

Telework Policy

Policy Statement

Intermountain supports flexible work arrangements that meet business and customer service needs.

Scope

IHC Health Services, Inc., SelectHealth, Inc.

Definitions

Telework - A formal arrangement wherein a caregiver works off-site for a minimum of one scheduled day per week, linked to the office by computer and telephone, as appropriate.

Provisions

1 Guiding Principles

- 1.1 Telework arrangements may be offered to staff in select positions where it meets business needs and is mutually beneficial to both the organization and employee. Telework arrangements are not a requirement or guarantee of the organization. Telework arrangements may not be appropriate for all departments, positions, or employees.
- 1.2 No one telework arrangement will set a precedent for others. One manager's approval does not guarantee a new manager will also approve.
- 1.3 Employees remain obligated to comply with all company rules, practices, policies, and instructions while working from a remote location. Employees are required to maintain the confidentiality of Intermountain's information and documents, prevent unauthorized access to any of Intermountain's systems, and discard work related documents in a manner that protects the interests of Intermountain.
- 1.4 Employee requests to telework or work remotely are individually evaluated and are based on business need and the employee's ability to perform the job requirements off-site and work in a non-monitored setting.
- 1.5 Supervisors should regularly discuss an employee's telework arrangement, clarify work performance, and communication expectations. Telework arrangements should be evaluated on an ongoing basis to ensure business and employee needs are being met.
- 1.6 A telework arrangement does not change the terms or conditions of employment.

2 Eligibility

- 2.1 Employees must be proficient and independently productive in all job responsibilities and must be consistently meeting expectations in order to be considered for a telework arrangement.
- 2.2 Supervisors are responsible to assure that a signed "Telework Arrangement Request" form is maintained for each employee who teleworks and is reviewed regularly.
- 2.3 Decisions regarding eligibility are based on legitimate business needs and in accordance with the *Equal Employment Opportunity Policy*.
- 2.4 Additional eligibility requirements may be outlined by the department.

3 Responsibility of the Employee

- 3.1 Employees are to designate a workspace within the remote work location that is private, safe, ergonomic, free from distractions and noise. Work location must ensure that screens are not visible to others and Intermountain data is safe and secure at all times. Intermountain maintains the right to approve the site chosen as the employee's remote workspace and perform onsite visits as needed. Declining onsite visits may result in corrective action or

termination of the telework arrangement. Intermountain will not rent or reimburse for cost of in-home office space used while teleworking.

- 3.2 Employees are responsible for providing high speed internet connection (6mbps or higher) and that a computer firewall is enabled. Intermountain will not purchase or reimburse employees for the cost of an Internet Service Provider, internet use, or firewall.
- 3.3 Employees who telework are subject to the same production and quality standards as on-site employees. Work standards are set at the onset of the telework agreement and are to be reviewed regularly. Employees must arrange and communicate a work schedule with their supervisor in advance and must be accessible within a reasonable time period during the agreed-upon work schedule.
- 3.4 Employees are expected to attend all meetings and applicable educational in-services via voice or video conferencing software or in person, as determined by the supervisor. Employees may be required to attend meetings on-site and will be given reasonable notice of upcoming in-person meetings. No face-to-face work interactions are to be conducted in an employee's home environment.
- 3.5 All rules that govern behavior in the workplace also apply to telework employees. Failure to meet behavior standards may result in temporary or permanent termination of the telework arrangement and may result in corrective action.
- 3.6 When employees are absent from work on a scheduled telework day, they must request personal leave time in the same manner as on-site employees.
- 3.7 While working at home, caring for dependents must not interfere with work assignments. Telework is not meant as an alternative for providing dependent care.
- 3.8 While working remotely, personal obligations such as personal businesses and civic or volunteer activities must not interfere with work assignments. Telework is not meant as an alternative for conducting personal business during work hours.

4 Additional Considerations

4.1 System Downtime

- 4.1.1 On any occasion when an employee cannot access the computer network due to technical problems or there is system downtime, the employee must promptly contact their supervisor for direction and may be required to work from an Intermountain facility. Where working from an Intermountain facility is not practical, the employee may be required to take paid or unpaid leave (i.e., PTO, called off hours, etc.) consistent with time and attendance policies.

4.2 Expense Reimbursement

- 4.2.1 Office supplies are provided by Intermountain as needed for the job. Out-of-pocket expenses for other supplies are not reimbursed except with prior written approval from the employee's supervisor.
- 4.2.2 If an employee lives outside of the local calling area, long distance calls are not reimbursed.

4.3 Equipment

- 4.3.1 Intermountain may provide equipment for certain telework arrangements. Equipment is for business purposes only. Employees may not use company equipment for unlawful purposes or to work for other employers, nor may other persons use it (*Information Systems Resource Use Procedure*).
- 4.3.2 Hardware or software purchased by Intermountain remains the property of Intermountain and is returned to upon request.
- 4.3.3 Equipment provided by Intermountain is maintained by Intermountain.
- 4.3.4 Intermountain is not responsible for the temporary loss of telework days due to equipment maintenance or repair.

- 4.3.5 Software used by a teleworker is subject to the same Intermountain restrictions for duplication and unauthorized use as software used in the office.
- 4.3.6 Intermountain assumes no responsibility for the corruption or loss of files, nor for the repair, maintenance, or replacement of personally-owned equipment used for telework.

4.4 Information Security

- 4.4.1 Teleworkers must comply with all of the organization's security and confidentiality requirements.
- 4.4.2 Teleworkers may not compromise the confidentiality or security of Intermountain information due to teleworking and remote computer access. For security purposes, teleworkers must view necessary documents through secure connections rather than using hardware, software, or paper files to transport information (*Transporting Sensitive Critical Information Procedure*). Under no circumstances can Intermountain information be copied or stored on personally owned devices or storage media.
- 4.4.3 Documents containing Intermountain information may not be printed or stored at the remote location. Telework arrangements are not authorized for positions that require printing confidential or sensitive information to perform the work.
- 4.4.4 Information security breaches while teleworking, whether or not accidental, may be cause for corrective action up to and including termination of employment.

4.5 Liability

- 4.5.1 A teleworker's home work space is considered an extension of the company's workspace therefore, the company's Workers' Compensation program will respond to job-related injuries that occur in the employee's home workspace during the employee's working hours. The employee is responsible for maintaining a safe and ergonomic working environment, including the work area, bathroom, and other areas that may be necessary for working during the telework arrangement.
- 4.5.2 In the event of a job-related incident, accident, or injury during teleworking hours, employees must notify their supervisor as soon as possible and follow established procedures to report and investigate workplace incidents, accidents, or injuries.
- 4.5.3 Worker's Compensation does not apply to non-job-related injuries that occur in the home. Intermountain is not responsible for injuries to third parties or members of the employee's family that occur on the employee's premises.

5 Terminating a Telework Arrangement

- 5.1 Management reserves the right to suspend, cancel, or amend any telework arrangement at any time and without notice. If circumstances change, unsatisfactory job performance develops, and/or the department supervisor determines that an employee's telework arrangement no longer meets the needs of the department, the supervisor should discuss the situation with the employee. If modifications cannot be made that are mutually agreeable, the telework arrangement may be revoked and the employee will be expected to resume a standard work schedule. The employee should be given reasonable notice so he/she can plan accordingly. If the arrangement is being revoked due to poor performance, the employee may return to a regular schedule by the end of pay period in which the verbal or written notice is given. The employee will make arrangements with the supervisor for returning to work.

6 Pandemic / Disaster Additional Considerations

- 6.1 During a pandemic or in the event of a disaster, employees may be asked to work from home in limited situations where it is deemed appropriate by their immediate supervisor, administration, or human resources without following the normal approval process listed above.
 - 6.1.1 Following the initial disaster or pandemic period, an employee wishing to continue working from home must complete a "Telework Arrangement Request" form and their request will be evaluated according to the standard provisions outlined in this policy.

6.2 Managers must determine if employees working from home use Intermountain-owned equipment, personal equipment, or a combination of both. Teleworkers must comply with all of the organization's security and confidentiality requirements, including the use of VPN for all Intermountain equipment and VDI for any personal equipment.

6.2

6.3 All other telework policy guidelines apply in pandemic/disaster situations.

Exceptions

The Senior VP and Chief People Officer or Assistant Vice President of Human Resources may grant exceptions to this policy.

Primary Sources

Intermountain Standard

Secondary Materials

[Telework Request Form](#)

[Employee Out of State Policy](#)

[Equal Employment Opportunity Affirmative Action Policy](#)

[CyberSecurity and Access website](#)

[Transporting Sensitive Critical Information Procedure](#)

[Information Systems Acceptable Use Procedure](#)

[Information Systems Security Policy](#)