

Kids Central, Inc. System of Care Policy & Procedure

Series: Human Resources
Policy Name: Telecommuting
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Reference: COA Standard 4.04

Policy

Kids Central, Inc. encourages a flexible work environment which allows employees to best serve customers and allows the organization to recruit and retain staff members with the critical skills necessary to serve our customers. To assist in this effort, Kids Central actively supports telecommuting where it is reasonable and practical and where operational needs will not be adversely affected. Kids Central designates some positions as telecommuting positions, which means the employee must agree to telecommute to be placed in those positions; other positions may be granted telecommuting opportunities as deemed appropriate and with proper approval.

Procedure

1. Definition

Telecommuting is defined as working at home or at other off-site locations that are linked electronically to the Kids Central corporate office via computer/Internet and telephone. Telecommuting is a cooperative arrangement between Kids Central and the employee based on the needs of the job, department and organization.

2. Types of Telecommuting

Telecommuting is not a universal employee benefit. Rather, it is an alternative method of meeting the needs of Kids Central. Kids Central has the right to require, grant, revoke and/or refuse telecommuting work arrangements at any time. Kids Central supports two types of telecommuting arrangements as follows:

- a) Formal Telecommuting – employees who are required or allowed to work at home or at another off-site location on a regularly scheduled basis.
- b) Informal Telecommuting – employees who are scheduled to work at home, at another work location very infrequently, or on a temporary basis.

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3. Eligibility

Employees are selected for telecommuting based on the suitability of their jobs, the likelihood of successful telecommuting, and the supervisor's ability to manage remote workers.

To be eligible for telecommuting, an employee must:

- be clear of performance problems or disciplinary actions within the preceding year
- have advanced job knowledge
- have a proven record of dependability
- demonstrate the ability to work independently

4. Telecommuting Plan

Formal telecommuting arrangements require the employee and supervisor to complete a Telecommuting Plan. The purpose of the plan is to ensure job responsibilities, work output, and customer service standards are met by the telecommuting employee; to ensure the employee receives proper supervision; and to ensure the telecommuting workspace is adequate (See Attached Telecommuting Plan Template). Although a Telecommuting Plan is not required for an informal telecommuting arrangement, these factors must be considered before approving one.

5. Work Rules and Policies

Telecommuting employees are required to comply with all company policies, procedures, and work rules.

Approved By:

Cynthia A. Schuler, Chief Executive Officer

Date