Minnesota Department of Health

# Remote Work Policy Considerations

Working remotely can happen more easily if there are policies or employee guidelines to outline expectations. The form can very – a formal policy, employee guidelines for the employee handbook, or a memo to clarify working from home. If you choose a memo format, consider the tone of the memo. A memo with “guidelines” to support the organization working more effectively may be better embraced than “rules.” Consider the guidelines below when communicating with your employees.

#### Eligibility:

* Determine what positions are eligible to work remotely and state them in your policy. If this is a temporary situation, it is helpful to state this to help with employee expectations.

#### Availability:

* Outline the hours of work within in the policy. Whether instating a standard 9 a.m. to 5 p.m. workday requirement, offering an option to flex time around core work hours (I.e. 9 a.m. to p.m.), or allowing employees to set their own schedules with flex time, clearly state what a work day will look like.

#### Measuring productivity:

* Remote work policies can specify how an employee’s productivity will be measured, and how managers can check in regularly and be available to employees.

#### Equipment:

* Organizations often state what equipment they can offer to remote employees. Consider what your organization can offer: from computers and monitors to phones and printers and more. Some organizations offer ergonomic supports as well, and provide resources for remote employees to do their own ergonomic assessments.

#### Tech support:

* Outline the technical support available to remote workers, and provide procedures when having technical difficulties. Be sure to include handling after hour issues.

#### Security:

* If your organization has sensitive work or data, employees need to know how to work securely from home. This may range from ways to guarantee electronic security (secure Wi-Fi or encrypted entry to the work’s computer system); secure phone lines for confidential calls, and proper disposal of paper. Consider all the needs of your workplace security.

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