



Flexible Work Options

Frequently Asked Questions (FAQ) - June 2020

Why are flexible work options now being offered?

We are pleased to be able to offer these options as we focus on shifting Jackson's culture to embrace work/life integration, as well as adhering to social distancing guidelines.

How do I obtain approval to work remotely?

Speak with your manager to determine if you've met all of the eligibility requirements.

Eligibility requirements include:

- Have good performance evaluations.
- Not in any formal phase of the progressive disciplinary process during the previous year prior to the effective date of starting remote work.
- Have no record of chronic lateness or absenteeism.

If you've met all requirements, you may apply for a remote work arrangement by signing the attestation. Once your application has been submitted, your manager will consider it based upon eligibility and business needs.

What are alternative work schedules?

At the leader's discretion, a department may choose to participate in alternative work schedules. These schedules may include working 4 10-hour days each week or 9 9-hour shifts (5 days week one, 4 days week two). If you would like to apply to participate in an alternative work schedule, please speak with your manager. You would also complete the alternative work schedule application and attestation, and the application would then be considered by your manager.

If my department is already participating in flexible work options, do I need to do anything?

Yes, employees that are already participating in one or more of these options are required to complete the attestation. This outlines clear expectations and helps us to have an accurate picture of those that are participating in the program.

When working remotely, will I need to come to my facility at any point?

Likely yes. This depends on the remote work arrangement that you have with your manager. Employees participating in remote work must be available to come to their facility to attend any required meetings, training, and other events as necessary. When you are at the facility, your leader will provide a space for you to work that adheres to social distancing guidelines.

All employees remain responsible for the cost of parking or transit whenever they come to a Jackson facility. Employees who do not pay for monthly parking will be responsible for paying standard visitor rates in garages at the Jackson Memorial Medical Center campus.

When working remotely, what are the hours I am required to work?

You must adhere to your assigned departmental work hours and be available during that time. You are not required to work additional hours beyond the assigned departmental work hours.

Will Jackson create a safe workspace for frontline that want to work onsite?

A safe space assessment will need to be completed by leaders based on social distancing practices. If you have any questions, the HR department can assist.

Can the remote work arrangement be revoked at any time?

Yes, it can be revoked by either the manager or employee by resubmitting the attestation form. It is strongly recommended that supervisors and frontline staff have conversations prior to terminating any arrangement.

Is remote work only allowed during the COVID emergency period or beyond?

Remote work is a permanent solution as long as it can be accommodated per the department's needs.

I don't have a Jackson computer to work remotely. What should I do?

Speak with your manager about any equipment needs you may have. Leaders may request equipment from IT based upon operational and budget availability. Because remote work arrangements are optional, Jackson is not required to provide hardware for any employee to work remotely. Not all remote work requires Jackson computers or other hardware.

Most remote-work positions will require high-speed Internet service and access to Jackson's Global Protect VPN software. Employees working remotely must accept and use two-factor authentication, which validates your sign-on via your personal cell phone. For assistance in setting this up, speak with your manager and contact the Customer Service Center (CSC) at 305-585-6789.

I will need access to shared drives when working remotely. Is this available?

Yes. You can access your desktop through "virtual-desktop" software, including access to your personal drive (H:). When you sign the remote work arrangement attestation and your manager approves, this access will be provided automatically. Should you stop working remotely, this access will be removed.

I have a call/phone tree in my area – is there a solution?

Jackson is exploring a couple of options which would allow you to connect directly to Jackson's phone switch – as though you are at your office desk. However, this will take several months to identify and develop, and there would be a cost associated with these. In the meantime, you can utilize your personal cell phone (use *67 to block your number), and depending on your unique situation, IT can advise on whether incoming calls can be routed to your cell phone. Please consult with your supervisor as the cost-benefit may not be appropriate for your department.

Can I take my hardware (ie monitors, computer, etc.) from my department and set up my home office with this equipment?

Those individuals who already have a Jackson-issued laptop may take their laptop home. Those individuals who have a desktop computer in the office will not be permitted to take this equipment home. If the employee's manager decides that there is a need to provide computer equipment to the employee, the manager will then determine whether a desktop solution or a laptop solution is required. All Jackson PCs taken home will have an encrypted hard drive (in case it is misplaced or stolen), and the employee will sign off upon acceptance of the hardware.