code + phone number (\*67 9102197891)**
    - **Option 2: (Apple users) Go into “settings” and look for the “phone” option. Then select “Show My Caller ID”. Toggle the option to “Off”.**
* **Android**
  + - **Go to Phone then Settings and then More Settings (…)**
    - **Show my caller id and hide my number**

*Tip: Test by calling your spouse, child, or a friend and ask if they can see your number. Option 1 is better if you make only a few calls but you have to enable it with every call.*

* **When leaving a voicemail provide your work desk phone and then call in to check your voicemail often.**

**STAY IN TOUCH**

* **Manage your email by checking your inbox frequently and responding accordingly**
* **Touch base as needed with your supervisor and colleagues**

**ADDITIONAL RESOURCES FOR LEADERS and STAFF**

* **IT support: 1-866-446-6161\***
* [**Virtual Visits for Medical Care**](https://atriumhealth.org/campaigns/primarycare/virtualvisit/virtualvisittp)
* **Employee Assistance Program: 1-800-384-1097**
* **Scotland Health Care System Directory**
* [**Scotland Health Care Benefits Guide**](https://www.scotlandhealth.org/-/media/scotlandhealth/documents/employee/scotland-health-2020-benefits-guide.pdf?la=en&hash=73A586E84A3F6255A4534E14F6AC5618C62A4E0B)

<https://nypost.com/2020/03/17/everything-you-need-to-know-about-working-from-home-during-coronavirus/>

https://globalnews.ca/news/6695405/how-to-work-from-home-coronavirus/

<https://www.youtube.com/watch?v=cR30lLDLXY4&feature=youtu.be>

https://www.mindtools.com/pages/article/working-from-home.htm

<https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers?ab=hero-subleft-2>

**\*** ***Please be aware that with many persons working remotely due to the Coronavirus, the Atrium IT Support Center is experiencing a heavy volume of calls. You will likely experience a longer delay than usual when calling Support.***

**3/2020**