**TITLE: INTERIM [Insert Chapter]r Emergency Telecommuting Guidelines**

**Date Issued**: March \_\_, 2020

1. **Purpose**

**This interim set of guidelines is intended to provide guidance to supervisors to manage telecommuting staff as we try to cope with the COVID-19 crisis. It will be reviewed regularly and amended as needed.** Telecommuting is defined as a work arrangement in which the employee works outside their usual work location (e.g. office), often working from home or any other approved location.

A top priority of [INSERT CHAPTER] is to maintain a safe work place for our employees while sustaining the highest level of care for the people that we support and continuity of services during times of emergency. This document will serve as a guideline to specifically address the process that will ensure our capacity to continue providing both critical services and administrative support during times of emergency.

1. **Essential on-site Employees & Staff Working Remotely**

During emergency events as defined by the Executive Director/CEO (e.g. snow storm, hurricane, COVID-19, etc.), some positions require on-site presence to maintain the safety, and the delivery of services to the people that we support. These employees may include Direct Support Professionals, clinical, facilities and administrative staff. The [INSERT TITLE] is responsible for identifying Essential On-Site employees, and those that can work remotely. Supervisors will speak with their employees to determine if their positions are conducive to remote work and which daily tasks will be expected to completed while working remotely.

1. **Emergency Telecommuting Guidelines:**

* Employees must have the necessary technology in order to complete their job functions. The supervisor is expected to facilitate and ensure that the employee has the tools necessary to accomplish their tasks.
* Telecommuting employees are required to make themselves available to handle calls, emails and alternative methods of communication during scheduled work hours.
* The employee will maintain the same work schedule unless changes are made by the supervisor due to program needs. This includes taking meal breaks as required.
* Work performed while telecommuting is official [INSERT CHAPTER] business. Employees who are telecommuting must comply with [INSERT CHAPTER] policies and procedures.This includes recording all work hours.
* The remote work environment must be set up to conduct [INSERT CHAPTER] business, free of distractions and safe from any hazards. Any concerns must be addressed with the employee’s supervisor.
* When working remotely, staff must ensure that all electronic transmittals of information containing personal health information (PHI) of persons supported by [INSERT CHAPTER] are secure.   **Personally owned hardware may only be used for transmitting PHI via agency-approved applications such as [Citrix, other]**.  Use of personal email accounts, personal data storage accounts or **storage** devices is prohibited.  Only create and save information that identifies, or which could be used to identify, persons supported by [INSERT CHAPTER] on the agency network.
* There will be regularly scheduled updates on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ via conference calls, Teams, or other similar technology.

1. **Documentation**

As in all HR processes, documentation is very important. It helps to tell the narrative for decisions made and the reasons for these decisions. It shows commitment and professionalism to our process. Please ensure that you document your decision making process in the assessment of Essential on-site Employees & Staff Working Remotely.

1. **Rotating Work Schedule**

Another precautionary measure to lessen risk exposure, and in an effort to help employees manage their personal needs while providing operational coverage, we are implementing rotating work schedule between telecommuting and working on-site. Depending on department needs and operations, this option may be considered.

As an example, a team of employees works 3 consecutive days working from home, and 2 onsite on alternating weeks. Before the supervisor decides on the best schedule, it is best if the supervisor communicates with staff, and ask for their input. By involving the staff, the supervisor will gain the understanding of what schedule will work the best. The supervisor will seek the approval of the [INSERT TITLE] in charge before the rotating schedule is implemented. The entire staff working schedule will be published weekly or as changes occur. All Staff are expected to monitor and know their work schedules.

We thank you sincerely for your continued patience and flexibility as [INSERT CHAPTER] copes with this health crisis. Despite the challenges, we are confident that we will adapt to this reality and emerge from this experience a stronger, more resilient Agency.