

Liberty Healthcare Corporation and Affiliates (Liberty) Standard Operating Policies

Title:	<u>Telecommuting</u>	Effective Date:	<u>11/19/2020</u>
Author:	<u>Camille Tanner</u>	Last Review Date:	<u>06/22/2021</u>
Location:	<u>All Locations</u>	Last Revision Date:	<u></u>
Functional Area:	<u>Human Resources</u>		

POLICY

The purpose of this policy is to establish the organization's guidelines for telecommuting. Telecommuting, or flexible work arrangements, allow employees to work at home, on the road, or in a satellite location for all or part of their regular workweek. Its intent is to promote a means of achieving efficiencies/ supporting continuity of operations plans. The use of telework and technologies depends on business functions and work tasks to be completed. Liberty Healthcare Corporation, and its affiliates, (Liberty) considers telecommuting to be a viable work arrangement in cases where individuals and work responsibilities are best suited to such an arrangement and meets the delivery of services to customers. Telecommuting is not a company-wide benefit and in no way changes the terms and conditions of employment with Liberty. This policy is designed to answer questions regarding the implementation and maintenance of such an arrangement.

PROCEDURE

1. It is Liberty's position that employees will work at their assigned office; however, there are employees who, by the design of their positions, are not assigned an office and will be deemed telecommuters. Telecommuting is a work arrangement made at the sole discretion and benefit of Liberty. Telecommuting arrangements may be short term, and informal or long term, and formal, depending on the work situation. Such arrangements will be made at the sole discretion of Liberty. Factors to consider before granting employees the option for telecommuting are: Is such an arrangement allowable under Liberty's contract with its customers? Does the employee supervise direct reports located in one location? Is there an office provided for the employee at the customer office? Will the employee be working with confidential information and will they be able to protect this confidential information? Other factors that may be considered are the suitability of the duties of the position and the expectations of the job description. Participation in a telecommuting arrangement does not change the terms of an employee's employment agreement with Liberty, his or her salary, benefits or job responsibilities and may change at the discretion of Liberty.
2. **Short Term** – short term arrangements may be made for employees on family or medical leave to the extent practical for the employee and Liberty and with the consent of the employee's healthcare provider, if appropriate. Short term arrangements may also be made for employees working a short-term project or during inclement weather (see inclement weather policy). All short-term telecommuting arrangements are made on a case-by-case basis focusing first on the business needs of Liberty. Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on meeting business demands. Approval for such an arrangement is made by the immediate supervisor and will not be indefinite but will have a permanent end date. Arrangements for company equipment that may be needed for this short-term arrangement shall be made by the supervisor.
3. **Long Term** – long term or formal arrangements may be made for employees whose jobs Liberty determines can or should be classified as telecommuting due to the requirements of the position. Approval for a long-term arrangement must be approved by the immediate supervisor and the Corporate Manager in charge of the contract

site. Liberty will determine, with information supplied by the employee and supervisor, the appropriate equipment needs for each telecommuting arrangement. This equipment list will include, but not be limited to hardware, software, phones, copiers, fax machines. Equipment supplied by Liberty will be maintained by Liberty. Equipment supplied by the employee, if deemed appropriate by Liberty, will not be maintained by Liberty. Liberty accepts no responsibility for damage or repairs to employee-owned equipment. Equipment supplied by the organization is to be used for business purposes only. Liberty reserves the right to make determinations as to appropriate equipment, subject to change at any time. Upon termination of employment all company property will be returned to Liberty within five (5) working days of termination or an agreed upon time by employee and supervisor. An employee working in a formal telecommuting arrangement will establish an appropriate work environment within his or her home for work purposes. Liberty will not be responsible for costs associated with the initial set up of the employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. Liberty will supply the telecommuting employee with appropriate office supplies (for example, pens, paper, etc.) for successful completion of their jobs. Liberty will also reimburse employees for all other business-related costs, which are reasonably incurred in accordance with job responsibilities.

Home office setup includes:

- Employee must provide a workspace in the home, including access to a telephone.
- Employee must provide a work environment free of interruptions and distractions that would affect work performance.
- Employee must provide a workspace in which they have access to the Internet and with enough broadband to complete work and participate virtually in meetings.
- Prior to performing telework duties, employees are responsible to ensure, that the immediate work area is free of recognized hazards.
- The home office space used for teleworking is considered an extension of the organization's office space. Employees are responsible for maintaining a safe and secure work area. Employees will have the same responsibility for safe practices, accident prevention, and accident reporting as in the regular worksite.
- Co-workers may be allowed to meet with the employee in their home office on organization business if the meeting is acceptable to the employee and approved in advance by the employee's supervisor.
- Company materials taken home should be kept in the designated work area at home and not be made accessible to others.
- Consistent with Liberty's expectations of information security, telecommuting employees will be expected to ensure the protection of proprietary company, employee and customer information accessible from their home office or equipment. This will include, but not be limited to, use of locked filing cabinets and desks, password protection, and any other appropriate steps.
- Employee will create protective measures if stepping away from computer or written material. Almost every work contact contains PHI –it should be protected auditorily and visually.
- PHI no longer needed should be shredded. Retained PHI should be kept in a secure location.
- Employees must report any PHI incident to supervisor and Privacy Officer.

Video-conferencing Etiquette must be utilized to the best of the employee's ability and includes:

- Employee ensures video background is professional. If in a highly personalized room, consider adding a backdrop or on the Zoom screen. Remove items that will interfere with participants concentration such as display of weapons, political and religious paraphernalia, etc.
- Employee should use the mute feature when entering a meeting and when not speaking. If leaving the meeting indicate to the group by waving or announcing or by the chat function, if it can be done without disruption.
- Dress is business casual for work while utilizing video conferencing. When representing Liberty in an outside meeting, Employee is considered the "face" of Liberty
- Employee should look at the screen so as to appear to be looking at others.
- Minimize physical distractions – particularly eating, shuffling unrelated papers, looking at a phone, dividing your attention or activities suggesting you are not engaged

4. Evaluation of telecommuting employee's performance will be consistent with that received by non-telecommuting employees with focus on work output and completion of objectives.
5. While in a telecommuting arrangement Liberty is still responsible for any work-related injuries under state's Workers' Compensation laws, but this liability is limited to injuries resulting directly for work and only if the injury occurs in the designated work area. All claims are to be handled according to Liberty's workers' compensation claims procedures.
 - The teleworker will be the sole user of organization property (e.g. equipment, furniture, software, supplies, etc.) purchased or maintained by the organization, and this property is limited solely to organization business.
 - Teleworkers may not connect their personal equipment to equipment that is owned by the organization without advance approval of their manager and the designated IT Department representative.
 - The organization's IT department will be responsible for all equipment installation, maintenance, security access, support and necessary training related to organization equipment and software at the telework site.

Approved By: _____

Revision History

Version	Date	Author	Summary of Changes
#1	11/19/2020	Camille Tanner	Policy Created
#2	06/22/2021	Camille Tanner	Policy reviewed; no changes