# TELEWORK ARRANGEMENT

# Complete and submit form to [Telework@osumc.edu](mailto:Telework@osumc.edu) for approval. Forms may be completed for a department or individual employees.

# Download the form and save to your desktop before completing.

## Description

* 1. This document defines a Telework Arrangement (TWA) for:

1. *Employee Name (see below if submitting for an entire department/workgroup):*

Click or tap here to enter text.

***OR***

1. *Department Name:* Click or tap here to enter text.
2. *Number of Employees Covered Under the Agreement:* Click or tap here to enter text.
   1. **For Patient Care Providers:**

If this work arrangement is specific to a patient care provider who is requesting to work remotely, please describe the work this employee will be doing during this time and/or if flexible work arrangements will be provided?

Click or tap here to enter text.

* 1. TWA Start Date: Click or tap to enter a date.
  2. TWA End Date (If Known): Click or tap to enter a date.

**Please note:** TWAs will be reviewed periodically and are subject to end with a 24-48 hour notice.

Overtime eligible employees: any overtime worked must be pre-approved by the supervisor. Any transition time to meetings, etc. will be considered regular scheduled work.

## Terms and Responsibilities

* 1. This TWA defines a temporary agreement in response to business continuity needs of the Wexner Medical Center. It can be terminated at any time, without more than 24 hours’ notice and an employee may be required to report to work.
  2. Any equipment, including laptops, allocated to you in order to enable telework is subject to reallocation based upon business needs.
  3. Manager Responsibilities
* Provide supportive and direct coaching.
* Proactively communicate concerns – both personal and departmental.
* Help the employee organize work when necessary.
* Define clear expectations and timeframes for completing work.
* Communicate the work arrangement to customers, co-workers and management personnel who may be affected by the new-schedule.
* Liberally accept technology-mediated communication such as email, Jabber messaging conference calls, etc. as a standard for internal work activities.
* Evaluate the effectiveness of the telework arrangement to assess needs and discuss potential concerns.
  1. Employee Responsibilities
* Maintain availability and productivity at the expected standard and quality of work, including attendance at meetings or other events by means agreed upon by your supervisor.
* Adhere to program guidelines and abide by existing university and medical center policies and procedures that relate to absence from work.
* All university policies, HR polices, department specific and standard workplace policies and practices apply to flexible work arrangements, including those at a locations different from the regular work site (e.g., IT policies, HIPAA, Attendance, etc.)
* Arrange electronic communication strategies (availability of conference phones in meeting rooms, webcasts, etc.) in advance as needed to handle meetings at a distance.
* Ensure that off-site working spaces are safe and appropriate for work, free of potential hazards and in compliance with security precautions.

I agree to the terms and responsibilities presented in this document.

**Signed** (typing a name is sufficient):

|  |  |
| --- | --- |
| Manager  Click or tap here to enter text. | Date  Click or tap to enter a date. |
| Director or Senior Leader (if entire department plans to telework)  Click or tap here to enter text. | Date  Click or tap to enter a date. |

# TELEWORK CONSIDERATIONS FOR MANAGERS

During this time of COVID-19 preparation, we want to ensure that managers are encouraging, supporting, and even directing employees to work remotely where appropriate. For areas where telework has not been an obvious option, we are asking managers to identify work that may be done remotely given the preventative measures the university is considering.

1. What percentages of the work in your area can be done remotely?
   1. Do all roles have aspects of the job that truly are needed to be done on site? If so, can any of those be suspended temporarily?
   2. Can a work plan be established based on priorities that will allow productivity off site?
   3. Do current deadlines or work priorities change during this temporary telework period?
   4. What deliverables should be met and by when?
2. What type and frequency of communication is needed for effective productivity?
   1. How best to get communication to and from your employee(s)?
   2. Should there be a Skype/WebEx “huddle” daily to touch base with team and align work?
   3. What is the expectation of communication response time and methods with stakeholders?
   4. Do they follow their normal routine?
   5. Are there certain hours of the day that employees are expected to work?
3. What technology needs and/or resources are needed?\*
   1. What is the current level of remote access for the employee(s)?
   2. Are there any additional VPN connections that need to be created?
   3. For the work required, is it possible to use personal computers and resources without jeopardizing the medical center’s restricted data and/or violating policy? Are there precautions that need to be taken?

\*Ensure employees are up-to-date on current data policy, and the use of university and personal technology and equipment.

This offering will be temporary in nature, and any concerns during this time of telework needs to be escalated to the appropriate HR representative.

# TELEWORK EMPLOYEE CHECKLIST – Please ensure that your employee(s) understand and complete all of the following:

## Planning

My telework schedule covers my normally scheduled hours.

I communicated this new arrangement to key partners, clients, coworkers and discussed any necessary adjustments.

I have a location at home to work safely and without injury (especially carpal tunnel).

I have access to the necessary technology (hardware and software) I need to remain productive in my work while away from the office.

I have taken steps to ensure secure access to medical center and university digital assets from my remote location (e.g. WPA wireless connections and use of VPN for remote access to office workstations or servers).

## Implementation

My calendar clearly indicates my availability.

I set up call forwarding and auto response email if necessary.

I have communication channels in place for my peers to reach me when I am out of office (email, chat, phone, etc.).

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# TELEWORK ARRANGEMENT TECHNOLOGY RECOMMENDATIONS

For information on technology recommendations for teleworking, please use the [Telework Tip Sheet](https://onesource.osumc.edu/sites/Audience/Leaders/Documents/Leadership%20This%20Week%20-%20Weekly%20Updates/Telework%20IT%20Resources.pdf).