

# MEMO

**To:** Trinity Health Colleagues  
**From:** Ed Hodge, Executive Vice President and Chief Human Resources Officer  
Marcus Shipley, Senior Vice President, Innovation and Chief Information Officer  
**Date:** March 16, 2020  
**Re:** Updated work-from-home guidance due to COVID-19

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Your exceptional commitment to our Mission, patients, residents and all those we serve together has been evident through this global health concern. Thank you for everything you are doing to contribute to our local and national COVID-19 response.

We are closely monitoring the pandemic, following Centers for Disease Control and Prevention (CDC) and regional and state guidance. Over the last several days, we implemented social distancing strategies to prevent and slow the spread of COVID-19.

We are taking our remote work strategy a step further from permitting to encouraging remote work. **Effective today, colleagues whose job responsibilities allow working from home are encouraged to do so until further notice.** Trinity Information Services (TIS) continues to add infrastructure capacity to support the increasing work-from-home technology needs.

As one of the nation's largest health care organizations, Trinity Health has a critical role in our local and national response to this pandemic. **All locations remain open.** With more colleagues working remotely, colleagues reporting to a Trinity Health location should work with greater physical distance between one another.

We will continuously evaluate and communicate if this temporary accommodation should be discontinued or extended. During this global health concern, any work-from-home policies that restrict children in the home do not apply.

## Next steps

Your leaders received this news earlier this evening, along with the below important information. If your job responsibilities allow working from home, you and your manager will discuss next steps and identify what critical system access or other technology tools you need to work from home. See the [Remote Work Technology Overview](#).

Thank you for everything you do in support of our Mission, especially as we together prepare and respond to this rapidly-evolving COVID-19 global health concern.

Please know that you have 24-7 access to Carebridge, our Employee Assistance Program. Carebridge is a confidential resource providing no-cost counseling, information and referral services to help address personal, family or work-related concerns. For immediate assistance, call Carebridge at 800-437-0911.

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### **Additional Information**

#### **Work-from-home requirements**

Subject to leadership approvals and ongoing review, colleagues are encouraged to work from home, where possible, for some or all scheduled shifts, until further notice, IF:

- The colleague can fulfill all of their duties at home and has the system access and technology *necessary* to begin remote work. Non-essential tools can be added later.
- The department has a business continuity plan that enables remote work. If one does not exist, it should be developed to ensure remote work can be accomplished successfully.
- The department's accountable executive leader has approved the department's business continuity plan that details remote work operations. For Health Ministries, final approval is by the Regional Health Ministry CEO or their designee. For System Office, final approval is by the most senior executive for that System Services function.

#### **Important**

- **Colleagues working remotely may be called to serve Trinity Health in new ways if there are critical support needs in the coming weeks. We must be agile and prepared during this unprecedented global situation.**
- Much of our work is direct patient and resident care that must be delivered in a physical location. We follow CDC, OSHA and other regional and state authority guidance, and are listening to leader and colleague feedback, to protect all colleagues.
- Our remote work strategy will be managed differently for various roles and settings such as clinical locations, based on patient care needs and support.
- Please note that the dramatically higher numbers of colleagues working remotely will place increased burden on our systems, which may result in technology performance issues. Patience will be appreciated. You also may experience longer wait times for support as TIS colleagues manage high volumes of issue-resolution needs. Please use Service Now Self Service (<https://trinityprod.service-now.com/ess/>) when possible to report issues. Thank you for your understanding.