

Remote Work Q&A for Colleagues

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Q&A and Helpful Resources

1. Why did Trinity Health decide to extend remote work for those who are currently working remotely until June 30, 2021?

We made this decision based on how the pandemic is evolving and on colleague feedback about how you feel about returning to the office. Remote work for functions where it is possible also enables Trinity Health to contribute to physical distancing to slow the spread of COVID-19 in our communities. Colleague safety is a top priority, so we are also continuing to monitor guidance from the Centers for Disease Control and Prevention (CDC), the Occupational Health and Safety Administration (OSHA) and others, which is updated frequently.

2. When will we have an update about plans to continuing remote work or come back to the office after June 30, 2021?

We will share more information as we have it between now and June 30, 2021. We will provide you necessary planning time and notice if we determine which roles will remain remote or which roles will return to the office after that date.

3. If I prefer to work in the office, can I?

We recognize that some colleagues may have personal circumstances that make working remotely challenging. Please discuss working in the office with your manager. There is a process for leaders to request an exception to the remote-work guidance based on need; exceptions require executive leader approval. For the Health Ministries, this requires Health Ministry executive leadership team approval. For System Office, this requires Trinity Health executive leadership team approval.

4. What contact information should I give colleagues to reach me?

You and your manager should discuss the best method for your teammates and other departments to reach you while you are working remotely. For most distributed teams, this is likely email and Microsoft Teams chat or call.

However, you should update your email signature to include your preferred way for colleagues to reach you. For example, consider including "Available by email or Microsoft Teams chat or call" in the contact information section of your email signature.

Colleagues should not set out-of-office auto replies or include reference to working remotely in email signatures. For example, you should *not* set up an auto reply message that reads: "I'm working remotely, and I will reply soon."

5. What if my manager asks me to come into the office for an important meeting or to work on a special project?

Some colleagues may occasionally need to work in the office. Your leader will work with you if this is needed. It is very important that all colleagues understand and follow the [Safety Expectations and Guidelines for Colleagues Working in Non-Patient Care Office Settings](#) when in the office.

6. Am I able to write off home-office expenses in my 2020 tax filing, since I'm working remotely?

Please consult with your tax professional on all tax-related matters.

7. What to do I if I have not yet received the Remote Work Agreement acknowledgement task in Workday?

Please see the separate communication about this topic.

8. What equipment can I take home with me from the office?

You may take home with you any Trinity Health equipment that we issued to you and is on your desk. Typically, this includes your desktop or laptop PC, docking station, one or two monitors (one, if you have a laptop), mouse, keyboard, headset and an external PC camera, if your computer is not equipped with one. You may also take home your mousepad, wrist pad, computer riser and other computer-related equipment accessories that were issued to you as part of your workstation.

Note: If you don't have a camera for your computer, and would like one, please discuss with your manager who can submit the request. At this time, there is a backlog request and we are shipping those to colleagues as they become available.

9. Can I take my chair or other furniture besides my computer-related equipment for use at home?

No. Chairs and other office furniture are the property of Trinity Health and you may not take them with you. You would be taxed on these items if you were to take them, due to IRS regulation. Colleagues are eligible for discounts through office-furniture companies Steelcase, HermanMiller, Knoll-Fully and others. See the [home office furniture and item discounts](#) information. Log into [PerkSpot](#), our discounts portal, to browse the many discounts available to you.

10. Am I able to pick up office supplies like notepads, pens, etc.?

If supplies such as pens, notepads and paper are essential to perform your duties in your remote office space, you may arrange with your manager to come into the office to pick up supplies in reasonable amounts for your use at home. Generally, Trinity Health does not reimburse for any supplies purchased for home use and supplies cannot be ordered and shipped to colleagues.

11. Can I print documents from my work computer on my home printer?

Trinity Health documents contain sensitive and confidential information, so we do not recommend printing work-related documents in your remote-work location. Trinity Health will not provide printers or printing-related equipment for remote-work locations. Please read the confidentiality policy to ensure that all Trinity Health files are kept confidential at your remote-work location and that any confidential information is returned to the office for safe shredding. If you need to print anything, please plan with your leader to come into the office on occasion for that purpose.

12. Will I receive any stipend or reimbursement for personal expenses that also contribute to my ability to work remotely, such as my internet service?

No, Trinity Health does not provide a stipend or reimbursement for internet connections or other similar expenses, unless required by a state law. See the [Trinity Health Business Expense Reimbursement Policy](#) for more information. Colleagues working remotely benefit from reduced fuel and vehicle-maintenance expenses due to lack of a commute.

13. Are there any discounts available for chairs or other office items for my home workspace?

Yes, Trinity Health colleagues are eligible for discounts through office furniture companies Steelcase, HermanMiller, Knoll-Fully and others. See the [home office furniture and item discounts](#) information. Log into [PerkSpot](#), our discounts portal, to browse the discounts available to you.

14. I have young and school-age children. Is there flexibility in my work schedule?

We understand the many challenges of working remotely with a family. Please discuss your unique work schedule needs with your manager. Depending on your role, you may be able to adjust your work schedule. Trinity Health worked with our existing partners to identify new resources to support you, including child care provider matching assistance and discounts on child care services, tutoring services and school supplies. See [Carebridge and PerkSpot child care and school support resources](#).

15. I'd like to learn how to use Teams more effectively. What resources are available?

The [O365 Learning Portal](#) has Microsoft and Trinity Health-specific training materials. We are working with Microsoft and will share more education and other resources soon.

16. What is Trinity Health doing to create and maintain a safe work environment for colleagues whose functions require that they work in the office some or all the time?

Safety is a Trinity Health Core Value. Trinity Health reviews guidance and requirements from the Centers for Disease Control and Prevention (CDC), the Occupational Health and Safety Administration (OSHA), and other agencies to ensure we protect the health and well-being of all our colleagues. Trinity Health has comprehensive safety guidance for non-patient care office settings, including:

- [Guidance for facilities management teams to prepare and maintain our safe office environments for colleagues](#)
- [Guidance for leaders to request approval to and safely return colleagues to the office](#)
- [Safety Expectations and Guidelines for Colleagues Working in Non-Patient Care Office Settings](#)
- [What to expect when working in the office](#)

Note: When in our offices, you are required to always wear a face covering, except when alone in an enclosed space or alone at your workspace when you are able to maintain at least 6 feet of distance between you and other people.

17. Who can answer questions about working remotely?

Your manager is best to answer your questions; if they do not have the answer, they will contact their HR business partner to find the answer.

Resources

Need	Resource
Health and well-being help	Trinity-Health.org/Colleague-Care Live Your Whole Life
Benefits and other HR information	HR4U.Trinity-Health.org Log in to chat in real time with an HR representative Monday through Friday, 7 a.m. – 8 p.m. E.T. You can also submit a request for assistance and track the status of your inquiry, 24/7. Also, you can search for information and get answers to commonly asked questions about HR topics such as benefits, pay, career development, retirement and more.
COVID-19 resources	Trinity-Health.org/COVID-19-Resources

Remote work help	Trinity-Health.org/covid-19-resources/find-a-resource/colleague-work-from-home-resources/ Remote Access Help Center How to get remote-access help from TIS Remote Work Technology Tools Overview Microsoft Office 365 Learning Portal Microsoft Teams Tips
Safety guidance for non-patient care office settings	Safety Expectations and Guidelines for Colleagues Working in Non-Patient Care Office Settings
Home office furniture and items	PerkSpot Home office furniture and item discounts