MEMO

To: Trinity Health Leaders of 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

We are closely monitoring the COVID-19 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.

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.

Manager and leader next steps to transition colleagues to work-from-home (WFH) plan
1. Manager should discuss business continuity (how your team will operate with remote workers) ASAP today with upline senior leader, if they have not already.
2. Ministry department vice presidents and System Office vice presidents should discuss their plan with their Health Ministry CEO or designee or System Office senior executive and notify local Information Services leader of estimated number of colleagues working from home in their functional area, if they have not already.
3. Managers should then notify team of work-from-home plan, review what critical system access or other technology tools are needed, submit System Access Requests (submit

requests only for what is *critical* to begin working from home right away) and advise colleagues to gather everything they need from their workplace before going home. See the [Remote Work Technology Overview](#). Managers should have contact information for all team members.

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.

We are creating additional information for you to share with colleagues who will work remotely. There are several tools available to ensure colleagues are successful and you retain effective communication with them. You will also receive helpful information about effectively leading colleagues through this situation.

Thank you for your leadership and support of our colleagues as we together prepare and respond to this rapidly-evolving COVID-19 global health concern.