



Telework Reference Guide

MFA is fully committed to the safety of its employees and their families, as well as the community. As a result of recent developments with respect to COVID-19 (coronavirus), MFA is taking additional steps in that regard and has granted certain employees the opportunity to work remotely on a temporary basis.

Temporary Time Period of Remote Work

MFA, in its sole discretion, may end remote work assignments at any time for any reason or extend the time during which certain employees will work remotely at any time for any reason. Once the remote work assignment ends, employees are required to return to the office and work onsite at their regular location, on their regularly scheduled workdays and during their regularly scheduled work hours.

General

The scheduled workdays and hours of work will remain the same as when working onsite at MFA's office. During the scheduled workdays and hours of work, employees must be as accessible as when they were working onsite at MFA, including: (i) being accessible by phone, email, Virtual Desktop, EMR, and/or other work databases; (ii) by checking their voice-mail and emails on a regular basis; and (iii) working in collaboration and full cooperation with their supervisor. Employees may be required to be on site as necessary to attend meetings, training sessions, or similar events and occurrences, as dictated by business needs.

Employees must adhere to, and abide by, all of MFA's policies and procedures, all of which remain applicable to them while they are working remotely. Failure to abide by such policies and procedures may result in disciplinary action, up to and including termination of employment.

Hardware and Software

The employee should review the Telework Checklist below and represent that they have the required hardware, software and access to perform their job duties from a secure remote location.

Telework Checklist

- ✓ Computer (Employee's own personal computer or an MFA-supplied laptop computer)
- ✓ Phone (Use Jabber or forward their office phone to a landline or personal phone)
- ✓ Secure Internet Connection, Wi-Fi or hotspots
- ✓ **Printer, Scanner and Copier** (PLEASE NOTE: For jobs that involve PHI, employees must adhere to the *Telework Quick Reference Guide* issued by the Department of Compliance)
- ✓ Allscripts and IDX- via Citrix portal <https://citrix.mfa.gwu.edu>
- ✓ Virtual Desktop – requires install of VMware software on home PC to allow access to MFA software or employee's work desktop from home

- ✓ Other databases or applications necessary to perform their job responsibilities
- ✓ Office 365 via <https://portal.office.com>
- ✓ Collaboration applications such as WebEx
- ✓ EMR (Allscripts Touchworks) and our Practice Management Software (IDX Centricity)

Bookmark ISTConnect.org for the most up-to-date information related to accessing Information Services and Technology resources, including self-help tip sheets, Job Aids, and guidance.

Compensation and Benefits; Time-Keeping

Employee's compensation and benefits will not change because they are temporarily working remotely. Likewise, their classification as exempt or non-exempt will not change because they are temporarily working remotely.

Employee may be required to work overtime while working remotely, just as they would if they were working on-site at MFA. If the employee is eligible for overtime pay, their supervisor must authorize such overtime in advance. Any overtime will be compensated in accordance with, and is subject to, MFA's applicable policies and regulations.

The employee remain responsible for the accurate and timely completion of their timesheets, as applicable. The employee is also remain responsible for providing accurate and timely information required under MFA's attendance and timekeeping processes.

MFA Equipment and Assets

Within the confines of restrictive budgets and the limited availability of equipment, in order to effectively perform their job responsibilities, certain employees may be issued MFA-owned or leased equipment for use at their remote work location with the approval of their supervisor. MFA equipment provided for remote work is not an entitlement and will vary based upon the needs of a particular job or assignment. Employee must protect all such equipment, as well as any software provided by the company, from theft, damage and misuse. Employee must return all such equipment, and any software provided by the company, when their remote work arrangement ends, at any time requested by MFA and/or when their employment with MFA ends. Employees are responsible for transporting any loaned equipment to and from MFA.

Any equipment supplied by the employee for purposes of performing their duties under this guide will be at no cost to MFA and will be maintained by the employee. MFA has no responsibility or liability for damage or repairs to any equipment supplied by the employee.

Furniture, Office Supplies and Travel Expenses

MFA will not provide any office furniture, equipment or office supplies to the employee. This assumes that the employee has suitable and appropriate office furniture, equipment and supplies necessary to perform their job duties remotely. MFA is not responsible for any of the employee's home expenses, including, without limitation, utility bills, telephone bills, and expenses related to building, remodeling or maintaining their workspace.

Notwithstanding the above, reimbursable expenses will be discussed between the department and the employee. Reimbursement for authorized expenses will be governed by MFA policies and procedures.

Insurance

MFA's property insurance does not extend to employee's remote work location. Employees are required to contact their homeowner's or renter's insurance carrier to determine to what extent their policy covers any equipment.

Safety and Liability

The employee represent that the remote workspace is safe and free of hazards that would cause harm (including, without limitation, frayed or loose electrical wires; unclean, wet, and uneven floor surfaces; *etc.*). The employee represent that the workspace is free from toxic, contaminating materials. Employee will maintain safe work conditions in the remote workspace and practice the same safety habits in the designated remote work location as would be required in any MFA office location.

Workers' Compensation

Employees are covered under the Worker's Compensation Law for injuries suffered in the course of performing official duties during their approved work schedule and in their designated work area. In the event of a work-related injury or accident, they must follow the same reporting/documentation procedures required for those occurring at an MFA office location. Coverage, however, does not extend to family members, visitors and others at their remote location, even if the injury/accident occurs in their designated work area. Employees will not hold business meetings in their remote work location.

Tax Issues

It is the employee's responsibility to assess tax implications related to their remote work location. MFA does not offer guidance on tax issues. If employees have any questions regarding tax implications, they are encouraged to consult with a qualified professional.

Patient Health Information

Employees remain subject to, and will comply with, all MFA policies and procedures regarding the safeguarding and protection of any and all patient health information ("PHI") encountered by them during the course of the remote performance of their duties. For questions, please contact PrivacyOfficer@mfa.gwu.edu.

Existing Agreements

This *Telework Reference Guide* does not supersede or cancel any existing agreements employees may have with MFA, which shall remain in full force and effect.

Questions

For all questions about the content of this Guide or teleworking, employees should contact their direct supervisors or their HR Business Partner.