

## **I. POLICY**

It is the policy of EVMS to allow Departments to request that employees work at alternate work locations for part of their workweek where such arrangements are consistent with Department goals and business operational needs. The ability to Telework is a privilege and not an entitlement and is granted at the discretion of EVMS. The determination of whether an employee is eligible and approved for Telework is made by Human Resources in accordance with this policy. **All requests for Telework arrangements will require Human Resources approval.** EVMS reserves the right to revoke the Telework privilege at any time and for any reason.

In addition, EVMS may require or permit remote work in response to a disaster or emergency that causes significant disruption to the continuity of EVMS operations.

## **II. DEFINITIONS**

**Telework:** Telework is an approved ongoing arrangement, which may be regularly scheduled, and that allows an employee to perform work during regular work hours at an approved alternative worksite such as the employee's home. The definition of Telework does not include work done while on official travel or work that may be approved on a case-by-case basis, where the hours worked remotely are not part of a previously approved ongoing and regular Telework schedule (i.e. for inclement weather or special work assignments).

**Remote Work:** Remote work is a temporary, not regularly scheduled arrangement, which allows an employee to perform work during regular work hours at an approved alternative worksite such as the employee's home. Remote work is only available when EVMS activates the EVMS Continuity of Operations Plan (COOP) or a Department, with approval from Human Resources, has activated its COOP, in response to a loss of access to a facility or portion of a facility, loss of services due to reduction in workforce, or loss of services due to equipment or systems failure related to a disaster or emergency.

## **III. TELEWORK ELIGIBILITY**

A. Positions Conducive to Telework. Human Resources, in collaboration with supervisors, and with Department Chair/Head approval, will determine positions eligible for telecommuting based on functions, duties and tasks performed. Only certain positions will be eligible for Telework, as approved by Human Resources. In general, these positions will have the following characteristics:

1. Activities and/or tasks that can be performed outside the office with limited additional cost to the organization.
2. Job tasks that are measurable or project oriented.
3. Client or customer service related tasks and/or contacts that are predictable or that can be managed by telephone and/or email.

B. Employee Eligibility. To be eligible to apply for a Telework arrangement employees must meet following criteria:

1. Must be employed with EVMS for six months (unless employee is Teleworking due to an office space issue).
2. Have no current disciplinary action (formal disciplinary action taken within the last year).
3. The overall rating on the most recent performance review must be at least “above expectation”.

C. Telework Schedules.

1. Approved Telework arrangements may vary based on operational needs. In the event that EVMS is closed (i.e. inclement weather or other emergency) on a day an employee is scheduled to telework, such employee will be required to work and will not be eligible for inclement weather compensation.
2. Telework can be approved for up to three days per week.
3. There may be periods of time when Telework is not allowed.
4. Supervisors should attempt to schedule meetings that require employees with approved Telework arrangements to be physically present on the days they are in the office. There may be times when this is not possible and the employee will be required to be in the office on a scheduled Telework day to attend the meeting. Department needs and business considerations will always take precedence over an employee’s individual Telework arrangement.

#### **IV. PROCEDURE FOR TELEWORK**

A. Request to Telework. Requests for a Telework arrangement may be made by an employee or supervisor by completion of a Telework Request Form.

B. Supervisor/Department Approval. Upon receipt of a Telework Request Form the supervisor shall review the job duties with the Department Chair/Head to determine the suitability of the position for Teleworking. Other factors that may be considered by the Department Chair/Head in connection with a Telework Request Form include:

1. potential impact on co-workers;
2. financial or other possible burdens to the Department;
3. employee performance;
4. ability to monitor productivity and performance;
5. the extent to which essential functions of the employee's job require meeting attendance and face-to-face interaction;
6. the number of other existing Telework arrangements; and
7. any other factors deemed relevant by EVMS.

**Telework is not to be used as a substitute for leave for personal needs or dependent care including, but not limited to, child care or elder care.**

C. Human Resources Approval. If approved by the supervisor and Department Chair/Head, the Telework Request Form shall be signed and forwarded to Human Resources for final approval.

D. Telework Agreement. If the request is approved by Human Resources, the employee will receive a Telework Agreement, which must be signed by the employee, their supervisor, the Department Chair/Head, and Human Resources. The Telework Agreement will specify the terms and conditions of the employee's off-site work and will become part of the employee's personnel record. **In addition to the signed Telework Agreement, a Work Area Safety Checklist, and Telework Information Security Agreement must be signed by the employee to participate in Telework.** The first 90 days of the Telework arrangement will be considered a trial period, and EVMS may revoke or alter the Telework arrangement at any time during or after this trial period. Nothing in this policy changes the terms and conditions of employment or alters the at-will nature of employment.

E. Establish Safe/Secure Work Area.

1. All employees approved for Telework ("Teleworkers") must establish an appropriate and safe work environment consistent with the guidelines outlined in the Telework agreement.

2. All Teleworkers are subject to EVMS policies and procedures including, but not limited to, ensuring that expectations for information (and if applicable, HIPAA) security are met and securing EVMS property in the same manner as though the employee is working in the office.

3. EVMS assumes no responsibility for expenses related to heating, electricity, water, security, insurance and space usage.

F. Telework Equipment/Costs.

1. An employee must have office phones forwarded to his/her personal phone during scheduled Telework hours.

2. If additional VPN licenses are required to allow an employee to Telework, the Department will be responsible for covering the cost (but may factor in this additional cost when deciding whether to allow a Telework relationship to begin or continue).

3. Technical support will only be provided by the Information Technology department for issues that are related to the EVMS network. No technical support will be provided for issues that originate on an employee's personal device and/or personal internet service. If there is an issue that prevents an employee from being able to perform his/her job duties remotely, he/she must report to the office.

4. The Department may provide equipment for Telework, but it is not required to do so and it should not be expected that EVMS will incur equipment costs in order to permit an employee to Telework.

5. The Department may (but is not required to) cover all or a portion of internet and/or cell phone costs.

G. Management and Supervision. Supervisors are responsible for managing the Telework arrangement and work product with Teleworker and must ensure that departmental needs and performance standards are met. It is expected that communication will occur primarily by email and phone. The supervisor must maintain regular and necessary communications with the Teleworker, and include the Teleworker as appropriate in meetings and other interactions. If EVMS is unable to reach the Teleworker during working hours, such unavailability could result in disciplinary action or revocation of the Telework arrangement. The supervisor and/or a Human Resources representative may make an on-site visit to a Teleworker's remote work site during the employee's scheduled Telework hours and/or use software to manage Teleworkers for the purposes of verifying that the

employee is working as scheduled, determining that the site is safe and free from hazards, or to retrieve EVMS property.

H. Recording Working Time. If a non-exempt employee is granted the right to Telework, he/she will be expected to accurately record and report all hours worked and to be available during all on-the-clock hours. If such an employee appears not to be performing work during on-the-clock time, this could result in disciplinary action, termination, or revocation of the Telework arrangement. Should a non-exempt employee ever feel that he/she has not been compensated for all hours worked, it is both a right and a responsibility to contact the Human Resources department immediately.

I. Evaluation and Discontinuation. All Telework arrangements will be periodically assessed by Human Resources for their effectiveness. At a minimum, they will be reviewed for renewal annually at the time of the employee's performance appraisal. EVMS has the right to modify or terminate a Teleworking arrangement at any time for any non-discriminatory reason at the discretion of the supervisor with Department Chair/Head and Human Resources approval. When possible, a two-week notice will be given regarding modification or termination of the Telework agreement, so arrangements may be appropriately concluded.

## **V. PROCEDURE FOR REMOTE WORK**

### **A. Activation of EVMS COOP.**

1. EVMS will typically activate COOP as a result of an emergency when any one or more of the following disruptions occur:

- a. Loss of access to a facility or portion of a facility such as when a building fire occurs;
  - b. Loss of services due to a reduction in workforce such as when employees are affected by incidents that prohibit employees from reporting to the workplace (i.e., pandemic influenza);
  - c. Loss of services due to equipment or system failure such as telephone, electric power, or information technology system failures.
2. Upon activation of the COOP by EVMS leadership, the campus will be notified that the COOP has been activated, and instructions for remote work will be provided.

### **B. Activation of Department COOP.**

1. In response to an emergency as outlined in Section V(A)(1) above, a Department Chair/Head who determines that remote work is necessary to avoid disruption of critical Department operations may request remote work for employees in accordance with the Department COOP. In such event, the Department Chair/Head or designee shall forward the Department COOP and the list of employees for whom remote work is being requested, to Human Resources for review.

2. If remote work is approved, Human Resources will notify the Department Chair/Head or designee, and instructions for remote work will be provided.