

**Division of Health Facilities  
ND Department of Health**

**POLICY & PROCEDURE MANUAL  
UPDATED, EFFECTIVE: July 1, 2004**

**SECTION: Office Policies**

**SUBJECT: Policy/Procedure for Community-based Workplace**

Please note that the guidelines described here are not firm conditions of employment and the language is not intended to create an employment contract between the Department of Health, Division of Health Facilities, and its employees.

The Department reserves the right to alter, amend, modify, rescind or otherwise change the content of this policy in its sole discretion and without advance notice to any employing unit or employee affected by the provisions of this policy.

A Community-based Workplace agreement provides surveyors the opportunity to work at a place other than the Bismarck office. Participation in the Community-based Workplace arrangement is discretionary on the part of management and voluntary on the part of the surveyor. Participation in the Community-based Workplace program is NOT a surveyor's right or entitlement.

North Dakota state government promotes telecommuting programs such as Community-based Workplace because this type of program:

- Operates with limited funding
- Reverses the migration of health care professionals from the rural areas of the state
- Reduces the amount of time an employee spends driving to and from the central office
- Reduces the cost of central office space rental
- Improves employee moral and job satisfaction
- Reduces employee absenteeism and turnover
- Provides an opportunity for optional management techniques
- Takes advantage of electronic technologies and maximizes employee efficiency
- Promotes and improves customer service
- Reduces energy consumption
- Safeguards air quality
- Reduces traffic congestion

The Community-based Workplace option is available for permanent full-time surveyors that have been employed by the Division of Health Facilities for one year as a surveyor and live as a resident in an area beyond a 25 mile radius from the Bismarck office. In addition, the surveyor must have successfully passed the Surveyor Minimum Qualifications Test, if applicable, and qualified in a sufficient number of programs to be able to accommodate a 40 hour work week from a community based location. The Community-based Workplace program is available to survey staff only. At any one time, a maximum of one-third of the eligible survey staff will be permitted to participate in the community-based workplace program.

### **Division Director Responsibilities**

- Approve or disapprove the surveyor's participation in the program
- Approve or disapprove workplace arrangements
- Assess the impact of the proposed Community-based Workplace assignment on the productivity of the office as a whole and on other affected employees
- Monitor and evaluate the efficiency and effectiveness of the community-based workplace program
- Assess the portability of the surveyor's work and the likelihood of the surveyor to successfully complete the assigned workload away from the Bismarck office
- Develop, amend, and implement performance standards and measurements, if necessary, for work performed away from the Bismarck office
- Assure equipment is available for the surveyor to adequately perform assigned work

### **Employee's Responsibilities:**

- Submit a written request to Director for participation in the community-based program
- Complete safety check list and agreement forms
- Assure the community-based workplace site is equipped and maintained in a manner to complete work as assigned
- Complete work assignments timely
- Observe agreed upon hours of work in accordance with OMB and Health Department policies and division guidelines
- Observe Division policies on leave requests, time sheets and other mandated work forms. This includes rules and guidelines regarding the use of state fleet vehicles
- Comply with appropriate health and safety requirements within the community based work place
- Respond in a timely manner to managers, clerical support, other survey staff, and the public
- Assist in the identification of training needs and participate in and/or provide appropriate training

- Maintain access to appropriate computer equipment. Understand the basic computer technology including e-mail functions and use of the ASPEN software program for surveyor
- Act as a professional surveyor in the same manner as is expected from all survey staff. This includes appearance during survey, punctuality, attitude, confidentiality, ethics, teamwork, and support of the Division and its goals
- Spend two weeks in the Bismarck office per quarter. This includes the one quarterly training week plus one other week as arranged with their manager. The calendar quarters of Jan – Mar, April – June, July – Sept, Oct – Dec. are used
- Maintain adequate office supplies to complete work as assigned

**Work schedules** will parallel those in the Bismarck office and be consistent with the Division of Health Facilities “Work Hours Guideline”.

### **Records Management**

The Community-based Workplace surveyor must adhere to the same record retention and record confidentiality rules as other employees. It is imperative that Community-based Workplace surveyor ensure that information is not disclosed to anyone except those who are authorized to access the information in order to perform their duties. Appropriate administrative, technical, and physical safeguards must be taken to ensure the security and confidentiality of these records.

The Community-based Workplace site is not under the control of the state. The surveyor agrees and understands that the Community-based Workplace site is not a state owned facility, and that costs of safeguarding, insuring, and maintaining the Community-based Workplace and the state property therein are the sole responsibility of the surveyor. Employer-owned software shall not be reproduced/duplicated. The surveyor is solely responsible for maintaining their personally owned equipment. The surveyor is responsible for lost, stolen, or damaged equipment owned by the state.

### **Travel**

The surveyor will be required to have access to a vehicle for travel within the state. The use of a state fleet vehicle is encouraged whenever possible. The use of personal vehicles is not prohibited and requires prior authorization by a manager. Vehicle use may be a case-by-case decision for each surveyor depending on his or her individual Community-based Workplace arrangement and geographic location. Travel arrangements will need to be discussed with management to choose the best travel situation for each individual participant.

### **Community-based Workplace Termination**

At the conclusion of the Community-based Workplace arrangement, the surveyor must return all official Division records as well as all Division equipment and/or property. This process must be coordinated with the surveyor's current manager. An inventory list of the items assigned to the surveyor will be developed when the surveyor begins the Community-based Workplace arrangement.

Although a variety of circumstances may affect individual situations, the principles governing administrative leave, dismissals, and closing the office remain unchanged. When a surveyor knows in advance of a situation that would preclude working at the Community-based Workplace, either time in the office or leave should be scheduled. In the event that the Bismarck office site is closed due to the weather or other emergency, surveyors at a Community-based Workplace would be expected to work their regularly scheduled hours unless they take leave.

A surveyor may terminate his/her Community-based Workplace arrangement at any time without prejudice. Management retains the right to terminate the Community-based Workplace program or an individual's participation in the community-based Workplace program at any time.

### **Workers Compensation**

Any accident or injury must be brought to the immediate attention of management.

### **Miscellaneous**

1. The participating surveyor will be expected to identify one site to be used as a workplace. If the Community-based Workplace site is changed, the surveyor will incur the cost to move the workplace site to the new location. Management approval is necessary prior to moving the Community-based Workplace to a new location.
2. The Division is not responsible for operating cost, home maintenance or any other incidental cost (e.g. utilities) associated with the use of the surveyor's Community-based Workplace site. The Division will provide a dedicated telephone line and reimburse the monthly cost of the telephone for business use only.
3. All policies, procedures and guidelines of the Division of Health Facilities, the Health Department, and the Office of Management and Budget apply as written.

**Coordination of travel and work hours**

When a community-based surveyor is a member of a survey team, the following options may apply:

1. The community-based team member can meet and travel with the team providing the departure time from Bismarck is not delayed for the convenience of the community based team member.
2. A team traveling together in a state vehicle on duty time may pick-up/drop-off a community-based team member at a community based workplace site provided the act of picking-up/dropping-off does not delay the team more that 10 minutes for each event (i.e., 20 minutes total work time for the week).
3. A community-based team member may elect to commute separately and meet the team at the facility provided the start of the survey is not delayed. Separate travel in a state vehicle will require approval of a manager. Travel for personal convenience using a personal vehicle is not a reimbursable expense.
4. The departure following a survey may vary for each team member based on completing work/travel within 40 hours per week.
5. In the event the travel time of the community-based team member is less than the Bismarck-based team members it is expected the community-based team member will complete the 40 hour work week with work related tasks at the community-based workplace site or use leave for hours not worked.

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Attachments: Safety Checklist  
Community Workplace Program Agreement