

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

Date Issued 1/23

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SECTION Personnel	SUBJECT Working Remotely		
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I. APPLICATION:

- SCCCMHA Board
- SCCCMHA Providers & Subcontractors
- Direct-Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) shall allow employees to work remotely as a flexible work option when both the employee, the Department/Program, and the job tasks are suited to such an arrangement, and the supervisor/management has given approval. Working remotely is not to be an entitlement, nor an agency-wide benefit, and in no way changes the terms or conditions of employment at SCCCMHA.

III. DEFINITIONS:

- A. Working Remotely: Working from one's home or other mutually agreed upon location. Also referred to as telecommuting, telework, or working from home.
- B. IT Hardware: Includes personal computers, laptops, iPad, and other IT hardware as identified in the IT Department.

IV. STANDARDS:

- A. The employee remains subject to the terms and conditions of employment set forth in the Agency's policies and procedures and elsewhere. The employee will act as a representative of the Agency regardless of work location and will conduct him/herself in a professional manner. In addition to his/her existing obligations and responsibilities, the remote worker agrees to the terms and conditions outlined in the Remote Work Agreement (Exhibit B).

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- B. Agency employees may be eligible to work off site on a prior approved schedule and have access to the telephone, computer network, electronic medical record, and email system. For this to occur, the employee must meet the following criterion:
1. Employee must have a demonstrated conscientiousness about work time and productivity, self-motivation and ability to work well alone.
 2. Employee must communicate effectively with supervisors, co-workers, support staff and individuals receiving services.
 3. Employee must hold a position conducive to working remotely. Because the nature of work varies, not all positions will be eligible for working remotely and not all employees within the same position may be approved to work remotely. The Assessment for Remote Work (Exhibit A) will be used as a tool to make this determination, however, the supervisor/ management reserves the right to make the final determination on eligibility.
 4. Employee must have permission from his/her supervisor.
 5. Employee must have access to appropriate internet service to perform job functions and be able to operate IT equipment independently, to the degree that will be required to work from their home.
 6. Employee's job tasks must not require use of large (in size and cost) equipment not conducive to being placed in an employee's home (i.e., printers or scanners, etc.).
 7. Employee must have successfully completed initial probationary period and have a satisfactory performance record, which can include but is not limited to a history of acceptable face/face time/percentages and satisfactory production outcomes.
 8. Employee must have an approved written Remote Work Agreement (Exhibit B) filed with Human Resources. The Agreement will be valid upon signing and remain in effect for one (1) year or until it is terminated by the employee's supervisor or member of sanagement, whichever is sooner.
- C. If working remotely is approved, details will be developed between the supervisor and employee, including technology needs, schedule, work assignments and completion schedule. The employee must work their required number of work hours at the agreed upon schedule and track and report in the ADP system, OASIS, and/or the Task Tracker. Any deviation in work hours or work site needs to be discussed with and approved in advance by the employee's supervisor. Employee is responsible to follow administrative procedures #06-001-0075 Personnel: Work Schedules; Leavetime; Overtime; Timecards, this includes following set procedures for use of sick/vacation/personal time/overtime.
- D. Equipment (hardware/software) supplied by the agency will be maintained by the agency. IT staff will make repairs/replacements, etc. on Agency-owned equipment that is brought to the main building only. If IT staff are unable to fix issues through remote assistance, it is the employee's responsibility to bring the equipment to the IT Department for further assistance. All Agency-owned devices are to be locked/secured when not in use. Equipment supplied by the Agency is to be used for business purposes only, not personal use. Employee must take appropriate action to protect agency-owned items from damage or theft. Any damage or theft shall be reported to the supervisor and IT Department immediately after damage or theft is identified. Upon termination of employment, all Agency property must be returned to the Agency by the employee.

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- E. Equipment supplied by the employee will be maintained by the employee. Agency will not provide IT support for employee-owned or employee-provided equipment. Agency accepts no responsibility for damage, repairs or replacement of employee-owned or employee-provided equipment.
- F. Employees working remotely will practice the same safe work habits as would occur at the Agency's offices. The employee must complete the Remote Work Safety Checklist (Exhibit C) and return it with the Remote Work Agreement (Exhibit B) to Human Resources. The remote work location must be a safe work environment free of clutter, exposed wiring, slippery surfaces and other potential hazards. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties must be reported to the employer as soon as practical but within 24 hours. The employee is liable for any injuries sustained by visitors to his or her home worksite.
- G. Employees working remotely will establish an appropriate work environment within his or her home for work purposes. Agency will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.
- H. Employees working remotely agree to maintain a work environment allowing for proper security of protected health information as outlined in HIPAA and confidentiality requirements of the Michigan Mental Health Code. This means having a secure environment where information is protected from unauthorized disclosure, audible conversations are not able to be overheard, and any printed information (including documents brought home from the office or printed at home) are kept secure/locked away. The employee agrees to not allow visitors to his/her remote work location without consent from his/her supervisor or member of management. All Agency-owned devices are required to be password protected, etc.
- I. Working remotely is not designed to be a replacement for appropriate child/dependent care. Although an employee's schedule can be modified to accommodate child/dependent care needs if it meets the needs of the Agency/program and is approved by their supervisor, the focus of the arrangement must remain on job performance and meeting agency needs. The employee is expected to manage dependent care or personal responsibilities in a way that allows him/her to successfully meet job responsibilities and requirements.
- J. The employee may not utilize remote work while on medical leave. Reasonable accommodations to work remotely may be permissible at the discretion of the supervisor once Human Resources has received a physician's return to work note.
- K. Employees working remotely are solely responsible for any increase in utility costs associated with preparing and maintaining a remote work location, including the cost of internet. If internet service becomes unavailable for any reason, staff are to contact their supervisor for direction on next steps. SCCCMHA staff are to receive direction from a supervisor prior to coming into the office on a day they are not scheduled to do so.

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- L. Employees working remotely must review and follow policy #08-001-0010 Computer Information Systems Security, paying specific attention to Standards on Agency Owned IT Hardware and Software and Agency Network Access and Use.
- M. Employees working remotely who are not documenting work time in OASIS may be asked by their supervisor to document work time/tasks on the Task Tracker (Form #383) and indicate what work or task they are completing along with the start/stop time and submit the completed tracker to their supervisor bi-weekly (or as requested by the supervisor).
- N. In an effort to gauge the effectiveness of any remote work arrangement, the employee understands the Agency reserves the right to monitor work activity of the employee while they work remotely and may do so via remote monitoring technology, review of OASIS reports, etc.
- O. The supervisor will frequently (weekly) monitor the outputs of the staff member working remotely. Regular communication is expected between the supervisor and staff member. Employees shall participate in regularly scheduled meetings either via conference call or in person, as directed by their supervisor. Employees are expected to be flexible enough in scheduling off-site work to allow for personal attendance at meetings to maintain working relationships with co-workers and as directed by their supervisor.
- P. Employees working remotely may be required to come into the office to manage situations at the discretion of their supervisor. If called in to the office, employees must be able to report within one (1) hour (or within a timeframe agreed upon with the supervisor).
- Q. Employees working remotely must keep electronic calendars up to date and indicate when they are working off-site and working on-site.
- R. Employees working remotely must provide a phone number where they can be reached when working off-site. This can be either a home phone or a cell phone number. Personal communication fees will not be charged to the Agency.
- S. Employees working remotely must remain accessible, meaning at home or a previously supervisor approved location, including regular checking and responding to email (responding within 1 hour if to a supervisor/management request or directive), and productive during scheduled work hours.
- T. Employees working remotely are to return phone calls or texts within 30 minutes during scheduled work days. If providing direct service, it is expected to return phone calls or texts within 30 minutes of completion of direct service. This Standard does not apply to Mobile Crisis Unit or other programs that have their own defined response times.
- U. Employees shall not conduct any unauthorized non-SCCCMHA work during the time they are working remotely.

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- V. Management reserves the right to approve/disapprove requests for working remotely and to terminate remote working arrangements at any time without cause.
- W. Employees and supervisors may agree on a temporary remote work situation due to weather restrictions, quarantine-at-home scenarios, etc. (this list is not all-inclusive). An approval to work from home on a day staff may be ill and not want to expose co-workers, but are well enough to work at home may be approved by the supervisor if it meets the needs of the program and the person served (including meeting the requirements of the IPOS), the employee's job tasks are suited to remote work, and the employee has the appropriate technology.

V. PROCEDURES:

A. **Supervisor Identifying Need for Staff to Work Remotely**

Supervisor

1. Evaluates the need for work to be completed remotely, utilizing Position Assessment for Remote Work (Exhibit A).
2. Submits request to the appropriate Director with specific staff/schedules for approval.

Applicable Director

3. Reviews the request and approves/denies.

Supervisor

4. Coordinates with employees identified to work remotely to review the requirements and expectations and completes Remote Work Agreement (Exhibit B) and the Remote Work Safety Checklist (Exhibit C) and forwards to Human Resources.

Employee

5. Begins working remotely following the expectations in the Remote Work Agreement (Exhibit B).
6. Stays in frequent communication with their supervisor regarding any issues that arise as a result of working remotely.

B. **Staff Requesting to Work Remotely**

Staff

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1. Discusses with their supervisor their desire to work remotely.
2. Completes with their Supervisor the Assessment for Remote Work (Exhibit A) to determine if their position is appropriate for remote work.
3. Submits request to their supervisor with specific work schedule for approval.

Supervisor

4. Reviews the request, completes the supervisor Assessment portion and makes a recommendation to their appropriate Director.

Director

5. Reviews the staff request and the supervisor recommendation and approves/denies.

Supervisor

6. Coordinates with employee approved to work remotely to review the requirements and expectations and completes Remote Work Agreement (Exhibit B) and the Remote Work Safety Checklist (Exhibit C) and forwards to Human Resources or shares decision of denial with the employee.

Employee

7. Begins working remotely following the expectations in the Remote Work Agreement (Exhibit B).
8. Stays in frequent communication with their supervisor regarding any issues that arise as a result of working remotely.

C. Appeal Process

Employee

9. May appeal a denial for remote work to their supervisor's supervisor for consideration.

VI. REFERENCES:

None

VII. EXHIBITS:

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- A. Assessment for Remote Work
- B. Remote Work Agreement
- C. Remote Work Safety Checklist

VIII. REVISION HISTORY:

Dates issued 09/20.

St. Clair County Community Mental Health Authority

Assessment for Remote Work

Employee name: _____ Date of assessment: _____

Classification: _____ Program: _____

Hours worked per week: _____ Supervisor: _____

Office location(s) employee works: _____

Employee's work tasks and responsibilities: _____

Employee provides direct service: Yes No Explain: _____

Employee provides in-home direct services: Yes No Explain: _____

Employee provides support for other Departments (i.e., Clerical, Data, Finance, etc.): Yes No

Explain: _____

List of tasks employee must do in person (i.e., facilitate groups): _____

List of tasks employee can do remotely: _____

Assessment for Remote Work

Employee: _____

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Proposed employee remote work schedule:

Requested effective date: _____

Day	In Office / Work Hours	Working Remotely / Work Hours
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Total Hours for the Week		

Is this a request to temporarily work from home? Yes No Explain: _____

Temporary timeframe – start date: _____ stop date: _____

Comments/Notes: _____

Employee Signature

Date

.....
Supervisor Assessment: *(to be completed by the Supervisor)*

Employee has successfully passed probation: Yes No Explain: _____

Employee past performance history satisfactory: Yes No Explain: _____

Employee holds a position (including program/department and specific work tasks) conducive to working remotely: Yes No Explain: _____

Assessment for Remote Work

Employee: _____

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Employee has a demonstrated conscientiousness about work time, is self-motivated and has the ability to work well alone: Yes No Explain: _____

Employee communicates effectively with supervisors, co-workers, support staff and individuals receiving services: Yes No Explain: _____

Other: _____

Employee is approved not approved for a remote working arrangement.

Approved as requested by employee: Yes

Approved with the following modifications: _____

Effective date of remote work: _____ Anticipated end date (no more than 1 year): _____

Employee will document work time and tasks as follows:

In OASIS (both in-office and remote work hours) Using Task Tracker for remote work hours

Comments/Notes: _____

Supervisor has reviewed with employee the **Remote Work Agreement** and the **Remote Work Safety Checklist** and both are signed and forwarded to HR (this is a requirement prior to remote work beginning).

Supervisor Signature

Date

Director Signature

Date

.....
Remote Working Arrangement is terminated effective: _____

Authorizing Signature/Date: _____

St. Clair County Community Mental Health Authority

Remote Work Agreement

Employee name: _____ Date of remote work approval: _____

By completing this agreement, it is understood and agreed that:

- This Remote Work Agreement must be filed with Human Resources prior to the start of remote work.
- Employee will comply with the Remote Work policy.
- All confidentiality and HIPAA policies and rules apply whether working off-site or at the office. Employees working remotely will practice the same safe work habits as would occur at the Agency’s offices and complete, sign and submit to Human Resources the Remote Work Safety Checklist.
- Employees are solely responsible for any increase in utility costs associated with preparing and maintaining a remote work location, including the cost of internet access.
- Employees are responsible for contacting their insurance agent and a tax consultant as well as consulting local ordinances for information regarding home workplaces.
- Performance and productivity expectations will be agreed upon with the supervisor.
- Employees will participate in regularly scheduled meetings either via conference call/video or in person, at the direction of their supervisor. Employees are expected to be flexible in scheduling off-site work to allow for in-person attendance at meetings to maintain working relationships with co-workers and as directed by their supervisor.
- Employees will remain accessible during scheduled work hours by both email and telephone. An email request or directive from a supervisor/management should be responded to within 1 hour and phone calls or texts responded to within 30 minutes. If providing a direct service, it is expected to return phone calls or texts within 30 minutes of completion of direct service.
- Employees called into work by their supervisor will report within 1 hour (or within a timeframe agreed upon with the supervisor).
- Direct service staff are to document their work time in OASIS; non-direct staff on a Task Tracker (if required by their supervisor). Employees also must continue to document time in ADP and follow policies relating to work time and time off.
- Employees will comply with all SCCCMHA rules, policies, practices and instructions that would apply if the employee were working on-site.
- Employees acknowledge that the opportunity to work remotely is not an employee right and such approval can be terminated at any time without cause.

Failure to comply with the above requirements may result in termination of the approval to work remotely and/or disciplinary action.

I acknowledge and agree to the terms of this agreement:

Employee/Date

Supervisor/Date

Human Resources Director/Date

St. Clair County Community Mental Health Authority

Remote Work Safety Checklist

Employee name: _____

Employee is to complete Safety Checklist, sign and date and submit to Human Resources.

In regard to your Remote Work Site:

1. The workstation is located where it will not interfere with the normal operations of the home.
 Yes No
2. Employee has secured electrical cords and any other items that may post a slip/trip hazard.
 Yes No
3. If a multi-outlet strip is used, there is only one strip on the double outlet and no other strips or extension cords are “daisy chained.”
 Yes No
4. Employee has secured carpets, rugs or floor tiles so they do not present a slip/trip hazard.
 Yes No
5. Employee has closed file cabinet and desk drawers so they are not a tipping hazard.
 Yes No
6. The workstation space is free of excessive combustibles.
 Yes No
7. There is adequate lighting to see the workstation, paperwork and other work-related items.
 Yes No
8. The workstation is set up ergonomically: Yes No
 - a. Feet flat on floor or on a raised platform so feet are flat and knees at a right angle.
 - b. Chair seat comfortable and able to sit back in chair fully.
 - c. Arms at near right angles when resting hands on keyboard.
 - d. Wrist rest if needed to keep wrists from bending.
 - e. View screen at fingertip distance when lightly extending arm straight out (no shoulder extension).
 - f. Screen at proper height, neck is not bent up/down when viewing screen.
 - g. Mouse located so arm is not extended away from body to reach and activate.

Employee Signature/Date

Employee's Printed Name