

Massachusetts General Hospital
Human Resources Manual

TELEWORK (2019)

APPLIES TO: Weekly paid employees

1. Policy

- 1.1. Telework is defined as occasional or regular work from home or an alternative work site in place of work time spent at the traditional MGH work site.
- 1.2. A telework arrangement is established by the manager and should result in a benefit to the Hospital including space savings.
- 1.3. Telework arrangements shall be for a prescribed time, shall be revocable at the discretion of the manager or the employee and must be arranged in consultation with Human Resources.
- 1.4. Any manager who establishes a telework arrangement must attend telework management training offered through the MGH Leadership Academy. Employees who will telework are also required to attend training for teleworkers.

2. Requirements for Telework

- 2.1. The portion of the job to be done via telework must be clearly defined and have measurable work objectives and outcome measures.
- 2.2. The employee must be in good standing.
- 2.3. Generally, the employee must be employed for one (1) year or greater in their current role in order to be considered for a telework arrangement. This period of time has been established to give the employee the opportunity to acclimate to the MGH culture and build the proper working relationships with individuals in order to be successful in their role. This length of time also provides time to demonstrate good performance and productivity. Exceptions can be made by discussing the situation with Human Resources.
- 2.4. The employee must have demonstrated the ability to work independently, be responsible for meeting deadlines, have good organizational skills and be selfmotivated.
- 2.5. The employee must be accessible during normal working hours via phone and/or email, according to response-time standards established with the manager.
- 2.6. The employee must have suitable space to work with minimal distractions and interruptions.
- 2.7. When laptop is used to conduct work, laptop must be encrypted.
- 2.8. The employee must have suitable furniture, equipment and services needed to perform the job, such as a computer, internet and telephone service (unless provided by department).

3. Procedure

- 3.1. A manager may establish a telework arrangement. The manager will review the

telework arrangement with his/her vice president.

3.2. A manager who wants to provide a telework arrangement for an employee must contact Information Systems to determine system needs, Human Resources to determine payroll implications and Real Estate to determine if there is a reduction in space needs. Generally these requests must be made thirty (30) days prior to the start of the program. Due to the size and scope there may be some arrangements which would require longer than thirty (30) days to establish.

3.3. The manager must complete telework management training. In the course of training the manager will complete an assessment of whether a position in the department qualifies for telework.

3.4. Once the arrangement is approved, a manager should identify staff eligible to participate in the telework arrangement.

3.5. Interested staff must then attend telework training.

3.6. Once training is complete, the manager will complete a telework agreement with the teleworker. The agreement will be retained in the Human Resources employee file.

4. Employee Obligation

4.1. An employee who is eligible and interested in telework must attend an employee telework training prior to beginning telework.

4.2. An employee working at home is expected to continue to maintain all performance standards including quality, productivity and customer service standards.

4.3. The teleworker must be available during working hours as defined in the agreement. In addition, the teleworker must not disrupt the workflow of other department employees.

4.4. A teleworker is expected to plan for the teleworking day(s) and should bring to his/her home office all documents and files required to perform duties during their teleworking day(s).

4.5. The teleworker is expected to attend important meetings, defined by the manager, at department offices or by conference call, at the manager's discretion. Advance notice will be provided whenever possible.

4.6. Circumstances such as special projects, unusual deadlines, extended sick leave or vacation leave by other team members may require on-site coverage which may result in a temporary suspension of telework arrangements.

4.7. An employee requesting a telework arrangement may not hold other jobs simultaneously or have any other major responsibilities during telework hours. An eligible employee can not be responsible for any dependent care during the hours of work.

4.8. The teleworker agrees to comply with all existing job requirements that are now in effect in the office.

4.9. All applicable Hospital policies continue to relate to the teleworker in the teleworking capacity.

4.10. The teleworker will be responsible for reporting his/her hours to the timekeeper.

4.11. Telework performed outside of Massachusetts will be subject to payroll taxes for the state where the telework is done.

4.12. Teleworkers who work in a telework office more than two (2) days a week will not retain their individual work spaces in the office, and instead will be assigned shared workspace at MGH.

5. Equipment, Service and Supplies

5.1. Equipment, Internet Service and Telephone Service

5.1.1. The Telework Agreement will contain the details of equipment, service and supplies required.

5.1.2. A department may provide a computer or other peripherals (printer, fax) if the teleworker works in a telework office more than two (2) days a week. This equipment is only to be used for work related purposes.

5.1.3. MGH will not pay for the monthly phone and internet charges. The employee must be willing to pay for these expenses.

5.1.4. The manager can consider individual facts and circumstances which may change this arrangement.

5.2. The terms and arrangements for office supplies and equipment will be reviewed and agreed upon by the manager and the teleworker and then outlined in the Teleworking Agreement.

5.3. The security of MGH property in a teleworker's home or being transported between home and the office is as important as it is at MGH. Teleworkers are expected to take reasonable precautions to protect equipment from theft, damage or misuse. If any MGH property is returned it should be returned in the condition it was given to the teleworker.

5.4. Any MGH material taken home should be kept in a separate designated telework area and not be made accessible to others. In no case should the teleworker take proprietary or confidential materials home except with the approval of his/her manager.

5.5. MGH has the right to visit the teleworker's home work area to see if it meets company safety standards; such visits will be scheduled with at least twenty-four (24 hours' advance notice.

6. Performance Standards/Termination of Telework

6.1. If for any reason the job responsibilities for the teleworking employee change so that his/her physical presence is always required at MGH, the manager will inform the teleworking employee and set a future date when the teleworking arrangement will terminate.

6.2. If the manager believes the teleworker is not performing as agreed in the accepted proposal, the manager will inform the teleworker of this fact and allow them to adjust performance accordingly. If the performance is not corrected, the manager may terminate the teleworking arrangement.

6.3. The employee has the right to terminate the teleworking arrangement, with at least two (2) week's notice, if he/she finds it is not acceptable and he/she cannot

continue to meet performance expectations while teleworking.

7. Worker's Compensation

7.1. MGH will be responsible for any work-related injuries under the applicable state's Workers Compensation laws, but this liability is limited to injuries resulting directly from the employee's work and only if the injury occurs in the employee's designated work area. Any claims will be handled according to the normal procedure for Worker's Compensation claims.

Related Policies:

Confidential Information

Electronic Communications

Hours of Work and Alternate Work Schedules

Workers' Compensation

Last Revision: 2019

