



Public Health
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Canton City Public Health

Canton City Public Health
All Staff

POLICY AND PROCEDURE

SUBJECT/TITLE:	Remote Work Policy
APPLICABILITY:	All Staff
CONTACT TITLE & DIVISION:	Health Commissioner, Administration
ORIGINAL DATE ADOPTED:	
LATEST EFFECTIVE DATE:	03/20/2025
REVIEW FREQUENCY:	Every 5 years and as needed
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	800-059-P

A. PURPOSE

The purpose of this Remote Work Policy (RWP) is to establish guidelines and procedures for employees who are eligible to work remotely from their homes or an alternative location. Canton City Public Health (CCPH) is committed to implementing innovative work solutions to foster an empowered and engaged workforce by offering remote or hybrid workplace options to employees. This policy ensures that remote work is executed consistently, fairly and in accordance with applicable laws and regulations while clearly defining the responsibilities of both the organization and the employees to maintain productivity, communication, and data security while working remotely.

Through this policy, CCPH strives to achieve the following objectives:

- 1) **Attract and retain a diverse workforce** - by providing flexible work options that promote autonomy, improve work-life balance, and create a less stressful work environment.
- 2) **Enhance efficiency** - by boosting employee productivity, minimizing commuting time, streamlining core work processes, and providing effective tools.
- 3) **Reduce operational costs** - associated with absenteeism, turnover, recruitment, and office overhead.
- 4) **Strengthen continuity capabilities** - by regularly engaging in Continuity of Operations Plan (COOP) activities, allowing employees to develop familiarity with work processes outside the traditional office context.
- 5) **Minimize environmental impact** - by lowering emissions caused by traffic congestion and alleviating the strain on local community infrastructure.

By implementing this policy, CCPH reaffirms its commitment to cultivating an organizational culture that is equitable, innovative, responsive, employee-friendly, and environmentally conscious.

B. POLICY

Employees may be eligible for remote work on a full-time, part-time, or occasional basis, subject to the approval of their immediate supervisor and/or Division Leader. Eligibility for remote work will be determined based on the nature of the employee's job responsibilities, performance, and the operational needs of the organization. Remote work opportunities are contingent upon the specific requirements of an employee's role. Not all positions are eligible for remote work due to the nature of their responsibilities and the need for on-site presence. Eligibility will be evaluated based on job functions, departmental needs, department capacity and organizational goals.

C. BACKGROUND

The COVID-19 pandemic has accelerated the adoption of remote work arrangements across various industries. As a result, many organizations have recognized the benefits of offering flexible work options, including increased employee satisfaction, reduced overhead costs, and access to a broader talent pool. However, remote work also presents challenges in terms of communication, collaboration, data security, and possible need for internal staff assistance to facilitate the remote employees' activities, which necessitates the implementation of a comprehensive policy.

According to the Mid-Ohio Regional Planning Commission (MORPC) and its 2020 Employer Telework Policy Guide, a successful telework or remote work policy can provide a mutually beneficial option for both managers/organization and employees. Adopting a remote work policy can enhance the work-life balance of employees, aid in the improvement of air quality in the community due to a reduction in daily commuting and increase employee job satisfaction and well-being, ultimately saving the organization on health costs.

D. GLOSSARY OF TERMS

Cybersecurity – The practice of protecting computer systems, networks, and data from unauthorized access, theft, or damage.

Remote Work – The practice of performing job duties from a location other than the traditional office or workplace, typically from home or an alternative location.

Telecommuting – The act of working from home or another location, using technology to communicate and collaborate with colleagues and clients.

Virtual Private Network (VPN) – A secure and encrypted connection that allows remote employees to access the organization's network and resources as if they were physically present in the office.

E. PROCEDURES & STANDARD OPERATING GUIDELINES

1. Eligibility and Approval Process
 - a. Candidates for remote work must:
 - i. Exemplify time-management and organizational skills
 - ii. Be self-motivated and self-disciplined
 - iii. Prove to be productive team members within the organization
 - iv. Maintain good standing within the organization
 - b. The following requirements must be met universally for any employee who is authorized to work remotely:
 - i. Employee must carry out the same responsibilities and work obligations outside of the office as they do in the office.
 - ii. Employees are expected to adhere to the same time-off policies as if they were working on-site. This includes the appropriate use of sick time, comp time, or vacation time for personal needs or planned absences.
 - iii. Staff must be available during their scheduled shift, and ideally the core work hours of the department. In the event of staff shortages or other unplanned events, employees

working a remote schedule must be available to return to the physical office within approximately one hour on a scheduled work day.

- iv. Staff must continue to meet internal and external communication as needed to perform their work duties. This may come in the form of coming to the office or meeting virtually. It is preferred that meetings are attended in person, both for internal and external meetings, regardless of remote status. This may require adjustments to a previously approved RWP schedule.
 - c. Employees must submit the 800-059-01-F_Remote Work Request and Approval Form, along with the completed Employee Attestation, to their immediate supervisor, outlining the proposed remote work arrangement, including the desired schedule and location. Any changes to the schedule or location of remote work will need prior approval.
 - d. The supervisors, in consultation with the Division Leader, will evaluate the request based on the employee's job responsibilities, performance, and the operational needs of the organization.
 - e. Approval for remote work arrangements will be granted on a case-by-case basis and may be subject to periodic review.
 - f. Employees with a remote work schedule should work onsite at least three out of five days per week (or at least 60% of their work time). Rare exceptions may be made with the approval of the Division Leader.
2. Verbal Approval for Remote Work
- In certain circumstances where meeting project deadlines or completing critical tasks is essential, Division Leaders may grant verbal approvals for employees to temporarily work remotely. These approvals should be communicated promptly and documented, at a minimum through email.
3. Work Schedule and Availability
- a. Remote employees are expected to maintain the same work schedule and availability as they would in the office, unless otherwise agreed upon with their supervisor.
 - b. Employees must be accessible during their scheduled work hours and respond promptly to communication from colleagues, supervisors, and clients.
4. Use of Sick Time, Compensatory Time or Vacation Time During Remote Work
- When working remotely, employees are expected to adhere to the same time-off policies as if they were working on-site. This includes the appropriate use of sick time, comp time, or vacation time for personal needs or planned absences.

Guidelines:

- a. Sick Time: If an employee becomes ill or has a health-related issue while working remotely, they must notify their supervisor as soon as possible. Sick time should be used in accordance with the organization's sick leave policy.
- b. Compensatory Time: Employees who need to use compensatory time while working remotely should request approval from their supervisor prior to taking the time off. Compensatory time usage should be reported and recorded as per the organization's policy.

- c. Vacation Time: Employees planning to take vacation while working remotely must submit a formal request for vacation time in advance. Approval should be obtained from their supervisor, and the vacation time should be recorded according to the organization's policy.

All requests for time off must be documented and submitted through the appropriate channels to ensure accurate tracking and adherence to company policies.

5. Other people living in the home, including children, elderly family members or pets

There is a need for a distraction-free work environment. Employees should strive to create a workspace where they can focus and be productive. While it's understood that occasional interruptions can happen, they should be minimized. Employees should be reachable and responsive according to their role's requirements.

- a. Employees are generally expected to arrange for the care of individuals in the home that require supervision or assistance in daily activities.
- b. The organization recognizes that care options may be limited or unavailable in certain circumstances, and flexibility will be considered on a case-by-case basis and require approval from the supervisor and/or Division Leader.
- c. Employees should have backup plans in place for unexpected situations, such as school closures or illness of a regular caregiver. The employee may be required to take paid time-off or flex their schedule to make accommodations. Any changes require approval from the supervisor and/or Division Leader.

6. Communication and Collaboration

- a. Remote employees are responsible for maintaining effective communication with their team members, supervisors, and clients.
- b. Employees should utilize video conferencing, instant messaging, and other collaborative tools provided by the organization to facilitate communication and teamwork.
- c. The *Avaya* software can be installed on work laptops to allow the desk phone to ring to the computer (contact the IT department). Staff working remotely are required to receive their desk phone calls while working remotely.

7. Equipment and Technology

- a. The organization may provide necessary equipment, such as laptops, monitors, and software, to enable remote work; however, a request to work remotely does not guarantee that the organization has the capacity to provide additional tools. Employees are responsible for the proper use and maintenance of the provided equipment. The use of this equipment is permitted for remote work only related to an employee's job function. The organization will repair and perform IT help as needed on City owned equipment. Personal equipment (i.e.: printers) will not be available for IT assistance.
- b. Employees must ensure that they have a reliable and secure internet connection at their remote work location.

8. Data Security and Confidentiality



- a. Remote work must align and adhere to the organization's data security and confidentiality policies, including the proper handling and storage of sensitive information.
- b. Employees should use the organization's provided Virtual Private Network (VPN) or remote access software when accessing the organization's network and resources from a remote location.
- c. Employees are responsible for maintaining the security of their remote work environment and taking appropriate measures to prevent unauthorized access to confidential information. This includes hard copy documents as well as digital data. Employees are required to always transport all confidential information/protected health information (PHI) in locked/secured boxes/containers and store documents securely. Employees are responsible for ensuring that information is secured while the employee is not able to directly supervise it. Refer to the HIPAA policy for more information.

9. Workspace and Ergonomics

- a. Remote employees are responsible for maintaining a safe, ergonomic, and distraction-free workspace at their remote location. Employees must designate a workspace at the remote location for placement and use of technology equipment and work resources. The employee must maintain the quality of this equipment by placing it in a clean location free from hazards or activity that might damage it in any way.
- b. The organization may provide guidance and resources on setting up an appropriate remote office environment.

10. Performance Evaluation and Monitoring

- a. Remote employees will be subject to the same performance evaluation and monitoring processes as on-site employees.
- b. Supervisors may implement additional monitoring mechanisms, such as regular check-ins, performance metrics, or progress reports, to ensure productivity and accountability.

11. Termination of Remote Work Arrangement

- a. The organization reserves the right to terminate or modify remote work arrangements at any time, based on operational needs or performance concerns.
- b. Employees may also request to return to an on-site work arrangement, subject to approval from their supervisor and/or Division Leader.

F. CITATIONS & REFERENCES

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G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

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H. APPENDICIES & ATTACHMENTS

None.

I. REFERENCE FORMS

1. 800-059-01-F_Remote Work Request and Approval Form

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes

K. APPROVAL

This document has been approved in accordance with the “800-001-P Standards for Writing and Approving PPSOGFs” procedure as of the effective date listed above.