

# Listening Ear Crisis Center Remote Work Policy

## Purpose

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus. In the interest of protecting employee health & safety and proactively slowing the spread of the COVID-19 virus, Listening Ear has implemented an emergency remote work plan following MIOSHA Emergency Rules dated 10/14/2020 stating “the employer shall create a policy prohibiting in-person work for employees to the extent that their work activities can feasibly be completed remotely.”

To this end, all eligible office employees are expected to employ the practice of working at home, instead of working at the primary place of work (e.g. the office), unless otherwise specified below.

Listening Ear reserves the right to terminate or extend the emergency remote work plan at any time given the constantly evolving nature of the COVID-19 situation. Employee compensation, benefits, work status, and work responsibilities will not change because of the emergency remote work plan.

This coronavirus (COVID-19) company policy is subject to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

## Emergency Remote Work Guiding Principles

In implementing emergency remote work, Listening Ear has followed these principles:

- If the business needs to change, emergency remote work logistics may change.
- The program will be transparent to all employees.
- The program will be consistently applied to eligible office employees.
- MIOSHA, MDHHS, CMH, and other legal and/or other contractual requirements.
- The needs and requirements of each department.

## Scope

This coronavirus policy applies to regular (full-time/part-time) eligible office employees.

## Elements

**Core Business Hours:** Period during which eligible office employees must be present at the workplace or their remote office unless work outside that timeframe is warranted or there is an after hour crisis. Core business hours is 8:30 am -4:30 pm (Monday through Friday) unless otherwise specified. The standard work week is [40] hours for a full-time hourly employee unless approved for overtime and full-time exempt employees may be required to work more than 40 hours per week.

**Eligibility Criteria:** Eligible (full-time/part-time) office employees whose work can be done, even partially, without a physical presence in the workplace.

Not all roles are suited to remote work because they require extensive use of onsite resources, hands-on service, or other business operations; or it is not feasible for the employee to work remotely. The following roles are not eligible for remote work and are still expected to work onsite following all policies and procedures outlined in our remote work policies:

- Mental Health Technicians are unable to work remotely as the crisis lines cannot be transferred to staff's individual home/cell phones/laptop per shift.
- All Direct Care Workers working in the group homes and In Home Help will not be able to work remotely as they need to work directly with the consumers and/or oversee the site per the contractual required number of hours each day which cannot be done remotely.

Not all roles can work remotely exclusively as some tasks require some hands on or other business operations. The following roles are working remotely but some tasks still require some work in the office and/or direct contact with consumers/public.

- The Business Support Assistant at the front desk will not be able to complete all tasks remotely since pre-hires, hires, filing, entering training into Conductor and auditing personnel files cannot be done remotely.
- Edie Bowerman and April Orser conduct homes in the office and homes along with interviews that cannot be done remotely.
- Foster Care, youth case managers, therapists and residential directors will predominately work remotely but will continue to provide support to consumers as needed in person following the Agency's COVID-19 plan's safety procedures.
- Trainers for CPR/First Aid, Direct Care Worker and foster parent training will continue to provide required training in person as needed following the Agency's COVID-19 plan's safety procedures unless alternative training is approved by licensing and/or contractual requirements.
- The Residential team (Residential Directors, Assistant to the Executive Director, and the Executive Director) are still expected to oversee the Adult Foster Group Homes to monitor, train, staff, audit, and participate in investigations and/or site visits in person as needed (provided they pass the COVID screen). Otherwise, the team will try to complete administrative tasks as much as possible remotely.
- The Director of Crisis Services will not be able to complete all tasks remotely as he has to train, support, audit, and oversee the Mental Health Technicians working in the Crisis Center along with the youth programs that will continue to meet with consumers as needed.
- The Finance team will not be able to complete all tasks remotely as printing checks, picking up/dropping off mail daily at the Post Office, generating payroll, filing, updating the new software, and preparing for the annual audit cannot be done remotely.
- Executive Director will not be able to complete all tasks remotely as she is overseeing multiple programs including the finance team's software implementation and audit preparation, signing contracts/reports, conducting audits of files and going to homes as needed.

The number of hours the employee is expected to work per day, or per pay period, will not change because of the emergency remote plan. Employees are required to work during the core hours or as needed.

Employees are required to enter their time on MiTC daily and submit expense sheets, on-call sheets and/or training invoices on payroll Monday as required by Agency policy/procedure. Supervisors are

required to review and approve timesheets/expense sheets/on-call sheets/training invoices as required by Agency policy/procedures.

Employees are required to be available by [phone, chat, video-conference] during scheduled hours, except for when in a meeting/appointment.

Employees are expected to continue working towards program/contractual requirements, Agency and program goals, training requirements, serve consumers, support staff, participate in meetings (committee, staff) including supervision and provide daily updates via email to their supervisor when working remotely. In addition, management will continue to provide weekly updates to the team via email.

During virtual meetings, employees are expected to dress professionally, turn their cell phones on silent, mute their phone/speaker unless talking, focus on the meeting at hand, and be mindful of eating and having private conversations that may or may not disrupt the meeting.

Employees will abide by Agency policy with regards to safeguarding confidential information and using technology.

Employees will dress professionally when coming to the office to gather more supplies, print, etc.

Eligible remote staff, may work limited and staggered times in the office as needed to file, print, scan, or complete other duties that cannot be done remotely.

If an employee is ill while the emergency remote plan is in place, follow the Agency's Attendance and Absence & Tardiness policies and reporting procedures. Employees must report hours worked and use personal time for hours not worked.

The employee's offsite, work location is to be considered an extension of the primary Listening Ear office location. The employee is responsible for compliance with health and safety regulations while working in their home office. The employee promises to maintain safe working conditions at the secondary work location and to practice the same safety habits in the designated secondary workspace as in their primary workspace.