

SJH Telework Program Remote Work FAQ

Frequently Asked Questions

What is telework/teleworking?

A temporary or permanent work arrangement to increase efficiency and reduce cost by having essential functions of a job performed at a location other than a fixed location of the facility, via computer, telephone, fax machine, and/or other means.

What are the benefits of SJH Telework Program?

SJH Telework Program ensures that the organization maximizes productivity by enabling employees to work effectively from any location. It provides employees more location options to be able to meet their personal and professional responsibilities.

Am I eligible to work from home?

Eligibility is based on the assessment of both the role and the individual's performance and capability of working from home.

Key eligibility points to consider:

- Employees should understand that participation is not a "right"
- Work is based on job responsibilities and duties outlined in the job description and can be accomplished outside of the facility
- Employee's performance must meet expectations
- Employee demonstrates that he/she can work independently
- Home environment meet the requirements

What roles are eligible to work from home? Roles That:

- The majority of the tasks can be performed independently
- The majority of the tasks can be performed with a computer and/or a telephone
- Tasks that require collaboration or participation with others can be conducted over the phone or with technology
- Productivity is quantitatively measured (primarily through output)
- Performance levels are easily measured

What roles are NOT eligible to work from home?

- Tasks are directly connected to patient care
- Tasks require that the employees be present at the regular worksite
- Tasks that require face to face interactions to accomplish
- Productivity is more qualitatively measured
- Performance levels are more qualitatively measured

What are the must-have tools for home office set up?

All WFH employees are required to have a safe, secure and ergonomically correct home work area free from outside interruptions and adequate for the performance of job duties.

- Desk
- Ergonomically correct chair
- Technology kit provided by SJH or current laptop and docking station
- Phone and Network Access
- No children or pets in work area*

*** Children requiring care must be supervised by another adult**

What is a technology kit?

The technology kit is provided to each employee who is designated as working from home as their primary work location. The kit is provided by IT upon final approval.

The Technology Kit includes*:

Current laptop

Keyboard and mouse

Ethernet cables, surge suppressor, power strip

How do I access SJH network?

You can access SJH network using *Cisco VPN Client from an SJH device or through Citrix utilizing a personal device.*

Is printing allowed outside of SJH facilities?

There is no printing permitted outside a SJH facility (printers will not be included in the WFH technology kit).

How do I ensure data security?

- WFH participants must use a locking cabinet to store confidential information when they are not working
- Employees must not be working with confidential data when they are in public places
- Employees must not share confidential data with person or organization outside of SJH without the express written consent of their manager

What do I do if I have a breach of security?

Any breach of security must be reported immediately. Employees must complete information security training followed by incident.

Information Technology Help Desk can be reached at (973) 754-4494

How do managers measure performance?

Managers need to *adopt location-independent ways of measuring performance and results.*

Leaders need to *set clear outcome goals* and benchmarks, focusing on *measuring the result* of the employee's *efforts* rather than *activity*.

- Quantity of work
- Quality of work
- Customer satisfaction
- Timeliness
- Use Network / VPN logs, System audit logs

How do I record the hours I have worked?

- Log into Kronos and in the upper right corner you will see ***'Workspaces'***.
Click on it.
- Now you will see a carousel. Click on the arrow on the right until you get to the option that says ***'My Information'***
- Click on the works ***'My Information'*** and your timecard will pop up. Your name will not show but your timecard will be visible to you.

Can my telework agreement be terminated?

SJH reserves the right to terminate the Telework agreement if and when:

- An employee does not comply with the terms of the written agreement
- The performance of the employee falls below a certain standard

Telework denial or termination of agreement decisions will be based on the operational needs of SJH/or performance in accordance with the requirements of the SJH telework policy

How do I establish virtual trust?

The key difference between the telework relationship and the in-office relationship all comes down to trust. Since teams cannot see what one another are doing, the following will help you establish virtual trust.

- Doing your best work
- Completing work assignments on time
- Pitching in to help when needed (it is important to continue to be a team player even when teleworking)
- Volunteering for projects
- Working independently without the need for close supervision
- Keeping your supervisor and co-workers informed about what you are working on and what you have accomplished