



DATE: March 20, 2020

TO: All CFCHS Employees

FROM: Maria Bledsoe, Chief Executive Officer

ADDENDUM MEMORANDUM: TELEWORK GUIDANCE - CORONAVIRUS 2019 (COVID-19)

To ensure Central Florida Cares Health System, Inc. (CFCHS) provides a safe workplace, this includes taking precautionary steps to reduce exposure risk to Coronavirus-2019 (COVID-19), this addendum memorandum will take effect immediately and remain in effect until repealed by the Chief Executive Officer (CEO) or Designee.

Working from home across the country has become an extraordinary situation to ensure precautions for COVID-19. Due to the current COVID-19 situation and some employees choosing to work from home, this memorandum outlines the minimum guidelines for CFCHS Telework (working from home) and will remain in effect until operations will be resumed as normal in the office observing regular work hours once the situation is under control and as directed by government officials.

TRAVEL AMENDMENT FROM ORIGINAL MEMORANDUM

Employees returning from travel who do not exhibit virus-like symptoms must still contact HR upon return and may be directed to remain away **from the workplace for two (2) weeks (14 calendar days) to determine** whether or not they have been exposed. The returning employee should work with his/her Supervisor to set appropriate telecommuting arrangements to work from home. **PTO will not be affected during that two (2) week period.** At the end of the two (2) week, the employee, HR, and the Supervisor will discuss returning back to the office.

TELEWORK GUIDANCE FOR EMPLOYEES

This establishes the minimum guidelines for CFCHS Employees. Employees must:

- Mark their calendars as “Working from home until April 3rd.”
- Coordinate with their supervisor their work schedule and responsibilities. To include making arrangements to attend via conference line previously scheduled meetings.
- Follow CFCHS’ policies and procedures, whether they are working from the office or at home. This is especially important as CFCHS employees are utilizing Teams Meeting. Ensure when using the video conferencing that you are complying with the dress code policy when conducting a Teams Meeting, such as your professional appearance. Please make sure that your environment is free of noise and distraction when conducting or participating in video meetings.



- Change your voice message to reflect the italicized language below. Additionally, refer to Chris' email with instructions for receiving voice messages via email. Please return phone calls, emails, and other messages in a timely manner, but definitely no later than 24 hours during the business week. Please make sure that your environment is free of noise and distraction when taking and returning calls. Should you have any questions related to the telephone instructions, please contact Christopher Chung.

*“Thank you for calling Central Florida Cares Health System. You have reach **[INSERT YOUR NAME]**. If you are in a crisis and need to speak with someone right away, please call 2-1-1 or if this is an emergency please hang up and dial 9-1-1. As a precaution, our staff is working remotely to help contain the spread of the Coronavirus. Your call is very important to us, please leave us a message and your voicemail will be responded to within 24 hours.” Thank you.*

- Similarly, to working from the office, if you need time off or need to call out sick, please inform your Supervisor and submit the PTO request via ADP (and mark your calendar).
- Continue communication with their Supervisor about tasks and projects and any concerns that arise related to our management of the system of care. This shall include but not limited to what you will be working on for the day, checking in regularly, and provide a status of the day's tasks/assignments (what was completed and what you did not get to) at the end of the day. Make sure to keep your Supervisor in the loop (i.e., copied on emails, etc.) and follow the chain of command.
- Consistent with the agency's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of confidential (PHI, HIPAA, FIPA) information accessible from their home office. Employee must follow all confidentiality, privacy, and data security policies and procedures, this includes not working on public WiFi networks, using locked file cabinets and desks, and locking computer screening when away. Any CFCHS' materials or documents taken home should be kept in the designated work area at home and not be made accessible to others.
- Maintain a regular schedule – Setting a schedule not only provides structure to the day, it also helps you stay motivated. Try to avoid online distractions once you sit down to work. Set realistic expectations for what you can accomplish on a daily basis. Make a schedule and stick to it. Don't forget to take a break for lunch!
- Set clear boundaries – Set aside a separate space in your home for work. You also want to make sure your friends and loved ones understand that even though you are at home, you are off limits during your scheduled work hours. That not only helps you stay focused but makes it easier to get out of work mode at the end of the day.
- Employees are expected to practice safety precautions when working remotely.



TELEWORK GUIDANCE FOR SUPERVISORS

These minimum guidelines, plus the above, apply to Chiefs, Supervisors and Managers:

- Expectations and communication are key for remote workers. Have regular check-ins with your staff and set clear expectations (outline productivity and performance standards).
- Request that employees communicate if they're working from home or from the office (they may do a combination of both).
- Request the tasks/assignments the employee will be working on for the day and then check in on the status of those near the end of the day. Asking staff to also mark their calendars with the day's tasks, assignments, lunch break, etc. may be helpful.
- Supervisors are responsible for holding their employees accountable for their work.

Thank you for commitment to CFCHS during these fluids time due the COVID-19.