



Telecommuting Policy

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I. Definition and Purpose

Telecommuting is defined as a work arrangement in which some or all of the work is performed at an off-work site such as the home or in office space near home in lieu of UCP provided office space. Telecommuting includes any method that is used to work “at a distance” from the UCP home office. The telecommuting policy will confirm expectations regarding telecommuting for any staff member who is approved to work from home on a consistent, planned basis.

UCP defines three types of telecommuters as follows:

1. Full Telecommuter – Employees who do not have a UCP office and work from home/off-site for their regular schedule.
2. Partial Telecommuter – Employees who utilize both a UCP office as well as a home/offsite office and spend more than 50% of their time in a home/offsite office on average.
3. Occasional Telecommuter – Employees who work from home/off-site less than 50% of the time on average.

This policy does not apply to “Occasional Telecommuter” staff who are approved on occasion or unscheduled exceptions due to weather, etc.,. If staff are consistently being approved for working from home/off-site (as defined by more than three full days a month on average over a three month period), this policy would apply. In situations where a staff member works at least three full days from home-off-site on average, they are considered a Partial Telecommuter for the purposes of this policy.

II. Policy

United Cerebral Palsy of Maine (UCP) recognizes that there may, on occasion, be circumstances where it would be beneficial for the employee to work at home, either on a permanent basis, a special circumstance, or to complete a particular task. It is not possible to offer telecommuting to all employees as the requirement of some jobs will not be suitable for such arrangements/and or it may not meet the business needs of UCP. UCP will limit telecommuting to those arrangements that are necessary and to the benefit of UCP. This policy does not cover situations in which an emergency plan is executed due to the need for immediate off-site work, and such situations will be covered by agency/departmental emergency plans as applicable.

III. Procedures

A. APPROVAL PROCESS

The following procedure should take place prior to the commencement of a Full or Partial telecommuting arrangement:

1. Requests for telecommuter status is submitted to the Director with department oversight. The Director confers with department supervisors and the Chief Operating Officer as appropriate upon review of the request.
2. If the Director wishes to move forward with the telecommuter request, they will notify the Chief Operating Officer who will initiate an ergonomic and IT review.
3. An ergonomic review is conducted by Human Resources and/or UCP's Workers' Compensation carrier. This ergonomic review is conducted through use of an ergonomic checklists completed by the employee and pictures taken of the employee at the workstation.
4. An IT review is completed by UCP's IT to ensure adequate internet bandwidth and IT security
5. The reports and recommendations related to ergonomic, safety and IT needs are provided to the appropriate Director and the Chief Operating Officer by HR and IT. The Director will share the information with the employee's direct supervisor. The immediate supervisor is responsible for sharing recommendations/requirements with the requesting employee.
6. If/When the Chief Operating Officer receives approval from Human Resources and IT on changes recommended being implemented, the Chief Operating Officer will issue an approval for telecommuting to the Director and supervisor.
7. The supervisor communicates the approval (or denial) to the requesting employee.
8. Supervisors are responsible for adequate communication and follow-up with the telecommuting employee regarding telecommuting issues.
9. Telecommuting staff who experience ergonomic issues or injuries should immediately contact their supervisor and Human Resources for appropriate follow up, including but not limited to an updated ergonomic assessment. In the event that ergonomic issues cannot be resolved at the off-site location, an employee may be required to return to in-office work.
10. All Full and Partial Telecommuters must sign off on this policy agreeing to abide by the terms of the agreement.

B. QUALIFICATIONS OF TELECOMMUTERS

1. Ability to learn new technology
2. Able to work independently
3. Self-sufficient with good critical thinking skills without the hourly feedback from colleagues/supervisors like one would receive being onsite.
4. Access to required equipment and sufficient connectivity to UCP electronically and via telephone

C. OFFICE ENVIRONMENT

The employee will establish an appropriate work environment within the employee's home for work purposes. UCP 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. UCP reserves the right to inspect the employee's home office or workspace to confirm that it complies with applicable standards for employee health and safety.

D. EQUIPMENT/TECHNOLOGY

1. UCP will provide the following equipment for approved Full Telecommuters:

- a. Desk
- b. Chair
- c. Laptop with camera
- d. Additional computer monitor
- e. Mouse
- f. Keyboard
- g. Keyboard wrist rest
- h. Cell Phone
- i. Printer/Scanner/Fax
- j. Printer Ink/Office Supplies
- k. Locking File Cabinet or Approved Reimbursement (please provide a copy of the file cabinet key to the Executive Assistant if purchased on your own)

UCP will provide the standard desk, chair, mouse, keyboard and filing cabinet provided to other non-commuting staff. The employee is responsible for any assembly required upon receipt of the provided items. Should a telecommuting employee wish to purchase a different item, UCP will provide reimbursement up to the total cost of the standard item offered. The employee must use the laptop, monitor, cell phone, printer/scanner/fax provided by UCP and is unable to purchase their own.

Printer ink and office supplies will be ordered through UCP by the full telecommuting employee. Employee purchased office supplies are not eligible for reimbursement as UCP is able to purchase ink and supplies at a lower cost than the standard consumer.

2. UCP will provide the following equipment for approved Partial Telecommuters: One of each item to be provided that can be transported between UCP office and home/off-site office location.

- a. Laptop with camera
- b. Mouse
- c. Keyboard
- d. Keyboard wrist rest
- e. Cell Phone/Cell Phone Stipend

Office supplies will be ordered through UCP, requested by the telecommuter on an as-needed basis.

Equipment and items supplied by UCP are to be used for business purposes only. The employee must sign an inventory of all UCP-owned equipment received and agree to take appropriate action to protect the items from damage or theft.

3. The Full Telecommuter employee will provide the following:
 - a. Private workspace where business can be conducted confidentially
 - b. Noise machine if other individuals will be present in the work location during work hours
 - c. Internet with appropriate bandwidth to perform the role. The internet must be password protected.
4. The Partial Telecommuting employee will provide the following for their home workspace:
 - a. Desk
 - b. Chair
 - c. Private workspace where business can be conducted confidentially
 - d. Noise machine if other individuals will be present in the work location during work hours
 - e. Internet with appropriate bandwidth to perform the role. The internet must be password protected.
 - f. Locking file cabinet to be used temporarily until records are returned on the next scheduled office day.
5. Work space in an employee's home that is approved to be used for telecommuting purposes should be designed and used in the following manner:
 - a. To avoid distractions
 - b. For the security of confidential information, such as protected health information (PHI), and other UCP confidential documents or conversations. Confidential information includes any information containing any client, employee, or non-public agency operational information. Please reference UCP's Confidentiality policy for more information. Employee will have a locking filing cabinet dedicated for work purposes. Employees will have and make use of noise makers to ensure that work conversations are not overheard by others if applicable and will always conduct such conversations behind closed doors.
 - c. For the safety of the employee, and in a manner that protects the ergonomic and environmental health of the employee.
6. Employees must be accessible by cell phone to allow for emergency contacting. While telecommuting, the employee must be reachable by telephone, within reason, during agreed upon work hours.
7. Unless otherwise agreed upon in writing, UCP is not responsible for any loss, damage, or wear of employee owned equipment.
8. Office supplies will be provided by UCP and must be requested by the employee as needed. Out of pocket expenses for supplies available in the UCP office will not be reimbursed.
9. UCP owned software may not be duplicated.

E. SCHEDULING

1. Telecommuting is not a universal employee or employer benefit. Telecommuting may be terminated at any time by UCP with or without notice. Limits and restrictions may be established as appropriate.
2. Certain tasks or job functions may require telecommuting employees to travel to UCP offices and is a requirement of employment. Exceptions to traveling to the office to perform printing, mailing and other in-office tasks must be approved by the Director with an alternate plan approved by the CEO. Mileage to and from the office is not a reimbursable expense.
3. Schedules and changes to schedule must be approved by supervisor.
4. All paperwork and other work deadlines will be the same for employees approved for telecommuting. In no case will deadlines be extended simply due to an approved telecommuting agreement.

F. TRAINING, SUPERVISION, AND SUPPORT

1. Any employee who is approved for telecommuting must work with their supervisor and obtain approval for specifics on their work from home arrangement including:
 - a. Projects worked on
 - b. Plan for how daily issues will be resolved
 - c. Schedule
 - d. All other related matters.
2. Before the start of a telecommuting arrangement, the employee and Supervisor must discuss, plan, and document:
 - a. Time management
 - b. Communication with co-workers and clients
 - c. Attendance and/or participation in required trainings, meetings, and supervision at UCP office.
 - d. Home office set up
 - e. Home workplace safety
3. Since the employee's home work space is an extension of UCP of Maine's workspace, UCP retains the right to observe home workspace with a three (3) day notice.

G. TERMINATION OF EMPLOYMENT

Upon termination of employment, the employee is responsible for coordinating the return of all UCP-owned equipment and items with the Executive Assistant. All items must be returned to UCP within seven (7) days of the employee's last day of work and in the same condition in which such equipment/items were provided, excepting ordinary wear and tear. If an employee does not return UCP equipment/items within the time required under this policy or a different time agreed upon by UCP, UCP may report the matter to law enforcement and, additionally, may pursue a civil action against the employee for conversion. In the latter event, UCP will request its costs, including reasonable attorney's fees, incurred in securing the return of the equipment/items from the former employee.

Upon mutual agreement and payment, an employee may purchase the following items from UCP upon termination of employment: Desk, Chair, File Cabinet, Office Supplies

Upon notice of resignation, the employee should immediately inform their supervisor of their wish to purchase any UCP-owned items. The supervisor will work with the Accounting Manager to determine an appropriate cost, and the supervisor will communicate the cost to the employee. The employee must make payment by no later than the last day of employment. Payment can be made by cash, check or by credit card through the Executive Assistant.


The terminating employee must return all client documents to UCP within seven (7) days of their last day of work. Upon agreement from the program Director an employee may be approved to destroy some documentation if determined to be duplicative or not needed. The employee must confirm in writing to their program director that all client documentation has been returned (or destroyed with approval).

H. OTHER

All employment policies remain in effect for employees who telecommute, including but not limited to work schedules, breaks, and other personnel related matters. All worked time must be documented regardless of location of the work being performed.



Scott Tash, CEO



Date

**ACKNOWLEDGEMENT OF TELECOMMUTING POLICY
FOR PARTIAL AND FULL TELECOMMUTERS**

I hereby certify that I have received and read the Telecommuting Policy and agree to abide by the terms and conditions outlined as part of my Telecommuter status.

Employee Printed Name

Date

Employee Signature

