

 <p><b>HAWAII HEALTH SYSTEMS</b> CORPORATION <i>Quality Healthcare For All</i></p> <p><b>Policy</b></p>	<p><b>Department:</b> Human Resources</p>	<p><b>Policy No.:</b> <b>HR 0020A</b></p>
	<p><b>Issued by:</b> Lance Segawa, Acting Director of Human Resources</p>	<p><b>Revision No.:</b></p>
<p>Subject:</p> <p><b>Telecommuting Program</b></p>	<p><b>Approved by:</b> <i>Carol VanCamp</i> HHSC Board of Directors By: Carol A. VanCamp Its: Secretary/Treasurer</p>	<p><b>Effective Date:</b> May 22, 2014</p>
	<p><b>Supersedes Policy:</b> N/A</p>	<p><b>Page:</b> 1 of 4</p>

Last Review: January 9, 2014; Next Review: January 9, 2017

I. **PURPOSE:** To establish a telecommuting program for the mutual benefit of employees and the Hawaii Health Systems Corporation. This policy is not intended to apply to occasional, irregular incidents of employees performing work at home or remotely.

II. **DEFINITIONS:**

**Agreement:** an agreement regarding an employee's participation in the telecommuting program, approved by the region, the supervisor and the union, as applicable, which establishes agreed-upon guidelines for program implementation as set forth in procedures.

**Appointing Authority:** The Regional Chief Executive Officer (RCEO) or President & Chief Executive Officer (PCEO), as applicable, or their designee(s), who have been empowered to enter into an Agreement (defined *infra*) for telecommuting with an employee.

**Central Work Site:** means the employee's established place of work at an HHSC facility, region or operation.

**Core Hours:** means the scheduled hours when a telecommuter MUST be available for contact at their home-based work site unless leave is authorized or the telecommuter is directed to the central work site by supervisory personnel. Core hours differ from work hours since telecommuters have flexibility in scheduling work hours outside of core hours, which may vary at times; conversely, core hours remain intact at all times, are not flexible, and cannot be changed without supervisory approval.

**Home-Based Work Site:** means an appropriately identified telecommuting work site within an employee's home, rather than the central work site, and shall not include areas in such employee's home utilized solely for personal or non-work-related purposes. Employees shall perform the functions, duties, and responsibilities of their position from the home-based work site.

**Projected Goals:** the level of productivity that the employer has established which the employee must fulfill in order for the telecommuting program to be successful. **Remote Work Site:** a work site that is geographically in a location other than the central work site, i.e., home-based or in a work center.

**Telecommuter:** an employee who has been approved to participate in the telecommuting program by all necessary parties and is subject to all provisions in the Telecommuting Program Policy (HR 0020A) and procedures.

### III. POLICY:

- A. Telecommuting has become an effective tool used by management to reduce the footprint of office space, the use of fuel for commuting, the need for parking space, and the time spent by employees commuting to and from work. Additional objectives of a telecommuting program is to increase employee productivity by improving job satisfaction and morale, minimizing work interruptions, reducing absenteeism and/or sick leave usage, and minimizing work/home conflicts. The Hawaii Health Systems Corporation (HHSC) supports the establishment of a decentralized telecommuting program for implementation by each region and the corporate office based on voluntary participation and Appointing Authority discretion.
- B. HHSC elects to utilize a home-based telecommuting remote work site, considered to be an extension of the central work site. If work centers are established, this policy will be modified to address them accordingly. A procedure shall be adopted by the corporate office to implement this program, which may be supplemented by consistent, individual facility and regional procedures. An agreement shall be entered into between the employee and the appointing authority documenting the terms of the arrangement.
- C. Employee Participation:
  - 1. The telecommuting program is open to all employees of HHSC, provided their position, work requirements, and work performance are deemed suitable for the program by the appointing authority and sufficient supervision is available to properly implement and monitor the arrangement.
  - 2. Employee participation is voluntary, except if participation was a condition for continued employment upon initial hire.
  - 3. Telecommuters retain all rights, salary, benefits, and insurance coverage pertaining to their conditions of employment as contained in the HHSC Human Resources and Civil Service System rules, relevant collective bargaining agreements, and the Hawaii Revised Statutes, as applicable, except for those conditions which are specified herein. The program does not alter the terms and conditions of the employee's respective appointments, work status, or work responsibilities.
  - 4. All requests for employee participation shall be reviewed and determined by the appointing authority or his/her designated representative.

5. Employees have the right to refuse initial participation in the program and the right to terminate their participation in the program with at least fourteen (14) calendar days' notice and return to the central work site, except if participation was a condition for continued employment upon initial hire.
6. Telecommuters must comply with HHSC rules, regulations, policies, practices, and/or instructions in the performance of their duties. Violation may result in an employee's exclusion from further participation in the telecommuting program and/or disciplinary action, up to and including possible termination of employment.
7. Telecommuters will be required to submit productive and timesheet documents to their supervisors, as more fully detailed in the individual contract and procedures.
8. All participants are required to report to the central work site at the sole direction of their respective supervisors to meet regarding work assignments, attend staff meetings, and perform any other work as determined in the discretion of the supervisor.
9. Another responsible adult must be present and responsible for the care of any minor children who are present in a participant's home during work/core hours.
10. If required in order to fulfill an employee's job duties, employees must maintain and bear all costs related to high-speed internet service at their home-based work site as a condition of their participation in the telecommuting program.

D. Management Prerogative and Responsibilities:

1. Participation in the telecommuting program is a management prerogative and the best interests of the operation shall be the major factor in reviewing individual requests. Appointing authorities shall review each telecommuting arrangement on an annual basis to determine if it is meeting the state objectives as more fully detailed in the contract and procedures.
2. Appointing authorities shall determine the equipment requirements of telecommuters and the appropriate combination of equipment utilization, i.e., HHSC or employee-owned equipment.
3. Appointing authorities have the right to deny requests for participation in the program, and the right to terminate any individual's participation in the program with at least fourteen (14) calendar days' notice. This right is unconditional and does not require an explanation to the employee.
4. Appointing authorities have the right to terminate employee participation in the program with less than fourteen (14) calendar days' notice if the employee fails to meet projected goals or violates any terms of the agreement or for other cause.

5. The characteristics of job positions that may be considered by the appointing authority in authorizing a telecommuting arrangement with an employee may include, but are not limited to the following:
  - a) They involve the handling of information such as reading, writing, telephone, computer programming, data entry, and work processing.
  - b) They require little daily face-to-face interaction with others and there are long stretches of time when the employee may operate independently.
  - c) The work is project-oriented or where segments are clearly defined and generated within specified periods of time.
  - d) Employee communications or information transfers may take place during central work site visits or over telephone lines.
  
6. In general, characteristics of successful telecommuters usually include the following traits, which may be considered by the appointing authority when deciding whether or not to enter into the arrangement with a specific employee, along with any other characteristics deemed pertinent:
  - a) High level of productivity;
  - b) Able to work with minimal direct supervision;
  - c) Conscientious about work time;
  - d) High level of skill and job knowledge;
  - e) Good organizational and time management skills; and
  - f) The employee's particular circumstances/reasons for requesting telecommuting.
  
7. Periodic evaluations of the program's overall effectiveness shall be conducted to monitor the impact of telecommuting. A decision to revoke the program may be made by each Appointing Authority.

**IV. APPLICABILITY:** All HHSC facilities.

**V. AUTHORITY:** HRS 323F

**VI. REFERENCE:** HR 0020B Telecommuting Program procedures