

# Telecommuting Best Practices

NAACCR Professional Development  
Steering Committee: Workgroup on  
Working Remotely

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## Background

In 2018, the NAACCR Professional Development Steering Committee conducted a survey of central cancer registry directors in both the U.S. and Canada to identify the needs, barriers, and potential solutions to the recruitment and retention of registry operations staff. The survey was specific to recruitment of cancer registrar positions, including those holding the Certified Tumor Registrar credential, as well as other staff involved in quality control activities.

Central cancer registry directors were asked open-ended questions to identify the three biggest barriers in recruiting registry operations staff and to also share solutions. More specific questions were asked about ability to offer a competitive salary, whether staff could work remotely, and recruitment and retention activities.

One of the questions asked was how the NAACCR Professional Development Steering Committee could help central registries with recruitment and retention. The most frequent responses were: collecting and sharing best practices and policies regarding recruitment/retention/working remotely; conducting a salary survey; and providing a platform for sharing related information.

The NAACCR Professional Development Steering Committee developed a small workgroup to collect information from central cancer registries on working remotely.

## Workgroup Process

Policies on working remotely were gathered and reviewed from the following U.S. and Canadian central cancer registries: Alberta, California, Florida, Kentucky, Missouri, New Jersey, Saskatchewan, and Tennessee. Some of the policies were specific to the central cancer registry; others were agency-wide. There were common themes that evolved in review of the various policies that are detailed below. Policies which were reviewed are attached.

Another resource for telework policies is the U.S. Office of Personnel Management. The federal teleworking policy has been in place since signing of the Telework Enhancement Act of 2010. Information from the U.S. Office of Personnel Management can be found here:

<https://www.opm.gov/faqs/topic/telework/index.aspx>. Equivalent information for Canada can be found here: <https://www.canada.ca/en/services/business/hire/humanresourcesmanagement.html>.

## Position Suitability

Not all positions in an agency where a central cancer registry is located are appropriate for telecommuting nor are all central cancer registry positions. The nature of the work must be such that it can be performed offsite. For example, a position that requires extensive face-to-face interaction with other employees at the agency would not be suitable for telecommuting. It is critical that positions selected for telecommuting have clearly-defined performance requirements that are measurable. It is imperative that whatever metrics are being used to measure productivity of teleworkers be the same as what is used to measure productivity of workers who are office-based.

## Participant Suitability

It is important to evaluate the suitability of participants for telecommuting. Telecommuters should be able to work independently with minimal supervision, be well-organized, be self-motivated and be responsible. Several policies indicated that employees in a probationary period, with active discipline, or with an unsatisfactory performance evaluation would not be eligible. Some considered work attendance as a factor in determining participant suitability.

## Trial Period, Frequency of Review, Renewal/Revocation

Some central cancer registries had a short trial or pilot period for telecommuting to help determine suitability of both the position and person. All had a process for review and renewal; all had a process for revocation.

## Agreement

Most central cancer registries had a Telecommuting Agreement which outlined responsibilities and expectations both for the telecommuter and the agency. Examples are attached.

## Equipment

**Computer** – most, but not all, central cancer registries paid for and provided the telecommuter with a computer and monitor for use at their telecommuting location (in addition to having this same setup at the office) – sometimes including double monitors. Initial setup was typically done by the IT department within the agency. Agencies that paid for and provided computer equipment also allowed telecommuters to call the agency's Helpdesk support, when needed; staff need to have immediate access to Helpdesk support staff to quickly resolve computer issues to maintain productivity. Some central cancer registries included in their policy a caveat that if the Helpdesk support staff were unable to resolve the issue within a certain timeframe, the remote worker would need to come into the office for the day. Some specified that repairs resulting from non-work-related repairs would be the financial responsibility of the telecommuter.

Most policies were silent as to whether agency-procured equipment could be used for non-work-related functions. There were a few that indicated that equipment could only be used for agency business and only by the authorized telecommuter.

**Internet Service** – all central cancer registries expected the employee to arrange for high speed Internet service. A few central cancer registries helped defray the monthly cost for this service. In the event of problems connecting to the Internet, most policies required the remote worker to come into the office for the day; others were silent on the issue.

**Phone** – most, but not all, central cancer registries expected the employee to provide their own phone.

## Work Hours

All policies reviewed required telecommuters to adhere to standard agency work hours. This means that staff cannot work earlier, later, or on days of the week other than that allowed by the agency. If standard agency work processes allow staff to flex their hours, telecommuters can also flex their hours – but they must follow the same approval process as their office-based colleagues. This also means that they must submit requests for leave to schedule time off.

It was unclear if work hours could be adjusted due to weather conditions, if not approved in advance. For example, someone scheduled to come into the office on a day when the driving conditions were bad -- could they get approval to work at home instead.

Some policies indicated that employees had to call into the office at the beginning of the work day; others included timeframes by which employees needed to respond to phone calls from office-based staff.

## Work Setting

Cancer registry staff are cognizant of the confidentiality of the information they have access to and the need to protect. However, working remotely can pose issues not found in the workplace environment.

It is important that telecommuting policies address location of computer, access by other household members and guests, as well as proximity to windows and doors.

Employees should follow agency policies regarding transporting documents with protected health information off-site; some prohibit.

Printed information with protected health information should be kept under lock and key to which only the employee has access. Most allowed materials to be shredded at the remote work location if the employee owns a shredding machine; if not, the employee should bring the information into the office for disposal in a secure shredding bin.

Some central cancer registries that allow staff to telecommute require an inspection of the employee's work location and office setup before allowing them to commence working remotely; some have annual inspections.

Most agencies require telecommuters to assure that they have homeowner or renter insurance as they do not accept liability for damages concerning the employee's property. Agency insurance typically covers property provided by the agency in the home worksite.

Injuries in the home workplace setting were addressed in some policies, including what needed to be reported and when.

Several policies indicated that business meetings at the home worksite were prohibited.

Telecommuting is not meant to allow employees to provide dependent care. Telecommuters must assure that family arrangements allow the telecommuting work site to be a productive work environment.

### Office Time

It is important that supervisors and colleagues interact on a regular basis. A schedule should be set up that allows for this interaction. For some registries, this is a certain number of days each week or month; for others, it is quarterly. All staff, regardless of work location, should be required to attend staff meetings; supervisors should schedule far enough in advance that all staff can do so.

### Payroll Processing

Standard agency payroll processes should be followed by telecommuters.

# Alberta Health Services

## Teleworking – AB CANCER REGISTRY

Employee Name: \_\_\_\_\_ Start Date: \_\_\_\_\_

Objective	Employee	Action
	<ul style="list-style-type: none"> <li>Y Expression of Interest</li> <li>Y Checklist with Employee                             <ul style="list-style-type: none"> <li>o Is your laptop ordered for “swap out” with desktop</li> <li>o Is docking station ordered</li> <li>o Are monitors ordered/configured</li> <li>o Key board tray ordered? Employee has to install (AHS does not pay for printer/fax machine – no printing)</li> <li>o Do you need your chair</li> <li>o Do you need a desk</li> <li>o Do you need a phone</li> <li>o What are current parking arrangements/costs? Any adjustments needed-possible consequences</li> <li>o Dedicated internet line set up – install done - corporate account set up</li> <li>o Phone number communicated? Global changed?</li> <li>o Home visit set up? Pictures taken and put on file to be OH&amp;S compliant</li> <li>o Downtime procedure explained – where is closest site to take in computer</li> <li>o Teleworking agreements signed and on file</li> <li>o Schedules posted – days on site/days off site</li> <li>o Start date established and communicated</li> <li>o Workflows established for how site is to direct coding queries, triage queries, get mail or communication to teleworkers etc.</li> </ul> </li> </ul>	Manager or designate

Objective	Employee	Action
<b>Meetings</b> <i>Provincial</i>	<ul style="list-style-type: none"> <li>Y Team/Department meetings (calendar invite versus email notification)                             <ul style="list-style-type: none"> <li>o Employee to come on site</li> <li>o</li> </ul> </li> </ul>	Manager or designate



## Teleworking – AB CANCER REGISTRY

Employee Name: \_\_\_\_\_ Start Date: \_\_\_\_\_

Objective	Evaluation Criteria For Teleworking Success	Action
<b>Introductions/Tours</b> <i>Provincial</i>	<ul style="list-style-type: none"> <li>Y Employees to complete daily log sheets</li> <li>Y Working Lead to produce monthly reports</li> <li>Y Manager to conduct satisfaction surveys quarterly to staff, identified stakeholders and adjust accordingly</li> <li>Y Manager and Working Lead to meet with each teleworker monthly to review satisfaction, improvements, productivity/quality, adjust as we go</li> <li>Y Manager to provide monthly reports to leadership and quarterly to HR and HSAA</li> </ul>	Buddy

Objective		Action
<b>Payroll/Schedule</b>	Y	Manager or designate

Objective	Orientation Information	Action
	Y	

Objective	Orientation Information	Action
<b>AHS Standard Links</b> <i>Provincial</i>		Manager or designate

Objective	Orientation Information	Action
<b>Work Expectations</b> <i>Provincial</i>	<b>Job Description and Role</b> <ul style="list-style-type: none"> <li>Y Review job description and provide a copy</li> <li>Y Review expectations</li> <li>Y</li> </ul>	Manager or designate
		Manager or designate

## Teleworking – AB CANCER REGISTRY

Employee Name: \_\_\_\_\_ Start Date: \_\_\_\_\_

Employee's Signature:

Date:

Manager's Name (print):

Manager's Signature:

Date:

**Alberta Health Services  
CancerControl – Alberta Cancer Registry  
Expression of Interest – Teleworking**

Eligibility to become a telecommuting Cancer Registrar I:

- Productivity level must meet minimum standard of 12 cases per regular shift on average for a minimum of one year.
- Quality assurance error rate must not exceed 10% threshold regularly for a minimum of one year.
- Cancer Registrar must be proficient at all registrar tasks within the job description and department
- Must have a working understanding of all systems including Axon, AB Netcare Portal, AXIA MO and RO, Sunrise Clinical Manager and Clinibase.
- Understanding of potential PC problems and problem solving skills, i.e. if system locks, Netmotion problems, mouse does not work, monitors go blank etc.
- Must have ability to work alone, self-motivated and disciplined and proven critical thinker and problem solver.

I, \_\_\_\_\_, would like to express my interest to become a Teleworker/telecommuting coder for Alberta Health Services, Alberta Cancer Registry, Cancer Measurement Outcomes Research and Evaluation, Cancer Control Alberta.

I have met the above goals and wish to be considered for this position status.

Name:

Site:

Shift:

Proposed Date to Commence Telework:

Approval:

Approved Date to Commence Telework:

\_\_\_\_\_  
Cancer Registrar

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Working Lead, Zone Cancer Registry

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager, AB Cancer Registry

\_\_\_\_\_  
Date



## Evaluation Criteria

### Cancer Registrar 1

Expression of Interest: \_\_\_\_\_

DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_

INTERVIEWER #1

INTERVIEWER #2:

INTERVIEWER #3:

Candidate Rating Scale

<b>Not acceptable</b> (Does not meet criteria for successful job performance)	<b>1</b>
<b>Less than acceptable</b> (Generally does not meet criteria for successful job performance)	<b>2</b>
<b>Acceptable</b> (Meets criteria for successful job performance)	<b>3</b>
<b>More than acceptable</b> (Exceeds criteria for successful job performance)	<b>4</b>
<b>Much more than acceptable</b> (Significantly exceeds criteria for successful job performance.)	<b>5</b>

## OVERVIEW:

1. Average Productivity?
2. Average Quality Percentage/Ratings?
3. Incumbent in Attendance Management Program?
4. Incumbent in Performance Management?
5. Please outline how much of the week (days) or month (weeks) you wish to telework?
6. Please outline your job duties? Breakdown of On-Site Work (Days per Week) vs Off Site Work (Days per Week) potential? What days of the week?
7. What are your current hours of work? Do you flex time?
8. Do you have a separate designated room in your home for your teleworking office with a locking door?

9. Are you aware of the initial requirement for home visit and periodic pre-scheduled home visits by supervisor to ensure compliance with OH&S guidelines and that you are still covered by our Provincial Insurer just like all AHS employees?
10. Under the agreements you are entitled to take your steno stool home – do you require it or do you already have one?
11. Are you aware that you are required to port all your associated equipment, chair, computer, etc. home on our own time, cost etc.
12. Are you aware of the Downtime procedure, and the need to bring your equipment on site for repair as needed? You will also be required to trouble shoot any technical issues on your own with AHS IT support – you are still an AHS virtual office but you will be required to maintain it.
13. Are you agreeable to pay initial phone/internal install and monthly cost of said phone and dedicated internet line and submit those charges for immediate and ongoing reimbursement through AHS iExpenses? Technical maintenance of this line will be your responsibility including trouble shooting, arranging technical visits with your provider if and as necessary (refer to Downtime procedure), making appointments, phoning your provider etc. as needed.
14. Maintenance of all shifts, lunch and coffee breaks are expected just as if you were on site. No “making up” time is allowed as teleworking is an extension of onsite current arrangements. Current time off requests continue as per normal.
15. Adherence to all AHS policies is still expected. No printing is recommended. Any printing which does occur is expected to be confidentially shredded on your next on-site shift.
16. A key board and any associated computer accessories for your office set up will be purchased by AHS. The desk will be the employee responsibility or one may be arranged through AHS surplus if available.
17. Please cite a scenario where you demonstrated your capability or skill to be self-directed.

**18. Please cite a scenario or situation where you demonstrated or were able to leverage ability to complete your job in a virtual capacity – or future ability to do so. i.e. list a task that you could extend virtually.**

**19. You will still be expected to attend on-site meetings or training as required.**

**20. Either party may terminate the Teleworking Agreement with 60 days notice during the trial phase.**

## **TELEWORKING TERMS AND CONDITIONS**

### **ALBERTA CANCER REGISTRY (HSAA)**

#### **Edmonton**

#### **Method:**

- 1) Expression of Interest

#### **Exemption:**

- 1) Those in Performance Management (must be out of Performance Management 6 months, if they are teleworking and enter Performance Management the Teleworking Agreement will be rescinded)
- 2) Those in Attendance Management (must be out of Performance Management 6 months, if they are teleworking and enter Attendance Management the Teleworking Agreement will be rescinded)
- 3) Those “new hires” and in orientation or in “retraining” are not eligible for teleworking or must come “on site” for any training (i.e. Upcoming TNM)

#### **Performance Expectations:**

1. Refer to attached Cancer Registrar 1 Job Description and direction by respective zone Working Lead
2. Teleworkers are expected to produce, in accordance with their standard Job Description, 11-13 cases per extended shift, or 10-12 cases per regular shift. Additionally they are to maintain a maximum of 10% quality assurance error rate (department standard). .
3. Trial teleworkers are expected to maintain their “on site” duties through shift rotations (Example: 3 days teleworking, 2 days on site) thereby maintaining the equity of all operational duties within other Cancer Registrar staff

#### **Equipment:**

1. The employer will provide all equipment and supplies required for teleworking. A written inventory of equipment and furniture will be maintained throughout the life of the arrangement.
2. All equipment shall be the cost, responsibility, and property of the Employer. The Employer will provide maintenance and repair of its equipment as a result of normal usage. The Employee will be responsible for delivery of the equipment to the



appropriate site (CCI) for the purposes of repair or upgrade (follow bringing equipment on site procedure)

3. The Employee shall be responsible for the cost of repairs to equipment that results from non-work related incidents. Costs incurred by the Employer in repairing equipment resulting from non-work related incidents shall be deducted from the Employee's next payroll cheque, or by some other arrangement acceptable to the Employer.
4. The initial implementation and final dismantling costs will be the responsibility of the Employer. If however, the Employee moves and does not pay for the move and reconnection of equipment and related resources, the Teleworking arrangement will automatically terminate and the Employee will be required to report to a site for regular assigned shifts. Costs associated with implementation and dismantling resulting from the Employee moving residences will be the responsibility of the Employee and must meet the Employer's standards.
5. Equipment and supplies in the possession of the Employee must be returned within 24 hours of the termination of this Letter of Agreement, the Teleworking arrangement, or employment.
6. The Employer will provide an AHS approved computer, monitors, keyboard, keyboard tray, mouse, dedicated internet line, business phone and chair. The Employee will be responsible for providing a desk (one may be secured from AHS Surplus if possible) and a confidential secure dedicated office space in her home. The employee is responsible to transport AHS equipment back onsite for any regular or ad hoc maintenance/upgrading as required on work time.
7. The Employer (Working Lead) is responsible for conducting occasional home visits to ensure the space is compliant with AHS OH&S business standards and providing photographs for employee files.

## **Confidentiality/Security/Insurance:**

1. The teleworking Employee must:
  - a) Provide secured space (room with a lockable door or other arrangement suitable to the Employer) for teleworking that is isolated from distractions and conducive to work;
  - b) Pay all necessary personal home expenses such as heat, power, and insurance;
  - c) Inform her insurance company in writing as to the existence of the Teleworking arrangement, including the fact that the equipment is the property of the Employer and covered by Alberta Health Services (AHS) insurance but that the Employee will be using it in her home; and
  - d) Immediately report all thefts to the Police and the Department/Program
2. It is recommended that the Employee advise her automobile insurance company of the requirement to occasionally use her vehicle for business purposes.
3. Use of software, systems, applications or data shall be in accordance with the Employer's policy. Only those that are necessary, as part of normal assigned duties shall be loaded

on the computer supplied by the Employer. Equipment supplied by the Employer shall only be used for the purpose of completing AHS work.

4. The teleworking Employee shall strictly adhere to all system and application security procedures. System passwords must not be divulged.
5. Patient information is not saved on the hard drive, if one is in place. Printing is avoided if possible, and any hard copy paper documents containing confidential information shall be returned in a secure manner to Alberta Health Services for confidential destruction.
6. The teleworking Employee's work area in their residence is considered a worksite, and as a result compliance with Alberta Occupational Health and Safety Act, Code, and Regulations is required.

I have read, understood and agree to the above Terms and Conditions.

I have received and reviewed the attached enclosures.

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Employee Signature

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Employee Name

---

Date

**Enclosures**

Teleworking Agreement

Downtime Procedure

Bringing Equipment on Site Procedure

Agreement dated this 12 day of June, 2018

Between

Alberta Health Services (AHS)

and

Employee Name

Effective:

The parties to this agreement agree to the following remote work terms and conditions:

1. The parties agree to enter into an Agreement regarding working remotely.
2. The Employee understands that there will be a trial period of three (3) months where at any time, this arrangement can be changed or terminated.
3. This arrangement will be reviewed at three (3) month intervals, starting with a review on (November 1, 2018).
4. This Agreement will be reviewed and revised as necessary if there is a change in supervisor, job responsibilities, work circumstances or performance.
5. For the duration of this Agreement, all other terms and conditions of the Employee's employment will remain the same except for those explicitly referred to in this Agreement.
6. The Employee's regular work schedule will consist of hours and locations identified below. The schedule may be altered by mutual agreement of the Employee and the Manager/Supervisor.

Monday – Friday = 7:00 am – 3:15 pm

On site Screening rotation – Every 2 weeks out of 6 Rotation commencing Sept 24, 2018

On site Staff meetings,

Training and Education Sessions as required and posted (i.e. TNM, Solid Tumor Rules, Connect Care, etc.

7. The Employee shall not be entitled to shift or weekend differential except when directed by the Employer to work during hours that qualify for shift/weekend differential.
8. The Employee shall not be entitled to overtime payment except when directed by the Employer to work in excess of normal hours of work as agreed upon under point #6.
9. The remote/home office location of the Employee is:
  - a. Remote/Home Office Address: Employee Residence
  - b. Phone Number: 999-999-9999
  - c. Fax Number:
  - d. E-mail:
10. The Employee may be temporarily assigned to an alternate worksite for operational reasons.
11. The Employee agrees to make the remote/home office accessible for on-site visits by designated representatives for safety inspections, accident investigations, equipment audits and other business related matters upon 24 hours' notice or less if agreed to by the Employee or as required by law. Such visits will occur during normal business hours of the administrative offices of AHS, except in cases of emergency.
12. The Employee agrees to follow all applicable Occupational Health and Safety legislation, and AHS Workplace Health and Safety policies, procedures and guidelines and AHS Privacy and IT use policies, procedures and guidelines while working from home or an alternate worksite.
13. The Employee agrees to report all work related injuries to the supervisor/manager immediately.
14. The Employee agrees that no business meetings will be held in the remote/home office.
15. The Employee agrees to have arrangements in place for regular dependent care as they would if they were working at a designated business worksite and manage personal obligations outside of agreed upon work hours.

16. The Employee agrees to meet for regular face to face meetings with their Manager/Supervisor based upon a mutually agreed on schedule.

17. AHS will provide the following equipment, all of which shall remain the property of AHS:

Item	Serial #
Laptop #	
Monitor #	
Monitor #	
Monitor #	

18. All equipment provided in item #17 of this agreement shall remain the property of the Employer. The Employer will provide maintenance and repair of its equipment as a result of normal usage. The Employee will be responsible for delivery of the equipment to the appropriate site for the purposes of repair and upgrade, including any costs incurred in delivery.

19. The Employee shall be responsible for the cost of repairs to the Employer's equipment that results from non-work related incidents. The Employee agrees and understands that costs incurred by the Employer for repairs to the Employer's equipment from non-work related incidents shall be deducted from the Employee's next payroll cheque, or by some other arrangement agreeable to the Employer.

20. This arrangement can be changed or terminated by AHS or the Employee with sixty (60) calendar days written notice or a shorter period if mutually agreed to by AHS and the Employee. The sixty (60) calendar days written notice shall not apply when the Employee is removed from this agreement for cause.

21. The Employee shall be directed to an assigned work site when teleworking is discontinued in accordance with the above.

22. The Employee understands that should this arrangement be terminated, and/or upon termination of employment, all AHS equipment provided for the arrangement must be returned immediately to the Manager/Supervisor.

23. In the event that legal action is required to regain possession of AHS property, the employee agrees to indemnify AHS for all court and legal expenses.
24. The Employee understands that for any leave of absence that is anticipated or scheduled to last more than three (3) months, the Employee may be required to return all AHS owned equipment to AHS. On return from the leave, reassessment of the Agreement may be required.
25. The Employee has read and understands this Agreement and agrees to operate in accordance with the terms and conditions described in within.
26. This Agreement may be amended at any time by mutual agreement of the parties in writing.
27. The invalidity or unenforceability of any term of this Agreement shall be severable from, and shall not affect enforceability of, the remainder of this Agreement.
28. All covenants of the Employee shall survive the termination of this Agreement and the termination of the Employee's employment.
29. The invalidity and interpretation of the Agreement, or any dispute related to, or arising out of the Employee's employment with the Employer shall be subject to the dispute resolution process outlined under articles 46 and 47 of the HSAA and AHS Collective Agreement.

\_\_\_\_\_  
Manager/Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director Signature  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Union Rep (If Applicable)

\_\_\_\_\_  
Date

## **BRINGING EQUIPMENT ONSITE FOR EXCHANGE, REPAIR, ETC.** **PROCEDURE**

INFORMATION SYSTEMS MAY REQUIRE YOU TO BRING YOUR EQUIPMENT ONSITE FOR:

- 1) Upgrades
- 2) Technical problems
- 3) Exchanges
  - \* IT will not travel to teleworker residences – teleworker is expected to port equipment to pre-arranged site per IT instructions.
  - \* Teleworker is allowed to charge mileage and parking per AHS Travel Policy #1122
  - \* Some instances may be scheduled, others may be unexpected and unscheduled involving longer wait times

### **PROCEDURES TO BE FOLLOWED:**

1. Contact your Working Lead/Delegate to discuss plans/
2. If resolution of system is anticipated to take more than 4 hours and cannot be resolved remotely, teleworker will be required to report to site with equipment (as arranged with IT and Working Lead)
3. If IT can exchange/repair equipment/system issues same day – Cancer Registrar takes equipment home same day and completes shift (absorbs “lost downtime” within shift and notes on log sheets). CR is to work onsite while equipment is being repaired/replaced – has option to complete shift onsite if she wishes.
4. CR takes repaired/replaced equipment home and has option, with Working Lead prior approval, to adjust shift and complete hours at a later time.
5. IF IT IS NOT ABLE TO REPLACE/REPAIR equipment same day, teleworker leaves equipment with IT and mutually agree with the Working Lead to do one of the following:
  - a) CR Work onsite until equipment or Netmotion repaired
  - b) CR adjust hours until her equipment repaired and she can resume teleworking
  - c) CR/Working Lead may opt to permanently discontinue teleworking

## **DOWNTIME PROCEDURE**

Definition of “Unscheduled Downtime” – Anytime you unable to perform your duties because of some technical problem such as Netmotion issues, PC or network problems, application issues (Softworks, ARIA, AXON etc.), access issues (passwords), connectivity to cable (internet provider etc.

### **FIRST TRY EXITING PROGRAMS, REBOOT COMPUTER, CHECK CONNECTIONS.**

1. PHONE INFORMATION SYSTEMS HELP DESK (OR LOG IAM TICKET IF APPROPRIATE)
2. IS TO CONTACT APPROPRIATE TEAM DEPENDING ON TYPE OF SUPPORT NEEDED i.e. Application Support, Server Support, Network Support, Netmotion Support etc.
3. IF IT DOES NOT RESPOND TO YOU WITHIN 30 MINUTES OR IF AFTERHOURS, PLEASE CONTACT EITHER YOUR WORKING LEAD OR PROVINCIAL MANAGER.
4. NOTE: Spending time with IT on phone or via email is PAID TIME but please LOG on individual log sheets
5. CONTINUE WORKING WITH IT TO RESOLVE THE PROBLEM – IF RESOLUTION TAKES LONGER OR ANTICIPATED TO TAKE LONGER THAN **4 HOURS** – CONTACT YOUR WORKING LEAD or PROVINCIAL MANAGER
6. WORKING LEAD WILL DECIDE WHETHER TO 1) Assign Other Tasks That May Be Completed Teleworking or 2) Reassign Teleworker To Report Back Onsite (Consideration will be given to time in shift or whether teleworker wishes to make up time on next shift when computers back up)



# Cancer Registry of Greater California

## PHI TELECOMMUTE REQUEST FORM

Participation in the telecommute program is voluntary and subject to the prior written approval by the employee's immediate supervisor and PI/PD or department head and is subject to Human Resources concurrence. Approval must be completed prior to the start of the employee's telecommute schedule by execution of a Telecommute Agreement. Once approval has been given, the original copy of the Telecommute Agreement and subsequent adjustments must be kept by the employee's supervisor or manager with a copy placed in the employee's personnel file and a copy given to the employee.

### PART I: To be completed by Employee

Employee Name:		PHI Job Title:				
Employment Status: (FTE %)		Program/Dept.:				
Dated Submitted:	Anticipated Beginning Date: (Give at least 5 business days from day submitted)		Anticipated Ending Date: (Cannot exceed 1 year)			
<b>Justification for this agreement:</b> <input type="checkbox"/> PHI/Program savings <input type="checkbox"/> Business Need <input type="checkbox"/> Other:						
<b>Regular Telecommuter</b> <table style="width: 100%;"> <tr> <td style="width: 33%;"> <u>Telecommute days:</u>  <input type="checkbox"/> Monday  <input type="checkbox"/> Tuesday  <input type="checkbox"/> Wednesday  <input type="checkbox"/> Thursday  <input type="checkbox"/> Friday         </td> <td style="width: 33%;"> <u>Frequency:</u>  <input type="checkbox"/> Weekly  <input type="checkbox"/> Bi-weekly  <input type="checkbox"/> Monthly         </td> <td style="width: 34%; text-align: right;"> <u>Proposed Work Hours:</u> </td> </tr> </table>				<u>Telecommute days:</u> <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	<u>Frequency:</u> <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-weekly <input type="checkbox"/> Monthly	<u>Proposed Work Hours:</u>
<u>Telecommute days:</u> <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday	<u>Frequency:</u> <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-weekly <input type="checkbox"/> Monthly	<u>Proposed Work Hours:</u>				
<b>Remote Employee</b> Proposed Work Hours:						
<u>Indicate the type and address of alternate worksite:</u> <input type="checkbox"/> Home: _____ <input type="checkbox"/> Satellite/Other: _____		<u>Indicate telephone number:</u>				
<b>List all equipment and resources needed</b>		<b>Does this equipment belong to PHI?</b>				
1.		<input type="checkbox"/> Yes <input type="checkbox"/> No				
2.		<input type="checkbox"/> Yes <input type="checkbox"/> No				
3.		<input type="checkbox"/> Yes <input type="checkbox"/> No				
4.		<input type="checkbox"/> Yes <input type="checkbox"/> No				
5.		<input type="checkbox"/> Yes <input type="checkbox"/> No				

I certify that:

- I have reviewed the Telecommuting Policy and understand that the Telecommute Agreement can be withdrawn by either party by notifying the other party in writing.
- I certify that I have reviewed Chapter 8 of the Policy Manual on Information Technology, specifically Section 4.6 - User-Owned Computing Devices and IT Resources and agree to abide by the guidelines set forth in the policy.
- I have reviewed the Home Safety checklist and agree to maintain a safe working environment at my remote work location.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Name (Printed or Typed)

\_\_\_\_\_  
Date

## PART II: To be completed by Supervisor

Telecommuting does not suit everyone. Employees with the following characteristics generally make good telecommuters:

- Self-motivated
- Satisfactory performance evaluations
- History of dependability
- Function independent of direct supervision
- Can deal with isolation
- Well organized with good time management skills
- Have an appropriate home worksite that includes privacy and lack of distraction
- Have an adequate level of job skills and knowledge
- Prefer the home environment
- Proven good work habits

Some positions require the employee to be at a specific work area or require equipment and information not easily taken to an alternate location. Employees in these jobs are typically not suited for this work alternative.

I have reviewed the Telecommute Request Form and certify that:		
1. This job is suitable for telecommuting.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. The employee has the appropriate training and skills needed.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. The employee is able to perform duties with minimal supervision.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. The employee meets performance expectations.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ Employee has no current or ongoing performance issues.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ Employee has a satisfactory attendance record.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. The performance expectations have been discussed and are clearly understood.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ I will review work plan with the employee on a regular basis.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ Phone contact procedures have been clearly defined.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
▪ The employee is familiar with requirements pertaining to the security and confidentiality of data and information.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
How will incoming calls be handled? Indicate features you will use while telecommuting: <input type="checkbox"/> Call Forwarding <input type="checkbox"/> Voice Mail <input type="checkbox"/> Other:		
Employee will put out of office message, clearly stating how they can be reached. It is expected that the employee will respond to phone messages within _____.		
How will e-mail be handled? • It is expected that the employee will respond to email messages within _____ minutes.		
6. The employee has the equipment and resources to telecommute.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. This telecommute agreement will not impact coverage for the department.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Per PHI's Travel Policy, travel is defined as a trip of more than 50 miles from an individual's usual place of work or residence for business purposes. Travelers are typically not eligible for reimbursement for lodging or meals and incidental expenses for business travel less than 50 miles away from their usual place of work; in these instances, however, Travelers are eligible for reimbursement for transportation costs and other necessary travel costs, with supporting documentation. Programs may elect to reimburse for costs associated with travel of less than 50 miles if grant funding allows such reimbursements. The program/department <input type="checkbox"/> will / <input type="checkbox"/> will not reimburse the employee for the cost of traveling to the PHI location.		
<b><u>Business justification for this agreement:</u></b>		

Reviewed and approved by:

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Supervisor Name (Printed or Typed)

\_\_\_\_\_  
Date

## **TELECOMMUTING AGREEMENT**

The following constitutes an agreement between PHI and [Insert Employee Name].

[Insert Employee Name] agrees to participate in the telecommuting program and to adhere to the applicable guidelines and policies. PHI concurs with the employee's participation and agrees to adhere to the applicable guidelines and policies.

The telecommuting agreement is subject to the following terms and conditions:

This agreement will be valid for a period of one (1) year beginning on [Date] and ending on [Date]. At the end of that time, both parties will participate in a review which may result in the reactivation of the agreement.

### **General**

1. The employee will telecommute from the following alternative worksite: [Insert Address].
2. Telecommute day(s) will be [Insert days the week]. Onsite office days will be [Insert days the week]. The employee agrees to be available during the assigned business hours of [Insert time of day] to [Insert time of day] for communication through such methods as dedicated phone line, voice mail, email, fax, etc., and agrees to respond within [Insert number] minutes. Employee initiated schedule changes must be with advanced approval by the supervisor.
3. The duties, obligations, responsibilities and conditions of the employee's employment with PHI remain unchanged. The employee's salary, retirement, Paid Time off (PTO) benefits, and insurance coverage are not impacted by telecommuting.
4. Work hours, overtime compensation, use of PTO, and approval for use of PTO will conform to PHI policies and procedures, PTO guidelines, and to the terms otherwise agreed upon by the employee and the supervisor.
5. The employee agrees to make regular dependent care arrangements during telecommuting periods.
6. The employee will meet with his/her supervisor to review assignments and completed work as necessary or appropriate. The employee will complete all assigned work according to work procedures mutually agreed upon by the employee and his/her supervisor.

### **Expenditures and Reimbursements**

1. PHI will pay for the following expenses:
  - Charges for business related telephone calls.
  - Maintenance and repairs to PHI owned equipment. This equipment must be listed on the Telecommute Request Form.
  - Employees will submit claims on a Travel Expense Claim along with receipt, bill or other verification of the expense.
2. PHI will not pay for the following expenses:
  - Maintenance or repairs of privately owned equipment;
  - Utility costs associated with the use of the computer or occupation of the home;
  - Equipment supplies (these should be requisitioned through the main office);
  - PHI will not be liable for damages to the employee's properties that result from participation in the telecommuting program.
  - PHI will not be responsible for operating costs, home maintenance, or any other incidental cost (e.g., utilities) whatsoever, associated with the use of the employee's residence. The employee does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for PHI.

3. The employee agrees not to use his/her personal vehicle for PHI business; unless specifically authorized by the supervisor.
4. The employee understands that he or she is responsible for tax and insurance consequences, if any, of this arrangement, and for conforming to any local zoning regulations.
5. Per PHI's Travel Policy, travel is defined as is a trip of more than 50 miles from an individual's usual place of work or residence for business purposes. Travelers are typically not eligible for reimbursement for lodging or meals and incidental expenses for business travel less than 50 miles away from their usual place of work; in these instances, however, Travelers are eligible for reimbursement for transportation costs and other necessary travel costs, with supporting documentation. Programs may elect to reimburse for costs associated with travel of less than 50 miles if grant funding allows such reimbursements. The program/department ☐ will / ☐ will not reimburse the employee for the cost of traveling to the PHI location.

### **Safeguarding Equipment/Resources**

1. In order to effectively perform their assigned tasks, employees may use PHI equipment at the telecommuting location with the approval of Program/PHI management. The equipment must be protected against damage and unauthorized use.
2. The employee agrees to provide a secure location for PHI-owned equipment and materials, and will not use, or allow others to use, such equipment for purposes other than PHI business. All equipment, records, and materials provided by PHI shall remain PHI property. The employee agrees to allow PHI reasonable access to its equipment and materials.
3. The employee will apply approved safeguards to protect PHI records from unauthorized disclosure or damage. Work done at the telecommuting location is considered PHI business. All records, papers, computer files, and correspondence must be safeguarded for their return to the primary business location.
4. The employee will implement the steps for good information security in the home-office setting, and will notify his/her supervisor of any security concerns. The employee has reviewed the Information Technology policy, Chapter 8 of the Policy Manual on Information Technology, specifically Section 4.6 - User-Owned Computing Devices and IT Resources and understand that:
  - Employee is responsible for ensuring that any computing devices and/or User owned removable media that are used in connection with a PHI network or PHI computing device are protected by a PHI pre-approved antivirus and antimalware software.
  - Employee is responsible for ensuring that any computing devices and/or User owned removable media that are used in connection with a PHI network or PHI computing device has been scanned for viruses prior to connection to a PHI network or PHI computing device.
  - Employee is responsible for removing any viruses from infected computers, removable media, and devices before their use.
  - Employee is responsible for ensuring that any computing devices connected to a PHI network will be configured to use a login and password in order to access network resources.
  - Employee is responsible for notifying PHI immediately, if any user-owned computer or device such as a cell phone, tablet, laptop, or home computer that has been connected to PHI's network is stolen or compromised.

### **Safety**

1. The employee agrees to maintain a safe and ergonomically sound work environment, to report work-related injuries to the supervisor at the earliest opportunity, and to hold PHI harmless for injury to others at the telecommuting location.

2. The employee agrees to allow an authorized PHI representative to inspect the home office as needed to ensure that proper maintenance of PHI equipment is performed, and that safety standards are met. Notice will be given to the employee at least 24 hours in advance of the inspection, which will occur during normal working hours.
3. The employee is covered under the Workers' Compensation Law if injured in the course of performing official duties at the telecommuting location.

#### **End of Telecommute Agreement**

1. Management retains the right to modify the agreement on a temporary basis as a result of business necessity (for example, the employee may be required to come to the onsite office on a particular day), or as a result of an employee request supported by the supervisor.
2. The employee agrees to return all PHI equipment, records, and materials within 10 days of termination of this agreement.
3. If the agreement is not renewed, the employee is expected to report to [Insert PHI Location].

***I have reviewed this Telecommuting Agreement and agree to its terms.***

	[Insert Employee Name]	
_____ Employee Signature	_____ Employee Name (Printed or Typed)	_____ Date

***Reviewed and approved by:***

	[Insert Supervisor Name]	
_____ Supervisor's Signature	_____ Supervisor's Name (Printed or Typed)	_____ Date

	[Insert PI/PD Name]	
_____ PI/PD Signature	_____ PI/PD Name (Printed or Typed)	_____ Date

	[Insert PI/PD Name]	
_____ Human Resources Signature	_____ Human Resources (Printed or Typed)	_____ Date

## Home Office Safety Checklist

Maintaining a safe home office is the teleworker's responsibility. This checklist is designed to help employees assess their home work space to ensure a safe and productive working environment. A signed copy of this form should be submitted to their supervisor along with the telecommute request form and work plan.

### General:

1. Floors in the work area should clear and free of hazards.
2. Walkways, aisles, and doorways are unobstructed.
3. Work area is reasonably quiet and free of distractions.
4. Files drawers are not top-heavy.
5. Temperature, ventilation, and lighting are adequate.
6. The designated work area should have a working smoke detector.
7. There should be a charged, accessible fire extinguisher close to the work area.
8. All electrical plugs, cords, outlets, and panels in good condition. No exposed/damaged wiring.
9. Phone lines and electrical cords are secured under a desk on the along wall, and away from heat sources.
10. Extension cords and power strips not daisy chained and no permanent extension cord in use.
11. Electrical cords run in non-traffic areas, do not run under rugs and are not nailed or stapled in place.
12. Materials and equipment are in a secure place. Please ensure that assets holding data are not left unduly exposed, for example visible in the back seat of your car.
13. You must take extra precaution to ensure that confidential data is appropriately handled and secured.

### Workstation Ergonomics

1. Your desk should be at appropriate height.
2. You should have an office chair that is adjustable and has a backrest that adequately supports your back.
3. Your forearms should be close to parallel with the floor when using your keyboard.
4. The monitor should be 20-24 inches from eyes and top of screen is slightly below eye level.
5. The computer screen should be free from noticeable glare.

*I have reviewed this checklist and understand it is my responsibility to maintain a safe working environment at my remote work location.*

---

Employee Signature

---

Employee Name (Printed or Typed)

---

Date

# Florida Cancer Data System



**UNIVERSITY  
OF MIAMI**



**Origination:** 04/2017  
**Effective:** 09/2019  
**Last Approved:** 09/2019  
**Last Revised:** 04/2017  
**Next Review:** 09/2021  
**Owner:** Mary Harper Hagan  
**Area:** Human Resources  
**References:**  
**Applicability:** University of Miami System-Wide

## Workplace Flexibility - Telecommuting

### PURPOSE

The University of Miami ("University") recognizes that workplace flexibility enables both personal professional benefits valued by employees and supervisors. The purpose of this policy is to establish guidelines concerning the application of a telecommuting arrangement.

This policy supersedes the following policies:

- Administrative/Professional: *Work/Life Program*, Policy No. B003, dated 10/01/2004
- Administrative/Professional: *Alternate Work Schedule*, Policy No. B004, dated 10/01/2004
- Clerical/Nursing/Technical/Service: *Work/Life Program*, Policy No. B003, dated 10/01/2004
- Clerical/Nursing/Technical/Service: *Alternate Work Schedule*, Policy No. B004, dated 10/01/2004
- Research: *Work/Life Program*, Policy No. B003, dated 10/01/2004
- Research: *Alternate Work Schedule*, Policy No. B004, dated 10/01/2004

### POLICY

It is the policy of the University to provide opportunities for flexible work schedules and location, which can support the needs of employees for work-life balance while maintaining operational requirements.

### DEFINITIONS

**"Full-time off-site"** shall mean telecommuting all regularly scheduled hours (37.5 or 40 hours a week or more) from home or other agreed remote location.

**"Intermittent off-site"** shall mean telecommuting from home or other agreed remote location less than 20 hours a week or intermittently throughout the year, per schedule agreed upon with supervisor.

**"Part-time off-site"** shall mean telecommuting at least 20 hours from home or other agreed remote location.

**"Telecommuter"** will be defined as those employees who, by the nature of their jobs, can work remotely and are fully capable of performing all job duties and interactions with their department outside a traditional office for at least part of the workweek on a regularly scheduled basis.

**"Work Location"** shall mean the place where an employee spends the major portion of their working time, or the place to which the employee returns during working hours upon completion of special outside assignments.

# ELIGIBILITY

Eligibility for flexible work arrangements focuses first on the suitability of the role and the ability to continue to meet the business of the operational unit.

The following eligibility criteria should be adhered to:

- Employee has successfully completed the probationary period in the current position.
- Employee has at least one performance review of record, which demonstrates satisfactory overall performance in the role.
- The nature of the position is suitable for independent work with limited direct supervision, and while maintaining service excellence.

## PROCEDURE

### I. EMPLOYEE INITIATED REQUESTS

Employees who wish to telecommute must first discuss the request with their immediate supervisor. If approved by the immediate supervisor, the employee will be required to complete a *Telecommuting Agreement*. See Telecommuting Guide for details.

Requests for a flexible work arrangement, including telecommuting, are not entitlements, and may be granted or denied at the discretion of supervision. Permission to engage in telecommuting is at the discretion of the supervisor, except in cases where the position requires it and appropriate notification of such has been provided.

Telecommuting is not intended to permit employees to maintain other non-University work assignments/jobs, to run personal businesses, or as a substitute for dependent care. Failure to fulfill normal work requirements, both qualitative and quantitative, may be cause for termination of the telecommuting arrangement, disciplinary action, or termination of employment.

Permission to telecommute is dependent upon the employee having a suitable work location at the off-site premises that complies with the requirements set forth in the agreement.

### II. DEPARTMENT INITIATED TELECOMMUTING

In the course of assessing operational needs, department leadership may determine that all or some positions/roles will be relocated from existing campus buildings to remote working arrangements. Such decisions will be handled similarly to an office location move and are at the discretion of management. The guidelines for technology, parking, and adequate off-premises work locations as forth in this policy will apply equally to employee initiated and department initiated telecommuting arrangements.

Working in partnership with the appropriate Human Resources representative, management will define the decision, communication and implementation timelines and processes. Supervisors will be required to provide adequate transition and employee decision timelines prior to an actual implementation date.

### III. DURATION

All approved, employee initiated, telecommuting arrangements will be granted on a temporary and revocable basis, and may be discontinued by the University at any time and for any reason. In addition,

an employee may discontinue participation in telecommuting at any time (except in those circumstances noted earlier wherein telecommuting is required of the position).

Where remote work is a requirement of the position at the time of hire, and the division or department wishes to terminate the telecommuting arrangement, the employee should be notified timely or considered for a vacant position for which they qualify for, on campus, if available. If a comparable position does not exist, or if the employee is unable to accept a position on campus, the employee will be separated from employment and entitled to benefits afforded in cases of layoff, in accordance with University's *Employment Separations* policy.

#### IV. **EQUIPMENT AND TECHNOLOGY**

The University provides employees with a laptop or desktop computer and software appropriate for performing job duties. An employee approved to transition from onsite work to full-time telecommuting will transition their normal office equipment to their offsite work location (e.g. home). In-home technical support is not available for telecommuting employees. If University owned equipment requires servicing or repairs the telecommuter will be required to bring the equipment to a University location. The Information Technology ("IT") Help Desk will still be accessible for troubleshooting issues.

Software, data usage fees, and other IT related costs will vary depending on the telecommuter's role. IT must be involved with each telecommuting agreement to define budget and cost for software and data needs.

#### V. **COMMUNICATION**

Employees must be available by telephone and email during the core business hours of 9:00 a.m. and 5:00 p.m., or as otherwise defined by the department. All client interactions should be conducted virtually, at the client's location, or an agreed University location.

#### VI. **INCOME TAX**

Federal and, if applicable, State income taxes will be withheld based on the employee's actual work location. It will be the employee's responsibility to determine any income tax implications of maintaining a home office. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.

# UNIVERSITY OF MIAMI

## TELECOMMUTING GUIDELINES

### PURPOSE

The purpose of this document is to establish consistent telecommuting guidelines and procedures for the University of Miami staff. These guidelines should be interpreted in a manner consistent with the University's policy entitled *Workplace Flexibility – Telecommuting*.

### DEFINITIONS

For purposes of this guide, we define telecommuters as those employees who, by the nature of their jobs, can work remotely and are fully capable of performing all job duties and interactions with their department outside

a traditional office for at least part of the workweek on a regularly scheduled basis. Telecommuting agreements will include three scenarios:

- **Full-time off-site:** telecommuting all regularly scheduled hours (37.5 or 40 hours a week or more) from home or other agreed remote location.
- **Part-time off-site:** telecommuting at least 20 hours from home or other agreed remote location.
- **Intermittent off-site:** telecommuting from home or other agreed remote location less than 20 hours a week or intermittently throughout the year, in accordance with a schedule agreed upon with supervisor.

## EMPLOYEE INITIATED REQUESTS

### ELIGIBILITY

Eligibility for flexible work arrangements focuses first on the suitability of the role and the ability to continue to meet the business of the operational unit.

In considering requests for employee initiated telecommuting, the following criteria should be assessed:

- Employee has successfully completed the probationary period for the position held.
- Employee has at least one performance review of record which demonstrates satisfactory overall performance in the position held.
- The nature of the position is suitable for independent work with limited direct supervision while maintaining service excellence.

Generally, requests to telecommute should **not** be contemplated when:

- The nature of the job requires the employee's physical presence or efficiency is compromised when the employee is not present.
- The employee's performance evaluations do not indicate that performance expectations are met.
- The employee's observed productivity levels are below established expectations.
- The employee requires close supervision. For example, the employee requires consistent guidance on the performance of work.
- The employee has less than 90 days of service in the division or department, except in cases where the position is identified as a full-time telecommuting role and appropriate notification has been provided to the employee.
- The employee's current assignment requires frequent supervision, direction or input from others who are on-site.
- The employee has received disciplinary action or has a demonstrated an attendance/tardiness issue.

### PROCESS

Employees who wish to telecommute must first discuss the request with their immediate supervisor to ensure support for further evaluation of a formal request. Employee initiated requests will require the approval of the immediate supervisor, and completion of a formal request for flexible work arrangements that reflects the supervisor's support and the employee's agreement with all applicable terms and conditions. With support for consideration, the employee will also complete a Telecommuting Agreement Form for formal review and decision.

Requests for flexible work arrangements, including telecommuting, are not entitlements, and may be granted or denied at the discretion of supervision. Permission to engage in telecommuting is at the discretion of the employee's operational unit.

Participation in telecommuting is voluntary on the part of the employee, except in cases where the position requires it and appropriate notification of such has been provided.

Telecommuting is not intended to permit employees to maintain other non-University work assignments/jobs, to run personal businesses, or as a substitute for dependent care. Failure to fulfill normal work requirements, both qualitative and quantitative, may be cause for termination of the telecommuting arrangement, and/or disciplinary action, up to and including termination of employment.

Permission to telecommute is dependent upon the employee having a suitable work location at the off-site premises in compliance with the requirements set forth in the agreement.

## DEPARTMENT INITIATED TELECOMMUTING

In the course of assessing operational needs, department leadership may determine that all or some positions/roles will be relocated from existing campus buildings to remote working arrangements. Such decisions will be handled similar to an office location move and are at the discretion of management. The guidelines for technology, parking, and adequate off-premises work locations as set forth in this document will apply equally to employee initiated and department initiated telecommuting arrangements.

Working in partnership with the appropriate Human Resources Client Services (HRCS) representative, management will define the decision, communication and implementation timelines and processes. Supervisors will be required to provide adequate transition and timeframe for employees to decide on their acceptance of the telecommuting arrangement prior to an actual implementation date.

## DURATION

All employee initiated telecommuting arrangements are granted on a temporary and revocable basis, and may be discontinued by the University at any time and for any reason. In addition, an employee may discontinue participation in telecommuting at any time (except in those circumstances noted earlier where telecommuting is required of the position).

Where telecommuting is a requirement of the position at the time of hire, and the division or department wishes to terminate the telecommuting arrangement, the employee should be considered for a position on campus, if available. If no position exists, or if the employee is unable to accept a position on campus, the employee will be separated from employment and afforded layoff benefits described in the University's *Employment Separations* policy.

## TERMS AND CONDITIONS OF TELECOMMUTING ARRANGEMENTS

The following apply to telecommuting arrangements:

- A specific work schedule, including work days and hours, must be agreed upon in advance.
- Employees must be on site as necessary to attend meetings, training sessions, or similar events or occurrences.
- Employees must maintain their normal volume and performance.
- Employees who are unable to work due to illness must use sick leave, and must report their absence from the performance of work to their supervisor. Reported sick leave must be entered in *Workday*.
- Employees who wish to be relieved of responsibility for work on a particular day or days must use vacation or floating holidays, and must request time off from their supervisor in advance. Reported

vacation or floating holiday must be entered in *Workday*.

- Employees are responsible for the safety and security of all University property and proprietary information.
- University-owned computers loaned to an employee for the purposes of telecommuting become the responsibility of the employee while that equipment is not on University premises. It is the employee's responsibility to make sure that their homeowners or renters insurance covers loss or injury arising out of or relating to business use of the home.

## EQUIPMENT

The University provides employees with a laptop or desktop computer and software appropriate for performing job related duties. An employee approved to transition from onsite work to full-time telecommuting will transition their normal office equipment to their offsite work location (e.g. home). If needed, departments may purchase a monitor for employees at the department's cost. Employees telecommuting on a part-time or intermittent basis whose office equipment is a laptop will be expected to use that equipment for remote work. Employees telecommuting on a part-time or intermittent basis whose office equipment is a desktop computer, may request use of a department floater laptop, if available. Otherwise they will be required to provide their own equipment since new equipment will not be purchased outside of the University's computer refresh program guidelines specifically to support telecommuting.

The computer and software provided on loan by the University remains the property of the University while on loan, and must be returned upon termination of the telecommuting arrangement. Use of such equipment when provided by the University for the telecommuter is limited to authorized personnel for purposes related to University business. The University will provide for repairs to University-owned equipment; however, the employee will be responsible for returning the equipment to a University site for repairs. The employee will be responsible for providing an Internet connection and equipment such as a printer, paper, and ink that they may wish to use. When the employee uses her/his own equipment, the employee is responsible for the maintenance and repair of that equipment. If University equipment is provided, each piece of equipment must be recorded with its serial number when the employee takes possession.

Employees who are telecommuting will have the same desktop refresh period and other conditions as on-campus employees.

Employees must return the equipment in the same condition in which it was originally received, minus normal wear and tear. Employees are personally liable for missing or damaged equipment, and are required to contact their homeowner's insurance carrier to determine to what extent this property is covered under their homeowner's policy.

## TECHNOLOGY SECURITY STANDARDS

The following safeguards shall be implemented on the telecommuter's devices:

- Maintain appropriate physical security for computers and computing devices storing or transmitting confidential information. This is especially important for portable devices such as laptops, cellular phones, and portable storage devices.
- Require proper identification and authentication to access the device to ensure authorized use only.
- Install anti-virus and anti-spyware protection with daily updating of virus signatures and regular scanning of all local drives enabled. (The University will provide anti-virus and anti-spyware software and specifications on scan frequency and other settings.)
- Keep the operating system current, with the latest security patches installed. Use the auto-update feature



that downloads updates when available.

- Employees will be able to connect to systems that normally require on-campus connection by using a web interface or the University's VPN service. Employees will also use Multi- Factor Authentication to log into systems whether they are located on or off campus.

## TECHNOLOGY SUPPORT

In-home technical support is not available for telecommuting employees. A telecommuter must have a basic understanding of and self-sufficiency with technology, which includes moving their desktop or laptop computer to their home, connecting it to their home network, installing and maintaining software, and connecting to videoconferencing sessions. The IT Help Desk will still be accessible for troubleshooting issues.

## OFFICE SUPPLIES

Office supplies will be provided by the University as agreed to by the appropriate supervisor. Out- of-pocket expenses for other supplies will not be reimbursed, unless there is prior approval by the employee's supervisor. Supervisors may approve office supplies shipped directly to their remote employees by sending an email to the Purchasing Department at [smontes@miami.edu](mailto:smontes@miami.edu).

## CONFIDENTIALITY and HIPAA

Sensitive University information should not be removed from University facilities without explicit written authorization by appropriate University management. Such information includes, but is not limited to, medical records, including protected health information (original or otherwise), employment records, and financial records. Sensitive information is governed by various State and Federal laws and regulations, as well as University policies, and includes any and all information that, if released, could cause harm to the University by virtue of such release. Therefore, telecommuters must adhere to such policies and regulations, and maintain confidentiality of such information at all times.

Each telecommuter will be required to complete training related to privacy, security, or any other training specific to their roles and responsibilities, and be provided with an overview of the department's procedures related to privacy and security. All individuals must understand and abide by all University's policies and procedures. All telecommuters must sign the Confidentiality and Computer Use Agreement as well as other documents required by the department and have these signed documents included in their official personnel file.

## WORKSPACE

The telecommuter shall designate a workspace within their home for placement and installation of equipment to be used while telecommuting. This workspace shall be maintained in a safe condition, free from hazards and other dangers to the telecommuter and equipment. The University must approve the site chosen as the employee's remote workspace. The employee is also expected to submit a photograph of the workspace to management prior to implementation of the telecommuting agreement.

Any University materials in remote work locations must be kept in the designated work area, appropriately secured, and kept from view of non-authorized persons.

The University will not reimburse telecommuters for any home-related expenses, such as construction, renovations, furniture, heating/air conditioning, lighting, or electricity.

# COMMUNICATION

Employees must be available by telephone and email during the core business hours of 9:00 a.m. through 5:00 p.m., or as defined by the department. All client interactions should be conducted virtually, or at the client's location.

Software, data usage fees, and other IT related costs will vary depending on the telecommuter's role. IT must be involved with each telecommuting agreement to define budget and cost for software and data needs.

# PARKING AND TRAVEL

Full-time telecommuters are ineligible to purchase annual parking permits; however, the Department of Parking and Transportation will provide these individuals with 12 complimentary (non-transferrable) visitor's passes per year to be used on the days they are required to come in to the office. If additional on-campus parking is needed, the telecommuter will be required to purchase visitor day passes.

Part-time and intermittent telecommuters may purchase annual parking passes, or park and pay for visitor's parking when they come in to the office. The University will not be responsible for parking tickets or other similar fines.

The University will not reimburse employees for travel expenses to and from the office on days when they are required to come into the office.

# DEPENDENT CARE

Telecommuting is not a substitute for dependent care. Telecommuters will not be available during the University's core hours to provide dependent care.

# INCOME TAX

Federal and, if applicable, State income taxes will be withheld based on the employee's work location. It will be the employee's responsibility to determine any tax implications of maintaining a home office area. Employees are encouraged to consult with a qualified tax professional to discuss tax implications.

**Note: Definition of a Work Location:** A Work location is the place where an employee spends the major portion of their working time, or the place to which the employee returns during working hours upon completion of special outside assignments.

# WORKER'S COMPENSATION

Telecommuters are covered by the University's worker's compensation program during work hours and while performing work functions in the designated work area of the home.

The employee's designated home workspace will be considered an extension of the University's workspace for purposes of worker's compensation. Therefore, the University will continue to be liable for job-related accidents that occur in the employee's home workspace during the employee's working hours. The employee's at-home work hours will conform to a schedule agreed upon by the employee and their immediate supervisor.

An accident may not be covered under worker's compensation if the employee deviates from his/her employment duties and responsibilities and/or if the employee temporarily abandons their job.

The University assumes no liability for injuries occurring in the employee's home workspace outside the



agreed-upon work hours.

The University is not liable for loss, destruction, or injury that may occur in or to the employee's home. This includes family members, visitors, or others who may become injured within or around the employee's home.

## PERFORMANCE MANAGEMENT

Compliance with the telecommuting arrangement will be monitored by the employee's immediate supervisor on a regular basis (at least quarterly). If an employee's behavior and/or performance standards are not satisfactory, the immediate supervisor has the right to terminate the telecommuting arrangement, enforcement performance standards through a performance enhancement plan, and/or disciplinary action, up to and including termination of employment.

## WORKPLACE ISOLATION

Workplace isolation is a known risk in telecommuting. Steps to increase informal communication and build camaraderie should be implemented on a regular basis. Instant messaging and video conferencing are valuable tools to help with this concern.

If concerns become serious, telecommuter training and coaching tips for both managers and employees should be implemented. The tendency of telecommuters to overwork should be combatted through the establishment of routines and boundaries between work and home life.

## TRAINING

Supervisors and employees participating in a telecommuting agreement will be required to participate in a telecommuting arrangement training course.

### Attachments

[Telecommuting Agreement](#)

### Approval Signatures

Approver	Date
Stephanie Linares: Manager, Compliance	09/2019
Mary Harper Hagan	09/2019
Beverly Pruitt: Assistant Vice President & Title IX Coordinator	09/2019
German Munoz: Sr. Human Resources Specialist	09/2019

### Applicability

University of Miami, University of Miami Ambulatory Care Surgery, University of Miami Hospital and Clinics, University of Miami Laboratories, University of Miami Medical Group

### TELECOMMUTING AGREEMENT

This form will be completed by the telecommuter and their immediate supervisor. The completed form will be kept on file with the department, with a copy submitted to the Human Resources for inclusion in the employee's personnel file.

SECTION 1: TO BE COMPLETED BY EMPLOYEE		
Employee Name/ID		Job Title
Department		Email Address
Location of Telecommuting Site		Phone Number at Telecommuting Site
<b>Weekly Work Schedule</b>		
Day of Week	Work Hours	Work Location (department, telecommuting site, other)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Describe the nature of your position and explain why you believe it is suitable for a telecommuting arrangement:		
SECTION 2: TO BE COMPLETED BY SUPERVISOR		
Supervisor's Name		Supervisor's Email Address
What standards of performance will be established to ensure productivity?		
Itemize the equipment, software, supplies, and/or data, or furniture the employee will need at the telecommuting site. Specify which of these items the department will provide and which the employee will provide. (Examples listed below).		
Equipment	UM-Provided	Employee-Provided

Laptop	x	
Software	x	
Printer		x
Earphones		x
Web Camera		x
<b>What records will the employee keep at home and how will they be handled?</b>		
<b>Employee's Signature</b>		<b>Date</b>
<b>Supervisor's Signature</b>		<b>Date</b>

# Kentucky Cancer Registry

# KENTUCKY CANCER REGISTRY

## Policy on Telecommuting

**OBJECTIVE:** To provide structure for all staff whose job responsibilities may be effectively completed outside the traditional office environment and who participate in the telecommuting option as a formal scheduled work location alternative either on a long term basis or for those employees who have short-term needs for working uninterrupted on tasks/projects as appropriate.

**Goal:** KCR's goal is to maximize the productivity of the employees and enhance job satisfaction and employee resources for the benefit of both the employee and KCR.

**Eligibility Criteria:** Telecommuting is not a universal employee benefit. It is not available for every job or every KCR employee. Eligibility is based on position suitability and participant suitability. An employee is selected to participate at the sole discretion of KCR management.

KCR management reserves the right to waive any of the above eligibility criteria if determined to be in the best interest of KCR.

**Position Suitability:** Some job positions are more suitable for telecommuting than others. Jobs that do not require face to face interaction, require minimal supervision, involve the extensive use of computers and/or telephones and have clearly defined and easily measurable tasks are more appropriate for a telecommuting arrangement. KCR management will examine the distinct activities, functions and tasks of an employee's position to determine whether the position is appropriate for a telecommuting arrangement.

**Participant Suitability:** The characteristics of a successful telecommuter include, but are not limited to the following:

- Dependable
- Self-motivated and responsible
- Knowledgeable about Department/division policies and procedures
- Independent worker needing minimal supervision
- Possesses good organizational skills
- Effective communicator
- Adaptable to change
- Results oriented

In selecting participants, KCR management will review and consider whether the employee possesses these and/or other pertinent characteristics.

**Selection Criteria:** Selection of participants is a key activity from both an individual and organizational standpoint. Selection of program participants is within the sole discretion of KCR management. The criteria used to select participants include, but are not limited to:

- Eligibility criteria met
- Management and/or supervisor agreement and approval received
- Nature of the work to be accomplished is such that can be performed offsite
- Job duties have clearly defined performance requirements that are measurable and results oriented
- Off-site work achieves the business needs of KCR
- Employee is able to adapt to a telecommuting arrangement

KCR management reserves the right to waive any of the above criteria if determined to be in the best interest of KCR.

**Telecommuting Categories:** the following telecommuting options are available for selected participants:

**Regular:** a recurring arrangement generally consisting an employee working at the alternate location for the majority of their work week. Regular telecommuting arrangements can be for a finite or indefinite period of time. Employees are required to travel to the office for regularly scheduled staff meetings.

**As needed:** a sporadic occurrence from time to time, generally on an as-needed basis.

## **POLICY:**

### **Guiding Principles for requesting/approving Work at Home:**

**The participant agrees to abide by all of the terms and conditions of the University of Kentucky's teleworking program.**

**Permission:** Permission to work at home is a privilege, it is not an individual's right. It is granted for a specific amount of time, and for a specific purpose. Permission to work at home will be granted based on the demonstrated need and on the condition that it will have a minimal negative impact on departmental and team operations.

**Hours:** Hours worked at home must be accountable and task or project specific. The employee will adhere to these work hours unless prior approval has been obtained from the employee's supervisor.

**Work Schedule:** A mutually established telecommuting schedule must be defined and agreed upon by the telecommuter and supervisor and remains on file at KCR. However, KCR's needs take precedence over the telecommuting schedule. This includes specific core hours of phone accessibility. The telecommuter shall report to the office/be available for regularly meetings, trainings when requested by the supervisor. The telecommuter shall report to the official workstation when requested by the supervisor. In determining the frequency and extent of reporting to the official workstation, Department needs such as staffing, meetings, and training shall be taken into consideration. The telecommuter must be reachable during the periods outlined in the telecommuting work schedule. The University of Kentucky does not have a Comp Time Policy and we do not generally allow for overtime. If the employee is in a situation where he/she feels they will have overtime, he/she will need to contact their supervisor for authorization.

**Security:** Materials, documents, etc. transported from the official work station are the telecommuter's responsibility. The telecommuter will protect KCR records and documents from unauthorized disclosure or damage and will comply with Department policies and procedures regarding such matters. If the computer used for telecommuting is lost or stolen, or if the employee believes a security breach has occurred, the employee must notify KCR immediately.

Telecommuters using KCR provided equipment and software will adhere to the manufacturer's licensing agreements, including the prohibition against unauthorized duplication. To protect confidentiality and guard against data contamination, telecommuters will follow Department approved data security procedures. The equipment must be protected against damage and unauthorized use. Equipment owned by the University of Kentucky will be serviced and maintained by the informatics staff at KCR.

**Work environment:** The telecommuter's official work station location is considered to be the place where the employee's state-issued equipment is primarily located, usually the telecommuter's home address. The telecommuter shall designate a telecommuting work site at their home, which allows the performance of their assigned work. The telecommuter is responsible for maintaining a safe, healthy, professional and secure telecommuter work site. KCR management has the right to inspect the telecommuter work site upon notice during the times outlined in the telecommuting schedule.

The employee must ensure that the workplace is secure and confidential, and the computer is situated so that others in the household cannot view information on the monitor. The computer must be password protected and accessible only by the employee. The computer is not to be left unattended or in an unsecure location.

**Performance Evaluations:** The telecommuter is responsible for maintaining availability, appropriate levels of production and quality of work while telecommuting. The supervisor will define the performance expectations of the employee. Specific tasks, timelines, performance measures and deliverables should be clearly identified. Staff who telecommute must maintain productivity and accuracy equivalent to that of a non-telecommuting employee. Management will monitor

the productivity and accuracy of all telecommuting employees and address issues that arise. Telecommuting privileges may be revoked if an employee's productivity or accuracy is determined to be insufficient. The program will be evaluated by the supervisor and telecommuter annually. If necessary the supervisor will amend or modify the telecommuter's performance plan.

**Change in Assignment:** In the event of a delay in the repair or replacement of equipment or any other circumstance under which the telecommuter is unable to perform the job duties, the telecommuter may be assigned to perform other work and/or assigned to another location at the sole discretion of KCR management. In the event of a delay in his/her normal work schedule or system downtime the employee must notify their supervisor in order to be assigned a different task.

**Equipment, Supplies and Telephone/Data Connection:** The employee will provide the necessary equipment and telephone/data and will be responsible for the installation, testing, and maintenance of such equipment and telephone/data connection. KCR will provide supplies necessary for the telecommuter to carry out assigned duties. The telecommuter is responsible for furnishing additional equipment not normally provided by KCR.

Equipment, software, hardware, etc. provided by KCR shall remain KCR property and must be returned to the KCR in good working condition at the termination of the telecommuting agreement or when requested by KCR within 5 business days.

**Family Responsibilities:** The telecommuter must have arrangements for family or caregiving responsibilities, which allow the telecommuting work site to be a productive working environment.

**KCR Policies:** Telecommuters are subject to the same KCR departmental rules, policies, statutes, and procedures applicable to non-telecommuters including, but not limited to time and attendance, leave, insurance and other benefits. In the event of the University of Kentucky closing for inclement weather on Plan B, as a telecommuter the employee would still be required to work from home for that day. In the event that the employee is unable to work due to inclement weather on a day when the University is open the employee would be required to take vacation time for that time or make the time up for the time missed for working in that week.

**Training:** Telecommuters will be offered the same training opportunities as non-telecommuters as funds allow.

**Travel Expenses:** KCR will reimburse telecommuters for travel expenses according to the University of Kentucky Travel Regulations.

**Other Expenses:** KCR shall not assume responsibility for any additional costs associated with telecommuting such as utilities, home maintenance, etc., other than those specifically referenced in this policy.

The telecommuter shall be responsible for any tax implications of the telecommuting arrangement. It is the telecommuter's responsibility to provide insurance coverage for equipment, supplies, etc. provided by the telecommuter. KCR assumes no responsibility for this coverage.

**Termination of Agreement:** A telecommuter may request that his/her participation in the program be terminated by notifying his/her supervisor in writing. KCR management shall arrange for the telecommuter to return to work at the central office within a reasonable time after receipt of the written request.

The telecommuting agreement may be modified or terminated by KCR, without cause and upon reasonable notice.

**Exceptions to the Program Guidelines:** KCR reserves the right to make exceptions to program guidelines if determined to be in the best interest of KCR.

# Missouri Cancer Registry and Research Center



	<b>Subject:</b> Telecommuting	<b>Number</b>
	<b>Function:</b> Personnel	<b>Created 10-25-07</b> <b>Revised 01-29-20</b>

**OBJECTIVE:** To provide structure for all Missouri Cancer Registry (MCR) staff whose job responsibilities may be effectively completed outside the traditional office environment and who participate in the telecommuting option as a formal scheduled work location alternative either on a long-term basis or, for those employees who have short-term needs, for working uninterrupted on tasks/projects as appropriate.

**Definition:** Telecommuting (also known as working from home or e-commuting) is a work arrangement whereby an employee works outside the office, often working from home or a location close to home.

**Goal:** MCR's goal is to maximize the productivity of employees and enhance job satisfaction and employee resources.

**Eligibility Criteria:** Telecommuting is not a universal employee benefit. It is not available for every job or every MCR employee. Only eligible employees may apply for participation. Eligibility, however, does not determine selection. An employee is approved to participate at the sole discretion of MCR management.

Employees satisfying the following criteria may apply for participation in the program:

- No pending or ongoing personnel-related disciplinary action(s);
- Job duties that can be carried out in an off-site setting such as a home office (long-term) or other setting (e.g., conference or other temporary location) (short-term);
- Availability of a work site suitable for telecommuting; and
- Not in probationary status (unless hired with understanding that ability to telecommute is a condition of employment).

MCR management reserves the right to waive any of the above eligibility criteria if determined to be in the best interest of MCRMCR.

**Selection Criteria:** Selection of participants is a key activity from both an individual and organizational standpoint. Selection of program participants is within the sole discretion of MCR management. The criteria used to select participants include, but are not limited to:

- The employee meets eligibility criteria;
- For long-term telecommuting, management and supervisor agreement and approval has been obtained;
- For short-term telecommuting, only supervisor approval is needed although management should be informed;
- Nature of work to be accomplished is such that it can be performed off-site;
- Job duties have clearly defined performance requirements that are measurable and results oriented;
- Current duties have been performed for at least six (6) months prior to application;

- Off-site work meets MCR organizational needs;
- Employee can adapt to a telecommuting arrangement (i.e., consistently meets performance requirements); and
- Employee has equipment (e.g., workstation, printer, phone, appropriate space) needed to function as a telecommuter.

MCR management reserves the right to waive any of the above criteria if it is determined to be in the best interest of MCR.

**Position Suitability:** Some job positions are more suitable for telecommuting than others. Jobs that do not require face-to-face interaction, require minimal supervision, involve the extensive use of computers and/or telephones and have clearly defined and easily measurable tasks are more appropriate for a telecommuting arrangement. MCR management will examine the distinct activities, functions and tasks of an employee's position to determine whether the position is appropriate for a telecommuting arrangement.

**Participant Suitability:** The characteristics of a successful telecommuter include, but are not limited to, the following:

- Dependable;
- Self-motivated;
- Responsible;
- Knowledgeable about Unit, Department and institution policies and procedures;
- Independent worker needing minimal supervision;
- Possesses good organizational skills;
- Effective communicator;
- Adaptable to change; and
- Results oriented.

In selecting participants, MCR management will review and consider whether the applicant possesses these and/or other pertinent characteristics.

## **DEFINITIONS:**

**Telecommuting Categories:** the following telecommuting options are available for selected participants:

- **Long-term** - Employee is assigned as a telecommuter for an unspecified period. For practical purposes, the employee is considered a "permanent" telecommuter, although the telecommuting assignment may be terminated due to changes in circumstances. Long-term telecommuting is a formal scheduled work location alternative for staff whose job responsibilities may be effectively completed outside the traditional office environment.
- **Short-term** - Employee is assigned as a telecommuter for a specified period. Examples of short-term telecommuters include:
  - Employees assigned as telecommuters on a trial basis to determine suitability for telecommuting;
  - Employees working on tasks/projects that would benefit by working uninterrupted; and
  - Employees needing to work off-site due to circumstances (e.g., adverse weather conditions, family responsibilities; possibility of transmitting virus to co-workers if in office, etc.).

This definition and policy do not include or apply to work "taken home" beyond the 8-hour workday or other professional activities pursued at home which extend beyond the regular 8-hour workday.

## **POLICY:**

### **I. Guiding principles for requesting/approving short-term work at home:**

1. Permission to work at home is not an individual's right; it is granted for a specific amount of time and for a specific purpose. Permission to work at home will be granted based on demonstrated need and the condition that it will have a minimal negative impact on departmental and team operations.
2. There is a defined limit on the length of time for which a request to work at home will be considered/approved; approval to work at home will be given for no more than eight hours/day, for no more than two consecutive days, without approval by management as well as the employee's supervisor.
3. Hours worked at home must be accountable and task- or project-specific.
4. An employee must contact her or his supervisor, preferably via e-mail, at the beginning and ending of her/his workday.

### **II. Guiding Principles for short-term and long-term work at home:**

**Work Schedule:** A mutually established telecommuting schedule must be defined and agreed upon by the telecommuter and supervisor and shall remain on file at MCR. However, MCR's needs take precedence over the telecommuting schedule. This includes specific core hours of phone accessibility. The telecommuter shall report to the office/be available for meetings or trainings when requested by her/his supervisor. The telecommuter shall report to the official workstation when requested by the supervisor. In determining the frequency and extent of reporting to the official workstation, MCR needs such as staffing, meetings and training shall be taken into consideration. The telecommuter must be reachable during the periods outlined in the telecommuting work schedule. The supervisor must discuss issues regarding overtime authorization and other related topics with the telecommuter prior to implementing the telecommuting agreement. The telecommuter's supervisor must approve any adjustment to the approved work schedule.

**Security:** Materials, documents, etc. transported from the official workstation are the telecommuter's responsibility. The telecommuter will protect MCR records and documents from unauthorized disclosure or damage and will comply with MCR and Department policies and procedures regarding such matters. Confidential materials must be transported in locked security bags provided by MCR.

Telecommuters using MCR-provided software will adhere to the manufacturer's licensing agreements, including the prohibition against unauthorized duplication. To protect confidentially and guard against data contamination, telecommuters will follow MCR, Department and

University approved data and other security procedures.

**Performance Evaluations:** The telecommuter is responsible for maintaining availability, appropriate levels of production and quality of work while telecommuting. The supervisor will define the performance expectations of the employee. Specific tasks, timelines, performance measures and deliverables should be clearly identified. The program will be evaluated by the supervisor and telecommuter at the end of each project or at least annually (for the long-term commuter). If necessary, the supervisor will amend or modify the telecommuter's performance plan.

Telecommuters must keep their supervisor informed of progress on assignments worked on at home. Each employee should provide evidence of productivity whether they work at home for one day or full time. This could be an activity sheet, accession register, etc.

**Workstation Location:** The long-term telecommuter's official workstation location is considered to be the place where the employee's equipment (provided by employee or issued by MCR) is primarily located, usually the telecommuter's home address.

**MCR Policies:** Telecommuters are subject to the same unit, departmental and institution rules, policies, statutes and procedures applicable to non-telecommuters, including but not limited to time and attendance, leave, insurance and other benefits.

**Work Environment:** The telecommuter shall designate a telecommuting work site at her/his home which facilitates the performance of assigned work. The telecommuter is responsible for maintaining a safe, healthy, professional and secure telecommuter work site. MCR management has the right to inspect the telecommuter worksite upon notice during the times outlined in the telecommuting schedule.

**Equipment, Supplies and Telephone/Data Connection:** The employee will provide the necessary equipment and telephone/data connection and will be responsible for the installation, testing and maintenance of such equipment and telephone/data connection. MCR will provide supplies necessary for the telecommuter to carry out assigned duties. The telecommuter is responsible for furnishing additional equipment not normally provided by the MCR.

For short-term telecommuters who do not have an approved home computer, MCR will issue MCR laptops with needed software installed. Due to portability and security issues, personal laptops may not be used for work that is confidential or contains protected health information (PHI). MCR will maintain and repair only equipment provided to the telecommuter by the MCR. The telecommuter shall promptly report equipment malfunction to the MCR Help Desk at (573) 882-7775 or by calling MCR's toll-free number (1-800-392-2829).

If a telecommuter provides equipment, MCR will be responsible for the installation, testing and maintenance of only that portion of the equipment that directly affects the telecommuter's ability to telecommute.

Equipment, software, telephone services, supplies, etc., provided by MCR shall be used only for

official MCR business. Personal use of these materials is prohibited.

Equipment, software, hardware, etc., provided by MCR shall remain MCR property and must be returned to MCR in good working condition at the termination of the telecommuting agreement or when requested by the employee's supervisor or MCR management.

**Change in Assignment:** In the event of a delay in the repair or replacement of equipment or any other circumstance under which the telecommuter is unable to perform her/his job duties, the telecommuter may be assigned to perform other work and/or assigned to another location at the sole discretion of MCR management.

**Family Responsibilities:** The telecommuter shall have family, dependent or childcare arrangements which allow the telecommuting work site to be a productive working environment.

**Travel Expenses:** MCR will reimburse telecommuters for travel expenses according to the University of Missouri Travel Regulations.

**Other Expenses:** MCR shall not assume responsibility for any additional costs associated with telecommuting such as utilities, home maintenance, etc., other than those specifically referenced in this policy.

The telecommuter shall be responsible for any tax implications of the telecommuting arrangement. It is the telecommuter's responsibility to provide insurance coverage for equipment, supplies, etc., provided by the telecommuter. MCR assumes no responsibility for this coverage. In addition, once equipment leaves MCR offices, the employee is liable for the equipment. University insurance will not cover any damage.

**Zoning and Other Land Use Restrictions:** Telecommuter is responsible for compliance with any local zoning ordinances or other restrictions related to maintaining a telecommuting work site in the home. MCR will not be liable for any fines, penalties, taxes or other expenses that may accrue because of any violation of applicable restrictions.

**Termination of Agreement:** A telecommuter may request that her/his participation in the program be terminated by notifying her/his supervisor in writing. MCR management shall arrange for the telecommuter to return to work at the central office within a reasonable time after receipt of the written request.

The telecommuting agreement may be modified or terminated by MCR, without cause and upon reasonable notice.

**Exceptions to the Program Guidelines:** MCR reserves the right to make exceptions to program guidelines if determined to be in the best interest of MCR.

**Training and Compliance:** Long-term telecommuters will be offered the same training opportunities as non-telecommuters as funds allow. Telecommuters must comply with all MCR and University HIPAA and other compliance training requirements, policies and procedures, including those for handling the physical and electronic security of PHI.

**Confidentiality Agreements:** All employees must sign standard confidentiality agreements annually.

**Program Evaluation:** The employee and supervisor will participate in all MCR studies, evaluations, inquiries, reports or analyses relating to the telecommuting program.

## **REFERENCES:**

MCR Policies and Procedures  
University of Missouri Human Resources Policy Manual

**Approved:**

# New Jersey State Cancer Registry

# NEW JERSEY STATE CANCER REGISTRY

## NJSCR Telecommuting Agreement

This is an agreement between \_\_\_\_\_ ("Employee") and the New Jersey State Cancer Registry ("NJSCR") to establish the parameters of telecommuting as follows:

1. Telecommuting will occur on the following basis:

☐ Regular

The established telecommuting days are (maximum of 3 telecommuting days):

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

The established telecommuting hours are:

M: \_\_\_\_\_ T: \_\_\_\_\_ W: \_\_\_\_\_ Th: \_\_\_\_\_ F: \_\_\_\_\_

☐ As needed

Employee will provide \_\_\_\_\_ business days' notice when telecommuting will be performed.

☐ Emergency

2. This telecommuting agreement will begin on \_\_\_\_\_ with a trial period of 60 days, ending \_\_\_\_\_. After successful completion of the trial period, this agreement will continue until \_\_\_\_\_, or until ended by written notice by the employee or NJSCR.

3. The alternative work site address is: \_\_\_\_\_

4. The duties and assignments that are authorized to be performed at the alternate work site are:

5. Methods and frequency of communication with the supervisor:

6. Other relevant details not otherwise stated in this Agreement:

**A signed NJSCR Confidentiality Agreement must be attached to this agreement.**



# NEW JERSEY STATE CANCER REGISTRY

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This is not a contract of employment between the Rutgers University (“university”) or New Jersey State Cancer Registry (“NJSCR”) and the Employee, and this does not provide any express or inherent rights to continued employment. This Agreement does not alter or supersede the terms of the existing employment relationship.

I have read and understand the NJSCR Telecommuting Policy and I agree to the duties, obligations, responsibilities and conditions described in the Policy.

I understand and agree that effective communication and satisfactory completion of stated duties and assignments are keys to successful telecommuting. I further agree that, among other things, I am responsible for furnishing and maintaining my remote worksite in a safe and professional manner; employing appropriate information protection and security measures; and complying with all other policies and guidelines of the university. I agree to provide access to my work site upon reasonable notice by any agent of NJSCR or the university to conduct inspections as may be deemed necessary.

I agree not to use any NJSCR or university equipment for private purposes, and not to allow family members or friends to access that equipment. I understand that NJSCR or the university may pursue recovery for any NJSCR or university property that is deliberately or negligently damaged or destroyed while in my custody. I shall promptly return all NJSCR and university equipment and data when requested by my supervisor or other management representative, and agree to follow all software licensing provisions agreed to by NJSCR and the university. I certify that equipment utilized for telecommuting meets NJSCR and the university’s telecommuting security standards. I understand that no NJSCR or university data is to be stored on my workstation.

I agree to notify my supervisor promptly when I am unable to perform work assignments due to equipment failure, illness, or other circumstances. I agree that no business meetings will be held in the remote work location. I agree that travel between the Alternate Work Location and the regular Work Location shall not be reimbursed. I also agree that telecommuting is not a substitute for child or dependent care and that other arrangements are necessary for care of dependents that are present in the Alternate Work Location.

I understand that telecommuting is a privilege that requires the approval of my department, which may be withdrawn or modified at such time as the department deems appropriate, and that any modifications to this arrangement must be set forth in writing. I also understand that except when established for emergency situations, I may end this telecommuting arrangement upon written notice to my supervisor.

Employee Name	Signature	Date
Supervisor Name	Signature	Date
Program/Other Manager Name	Signature	Date

# NEW JERSEY STATE CANCER REGISTRY

## NJSCR Telecommuting Suitability Questionnaire

This form must be completed by the employee's direct supervisor and submitted to the Program Manager or other senior management for review.

This document is used to help the supervisor determine the suitability of an employee to be considered for telecommuting.

**Name of Telecommuter:** \_\_\_\_\_

**Position Title:** \_\_\_\_\_ ☐ Exempt ☐ Non-Exempt

**Name of Supervisor:** \_\_\_\_\_

**NJSCR Department/Unit:** \_\_\_\_\_

### **Assessment of Key Duties**

Do key duties require routine access to equipment, materials, and files that can only be accessed from NJSCR offices? ☐ Yes ☐ No

Do key duties require extensive face-to-face contact with supervisors, other employees, clients, or other agencies at NJSCR offices? ☐ Yes ☐ No

Do key duties require extensive time in meetings or performing work at NJSCR offices? ☐ Yes ☐ No

Do security issues require key duties to be conducted from NJSCR offices? ☐ Yes ☐ No

*If you answered 'Yes' to any of the above questions, telecommuting might not be appropriate. Please explain:*

### **Employee Assessment**

Does the employee have a complete understanding of his or her job and performance expectations? ☐ Yes ☐ No

Does the employee regularly demonstrate that his or her approach to work is organized and dependable? ☐ Yes ☐ No

Is the employee highly productive? ☐ Yes ☐ No

Does the employee meet deadlines regularly? ☐ Yes ☐ No

Can the employee work independently and with minimal supervision? ☐ Yes ☐ No

Can direction be provided over the phone or via email? ☐ Yes ☐ No

Does the employee need/desire to be around coworkers? ☐ Yes ☐ No

Are there any known potential distractions at home (e.g., interruptions due to dependent care)? ☐ Yes ☐ No

Can the employee work in an environment with little structure? ☐ Yes ☐ No

Does the employee have the technology, including computer, appropriate software, and remote access capability, to work from home? ☐ Yes ☐ No

Does the employee have a suitable workspace at home? ☐ Yes ☐ No

## NEW JERSEY STATE CANCER REGISTRY

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Can the employee's performance at home be measured?

☐ Yes

☐ No

Based on the above, does the collective weight of Yes answers support the employee being a telecommuter?

☐ Yes

☐ No

*If you answered no to the previous question, please explain:*

Supervisor's Initials: \_\_\_\_\_ Date: \_\_\_\_\_

### **NJSCR Telecommuting Technical Specifications Worksheet**

This form is to be completed by all regular, occasional and emergency telecommuters. The form must be reviewed and revised annually.

1. Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_
2. Computer is: ☐ University owned ☐ Employee owned
3. Approximate purchase date: \_\_\_\_\_
4. Make/model of computer: \_\_\_\_\_
5. Operating System:  
Windows (Edition: \_\_\_\_\_)      MAC (Edition: \_\_\_\_\_)      Other (Specify: \_\_\_\_\_)
6. Processor: \_\_\_\_\_ Speed: \_\_\_\_\_
7. RAM: \_\_\_\_\_
8. System Type: ☐ 32-bit ☐ 64-bit
9. Internet Type: ☐ Cable ☐ DSL ☐ Fiber Optic ☐ Other: \_\_\_\_\_
10. Web Browser:  
Mozilla Firefox      Google Chrome      Apple Safari  
Internet Explorer (version: \_\_\_\_\_)      Other: \_\_\_\_\_
11. Anti-Virus Software: \_\_\_\_\_ Date Last Updated: \_\_\_\_\_
12. Is the computer password protected? ☐ Yes ☐ No

# NEW JERSEY STATE CANCER REGISTRY

## PROCEDURES FOR TELECOMMUTING

**PURPOSE:** To define the procedure for eligible NJSCR staff to work from an alternate work location.

**DATE APPROVED:** TBD

**DATE IMPLEMENTED:** 5/1/15

**DATE REVISED:** 8/13/15; 12/18/17, 12/31/18

**REVISION EFFECTIVE:** 1/1/18

This procedure is meant to supplement, not to replace, Rutgers policies and guidelines related to telecommuting. Additional information about telecommuting can be found in the following documents:

NJDOH	Rutgers/Legacy UMDNJ Policies
At this time, NJDOH employees are not permitted to telecommute due to policies in place at the state and departmental level.	70.2.3 Information Security: Mobile Computing and Removable Media  Rutgers Cancer Institute of New Jersey IT Security Policy  Rutgers Cancer Institute of New Jersey Bring Your Own Device (BYOD)  Rutgers Telecommuting Website <a href="http://uhr.rutgers.edu/wl/Telecommuting.htm">http://uhr.rutgers.edu/wl/Telecommuting.htm</a> <ul style="list-style-type: none"><li>○ Guidelines on Telecommuting</li><li>○ Telecommuting Agreement</li><li>○ Telecommuting Proposal</li><li>○ Telecommuting Feasibility Worksheet</li><li>○ Safety Checklist</li></ul>
NJSCR Procedures	
Adverse Weather and Emergency Curtailment of Operations Procedure	
Call-In Procedures	

## PROCEDURE

### A. Definitions

- **Alternate work location:** a location other than the official NJSCR place of work from which an employee telecommutes. The alternate work location does not include site visits to hospitals or other facilities required to carry out job performance.
- **Exempt:** an employee not subject to the overtime provisions of the Fair Labor Standards Act.
- **Telecommuting:** a work arrangement in which an employee performs his or her regular job duties in an alternation location to the official NJSCR place of business.

# NEW JERSEY STATE CANCER REGISTRY

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- **Regular:** a recurring arrangement generally consisting of the same day or days each week when an employee works at the alternate location. Regular telecommuting arrangements can be for a finite or indefinite period of time.
- **As needed:** a sporadic occurrence from time to time, generally on an as-needed basis.
- **Emergency:** telecommuting that is precipitated by a crisis or other emergency that significantly disrupts a facility or facilities or the physical operation of a department. When needed to achieve business continuity and to maintain critical functions, operations, and services, telecommuting arrangements may be established until normal operations can be restored at the regular work location. Emergency telecommuting may be planned or unplanned.

## B. General

Telecommuting is a viable alternative work arrangement in circumstances where individual, job and supervisor characteristics are best suited to such an arrangement. Telecommuting requires a cooperative agreement between supervisor and employee, and the opportunity to participate in this process is based on operational needs of the NJSCR, the job tasks being performed off-site, and with the employee's past and present job performance.

Telecommuting does not change the nature of the work that the employee is expected to perform as per his/her job description. Telecommuting offers the opportunity of working from home when arranged in advance and conducted as part of the employee's work week schedule.

Telecommuting is a privilege and may be granted to certain individuals at the discretion of NJSCR management. All employees wishing to telecommute must complete and sign the NJSCR Telecommuting Agreement (Attachment A). The Agreement must be approved and signed by the employee's supervisor and the Program Manager, or other senior leader (i.e. Director or designee) before telecommuting begins.

Telecommuting may be done on a regular, as needed or emergency basis, provided that all requirements are met.

## C. Eligibility

Telecommuting is not a universal employee benefit. **It is a privilege.** Only employees who have been deemed eligible by management will be considered. **Management retains the right to terminate an employee's participation in the program at any time without cause.** Return to the office will be immediate once notification has been received. A telecommuter may request that their participation in the program be terminated by notifying the manager in writing. An effective date or return to the office will be designated.

If Management terminates the employee's participation, a minimum of 12 months must pass before the employee can be considered eligible to participate in the future.

All employees who telecommute will do so on a probationary basis for the first 60 days of the telecommuting agreement. The exact length of the trial period will be determined by management and documented in the telecommuting agreement.

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Exempt managerial professional, supervisory, and confidential staff employees who have completed their employment probationary periods are eligible to be considered for telecommuting. Temporary employees may be permitted to telecommute at the discretion of management, and provided that other eligibility requirements are met.

Not all eligible employees will be suitable for telecommuting. Suitability for telecommuting is based on the individual employee as well as the employee's position. Before telecommuting is approved for any employee, the employee's direct supervisor must complete the telecommuting Suitability Questionnaire (Attachment B) and present it to the Program Manager or other designated senior staff member for review.

NJSCR employees who are not eligible for telecommuting are those who:

1. Are employed by NJDOH;
2. Have not yet completed their employment probationary period;
3. Are undergoing training in duties essential to tasks that would be performed remotely;
4. Received an overall assessment of "does not meet standards" on the most recent performance appraisal;
5. Have had telecommuting privileges revoked by management in the past 12 months; or
6. Are assigned to tasks which cannot be effectively performed by the employee or monitored by the supervisor remotely.

## **D. Schedule**

Telecommuting is limited to a maximum of three days per week, unless other arrangements have been made and approved in writing by management. The telecommuting schedule is agreed upon by both the employee and management and is documented in the Telecommuting Agreement. Occasional changes may be made to the telecommuting schedule with advance notice and management approval. If an employee is unable to work on a scheduled telecommuting day, the employee must follow the NJSCR Call-In procedure and notify the office no later than 15 minutes after the start of his/her scheduled shift.

Employees who telecommute are expected to report to the office in person for regularly scheduled staff meetings as well as on other occasions based on business need. Management will make every attempt to provide sufficient advance notice of all such occasions.

Telecommuting employees are not permitted to work on days when the University is closed for a holiday.

On days when NJDOH offices are closed due to a holiday, eligible employees may choose to telecommute provided that they meet the eligibility requirements, have signed a telecommuting agreement, and have access to the required equipment as outlined in this procedure. Employees who choose not to telecommute when NJDOH offices are closed for a holiday are required to either use benefit time or report for work at University offices, if open.

If issues arise which prevent the employee from telecommuting, such as loss of internet connectivity, the employee will notify his/her supervisor immediately. If the issue cannot be resolved within a reasonable amount of time, the employee will be required to either take benefit time or come into the office to work until the issue is resolved.

# NEW JERSEY STATE CANCER REGISTRY

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## *Emergency Telecommuting (Unplanned)*

If circumstances arise that prevent an employee from reporting to his/her scheduled work site (i.e., inclement weather, car trouble), he/she may be permitted to telecommute provided that:

- The employee's supervisor approves;
- There is a signed telecommuting agreement on file;
- The supervisor or project lead and the employee agree upon the work to be completed that day. The agreement should be documented in writing;
- There is a sufficient amount of work to be completed remotely by the employee;
- The reason for the emergency telecommuting does not interfere with or distract from the employee's work;
- The employee has the necessary materials and equipment to perform the work.

## **E. Work Site**

The employee must have a suitable place to work. The employee must have a secure, confidential and private environment designed to limit interruptions and protect the confidentiality of patients. The employee cannot work from a public setting such as a library, coffee shop, etc. Any deviation of this work environment must be approved by management. NJSCR reserves the right to conduct a site visit to determine the suitability of the location.

## **F. Work Day**

The hours an employee telecommutes are established in the Telecommuting Agreement. The employee will adhere to these work hours unless prior approval has been obtained from the employee's supervisor. The employee must also follow all other Rutgers and DOH policies and NJSCR procedures including those for attendance and calling out. The employee is required to check in via email with the supervisor or a designee at the start of each work day.

## **G. Equipment**

Employees who telecommute must provide their own computer, telephone, telephone services, high speed internet connection, and any other equipment necessary to facilitate the telecommuting arrangement. Employees whose primary function involves DMS should also have dual computer monitors.

Each employee who telecommutes will be required to complete the Telecommuting Technical Specifications Form (Attachment C) annually for the duration of the telecommuting agreement.

## *Provisioning of Computers by the University*

### Regular Telecommuters

If available, NJSCR may provide a computer to regularly telecommuting employees on a priority basis. If a computer is not immediately available for use in telecommuting, the employee may be placed on a wait list until a computer becomes available or may choose to use his/her own computer. An employee who uses his/her own computer for telecommuting must abide by all NJSCR procedures and University policies as described below. NJSCR reserves the right to revoke any University owned equipment at any time, although every effort will be made to provide the employee with advanced notice to allow time to make other arrangements.



# NEW JERSEY STATE CANCER REGISTRY

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## As Needed Telecommuters

If available, NJSCR may provide a laptop computer to an as needed telecommuter. The request for a laptop must be made no less than two working days in advance. It is the responsibility of the employee to obtain the laptop from the University and to return it within one working day of returning to the office. If a laptop is not available, the employee may choose to use his/her own computer. An employee who uses his/her own computer for telecommuting must abide by all NJSCR and University policies as described below.

## Emergency Telecommuters

NJSCR will not provide a computer to employees who telecommute on an emergency basis. It is the responsibility of the employee to provide a computer that meets the requirements of University IT security policies as described below.

## *Employee-Owned Computers*

Employees who use their own computer for telecommuting must register their computer with University IT for installation of encryption software before telecommuting. (See Attachment D: *Considerations for Encryption of Personal Computers*.) It is the responsibility of the employee to transport the computer to University IT (120 Albany St, New Brunswick, NJ) for registration and configuration.

The employee is responsible for ensuring the security of the computer, including keeping the operating system updated with the most recent security patches and using up-to-date anti-virus software. University IT will install and maintain any NJSCR software required for the employee to work (i.e. DMS).

Should the need for technical support arise, the employee will contact University IT at [tumblemj@cinj.rutgers.edu](mailto:tumblemj@cinj.rutgers.edu) or 732-235-5561. If it is determined the issue is untreatable over the phone, the employee will schedule a date and time to deliver the computer to University IT. The employee must return to the office or take leave time until the computer issue is resolved.

## *University-Owned Computers*

University owned computers will be maintained by University IT staff. Any issues the employee encounters with the computer should be immediately brought to the attention of University IT. University IT will attempt to troubleshoot the problem remotely and will determine what level of support or repair is necessary. In cases where it is not possible for IT staff to service a computer remotely, the employee will be responsible for transporting the computer to University offices for service.

Travel to University offices or another location for pick-up, exchange, or maintenance/servicing of a computer may be done during work hours but shall be at the employee's expense. NJSCR will not provide reimbursement for the cost of such travel.

Staff are to connect university owned computers/laptops to the University CORE network domain via the University Cisco VPN client for patches/upgrades and password authentication at least every 90 days.

# NEW JERSEY STATE CANCER REGISTRY

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University IT is not responsible for maintaining, servicing, or troubleshooting non-computer issues such as those related to internet connection and phone service. Please contact your internet service provider for help with network or phone problems at home.

NJSCR reserves the right to arrange for audits of any computer utilized for telecommuting, whether University-owned or employee-owned.

## **H. Data Security and Confidentiality**

It is the responsibility of the employee to maintain the security and confidentiality of NJSCR data. The employee must ensure that the workplace is secure and confidential, and the computer is situated so that others in the household cannot view information on the monitor. The computer must be password protected and accessible only by the employee. The computer is not to be left unattended or in an unsecure location.

The employee will ensure that the computer used to telecommute is installed with properly configured antivirus software. The anti-virus software must be kept up-to-date with the most current anti-virus pattern files (sometimes called anti-virus signatures) and scan engines, and be configured to automatically retrieve and apply updates to anti-virus pattern files and scan engines on a daily basis. The anti-virus software must be configured to scan files in real-time (sometimes called active mode). The anti-virus software must be configured to scan the entire system (all hard drives) at least weekly. The anti-virus software must be configured to alert upon the discovery of a virus. The anti-virus software should be configured to first clean infected files, and then quarantine the virus infected files if the clean is unsuccessful.

If the telecommuting employee connects to the internet via a wireless network, the following configurations must be implemented:

- WPA encryption enabled;
- Default SSID for the wireless router is changed;
- Default administrator passwords and user names for the wireless router are changed; and
- MAC filtering is utilized

No confidential information can be stored on the computer's hard drive, nor on unencrypted removable media such as a CD or flash drive. No printer will be connected to the computer unless job responsibilities require the printing of non-confidential information. The employee is not to transport materials containing confidential information out of the NJSCR office.

**If the computer used for telecommuting is lost or stolen, or if the employee believes a security breach has occurred, the employee must notify NJSCR and University IT immediately.**

All telecommuting employees should refer to Remote Site Security Standards (available at <https://rusecure.rutgers.edu/remote-use-rutgers-resources>) for more information on security.

## **I. Availability**

Staff who telecommute must be available by phone and email as readily as they would be if they were in the office. The supervisor and the employee will agree upon methods and frequency of communication and document them in the Telecommuting Agreement.

# NEW JERSEY STATE CANCER REGISTRY

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## **J. Productivity, Quality and Assessment**

Staff who telecommute must maintain productivity equivalent to that of a non-telecommuting employee. Management will monitor the productivity of all telecommuting employees and address issues that arise. Telecommuting privileges may be revoked if an employee's productivity is determined to be insufficient. Supervisors of telecommuting employees should refer to the University Human Resources bulletin *Managing Employee Performance Telecommuting Policy* available at <http://uhr.rutgers.edu/wl/Telecommuting.htm>.

## **K. Discontinuation of Telecommuting Agreement**

Upon discontinuation of the telecommuting agreement, either by the employee, NJSCR or at termination of employment, the employee must return all University owned equipment to NJSCR before the end of the same day or on the next business day.

# Saskatchewan Cancer Registry



## Saskatchewan Cancer Agency

<b>DIVISION:</b>	CEO Office	<b>POLICY#:</b> HR-0405
<b>DEPARTMENT:</b>	Human Resources	<b>ISSUE DATE:</b> May, 2011
<b>CATEGORY:</b>	Employee Benefits	<b>REVISED DATE:</b> October, 2016
<b>POLICY TITLE:</b>	<b>Home-based Positions</b>	

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**Policy Statement** The Saskatchewan Cancer Agency is committed to providing the highest standard of service through a highly-skilled and flexible workforce. In support of flexibility for employees, the Agency recognizes that positions approved as suitable for working from home (hereafter referred to as home-based positions) may provide work life balance and time and cost savings for employees. Home-based positions may also relieve recruitment/retention and work space challenges for the Agency.

**Purpose** This policy is considered a general framework for home-based positions. Its guidelines will be used in combination with the conditions and needs of employees and departments to establish specific home-based position work agreements. Informal situations where employees complete work at home on an ad-hoc basis are not covered by this policy.

**Application** All employees of the Saskatchewan Cancer Agency.

**Authority** Executive Leadership Team

**Information** Human Resources Department

Approved by:

A handwritten signature in black ink, appearing to be "D. B. F.", written over a horizontal line.

Date:

Nov 9, 2016

## Definitions

Home-based Position:	A position where, under a formal arrangement, an employee works at home on a regular basis. Home-based positions are not an entitlement or a right and will occur only by formal agreement.
Home-based Position Work Agreement:	A document outlining the specific expectations and parameters of the home-based position. Each home-based position is unique, and the terms and conditions will vary between agreements.
Manager:	The out of scope individual to whom the employee directly reports.
Home Worksite:	The physical space that is set up for the employee to perform work within the home.
Facility:	Saskatchewan Cancer Agency premises.
Property:	Furniture/office supplies/equipment for the employee's use to work in the home worksite.

## Procedure

### 1.0 General

- 1.1 Home-based positions are not appropriate for all types of employment. Due to business operations, some departments may be unable to utilize home-based positions.
- 1.2 In-scope or out-of-scope, full-time or part-time, permanent, temporary or casual employees may be considered for home-based positions.
- 1.3 Either an employee or the Agency may request a work from home arrangement. The parameters of such arrangements will be agreed to by the Agency and the employee for out of scope arrangements and by the Agency, the employee and SGEU for in-scope arrangements.
- 1.4 Once a home-based position has been established, any changes to the location of that home base are subject to the approval of the Manager.
- 1.5 The employee's terms and conditions of employment remain the same as if the position was facility-based.
- 1.6 The duties to be performed when working from home will be clearly detailed in the Home-based Position Work Agreement (Appendix B) prior to commencing the home-based position.
- 1.7 At the discretion of the Manager, training of new employees will occur either at the facility or the home worksite.

- 1.8 In the event that the employee is paying some of their own expenses, i.e. utility costs, while carrying out the duties of employment, they may be entitled to a deduction under the Income Tax Act. The Manager may be asked to complete a T2200 (Declaration of Conditions of Employment) form to confirm the employee is providing a worksite in their home and is required to pay for certain costs involved in providing this space.
- 1.9 Parameters within the home-based position work agreement may be altered in writing at any time upon mutual agreement between the Agency and the employee, and SGEU where the employee is in-scope.
- 1.10 In the event of a conflict between this policy and the SCNSGEU Collective Agreement, the Collective Agreement shall prevail.

## **2.0 Hours of Work**

- 2.1 Hours of work will remain the same as if the position was facility-based.
- 2.2 Notification of absence from the worksite i.e. for illness/medical appointments must be reported to the Manager and recorded on the employee's payroll record.
- 2.3 Overtime must be approved by the Manager before it is worked.

## **3.0 Performance**

- 3.1 A process for measuring the performance/productivity of the employee at the home worksite will be established prior to commencement of the home-based position.

## **4.0 Communication**

- 4.1 The employee agrees to be available for communication with the Agency during their scheduled working hours.

## **5.0 Meetings and Travel**

- 5.1 Employees will attend meetings at the facility at the discretion of their Manager. Travel costs to and from the facility will be the responsibility of the Agency as per the current rate in the SCA Travel Expenses policy (F-672).
- 5.2 No business meetings will be held at the home worksite.

## **6.0 Utilities/Furniture/Equipment**

- 6.1 The Agency will analyze home-based position requests on a case-by-case basis, and individual needs and costs will be determined by the department. The employee will be responsible to pay for utilities. The Agency will pay for all work-associated internet service provider fees, dedicated phone line(s), fax line, message manager, office supplies, shredding equipment, courier services, and long distance phone calls.

- 6.2 If furniture (desk, chair, file cabinet) or electrical upgrade is required, the employee will have the choice to either provide it or have the Agency provide it.
- 6.3 Employees must use Agency-supplied computer equipment for remote access to ensure anti-virus and security patches are kept up to date. All SCA related policies in Section 13.0 will be adhered to when providing remote access for employees in home-based positions.
- 6.4 The Agency and the employee will compile a list of property to be used by the employee to work at the home worksite. This list will be included in the home-based position work agreement.
- 6.5 Furniture, office supplies, and equipment provided by the Agency remain the property of the Agency and will be returned to the Agency in good condition upon termination of the home-based position. Moving costs for Agency property from and/or to the facility are covered by the Agency.
- 6.6 The Agency will maintain the furniture and equipment owned by the Agency. The employee agrees to notify the Agency if any problems arise with the operation of the furniture/equipment.
- 6.7 In case of damage to Agency-provided property, the Agency shall assume responsibility, unless the damage results from unauthorized use or the employee has failed to take reasonable precautions to secure and protect the property.
- 6.8 The Agency is not liable for damages concerning the employee's property that occurs during the employee's participation in the home-based position.

## **7.0 Occupational Health & Safety**

- 7.1 The Agency is responsible for the health and safety of the employee at the home worksite. The home worksite must be made available for on-site inspections by the supervisor and other applicable personnel for safety reasons, accident investigations, equipment service and other business-related matters. The Agency will provide reasonable notice (24 hours, or less if agreed to by the employee) of such visits. The Manager will make at least one safety visit per year. The Home-based Position Checklist (Appendix A) will be used to review the home worksite and, upon completion, will be placed in the employee file.
- 7.2 Employees are covered for injuries that occur in the course of their employment in the home-based position. There must be a relationship between employment expectations and the time that an accident occurs for coverage to apply. The employee must promptly report all work-related accidents to their supervisor. The Agency is not liable for any employee injury that occurs outside of the designated home worksite.
- 7.3 The Agency is not responsible for any liability on the part of a third party who is not an employee of the Agency at the home worksite.



## **8.0 Security**

- 8.1 Agency staff must use Agency-supplied equipment for remote access, to ensure anti-virus and security patches are kept up to date.
- 8.2 Security of information shall be applied at the home worksite as it is in facility-based employment. The employee shall take all reasonable precautions necessary to secure the Agency's equipment and procedures.
- 8.3 The door to the home worksite must be lockable. If there is no door on the home worksite, the home must be lockable and there must be a lock for the desk/filing cabinet if hard-copy work documents are stored.

## **9.0 Privacy**

- 9.1 The employee must understand their obligation to protect patient health information as it applies under *The Health Information Protection Act* (HIPA). In the event of a conflict between this policy or the home-based position work agreement and HIPA, the legislation shall prevail.
- 9.2 The employee must successfully complete the on-line Department of Justice Access and Privacy course before commencing the home-based position (<http://www.justice.gov.sk.ca/PrivacyGov/html/curriculumOOOF1F652B9D0D365DE9020500000037.htm> ).
- 9.3 The employee must have a signed confidentiality agreement on file.

## **10.0 Insurance**

- 10.1 Agency insurance covers property provided by the Agency in the home worksite. The Agency's insurer shall be informed of the number of home-based positions for the Statement of Values on an annual basis.
- 10.2 Agency insurance does not cover property owned by the employee. The employee is required, at their cost, to possess home and liability insurance to cover their personal property and liability for accidents involving Agency employees who visit the home. Upon each annual renewal, the employee must provide the Agency with a copy of the insurance policy to prove insurability. Home-based positions will be approved only where the employee possesses home and liability insurance.

## **11.0 Terminating the Home-based Position**

- 11.1 The employee or the Agency may terminate the home-based position subject to suitable work space availability within the facility with two (2) week's written notice to the other, or earlier by mutual agreement.
- 11.2 All Agency property, including documents, will be returned to the Agency in good condition upon termination of the home-based position.

## 12.0 Initiation Process

- 12.1 Either the employee or the Agency may request a home-based position through discussion with the other. Where the home-based position concerns an in-scope employee, SGEU will be involved in the Home-based Work Agreement discussions. Where the employee is OOS, the Agreement will be between the Agency and the employee.
- 12.2 Factors to be considered by the Manager when approving home-based positions:
- Can the required job duties be adequately performed from home?
  - Can the privacy of patient personal health information be maintained to the same level as required in the facility?
  - Does the current incumbent have an established track record of responsible productive employment? Employees considered for home-based position will be mature, trustworthy, self-sufficient, self-disciplined, well-versed in their roles/responsibilities, good communicators and can manage their time well.
  - Does the employee have appropriate knowledge of the technological requirements for remote access?
  - How significant is personal contact and in-person communication to the core duties of the position?
  - What is the impact to co-workers and customers?
  - Does the employee have supervisory responsibilities?
  - Are the technological requirements for the position feasible in a home worksite?
  - Is the home worksite a safe and ergonomically suitable work environment?
  - How will productivity be measured?
  - How extensive are the needs of the Agency to retain skilled staff who because of a change in their circumstances, may otherwise have to leave employment?
  - Is the home environment suitable in terms of office space?
  - Are the set-up costs manageable for the employee and/or the department?
- 12.3 Home inspections using the Home-based Position Checklist (Appendix A) are conducted by the employee's supervisor to assess suitability of the home worksite and to ensure a safe working environment. The home worksite must conform to acceptable Occupational Health & Safety standards and regulations, and the employee must be made aware of the need to maintain a safe working environment.
- 12.4 The Manager will make a request to the HISC Service Desk for remote access per SCA Policy IMS-001-18.
- 12.5 The employee's Manager, in consultation with Human Resources, will prepare a Home-based Position Work Agreement (template - Appendix B) outlining the expectations and specific terms and conditions of the home-based position. It shall include the hours of work, the duties to be performed, and all other specific information pertinent to this policy. The home-based position work agreement must be agreed to and signed by the employee, the supervisor and the Director prior to the commencement of the home-based position.

**13.0 Related Policies**

- 13.1 IMS-001-02 Network Acceptable Use Policy
- 13.2 IMS-001-09 External Service Provider Policy
- 13.3 IMS-001-18 Remote Access Security Policy
- 13.4 F-672 Travel Expenses

**14.0 References**

- 14.1 Five Hills Health Region. (2007) *Working from Home Policy*
- 14.2 Prince Albert Parkland Health Region. (2008) *Working from Home Policy*
- 14.3 Saskatchewan Association of Health Organizations. (undated) *Remote Work (Telework)*
- 14.4 Saskatchewan Public Service Commission. (2001) *Telework Guidelines*

**SASKATCHEWAN CANCER AGENCY  
HOME-BASED POSITION  
CHECKLIST**

Employee Name: \_\_\_\_\_

Employee Address: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_

Inspection Conducted by: \_\_\_\_\_

Inspection Items	N/A	Yes	No	If no, plan to address
<b>Environment</b>				
Materials provided to perform Agency duties are stored in such a way that they cannot harm occupants in the home.				
There is a method for shredding/solid material disposal.				
There is a method for appropriate storage of waste /prior to disposal).				
Hazardous waste spill clean-up will occur (ex. spill kit if necessary is available).				
There is a plan in place to clean the work space on a regular basis.				
There is a plan to meet the maintenance requirements for equipment.				
Equipment fits in the area provided.				
There is adequate space for the employee to work in.				
The employee understands the need to maintain a safe work environment.				
<b>Electricity</b>				
The electrical system supports the manufacturer's requirement for electrical capacity (GFI plug; 110 volts).				
The electrical system supports the power to be drawn from equipment used in the home.				
There are enough circuits, extension cords, etc. to prevent circuit overload.				
<b>Ergonomics</b>				

The equipment is suitable for tasks to be performed and is set up to mitigate musculoskeletal injuries (see Agency Ergonomic Toolkit on Sharepoint - QSR/Safety/Ergonomics/Worksafe BC How to Design Your Computer Workspace.				
Lighting levels are adequate.				
There is opportunity for the employee to take ergonomic breaks (leave the work area to provide relief from static postures and computer use).				
<b>Fire Prevention</b>				
There is a clear route of escape in case of fire.				
The home is free of visible fire hazards.				
<b>Information Management</b>				
The employee has been provided with Agency computer equipment.				
The computer network is plugged into a firewall.				
Employee's personal computer peripherals are not connected to Agency equipment.				
There is appropriate access to a telephone.				
There is appropriate high speed internet access.				
<b>Privacy/Security</b>				
The employee understands HIPA and their responsibility to uphold the legislation and privacy of information as a trustee of PHI.				
The employee understands acceptable systems and network activities per IMS policies i.e. not revealing passwords and not opening e-mail attachments from unknown senders.				
Sensitive information is displayed, transferred and stored such that unauthorized persons are unable to access it.				
Recycle bins are clear of personal and confidential information.				

Home-based Positions - ChecklistAppendix A

Garbage cans are clear of personal and confidential information.				
Personal and confidential information that has been approved for disposal is being shredded.				
Files/papers that contain personal and confidential information are locked away.				
"In" and "Out" baskets and storage shelves are clear of personal and confidential information.				
Mail containing personal and confidential information is located in a folder and is not out in the open for view in Q.				
Drawers and cabinets on worksite are locked when away from the area for an extended period of time.				
The door to the worksite is lockable. If no door on the work site, the home is lockable and there is a lock for the desk/filing cabinet if hard-copy work documents are stored.				

**SASKATCHEWAN CANCER AGENCY  
HOME-BASED POSITION  
WORK AGREEMENT**

Employee Name: \_\_\_\_\_

Employee Address: \_\_\_\_\_

Employee HomePhone: \_\_\_\_\_

Department: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Employee is:

- |                               |   |
|-------------------------------|---|
| <input type="checkbox"/> OOS  | <input type="checkbox"/> In Scope                             |
| <input type="checkbox"/> FT   | <input type="checkbox"/> PT                                   |
| <input type="checkbox"/> Perm | <input type="checkbox"/> Temp <input type="checkbox"/> Casual |

Home-based Position Requested by:      ☐ Employee      ☐ Agency

Date of Visit to the Home Worksite: \_\_\_\_\_

Start Date of Home-based Position: \_\_\_\_\_

**1 - Hours of Work**

State:

Hours of work

How employee is to report absence to supervisor

How employee is to seek approval for overtime

How hours will be recorded and signed off for payroll

**2. Duties**

Clearly outline the employee's responsibilities and how they are to accomplish them where different than at the facility.

**3. Performance**

Define benchmarks.

Comment on how the employee's performance/productivity will be measured.

**4. Communication**

State the telephone number at which the employee is available during work hours.

**5. Meetings and Travel**

State:

Meetings that employee is required to attend.

The rate at which the employee will be reimbursed for travel expenses to attend meetings at the facility.

The process the employee will use to claim travel reimbursement.  
 How the employee will be informed of ad-hoc meetings.  
 Will the employee be permitted to teleconference?

6. **Utilities/Furniture/Equipment**

The employee is responsible to pay for utilities.

The following telecommunications equipment items as indicated are required for this home worksite and are paid for by the Agency:

- ☐ Additional/business-modem dedicated phone line
- ☐ Secure access application
- ☐ Internet access
- ☐ Fax line
- ☐ Message manager
- ☐ Other \_\_\_\_\_

The following office equipment/supplies/services as indicated are required for this home worksite and are provided by and paid for by the Agency unless indicated otherwise:

- |  |                   |                          |
|--|-------------------|--------------------------|
| Desk   | Employee provided | <input type="checkbox"/> |
| Chair  | Employee provided | <input type="checkbox"/> |
| File cabinet                                       | Employee provided | <input type="checkbox"/> |
| <input type="checkbox"/> Electrical upgrade        | Employee provided | <input type="checkbox"/> |
| <input type="checkbox"/> Task lighting             |                   |                          |
| <input type="checkbox"/> Telephone                 |                   |                          |
| <input type="checkbox"/> Fax machine               |                   |                          |
| <input type="checkbox"/> Shredder                  |                   |                          |
| <input type="checkbox"/> Stationary supplies       |                   |                          |
| <input type="checkbox"/> Courier service           |                   |                          |
| <input type="checkbox"/> Moving of Agency property |                   |                          |
| Monitor  |                   |                          |
| Inventory#:  | _____             |                          |
| Serial#:   | _____             |                          |
| Model/Description:                                 | _____             |                          |
| <input type="checkbox"/> Keyboard                  |                   |                          |
| Inventory#:  | _____             |                          |
| Serial#:   | _____             |                          |
| Model/Description:                                 | _____             |                          |
| Modem  |                   |                          |
| Inventory#:  | _____             |                          |
| Serial#:   | _____             |                          |
| Model/Description:                                 | _____             |                          |
| Printer  |                   |                          |
| Inventory#:  | _____             |                          |
| Serial#:   | _____             |                          |
| Model/Description:                                 | _____             |                          |
| CPU  |                   |                          |
| Inventory #:                                       | _____             |                          |
| Serial#:   | _____             |                          |
| Model/Description:                                 | _____             |                          |



\_ Laptop  
 Inventory#: \_\_\_\_\_  
 Serial#: \_\_\_\_\_  
 Model/Description: \_\_\_\_\_

Software Program	Version and Serial#	Install Date	Return Date

State the plan to meet maintenance requirements for equipment.

State the phone number for employee to call for equipment operation problems.

7. **Occupational Health & Safety**

Comment on how employee is expected to report accident /injury.

8. **Security**

As per HR-0405.

9. **Privacy**

Comment on how employee will take necessary measures to ensure confidentiality of data and documents:

Documents are printed?

Documents are shredded?

Documents are stored electronically/hard copy?

Shredding is stored where?

The on-line Access and Privacy course has been taken:      Yes      No

There is a signed confidentiality agreement on file:      Yes      No

10. **Insurance**

The employee must possess home and liability insurance before the home-based position can commence and must declare such coverage annually.

The employee has current home and liability insurance:      Yes      No

If no, document what action is being taken to obtain it.

Record the expiry date.

11. **Termination of Home-based Position**

As per HR-0405.

*I have read Saskatchewan Cancer Agency Policy HR-0405 (Home-based Positions). I understand that it forms part of this Home-based Position Work Agreement, and I understand and agree to its contents. I also understand and agree to the terms, conditions, expectations and requirements in this Home-based Position Work Agreement, which are particular to my home-based position.*

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_-\_\_\_\_-\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Provincial Leader Signature: \_\_\_\_\_ Date: \_\_\_\_-\_\_\_\_-\_\_\_\_

# Tennessee Cancer Registry

## POLICY

<b>Approved by:</b> Rebecca R. Hunter, Commissioner	<b>Policy Number:</b> 14-001 (rev. 09/16)
<b>Si nature:</b>	<b>Supersedes:</b> 14-001
<b>Application:</b> Executive Branch Agencies, Executive Branch Employees, Human Resource Officers	<b>Effective Date:</b> September 20, 2016
<b>Authority:</b> T.C.A. § 4-3-1703; T.C.A. § 8-30-104	<b>Rule:</b> 1120-02

**Subject :**

## ALTERNATIVE WORKPLACE SOLUTIONS

The purpose of this policy is to outline the various types of Alternative Workplace Solutions (AWS) arrangements as well as the requirements for each arrangement. AWS arrangements utilize mobile technologies, flexible work schedules, and multi-user work stations to maximize efficiency of work processes while reducing costs associated with office space. This policy is designed to provide the structure needed for effective implementation and operation of mobility. Agencies are responsible for ensuring compliance with the provisions of this policy. This policy affirmatively rescinds and replaces Department of Human Resources Policy 14-001 (Telework). It should be noted that all employees will not be eligible for participation in AWS and many employees will continue to report to their regularly assigned physical building. This Policy addresses three (3) specific AWS arrangements:

1. Work from Home
2. Mobile Work
3. Free Address

### Work from Home

This AWS arrangement provides employees the opportunity to work at a place other than his or her regularly assigned office location, such as the employee's residence or an alternate location approved by the employee's supervisor/manager. Employees using this arrangement will work from his or her residence a minimum of three (3) days per week or upon a schedule mutually agreed upon by the supervisor and the employee. On the days the employee is not scheduled to work from home, the employee will report to his or her regularly assigned office location. For employees utilizing this arrangement, their residence (or other approved alternate location) will be their official designated reporting station for the days he or she works out of the office. The employee's official work station will remain as designated by the agency, as employees may be required to report to this office location as

# DOHR Policy: Alternative Workplace Solutions

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requested by management for meetings, etc. Additional information about this arrangement can be found in Appendix A.

## Mobile Work

This AWS arrangement provides flexibility of schedules for employees whose responsibilities require them to be away from the office for much or all of the regular workday due to community interaction. Mobile workers will not be assigned a permanent office, but will instead utilize the free address option when reporting to the regularly assigned office location. The employee's official work station will remain as designated by the agency. Additional information about this option can be found in Appendix A.

## Free Address

This AWS arrangement may be suitable for an employee whose primary place to conduct state business is in a regularly assigned building, but who frequently collaborates with different groups and/or engages in a variety of different projects. This arrangement is also suitable for mobile workers and work from home employees when they are physically present in the office. This option includes an arrangement whereby employees utilize unassigned, non-permanent workstations on an as needed basis. Agencies may require employees to reserve the workspace in advance, or the workspaces may be used on a first-come first-serve basis. Additional information about this arrangement can be found in Appendix B.

## Factors to consider when designating a position as suitable for AWS arrangement

Agencies shall consider AWS for all possible job classifications which would lead to efficiencies and effectiveness in daily operations. However, not all job classifications may be appropriate for AWS arrangements. Each participating agency shall identify job classifications eligible for AWS and should consider the following factors when determining which positions may be eligible for AWS arrangements:

1. Nature of the work performed by positions considered for AWS arrangements;
2. Efficiency of work processes;
3. Impact on ability to provide quality customer service;
4. Utilization of office space;
5. Utilization of technology and environmental impact;
6. Effectiveness of existing project teams;
7. Impact on agency travel expenses; and
8. Impact on employee quality of life.

When determining whether to implement AWS arrangements, agencies should ensure that the arrangement does not violate any state or federal laws not contemplated in this Policy.

## Eligibility of employees for AWS arrangement

All employees in positions designated by the agency as eligible shall be qualified to participate in AWS, and all eligible employees are authorized to participate to the fullest extent possible without diminished individual or organizational performance.

An employee may not be eligible to participate in AWS (*pursuant to agency discretion*) if:

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1. He/she is subject to official discipline for performance or conduct, including suspension, demotion, or recommendation for termination;
2. He/she has documented violation of the State's Code of Conduct;
3. He/she has demonstrated diminished individual or organizational
4. performance; He/she has violated the terms of the AWS agreement;
5. His/her position involves the direct handling of secure material (daily or on a frequent basis) which the agency determines is inappropriate for AWS. This may include materials for which the agency maintains a written policy restricting access or use of the material or for which appropriate mitigating IT security measures do not exist; or
6. His/her position requires daily, or on a defined consistent basis, onsite work activities that cannot be handled remotely or at an alternative worksite.

## Supervisor's responsibilities when utilizing an AWS arrangement

Supervisors of employees utilizing AWS arrangements have certain responsibilities which include, but are not limited to, the following:

1. Setting forth appropriate measures to protect confidential information;
2. Ensuring that customer service is not adversely affected by the AWS;
3. Undertaking the necessary risk assessments of the office design and working practices;
4. Clearly defining and setting forth the AWS employee's responsibilities;
5. Maintaining effective communication with AWS employees;
6. Informing employees of reservation system requirements for free address space (agency discretion);
7. Ensuring there is not a hardship or burden placed on other employees (additional work, etc.);
8. Maintaining responsibility and accountability for treating all AWS and non-AWS employees similarly in acts involving managerial discretion, including but not limited to: distribution of assignments among employees in the work unit, use of appropriate tracking and communication tools, performance management, both informal and formal feedback, performance coaching, learning and development, reassignment, promotions, retention, and discipline;
9. Providing advance notice, if practicable, to AWS employees regarding requests to report to the regularly assigned office location (notice is not required and does not absolve an employee's responsibility to be physically present upon request); and
10. Completing AWS training for supervisors and annually signing an employee's AWS acknowledgement form.

## Employee's responsibilities when utilizing an AWS arrangement

Employee s utilizing an AWS arrangement have certain responsibilities depending on which arrangement is utilized, including, but not limited to, the following:

1. Maintaining established performance standards;
2. Ensuring that the alternative worksite is appropriate and provides the work environment, connectivity, technology, resource access, and security authority consistent with the work in which the employee is engaged;

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3. Procuring and providing internet services appropriate to the work effort at their own expense;
4. Maintaining flexibility and responsiveness to the needs of the supervisor, work team, and agency (communication and collaboration);
5. Reporting to the regularly assigned office location, pursuant to agency needs, for all or part of the workday during which they would otherwise be engaged in an AWS arrangement;
6. Documenting AWS work time in accordance with established OOH and agency time and attendance policies;
7. Complying with OOH and agency rules and practices pertaining to requesting and obtaining approval for leave, overtime, or any change to the employee's work schedule;
8. Maintaining effective communication with supervisors and other employees with whom communication is essential for successfully implementing the arrangement;
9. Being considerate of employees sharing workspace, and maintaining a clean workspace at all times;
10. Properly maintaining and protecting confidential information, and following data security procedures at all times;
11. Using a shared workspace only so long as needed;
12. Maintaining a high level of customer service at all times; and
13. Completing AWS training for employees and annually signing an AWS acknowledgement form.

Participation in an AWS arrangement of Work from Home is based on an employee's job responsibilities as determined by the agency. If an employee's productivity decreases or other performance/conduct issues arise, the supervisor should treat the AWS employee no differently than an employee working in the regularly assigned office location. This means that coaching and counseling should take place and, if necessary, the supervisor has the authority to issue disciplinary action as appropriate.

Employees who participate in an AWS arrangement are considered to be in an official duty status during the employee's designated work schedule. Work from Home employees are prohibited from providing dependent or adult care while working from home. Failure to adhere to applicable state and federal laws and state and agency rules and policies may result in discipline, up to and including dismissal.

Commute time from home to work and from work to home are not considered work hours and are not compensable under 5 C.F.R. § 551.422 and 5 C.F.R. § 550.112 0)(2). An employee may be compensated for commute time if he or she is officially directed to perform work while commuting. However, an employee cannot be compensated for travel to and from his/her official duty station as a normal incident of employment.

Supervisors retain the authority to disapprove an employee's selection of a particular alternative worksite arrangement if, in the supervisor's opinion, the worksite is not business appropriate and/or fails to provide a working environment compliant with this Policy.

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## Training

Employees who utilize an AWS arrangement shall complete AWS training (online and in person) for employees before starting the AWS option, or if already participating in an AWS option, within six (6) months of the effective date of this Policy. Supervisors who have at least one (1) employee utilizing an AWS arrangement shall attend or complete the AWS training for supervisors as well as Change Management course as soon as practicable, but not later than six (6) months after the effective date of the AWS agreement. The Agency AWS Coordinator and/or Agency Learning and Development Coordinator is responsible for tracking this information and ensuring that completion of these courses is entered into Edison ELM in a timely manner.

## AWS Acknowledgement Form

An AWS Acknowledgement Form shall be signed by the employee, the supervisor, the agency Human Resources Director, the agency AWS Coordinator, and the appointing authority. This acknowledgement form remains in effect indefinitely, but may be modified in response to a request by either the supervisor or employee, changes in position or employee eligibility, or to address the impact of the arrangement on individual or organizational performance. All parties shall sign the acknowledgement form annually to ensure the goals for the AWS arrangement and the agency's overarching mission continue to be best served by the option. The Acknowledgement Form shall not become part of the employee's official personnel file. Appendix D includes a sample AWS acknowledgement form.

## Agency Guidelines

Each agency participating in AWS shall create guidelines for administration of AWS program within the agency. The guidelines should be submitted to the Department of Human Resources for review and approval before being distributed to agency employees. The guidelines should include, but not limited to, the following information:

1. Job classifications that are eligible for AWS arrangements, including criteria for identification;
2. Process of how employees will be notified of their eligibility to participate in AWS;
3. Reference to this Policy and appendices for clarification on definitions and other important information;
4. Guidance to supervisors/managers on advising employees that they will continue to be measured using the current performance management system;
5. Clear communication to employees that participate in AWS arrangements will be eligible for the same opportunities as employees not utilizing an AWS arrangement, including: assignments, development opportunities, promotions, and awards/recognition);
6. Details regarding the administration of available AWS arrangements within their respective agency;
7. Agency-specific AWS acknowledgement form;
8. Information on procedure for free address reservation system (if applicable);
9. AWS training requirements;

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10. Name and contact information of AWS Agency Coordinator (mentioned below);
11. Information on procedure to request modification of AWS arrangement; and
12. Clear desk protocol.

## AWS Agency Coordinator

Appointing authorities shall designate an AWS Agency Coordinator who will be responsible for the following:

1. Retaining signed AWS acknowledgement forms for the each employee;
2. Serving as primary point of contact for employees who have questions/concerns about AWS arrangements;
3. Developing or assisting with agency guideline development/implementation as well as development of agency form;
4. Serving as an advisor for agency leadership regarding AWS;
5. Serving as a resource for supervisors with AWS issues or concerns; and
6. Assisting **with** compilation of metrics to ascertain effectiveness of AWS arrangements.

## Acceptable use Policy and Information Technology

AWS employees utilizing State-owned hardware, software, internet, email, and other forms of State-owned communication media shall do so in a manner consistent with the State's Acceptable Use Policy, Code of Conduct, and other State laws, rules, and policies.

Employees have a responsibility to safeguard government property and are responsible for the care, security, and effective utilization of such property, including computers, tablets, phones, and related equipment used to perform official duties. Employees may be financially responsible for the property if it is lost, stolen, damaged, or destroyed as a result of negligence, improper or willful actions.

AWS employees may use non-state issued property, but must enable an approved firewall, virus scan, and security patch. Information on the most current programs and other requirements are included in the STS guidelines, included as Appendix C.

## Clear-Desk Protocols/ Maintaining sanitary Shared workspace

Agencies are encouraged to implement clear-desk protocols when employees have workspace-sharing arrangements. Such protocols typically require employees to clear the workspace of all work and personal items after use. Such practices help provide an accommodating workspace for all users, and reduce the threat of confidentiality and data security breaches.

Agencies should take measures to maintain a sanitary workspace, including providing anti-bacterial wipes and hand sanitizer to be used on shared telephones and other such equipment with multiple users. Disinfecting the area on a regular basis will reduce the spread of contagions and promote the overall health of the workforce.

<b>DOHR Policy:</b> <b>Alternative Workplace Solutions</b>	<b>Policy Number: 14-001</b>
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Questions regarding this policy should be directed to the Department of Human Resources' Office of the General Counsel or the Agency AWS Coordinator.

## **AWS POLICY APPENDIX A:**

### ***Work from Home and Mobile Work Information and Guidelines***

**Work from Home** is an alternative workplace arrangement which provides employees the opportunity to work at a place other than the regularly assigned office location such as their residence or an alternate location approved by the employee's supervisor/manager. Employees who utilize this AWS arrangement will be assigned their residence (or alternate approved location) as their official work station.

**Mobile Work** is an alternative workplace arrangement for employees who spend a significant amount of the work day "in the field" or away from the office, often traveling to and from various indefinite locations in order to best serve the needs of their customers.

The following guidelines are provided to facilitate the administration of Work from Home and Mobile Work alternative workplace arrangements.

#### ***Work Schedules***

Work from Home schedules, and Mobile Work schedules, when practicable, should specify the days and times an employee will work in his/her regularly assigned office location and also specify the days and times he/she will work in the remote or approved alternative work site. An employee's work schedules should be consistent with the core work day of the agency unless a variation is approved by the supervisor, which will be determined on a case-by-case basis. Work from Home employees should work from their primary residence or an approved location a minimum of three (3) days per week or an agreed upon schedule between the supervisor and employee. Work from Home employees are prohibited from providing dependent care while working from home.

#### ***Facilities***

- Home Office Space. Employees working from home should have a designated work space or work station and will be required to certify safe working conditions. Requirements will vary, depending on the nature of the work and the equipment needed to perform the work.
- Home Utility Expenses. Incremental home utility costs associated with working at home will **not** be paid by the State/Agency .
- Miscellaneous Expenses. Costs associated with the copying of work-related materials, facsimile charges, express mail, etc., may be reimbursed by the Agency, if employee received prior approval to incur said expenses. Reasonable efforts should be made to minimize such expenses by the employee's use of state resources during the time they are in their regularly assigned office location.
- An Employee's Workplace May Not Be a State-owned/leased facility. While the Agency may own some of the equipment and materials used by the employee in the remote work site, the primary remote/approved alternative site must not be a state owned/leased facility. Costs of safeguarding, insuring , and maintaining the home workplace/approved location and the State property therein are the sole responsibility of the employee.

## ***Equipment***

The Agency may provide the employee all or a portion of equipment necessary to perform the job at a remote work site, subject to availability and budgetary restrictions. While the use of non-State owned equipment is permissible, employees working remotely and their agencies should be in compliance with STS guidelines, included as **Appendix C**.

- Telephone. An agency may provide an employee with a state-issued cell phone if the supervisor and agency administrators deem necessary for the employee's job responsibilities.
- Computers, Agency Owned Equipment, etc. The State may provide equipment (including laptops, tablets, etc.) and materials (office supplies, etc.) needed by employees to effectively perform their duties. Employees may be authorized to use their own equipment, with the approval of the Agency and STS.
- State Owned or Issued Equipment.
  - o State owned or issued equipment may be used for authorized State purposes by authorized employees only.
  - o Employees are responsible for protecting State owned equipment from negligent use, theft, damage, and unauthorized use.
- Maintenance.
  - o State owned equipment used in the normal course of employment will be maintained, serviced, and repaired by the State.
  - o Agency guidelines should include a point of contact for all equipment-related issues, including reservations, installations, and troubleshooting.
  - o When employees are authorized to use their own equipment, agencies will not assume responsibility for the cost of equipment, repair, or service.

## ***Records Management***

State employees are required to comply with the following guidelines on using records or duplicating records when working at remote locations. During an investigation, all relevant records must be made available to investigators and auditors.

- Any work documents, including official records removed by Work from Home or mobile employees, remains the property of the State. Additionally, any official record that is generated by Work from Home or Mobile Work employees becomes the property of the State.
- An employee should get written approval from his/her supervisor prior to taking official records to a remote work site. This approval will be valid for a defined period of time. All official records that are moved from an office location to a remote work site will be documented in accordance with applicable procedures or requirements, e.g., charge-out procedures, check-out cards, sign-out sheets, etc., as determined by the agency.
- The removal of sensitive information from the regularly assigned office location by Work at Home employees is subject to supervisory approval. When such records are used by agency employees at a remote site, care must be taken to ensure that information is not disclosed to anyone except those who are authorized to access the information in order to perform their duties. Appropriate administrative, technical, and physical safeguards should be taken to ensure the security and confidentiality of these records.
- At the conclusion of the approved charge-out time of the documents, or upon termination of

employment, the employee must return the official record to the supervisor. If the employee needs this record in the future for work-related purposes, he/she must again get written approval from the supervisor, prior to removal of the record from the office.

- Confidential business information may not be removed from State offices except as permitted and authorized by established State and agency procedures. This information should be included in each agency's respective agency guidelines.

### ***Liability Issues***

Questions related to claims for personal property damage or loss or personal injury arising out of an employee's performance of official duties should be directed to the Agency's Human Resources Office, employee's supervisor, and other appropriate persons as determined by the Agency. The Agency should address issues of employee or Agency liability in accordance with the specific facts of each case and under the provisions of the State Board of Claims, where appropriate.

### ***Tax Issues***

Generally, a federal tax deduction is allowable for a home office or workspace if it meets certain criteria as outlined by the IRS, including whether it is the employee's principal place of business on a regular basis and other factors. Work from Home employees may be entitled to a tax deduction based on home office or work space, depreciation of employee owned personal computers and related equipment, a portion of utility costs, etc., if the IRS requirements are met. Employees should review Publication 587 of the Internal Revenue Service which provides guidance on how to compute and claim the deduction for business use of an employee's home.

### ***Inclement Weather/Equipment Issues***

In instances of inclement weather, employees must continue to work. However, if an employee is unable to work due to issues beyond his/her control (i.e. power outage, equipment failure, etc.), the employee must report the issue to the supervisor immediately or as soon as practicable. Depending on the amount of time remaining in the work day, the supervisor may either allow the employee to take leave (if requested) or may request that the employee report to the office, if practicable.

## **AWS POLICY APPENDIX B:**

### ***WORKSPACE INFORMATION & GUIDELINES***

Free Address is an AWS arrangement which may be suitable for employees whose primary place to conduct state business is in their assigned office location, as well as mobile workers and employees who work from home when they are in the office. This arrangement includes employees utilizing unassigned, non-permanent workstations as needed. Agencies may require employees to reserve the workspace in advance, or the workspaces may be used on a first-come first-serve basis.

Below are several options for implementation of the free address concept:

***Open Office:*** Open Office is the most frequently used AWS concept whereby employees use non-dedicated, non-permanent workspace assigned on a first-come, first-serve basis. This arrangement may be appropriate for mobile workers, and/or employees whose total time in the main office is such that it does not warrant having a permanent, assigned desk for each individual. This arrangement may also be appropriate for employees whose job responsibilities include a multitude of different tasks and who frequently collaborate with different groups.

***Virtual Office Workplace:*** This is a work environment in which employees work cooperatively from different locations using a computer network (in lieu of a single building or other single physical location). As opposed to a single location where workers are housed, the virtual office is typically a collaborative communications medium, such as a computer network, where workers gather electronically to collaborate and/or carry out other work activities. The actual physical locations of the employees working in a virtual office can be temporary or permanent and can be nearly anywhere, such as their homes, satellite offices, hotel rooms, corporate offices (shared workspace), airports, airplanes, or automobiles. Agencies electing to utilize this concept would need to set out specifics for this concept in their agency guidelines as well as ensure that all participating employees are notified of OIR guidelines.

***Ad Hoc Arrangements:*** Agencies are encouraged to think creatively about AWS arrangements and to consider tailoring AWS concepts to best serve the agency, its employees, its customers, and the general public. When adopting an AWS concept that differs in substance from those set forth in this Policy, contact the Tennessee Department of Human Resources, Office of General Counsel to request approval of the arrangement. An ad hoc arrangement should also be included in agency guidelines.

# Employee Alternative Workplace Solutions (AWS) Acknowledgement eForm Instructions

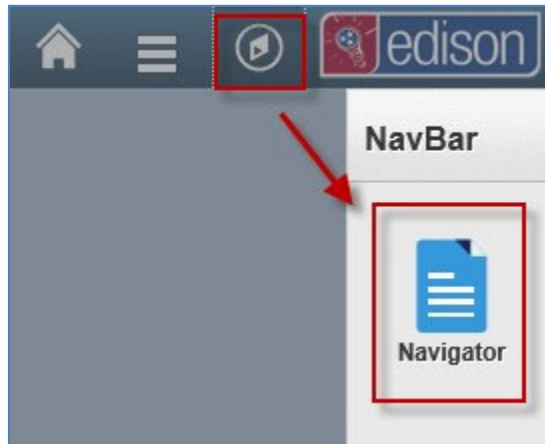
## Contents

Employee Alternative Workplace Solutions (AWS) Acknowledgement eForm Instructions.....	1
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View an AWS Acknowledgement Form .....	9
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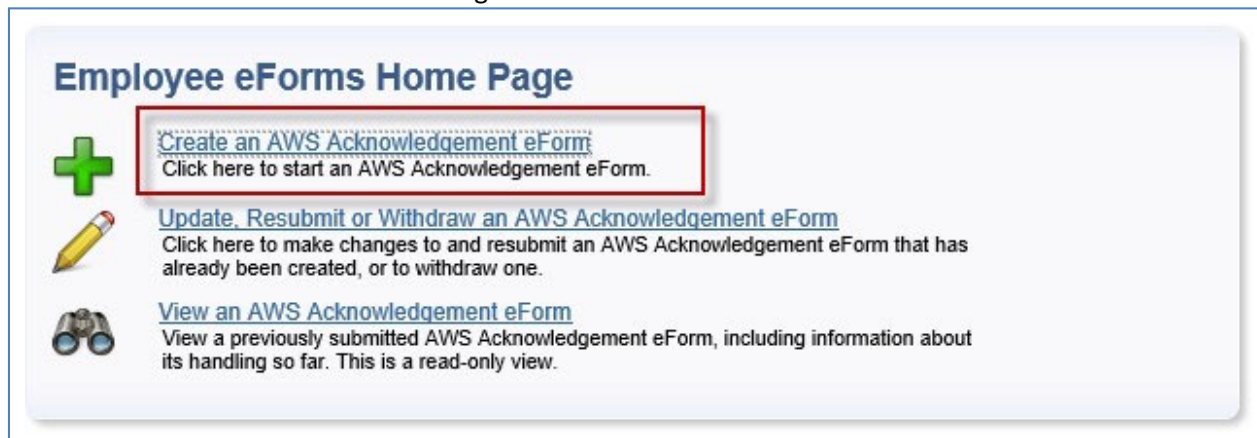
# Employees AWS Acknowledgement Form

## Creating an AWS Acknowledgement eForm

Navigation: NavBar>Navigator>HCM>Self Service> AWS Acknowledgement eForm



Click on the 'Create an AWS Acknowledgement eForm' link.



NOTE: Your work location must be filled out to be able to complete an AWS Acknowledgement form. If it is not filled out, you will get a 'Invalid Location Values' message letting you know that your work location does not exist and it needs to be created before moving forward.

\*\*See [Instructions on updating your Work Location](#) for instructions on adding your work location. \*\*

NOTE: If you already have a form, you cannot create a second or new form through 'Create an AWS Acknowledgement eForm'. However, you can go into 'Update, Resubmit or Withdraw an AWS Acknowledgement eForm' and update your current for and resubmit any changes or withdraw the form and start a new form after the current one has been withdrawn.



Message

Invalid Location Values (24750,4)

County Work Location, Building/Agency Location, and AWS Location must be populated correctly in order for your AWS Acknowledgement eForm to be approved. Please navigate to following and update the "Location" tab to your "In Office Work Location" before moving forward.

HCM > Employee Self Service > Learning and Development > My Current Profile

OK

Review your information and make sure it is accurate.

Under Work from Home and General Provisions, read through each piece and fill out necessary information.

For #4: Enter your AWS Location. Make sure that the information you enter is what is required by your agency.

For #5: Enter your work schedule. See the 'AWS Policy' link under the 'Acknowledgments' section for the most current definitions of Work from Home, Mobil Work and Free Address. In general, use Work from Home when you are not in office and Free Address when you are in office. Mobile work is to be used when you are interacting with the community and do not have a definitive 'location'.

The first time you click on the '+' button to add another line to your Work from Home schedule, you get a message asking you to verify you location information located in #2, #3 and #4. This is just a friendly reminder make sure your information is up to date.

Please make sure to account for your full 37.5 work week.

5. Employee's Agreed Upon Work From Home Schedule

AWS Arrangement*	Weekday*	Start Hour*	Start Minute*	AM/PM*	End Hour*	End Minute*	AM/PM*	Comments		
Work From Home	2 - Monday	07	30	AM	04	00	PM		+	-
Work From Home	3 - Tuesday	07	00	AM	07	45	AM	Drop daughter off at school, shouldn't be long	+	-
Work From Home	3 - Tuesday	08	15	AM	04	00	PM		+	-
Free Address	4 - Wednesday	08	00	AM	04	30	PM	Can't seem to get in before 8 bc of traffic	+	-
Work From Home	5 - Thursday	07	30	AM	04	00	PM		+	-
Work From Home	6 - Friday	07	30	AM	04	00	PM		+	-

For #7: Make sure to click on the link to view the most recent security policies. You MUST click on the link to be able to submit your form. If you do not click the link, you will get a notice to do so when you go to submit, letting you know it needs to be done.

7. The Employee acknowledges that he/she will comply with all Enterprise Information Security Policies, found at the following web address:  
<http://teamtn.gov/sts/topic/sts-security-services-resources-security-policy-documentation>

Message when submitting form:

Message

In order to submit this form, please click the link in provision 7 to review the policy. (24750,6)



OK

Mobile Work and Free Address are used by the supervisor to set forth any necessary terms for each respective area. If needed, click on the 'Appendices for AWS' to see Appendix A and B of the AWS Policy.

Click the box to acknowledge that you have read the most recent AWS Policy in the link above, that you have read and understand all the provisions of the form and you agree to abide by the policy.

Acknowledgments

Please review the following link to the most recent official Policy as changes made have been made that are not reflected on this form: [AWS Policy](#)

Form Messages				
		Message Text	Description	
<input checked="" type="checkbox"/>		eForm Acknowledgment	I have reviewed the AWS Policy link above, read and understand all the provisions of this AWS Acknowledgement eForm, and agree to abide by them.	

Once you are ready, click on the Submit button.

Submit

Close

Click the Yes button.

Message

Submit this form? (24642,112)

The form will be directed to the next approver, if any.

Yes

No

Note: If you did not click on the link under #7 to view the Security Policies, this is where you would see the message saying to click the link.

Message

In order to submit this form, please click the link in provision 7 to review the policy. (24750,6)

OK

Once the form has been submitted, you see your information as well as the form status and where it is in the approval process.

#### Step 2 of 2: Form Finalized

Congratulations, you've done it!

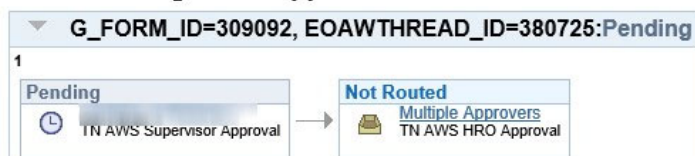
All terms set forth in the State's Alternative Workplace Solutions Policy ["AWS Policy"], Department of Human Resources Policy 14-001 are hereby incorporated by reference in this program acknowledgement form. This acknowledgement form shall serve as the guiding program document regardless of which AWS arrangement or arrangements are utilized by the employee.

Employee Name:		Form ID:	309092
Employee ID:		Date:	03/16/2017
Empl Record:	0	Agency:	Finance and Administration
Supervisor Name:		Department:	3170600002 Criminal Justice Support

#### ▼ Form Status

You have just SUBMITTED this form.

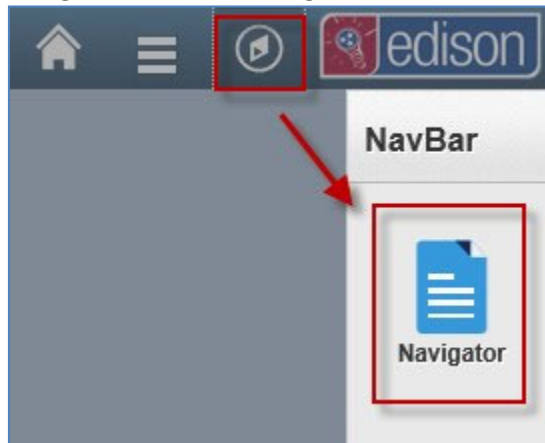
#### AWS Acknowledgement Approvals



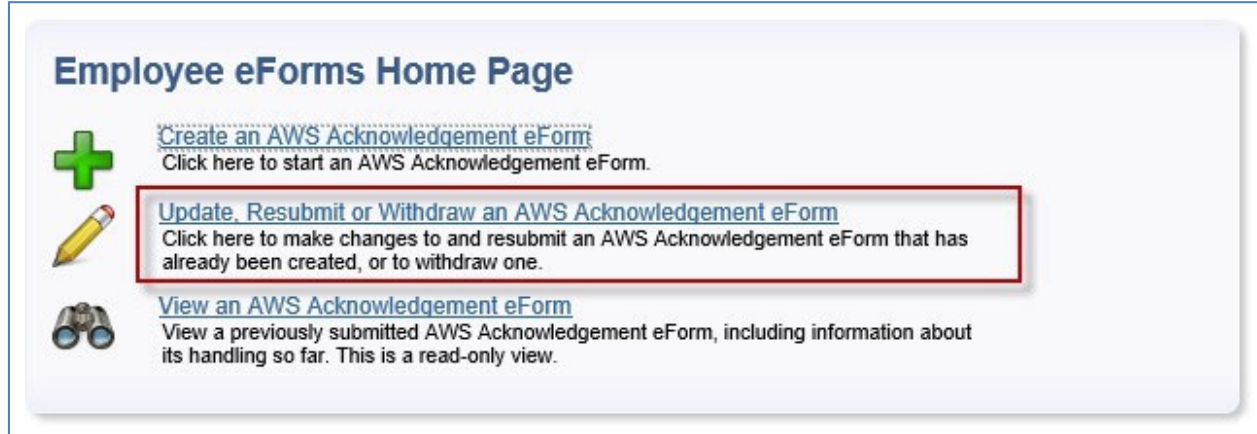
You have successfully submitted an AWS Acknowledgement eForm.

## Update, Resubmit or Withdraw an AWS Acknowledgement Form

Navigation: NavBar>Navigator>HCM>Self Service> AWS Acknowledgement eForm



Click on the 'Update, Resubmit or Withdraw an AWS Acknowledgement eForm' link.



Click the Search button.

### To RESUBMIT:

Note any changes that may have been made by your supervisor. Add, change or remove anything as needed. Once you are okay with your form and have read through the whole AWS Acknowledgement Form policy, select the box to acknowledge that you have read and understand all provisions of the AWS Acknowledgement Form.

Acknowledgments

Please review the following link to the most recent official Policy as changes made have been made that are not reflected on this form: [AWS Policy](#)

Form Messages

	Message Text	Description	
<input checked="" type="checkbox"/>	eForm Acknowledgment		
<input checked="" type="checkbox"/>	eForm Re-Acknowledgment	The policy terms may have been updated; therefore, please read all the provisions again. By checking this box, I confirm that I have read and understand all the provisions of this AWS Acknowledgement eForm and agree to abide by them.	

'Resubmit' button.

Resubmit

Withdraw

Click the Yes button.

Message

Resubmit this form? (24642,108)  
  
The form will be sent to the next approver with any changes and/or comments you may have made.

Yes

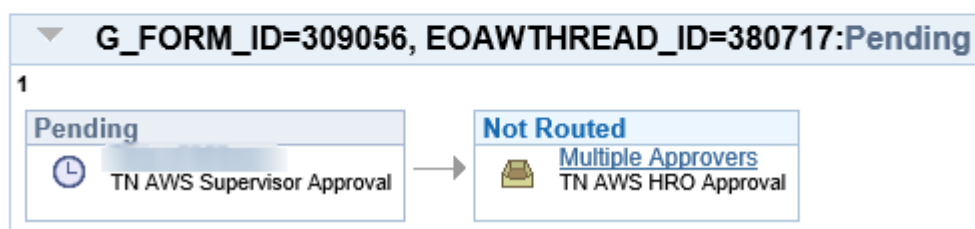
No

Note that your form has been resubmitted.

Form Status

You have just RESUBMITTED this form.

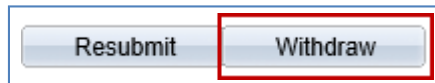
## AWS Acknowledgement Approvals



### To WITHDRAW:

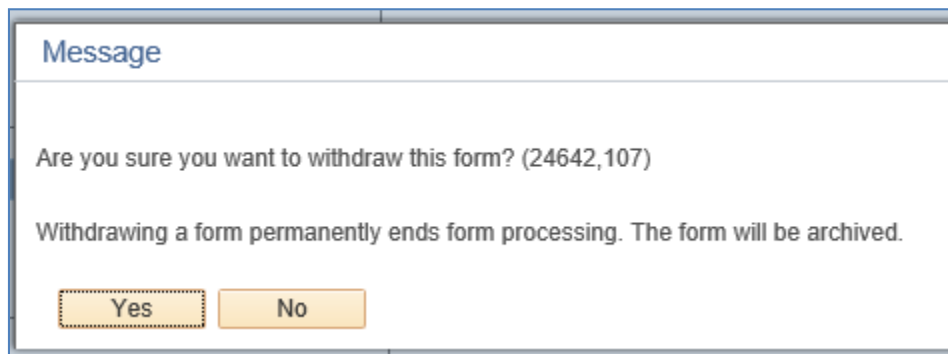
Use the Withdraw button to cancel the form. Once you withdraw your form, you will not be allowed to resubmit it. In essence, it becomes 'deleted' from the process. You will only be able to view the form.

Click on the Withdraw button.

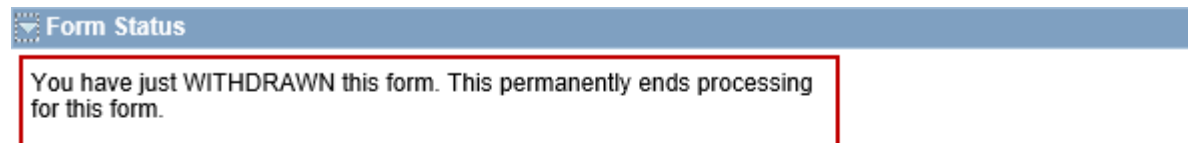


Two buttons are shown: "Resubmit" and "Withdraw". The "Withdraw" button is highlighted with a red rectangular border.

Click the Yes button.

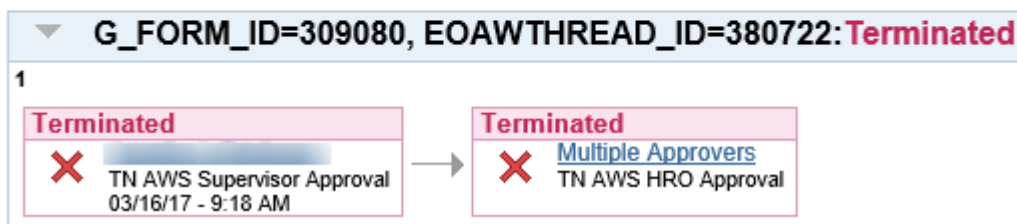


A message dialog box titled "Message" with the following text: "Are you sure you want to withdraw this form? (24642,107)". Below the text is a note: "Withdrawing a form permanently ends form processing. The form will be archived." At the bottom are two buttons: "Yes" and "No". The "Yes" button is highlighted with a dashed border.



A blue header bar contains the text "Form Status". Below it, a red-bordered box contains the message: "You have just WITHDRAWN this form. This permanently ends processing for this form."

### AWS Acknowledgement Approvals

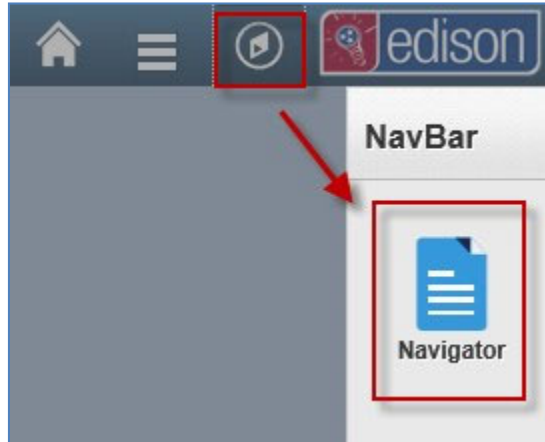


The diagram shows the status of an AWS Acknowledgement form. At the top, a header bar displays "G\_FORM\_ID=309080, EOAWTHREAD\_ID=380722: Terminated". Below this, a box labeled "1" contains two "Terminated" status boxes connected by an arrow. The first box, "TN AWS Supervisor Approval 03/16/17 - 9:18 AM", has a red 'X' icon. The second box, "TN AWS HRO Approval", has a red 'X' icon and a link labeled "Multiple Approvers".

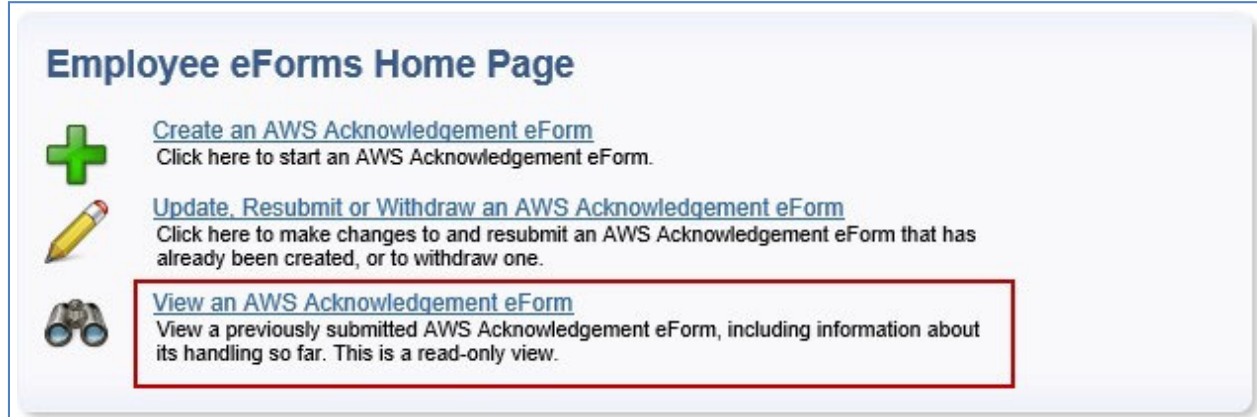
You have successfully withdrawn your AWS Acknowledgement eForm.

## View an AWS Acknowledgement Form

Navigation: NavBar>Navigator>HCM>Self Service> AWS Acknowledgement eForm



Click on the 'View an AWS Acknowledgement eForm' link.



Click the Search button.

If needed, narrow down your search results by adjusting your search criteria.

Find an Existing Value

▼ Search Criteria

eForm ID

begins with ▼

Workflow Form Type

begins with ▼

Workflow Form Status

= ▼

Empl ID

begins with ▼

Business Unit

begins with ▼

Department

begins with ▼

Original Operator

begins with ▼

jsmith@AWS.COM

Originated Date From

>= ▼

Originated Date Thru

<= ▼

☐ Case Sensitive

Search

Clear

Basic Search

Save Search Criteria

Select the form that you want to view.

Search Results

View All First 1-3 of 3 Last

eForm ID	Workflow Form Type	Workflow Form Status	Empl ID	Empl Record	Name	Business Unit	Department	Original Date	Last Operator	Last Date
309080	AWS	Withdrawn		0		31701	3170600002	03/16/2017		03/16/2017
309082	AWS	Withdrawn		0		31701	3170600002	03/16/2017		03/16/2017
309092	AWS	Pending		0		31701	3170600002	03/16/2017		03/16/2017

Review the form as needed.

Click on the 'Next>>' button to view the forms history which includes the status of approvals.

<< Previous

Next >>

<< Search

Close

Review the Form History as needed.



Step 2 of 2: Form History

The History page shows everything that has happened to this eForm since its creation.

Selected Person

Name

Empl ID

[View Current Job Details](#)

Form Information

eForm ID

309092

Form Status

Pending

Form Type

AWS

AWS Form

Condition

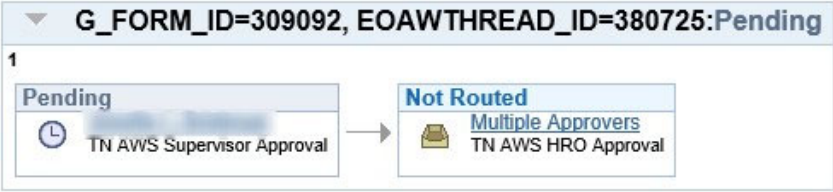
DEFAULT

Default

[Who can work this form?](#)

[Form Messages](#)

AWS Acknowledgement Approvals



Transaction / Signature Log										
	Log Instance	Current DateTime	Stage	Path	Step	Step Title	User ID	User Description	Action	Status
1	1	03/16/2017 1:41:16PM	0	0	0.00	Initiator			Submit	Pending

You have successfully viewed your AWS Acknowledgement eForm.

## Instructions on updating your Work Location

Navigate to HCM>Self Service>Learning and Development>My Current Profile

Tab to the right to see the 'Location' tab.

Click on the 'Location' tab.

Click on the 'Add New Work Location (County/Bldg)' link.

### My Current Person Profile



ERP CONSULTANT 2

#### Instructions

Your profile displays skills, competencies, and accomplishments. Review content detail by navigating through the individual tabs and selecting the item description link. Content that can be updated includes an Edit and Delete button next to each item.

Under penalty of perjury, I certify that the information I am providing is correct and complete to the best of my knowledge. I am aware that should investigation show any falsification or material misrepresentation, disciplinary action will be taken, up to and including termination from employment. I hereby authorize the State of Tennessee to make all necessary investigations concerning me or my actions and to receive and make available to all state agencies my academic records or other materials pertinent to my qualifications.

Print Comments

Language Skills **Location** Occupational Rank Cont. Dvlpmnt (Alumni Only) Veteran Information

Add new Work Location (County/Bldg) in the given grid. Edit Work Location (County/Bldg) by selecting the edit button.

#### Work Location (County/Bldg)

There are currently no Work Location (County/Bldg) for this profile. Please add one if required.

[Add New Work Location \(County/Bldg\)](#)

Add new Geographic Preferences in the given grid. Edit Geographic Preferences by selecting the edit button.

#### Geographic Preferences

There are currently no Geographic Preferences for this profile. Please add one if required.

[Add New Geographic Preferences](#)

Enter in a valid Effective Date.

Click on the magnifying glass to select the County Work Location.

## Add New Work Location (County/Bldg)

Add item details. Select OK to apply changes and return. Select [Return to Previous Page](#) to return without making any changes. Select Apply and Add Another to continue adding additional items.

**Details**

\*Effective Date

01/01/2017

x

31

\*County Work Location

019

Davidson County

Enter the related item information.

▼ Building/Agency

There are currently no Building/Agency items for this profile item.

+ Add Building/Agency

**Attachments**

Attachments:

No Attachments have been added to this document

+ Add Attachment

OK

Apply and Add Another

[Return to Previous Page](#)

Click on the 'Add Building/Agency' link.

**\*\*Please note that to submit an AWS Acknowledgement eForm, you MUST have the Building/Agency information filled out. \*\***

Click on the magnifying glass to select a Building/Agency.

Enter any necessary information into the 'Floor (Number or Letter)' field.

Click the 'OK' button.

**Details**

Effective Date

01/01/2017

\*Building/Agency

19000030

\*Floor (Number or Letter)

17

252 characters remaining

Click the 'OK' button to close the 'Add New Work Location (County/Bldg)' window.

Click the 'Save' button.

Note the 'You have successfully saved those profile changes that do not require approval.'

## My Current Person Profile



ERP CONSULTANT 2

### Instructions

Your profile displays skills, competencies, and accomplishments. Review content detail by navigating through the individual tabs and selecting the item description link. Content that can be updated includes an Edit and Delete button next to each item.

Under penalty of perjury, I certify that the information I am providing is correct and complete to the best of my knowledge. I am aware that should investigation show any falsification or material misrepresentation, disciplinary action will be taken, up to and including termination from employment. I hereby authorize the State of Tennessee to make all necessary investigations concerning me or my actions and to receive and make available to all state agencies my academic records or other materials pertinent to my qualifications.

Print Comments

You have successfully saved those profile changes that do not require approval.

Language Skills **Location** Occupational Rank Cont. Dvlpmnt (Alumni Only) Veteran Information

Add new Work Location (County/Bldg) in the given grid. Edit Work Location (County/Bldg) by selecting the edit button.

▼ Work Location (County/Bldg)		View All	First	1 of 1	Last
County Work Location	*Effective Date	Edit	Delete		
Davidson County	01/01/2017				

Add New Work Location (County/Bldg)

Add new Geographic Preferences in the given grid. Edit Geographic Preferences by selecting the edit button.

▼ Geographic Preferences
There are currently no Geographic Preferences for this profile. Please add one if required.

Add New Geographic Preferences

Save

You have successfully updated your work location.

*Division of Population Health Assessment*  
**Request for Alternative Work Site (AWS)**

---

**Staff Name:**

**Title:**

**DC#:**

**Program:**

**Supervisor's Name:**

**Date of Hire:**

**Proposed AWS Start Date:**

**Day Per Week:**

*Please answer the following questions:*

1. What is the benefit of your AWS to your program, coworkers and to you?  
*Program-*  
  
*Coworkers-*  
  
*You-*
2. Briefly describe your job including functions you perform on a daily basis and include any daily, weekly, or monthly activities that require your participation. Please indicate if your work involves private health information (PHI), contracts, or procurement.
3. Based on the functions outlined above, how will you cover these duties when you are not on-site? If you work with PHI, explain how you will maintain data security and record confidentiality. If your work involves the development or approval of contracts or other documents, how will you ensure the progress of these processes when at an AWS?
4. How will your coworkers be impacted if your AWS is approved?
5. Please describe your planned, dedicated AWS work space. Please address how you will meet requirements for adequate Wi-Fi access and bandwidth, access to virtual meeting and direct messaging tools, and arrangements for dependent care in accordance with DOHR requirements, if applicable. Changes in AWS location must be approved by your supervisor, even if temporary.

*Division of Population Health Assessment*  
**Approval for Alternative Work Site (AWS)**

---

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**Staff Name:**

**AWS Contact Information:**

AWS Physical Address:

AWS Phone number:

**Supervisor Determination:**

Proposed AWS is (check one)

- ☐ Approved
- ☐ Declined
- ☐ Modification and resubmission requested

**If declined or modification is requested, please explain:**

**Comments:**

**Alternative Work Site Start Date:**

I understand that my signature indicates that I will comply with all TN DOHR, TDH and PHA AWS policies and approval of this proposal does not constitute and will not be construed as a contract of employment. This AWS arrangement is subject to amendment in compliance with PHA, TDH and/or DOHR policies and will not supersede or override any policies, rules, regulations, or statutes. I understand that I must obtain the signatures of my supervisor, Office Director (if applicable) and the PHA Assistant Commissioner in order to activate my participation in AWS. **If approved, I understand my AWS status can be altered or revoked at any time at the discretion of TDH management.**

_____	_____	_____
Staff Member	Signature	Date
_____	_____	_____
Supervisor	Signature	Date

*Division of Population Health Assessment*  
**Approval for Alternative Work Site (AWS)**

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_____	_____	_____
Office Director ( <i>if applicable</i> )	Signature	Date

_____	_____	_____
Asst. Commissioner	Signature	Date

This approval form and any backup documentation for all AWS arrangements should be held in the department. A signed and approved copy should be forwarded to and kept by the staff member.