



Policy Title:	Working Remotely
Policy #:	06-001-0165
Effective Date:	04/2/2025
Approved by:	Telly Delor, Chief Operating Officer
Functional Area:	Human Resources
Responsible Leader:	Stephanie Shank, Human Resources Director
Policy Owner:	Jody Kruskie, Labor/Employee Relations Manager
Applies to:	SCCCMH Staff

Purpose: To outline expectations for employees in an approved remote work setting.

I. Policy Statement

It is the policy of St. Clair County Community Mental Health (SCCCMH) to allow employees to work remotely as a flexible work option when both the employee, the Department/Program, and the job tasks are suited to such an arrangement, and the supervisor/management has given approval. *Working remotely* is not to be an entitlement, nor an agency-wide benefit, and in no way changes the terms or conditions of employment at SCCCCMH.

II. Standards

- A.** The employee remains subject to the terms and conditions of employment set forth in the Agency's policies and procedures and elsewhere. The employee will act as a representative of the Agency regardless of work location and will conduct themselves in a professional manner. In addition to their existing obligations and responsibilities, the remote worker agrees to the terms and conditions outlined in the Remote Work Agreement (Exhibit B).
- B.** Agency employees may be eligible to work off site on a prior approved schedule and have access to the telephone, computer network, electronic medical record, and email system. For this to occur, the employee must meet the following criterion:
 - 1. Employee must have a demonstrated conscientiousness about work time and productivity, self-motivation, and ability to work well alone.

2. Employee must communicate effectively with supervisors, co-workers, support staff and individuals receiving services.
 3. Employee must hold a position conducive to working remotely. Because the nature of work varies, not all positions will be eligible for working remotely and not all employees within the same position may be approved to work remotely. The Assessment for Remote Work (Exhibit A) will be used as a tool to make this determination; however, the supervisor/ management reserves the right to make the final determination on eligibility.
 4. Employee must have permission from their supervisor.
 5. Employee must have access to appropriate internet service to perform job functions and be able to operate IT equipment independently, to the degree that will be required to work from their home.
 6. Employee's job tasks must not require use of large (in size and cost) equipment not conducive to being placed in an employee's home (i.e., printers or scanners, etc.).
 7. Employee must have successfully completed initial probationary period and have a satisfactory performance record, which can include but is not limited to a history of acceptable face/face time/percentages and satisfactory production outcomes.
 8. Employee must have an approved written Remote Work Agreement filed with Human Resources. The Agreement will be valid upon signing and remain in effect for one (1) year or until it is terminated by the employee's supervisor or member of management, whichever is sooner.
- C.** If working remotely is approved, details will be developed between the supervisor and employee, including technology needs, schedule, work assignments and completion schedule. The employee must work their required number of work hours at the agreed upon schedule and track and report in the ADP system, OASIS, and/or the Task Tracker. Any deviation in work hours or work site needs to be discussed with and approved in advance by the employee's supervisor. Employee is responsible to follow [Administrative Policy #06-001-0075, Personnel: Work Schedules; Leavetime; Overtime; Timecards](#), this includes following set policies and procedures for use of sick/vacation/personal time/overtime.
- D.** Equipment (hardware/software) supplied by the agency will be maintained by the agency. IT staff will make repairs/replacements, etc. on Agency-owned equipment that is brought to the main building only. If IT staff are unable to fix issues through remote assistance, it is the employee's responsibility to bring the equipment to the IT Department for further assistance. All Agency-owned devices are to be locked/secured when not in use. Equipment supplied by the Agency is to be used for business purposes only, not personal use. Employee must take appropriate action to

protect agency-owned items from damage or theft. Any damage or theft shall be reported to the supervisor and IT Department immediately after damage or theft is identified. Upon termination of employment, all Agency property must be returned to the Agency by the employee.

- E. Equipment supplied by the employee will be maintained by the employee. Agency will not provide IT support for employee-owned or employee-provided equipment. Agency accepts no responsibility for damage, repairs, or replacement of employee-owned or employee-provided equipment.
- F. Employees working remotely will practice the same safe work habits as would occur at the Agency's offices. The employee must complete the Remote Work Safety Checklist found within the form [#0814 Assessment for Remote Work Agreement](#) to Human Resources. The remote work location must be a safe work environment free of clutter, exposed wiring, slippery surfaces, and other potential hazards. Injuries sustained by the employee in a home office location and in conjunction with their regular work duties must be reported to the employer as soon as practical but within 24 hours. The employee is liable for any injuries sustained by visitors to their home worksite.
- G. Employees working remotely will establish an appropriate work environment within their home for work purposes. Agency will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture, or lighting, nor for repairs or modifications to the home office space.
- H. Employees working remotely agree to maintain a work environment allowing for proper security of protected health information as outlined in HIPAA and confidentiality requirements of the Michigan Mental Health Code. This means having a secure environment where information is protected from unauthorized disclosure, audible conversations are not able to be overheard, and any printed information (including documents brought home from the office or printed at home) are kept secure/locked away. The employee agrees to not allow visitors to their remote work location without consent from their supervisor or member of management. All Agency-owned devices are required to be password protected, etc.
- I. Working remotely is not designed to be a replacement for appropriate child/dependent care. Although an employee's schedule can be modified to accommodate child/dependent care needs if it meets the needs of the Agency/program and is approved by their supervisor, the focus of the arrangement must remain on job performance and meeting agency needs. The employee is expected to manage dependent care or personal responsibilities in a way that allows them to successfully meet job responsibilities and requirements which may include reporting to a SCCCMH on-site location at any time during regularly schedule remote work hours as outlined in the Remote Work Agreement and Standard P. of this policy.

- J. The employee may not utilize remote work while on medical leave. Reasonable accommodations to work remotely may be permissible at the discretion of the supervisor once Human Resources has received a physician's return to work note.
- K. Employees working remotely are solely responsible for any increase in utility costs associated with preparing and maintaining a remote work location, including the cost of internet. If internet service becomes unavailable for any reason, staff are to contact their supervisor for direction on next steps. SCCCMH staff are to receive direction from a supervisor prior to coming into the office on a day they are not scheduled to do so.
- L. Employees working remotely must review and follow [Administrative Policy #08-001-0010, Computer Information System Security](#), paying specific attention to Standards on Agency Owned *IT Hardware* and Software and Agency Network Access and Use.
- M. Employees working remotely who are not documenting work time in OASIS may be asked by their supervisor to document work time/tasks on form [#0383 Staff Task Tracker](#) and indicate what work or task they are completing along with the start/stop time and submit the completed tracker to their supervisor bi-weekly (or as requested by the supervisor).
- N. In an effort to gauge the effectiveness of any remote work arrangement, the employee understands the Agency reserves the right to monitor work activity of the employee while they work remotely and may do so via remote monitoring technology, review of OASIS reports, etc.
- O. The supervisor will frequently (weekly) monitor the outputs of the staff member working remotely. Regular communication is expected between the supervisor and staff member. Employees shall participate in regularly scheduled meetings either via conference call or in person, as directed by their supervisor. Employees are expected to be flexible enough in scheduling off-site work to allow for personal attendance at meetings to maintain working relationships with co-workers and as directed by their supervisor.
- P. Employees working remotely may be required to come into the office to manage situations at the discretion of their supervisor. If called in to the office, employees must be able to report within one (1) hour (or within a timeframe agreed upon with the supervisor).
- Q. Employees working remotely must keep electronic calendars up to date and indicate when they are working off-site and working on-site.
- R. Employees working remotely must provide a phone number where they can be reached when working off-site. This can be either a home phone or a cell phone number. Personal communication fees will not be charged to the Agency.

- S.** Employees working remotely must remain accessible, meaning at home or a previously supervisor approved location, including regular checking, and responding to email (responding within 1 hour if to a supervisor/management request or directive), and productive during scheduled work hours.
- T.** Employees working remotely are to return phone calls or texts within 30 minutes during scheduled workdays. If providing direct service, it is expected to return phone calls or texts within 30 minutes of completion of direct service. This Standard does not apply to Mobile Crisis Unit or other programs that have their own defined response times.
- U.** Employees shall not conduct any unauthorized non-SCCCMH work during the time they are working remotely.
- V.** Management reserves the right to approve/disapprove requests for working remotely and to terminate remote working arrangements at any time without cause.
- W.** Employees and supervisors may agree on a temporary remote work situation due to weather restrictions, quarantine-at-home scenarios, etc. (this list is not all-inclusive). An approval to work from home on a day staff may be ill and not want to expose co-workers, but are well enough to work at home may be approved by the supervisor if it meets the needs of the program and the person served (including meeting the requirements of the IPOS), the employee's job tasks are suited to remote work, and the employee has the appropriate technology.

III. Procedures, Definitions, and Other Resources

A. Procedures

Responsibilities

Position	Responsibilities
Employee	<ol style="list-style-type: none">1. Complete form #0814 Assessment for Remote Work Agreement2. Meet with supervisor to discuss in the appropriate timeframe3. Follow the standards outlined in policy and within the approved Assessment for Remote Work Agreement as applicable
Supervisor	<ol style="list-style-type: none">1. Ensure employee completes the Assessment for Remote Work Agreement timely and completely and that both parties have signed and agree to the standards outlined.2. Ensures employee is working effectively in their remote work environment and making needed adjustments to the agreement as necessary.

Actions – Supervisor Identifying Need for Staff to Work Remotely

Action Number	Responsible Stakeholder	Details
1.0	Supervisor	<ol style="list-style-type: none"> 1. Evaluate the ability or need for work to be completed remotely, utilizing Position Assessment for Remote Work section of the Remote Work Agreement (Form #0814) 2. Submit request to the appropriate Director with specific staff/schedules for approval.
2.0	Applicable Director	<ol style="list-style-type: none"> 3. Review the request and approve/deny.
3.0	Supervisor	<ol style="list-style-type: none"> 4. Coordinate with employees identified to work remotely to review the requirements and expectations and complete all sections of the Remote Work Agreement, with signatures (and forward to the Human Resources email at hrdepartment@scccmh.org)
4.0	Employee	<ol style="list-style-type: none"> 5. Begin working remotely following the expectations in the Remote Work Agreement 6. Stay in frequent communication with their supervisor regarding any issues that arise as a result of working remotely.

Actions – Staff Requesting to Work Remotely

Action Number	Responsible Stakeholder	Details
1.0	Staff	<ol style="list-style-type: none"> 1. Discuss with their supervisor their desire to work remotely. 2. Complete with their Supervisor the Assessment for Remote Work section of the Remote Work Agreement (Form # 0814) to determine if their position is appropriate for remote work. 3. Submit request to their supervisor with specific work schedule for approval.
2.0	Supervisor	<ol style="list-style-type: none"> 4. Review the request, complete the Supervisor Assessment section of the Remote Work Agreement , and make a recommendation to their appropriate Director.
3.0	Director	<ol style="list-style-type: none"> 5. Review the staff request and the supervisor recommendation and approve/deny.
4.0	Supervisor	<ol style="list-style-type: none"> 6. Coordinate with employee approved to work remotely to review the requirements and expectations and completes Remote Work Agreement (in its entirety and forwards to Human Resources via hrdepartment@scccmh.org or shares decision of denial with the employee.
5.0	Employee	<ol style="list-style-type: none"> 7. Begin working remotely following the expectations in the

Action Number	Responsible Stakeholder	Details
		Remote Work Agreement 8. Stay in frequent communication with their supervisor regarding any issues that arise as a result of working remotely.

Actions – Appeal Process

Action Number	Responsible Stakeholder	Details
1.0	Employee	1. May appeal a denial for remote work to their supervisor's supervisor for consideration.

B. Related Policies

[Administrative Policy #06-001-0075, Personnel: Work Schedules; Leavetime; Overtime; Timecards](#)

[Administrative Policy #08-001-0010, Computer Information System Security](#)

C. Definitions

1. *IT Hardware*: Includes personal computers, laptops, iPad, and other IT hardware as identified in the IT Department.
2. *Working Remotely*: Working from one's home or other mutually agreed upon location. Also referred to as telecommuting, telework, or working from home.

D. Forms

[#0383 Staff Task Tracker](#)

[#0814 Assessment for Remote Work Agreement](#)

E. Other Resources (i.e., training, secondary contact information, exhibits, etc.)

N/A

F. References

N/A

IV. History

- Initial Approval Date: 07/2018
- Last Revision Date: 01/2023 BY: Jody Kruskie
- Last Reviewed Date: 02/2025
- Non-Substantive Revisions: N/A
- Key Words: Work from Home; Remote; Hybrid; Telework, WFH, Telehealth