

**LSU HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA**

POLICY NUMBER: 4570-22

CATEGORY: Human Resources

CONTENT: Teleworking Guidelines/Requirements

APPLICABILITY: This policy will apply to the LSU Health Care Services Division Administration (HCSDA) Unclassified Employees Authorized to Telework

EFFECTIVE DATE: Issued: February 18, 2022

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**LSU HEALTH CARE SERVICES DIVISION
TELEWORKING GUIDELINES/REQUIREMENTS POLICY**

I. POLICY STATEMENT

The purpose of this policy is to establish requirements and guidelines for the LSU Health Care Services Division Administration (HCSDA) unclassified employees authorized to telework.

Teleworking is an alternative method of meeting the needs and functions of the HCSD. Employees are not entitled to telework, but instead telework is driven by business-related, operational needs. Teleworking cannot be allowed to adversely affect productivity or the efficient operation of the HCSD.

HCSDA reserves the right to end or modify employees' teleworking status at any time. HCSDA may also require employees to report on-site to a work location as necessary.

II. ELIGIBILITY

Before a teleworking arrangement can be considered or approved, the following conditions must be met:

- A. Employees must have a Performance Evaluation System (PES) rating of Successful on the most recent PES rating.
- B. Employees must have maintained a good work record prior to a teleworking agreement. (For example, the employee has had no corrective or disciplinary actions within the last 12 months.)
- C. Teleworking will only be authorized for those employees whose job duties can be adequately performed by teleworking and duties must be suitable to be performed at a Telework location without direct supervision.
- D. Employees shall be able to supply and maintain internet connectivity sufficient to perform their duties and to meet the needs and functions of HCSD.
- E. Employees shall be able to maintain his/her telework location workstation in a safe condition, free from hazards and other dangers to the employee and equipment.

III. IMPLEMENTATION

This policy and subsequent revisions to this policy shall become effective upon approval signature and date of the HCSD Chief Operations Officer (COO) or Designee.

IV. DEFINITIONS

- A. Alternative Worksite – A worksite other than the employee's customary/primary in-office worksite, most commonly established through an approved telework agreement between the employee and HCSDA.

B. Official Domicile

1. For purposes of this policy, your official domicile/telework location is designated as your home address on file with Human Resources.
2. Teleworking does not include checking emails/taking phones calls outside of your official domicile/telework location, and/or an HCSD in-office worksite.
3. Prior approval of the HCSD Chief Operating Officer (COO) and/or designee is required to perform duties away from your official domicile/telework location and/or an HCSD in-office worksite.

C. Primary Worksite – The employee's usual and customary in-office worksite.

D. Telework – A work flexibility arrangement under which an employee performs the duties and responsibilities of their position from an approved alternative worksite (e.g., the employee's home).

E. Telework-Formal – Telework that occurs as part of an approved on-going, regular schedule or within established limits. (e.g., full-time or a set number of days per week).

F. Telework-Situational – Telework that is approved on a case-by-case basis generally for a fixed duration of time and where hours worked are not part of a previously approved, on-going and regular telework schedule. (e.g., telework approved as a result of inclement weather, declared emergency, reasonable accommodations, or office closures).

G. Teleworker – The term used to describe the employee while working from their approved alternative worksite.

H. Work Hours

1. Employees authorized to telework are expected to maintain normal business hours and work 8 hours a day in accordance with HCSDA's allowable work schedules of 7:00a – 5:30p.
2. Employees are expected to document the number of hours worked daily on timesheets provided by Human Resources.
3. Employees unable to work 8 hours a day from approved telework location or in-office worksite, will request and use applicable leave in accordance with established leave procedures.
4. Teleworking may not be used in place of annual, sick, Family Medical Leave (FMLA); or any other type of leave.
5. Telework shall not be used to perform personal business during work hours for any purpose for which leave should be requested and utilized.

V. **REQUIREMENTS AND GUIDELINES**

A. **Authorization/Approval**

1. Employees will only be allowed to telework after review and acknowledgement of the Teleworking policy assigned through WILMA.
2. Authorization/approval from HCSD COO or Designee will be provided to employee upon completion of WILMA lesson. Copy of the approval will be maintained in the employee's official HR file.
3. Approved Telework agreements will be reviewed annually.

B. **Voice Mail** - is to be checked daily and calls returned as soon as possible.

C. **Emails**

1. Your HCSD email address is your official work email address.
2. Employees are responsible for checking, reading, and responding to email in a regular and timely manner.
3. Employees are required to adhere to, and comply with, HCSD Email Policy No. 4511 regarding email usage. It is the policy of the HCSD to ensure that confidential information is protected by adequate safeguards when communicating via electronic mail (email), that email is used only for HCSD business purposes, proper email set up and etiquette is followed and the email users are aware that communications sent or received by HCSD employees may be monitored at the discretion of HCSD.

D. **Meetings** - Employees shall be available for meetings deemed necessary either through teleconferencing, other electronic means, or reporting on-site to HCSD office.

E. **Internet** - Employees teleworking shall adhere to HCSD Policy No. 4512 regarding internet usage. It is the policy of the HCSD to comply in all respects with the LSU System Information Security Policy, the LSUHSC Enterprise Information Security Policy, LSU HCSD Information Security Policy, and the privacy and security protections mandated by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). The Internet provides access to thousands of networks world-wide and a wealth of information from practically every country in the world. It is the policy of HCSD to provide computer resources and information to employees for the purpose of fulfilling their responsibilities and job duties and to ensure compliance with these policies by employees who are granted access to the internet.

F. **Notification of Absence from Teleworking Location**

1. Employees are responsible to notify their immediate supervisor when they will be away from their approved teleworking location during the work day (other than lunch).
2. Leave slips shall be completed for hours not worked.

G. Confidentiality

1. Materials, documents, etc., that the employee transports to and from an HCSD office to their telework location, as well as, documents/materials generated at their telework location/official domicile, are the employee's responsibility and shall be kept confidential and secure.
2. The employee shall protect agency records from unauthorized disclosure or damage.

H. Protected Health Information (PHI)

1. Teleworking employees are fully responsible and liable for upholding the privacy and security of an individual's PHI as required by HCSD's HIPAA and Information Security policies.
2. In the event there is a breach of an individual's privacy, the employee is required, by law, to report the breach immediately to their supervisor and/or manager. Failure to do so may be grounds for immediate dismissal.

I. No Reimbursement for Reporting to HCSD office

1. Teleworking employees may neither submit nor receive reimbursement travel expenses if the employee is required to report on-site to an HCSD office during telework hours.

VI. EQUIPMENT USED IN TELEWORK LOCATION/OFFICIAL DOMICILE

- A. The employee shall be able to supply any connectivity, such as internet connectivity, to perform job duties.
- B. HCSD may provide specific tools/equipment for the employee to perform their work duties. This may include computer hardware, computer software, laptops, printers, scanners, any connectivity to host applications, and other equipment deemed necessary. Such equipment will be logged out by the employee through the IT Department.
- C. The use of HCSD equipment, software, and connectivity to host applications is limited to authorized persons and for the purpose of conducting HCSD business.
- D. HCSD will provide any needed maintenance and repairs of HCSD equipment.
- E. It is the employee's responsibility to report any technical or other difficulties prohibiting normal work progress to supervisor and the IT Department.
- F. Employee may be required to work on-site at an HCSD office if HCSD equipment needs repair or maintenance that prevents the employee from teleworking.
- G. A loss of internet connectivity at teleworking location/official domicile shall be reported to immediate supervisor. The employee may be required to work on-site at an HCSD office or may be required to use leave.

- H. If an employee uses personal equipment, the employee is responsible for maintenance, repair, and supplies for such equipment.
- I. The use of personal equipment must comply with HCSD Policy No 0517, Cellular Equipment and Wireless Devices. The policy limits and controls cellular equipment and mobile device usage for HCSD business related situations concerning patient/employee care, safety, and well-being or HCSD operational business matters. It also ensures protecting the security and integrity of HCSD data and technology infrastructure.
- J. Return of Equipment/Materials
 - 1. If Employee leaves HCSD, by termination, retirement, resignation, transfer, or any other reason, employee shall return all state-owned equipment, software, data files, and other state assets on or before last day on duty, or as directed.
 - 2. Employees shall return any supplies, documents, files, etc., which may have been transported to, or generated from, the telework location.
 - 3. Failure or refusal by employee to return state issued equipment and materials shall be reported to the appropriate law enforcement agency.

VII. **RESPONSIBILITIES**

A. **Employees**

- 1. Accountability will be the same as if the employee was working on-site at an HCSD office.
- 2. Adherence to all aspects of this teleworking policy.
- 3. Adherence to HCSD's IT security and password procedures as well as all HCSD and/or LSU IT policies and procedures.
- 4. Teleworking is an extension of an HCSD office. Employees shall comply with all HCSD policies/procedures; LSU and/or Health Sciences Center policies/procedures; and any Federal and State laws, policies and procedures while teleworking.
- 5. Providing reliable and appropriate internet connectivity at telework location as well as, an area that ensures security of agency data and information.
- 6. Alerting supervisor immediately of equipment failure or inability to perform work duties due to connectivity issues.
- 7. Alerting supervisor if you are away from your telework location.
- 8. Completion of any assigned training through WILMA or by other means.

B. **Supervisors**

- 1. Maintaining contact information necessary to quickly and easily contact employees teleworking from home.
- 2. Establishing a communication/reporting system for employees to receive feedback on performance, receive assignments, and/or receive guidance.
- 3. Monitor work production to ensure employee is performing assigned work duties.

4. Ensuring performance is maintained at an acceptable level similar in manner as if employee was working on-site at an HCSD office.
5. Completion of any assigned training through WILMA or by other means.

VIII. EMERGENCY CLOSURES/INTERRUPTION OF CONNECTIVITY

- A. Employees authorized to telework may still be expected to continue to telework even when an HCSD office has been officially closed for emergency situations including, but not limited to, disasters, pandemics, extreme weather conditions, or an HCSD building specific reason (electrical/plumbing issue).

Note: E2 Campus alerts and/or emails will be issued with instructions

- B. Some emergency situations require the official closure of HCSD offices to include employees teleworking.

Note: E2 Campus alerts and/or emails will be issued with instructions

- B. Should circumstances arise whereby the employee cannot telework, such as loss of electricity, emergencies, evacuations, etc., at approved telework location, the employee may be directed to report on-site to an HCSD office to continue work duties, report to an alternate telework location, or appropriate leave will be granted.

IX. VIOLATION/CONSEQUENCES

Failure to comply with the provisions of this policy may result in cancellation of the authorization for the employee to telework, and/or disciplinary action taken, up to and including dismissal from employment.

X. EXCEPTIONS

The HCSD COO or designee may waive, suspend, change or otherwise deviate from any provision of this policy they deem necessary to meet the needs of the agency as long as it does not violate the intent of this policy, state and federal laws, or LSU policies/memoranda.

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