



March 15, 2020

FAQs for Managers and Employees

Temporary Remote Work for Employees Due to COVID-19

Kaiser Permanente follows evidence-based protocols to ensure the health and safety of our employees and physicians while at work. As a health care provider, we have an obligation to our patients and members to provide the best possible care, which means that we need to ensure we have the resources and staffing in place to support care delivery.

We are committed to social distancing where operationally possible and are evaluating Temporary Remote Work (TRW) to meet this important directive. However, keeping our healthcare operations running and meeting our communities' healthcare needs remains our priority. **Employees on TRW must remain flexible and those who are able to work may be reassigned to assist our clinics and hospital that need them.**

1. Can I work from home if I have COVID-19 concerns?

We understand that COVID-19 may create circumstances where Temporary Remote Work (TRW) is appropriate. TRW is a temporary, social-distancing measure given the current COVID-19 situation.

You may be eligible for TRW if your manager approves it, and you meet the following:

- Your role does not require in-person member contact or is otherwise eligible for TRW.
- You have access to KP assets, have secure remote access, and can effectively and safely perform your work from the remote location.
- You can effectively complete your duties and performance standards to the expectations of the department and manager.

2. How do I ask for TRW?

- You should request permission from your manager in writing with the following information included in your email: confirmation or a request for access to KP assets, secure remote access, and a safe workspace in a remote location.

3. When can I start TRW?

- TRW can start once your manager has approved this in writing and you have the equipment, secure remote access, and the appropriate remote workspace.

4. Does TRW mean that I have to work from my home?

- Yes, unless your manager approves or assigns you to a different worksite. In light of the fluid nature of the COVID-19 pandemic, employees on TRW may be reassigned as needed to other locations.

5. Is TRW the same as Telecommuting?

- No. TRW is a temporary work assignment. Telecommuting is a regularly assigned arrangement for an employee to work remotely, usually lasting more than 30 days. Telecommuting has more formal requirements that are described in KP's [Telecommuting Policy NATL.HR.032](#) found on myHR.

6. If I am working remotely, will I need to come into work sometimes?

- TRW can be granted on some but not all days, when your manager determines that some onsite work is needed to meet operational needs.

7. What if I am an hourly/nonexempt employee, am I eligible for TRW?

- Yes, if you meet the criteria.
- You must accurately and timely report all hours worked and mandatory meal/rest breaks (meals and rest periods must be taken in accordance with standard practice).
- You must not perform work (including emails or calls) outside your regular work hours, unless your manager approves in advance.
- All time worked must be paid and no overtime should be incurred without prior approval from manager.
- Traveling to and from the office is considered normal commute and is not compensable time in the event your manager needs you onsite.

8. What if I am a union-represented employee, am I eligible for TRW?

- Yes, if you meet the criteria.
- Such arrangements are non-precedent-setting, may be subject to collective bargaining depending on the circumstances, and allowable solely due to the urgency of the COVID-19 situation.
- Your manager will notify the union before, or as soon as possible after, you are approved for TRW.

9. What do I need to remember while working on TRW?

- You should have an appropriate, dedicated place to work remotely. This often will include a private workspace to ensure PHI is not compromised.
- You are still responsible for ensuring that you perform your work effectively while on TRW. You must meet performance expectations, including being available during working hours. Make use of available tools, such as Microsoft Teams, conference calls, check-ins, email, and other tools to effectively perform your work.
- All KP policies and applicable collective bargaining agreement language continues to apply, including EEO/non-retaliation, Principles of Responsibility, etc.

10. What if I need IT support while on TRW?

- Follow-up information regarding IT support for those on TRW will be provided in the coming days.

12. When does the TRW arrangement end?

- TRW arrangements can end at any time depending on operational needs.
- If the COVID-19 concerns have ended or sufficiently lessened, then TRW arrangements will end.
- Management in its sole judgment concludes that the TRW arrangement is not working operationally, is being abused or not used effectively, or is counter to operational needs which may change quickly.
- Once TRW ends, employees will be expected to resume their usual duties at their usual location
- The Telecommuting policy would then govern any future remote work arrangements.