

Business Plan Guidance for Requesting Returns to the Office

For non-patient care office settings

Audience: Senior Vice Presidents and Vice Presidents

Version #1 // 7-20-2020

COVID-19 Response Team Owner: Planning

Date of Last Review: 10/11/2020



Returning Colleagues to Work in the Office

Colleague safety is one of our top priorities and a Core Value. Some business units, as well as individual colleagues, would be best supported by returning to a structured office environment. For instances where remote work is not sustainable during the para-COVID phase, this supplement document guides business unit leaders through the process of developing a department business plan and receiving approval from executive leadership.

Development of the Department Business Plan to Return Colleagues to the Non-Clinical Office Setting is the direct responsibility of the department's Senior Vice President (SVP) and Vice President (VP).

Develop a Department Business Plan that outlines the following information to be reviewed by Health Ministry executive leadership. For System Office, it will be reviewed by the Trinity Health executive leadership team. Business plan approval **is required** prior to department returning colleagues to the non-clinical office setting:

- **Financial Benefits** – Provide quantitative measures that identify the financial benefits that will be gained by department colleagues working in the office setting compared to what is currently achieved in the remote-work structure.
- **Operational Benefits** – Identify the operational deficiencies that were identified through the remote-work structure and how these deficiencies will be improved by returning colleagues to the office setting.
- **Technology Benefits** – Describe technology challenges that are impacting colleagues and work productivity in the remote work setting and how returning to the office setting will resolve these challenges.
- **Human Resource Benefits** – Identify how the remote work structure is impacting colleagues directly and how returning to the office setting will address risks directly associated with colleague well-being.
- **Schedule & Phases** – Identify the total number of colleagues who will return to the office setting as well as the requested start date and phasing requirements.
- **Colleague Seating Plan** – Provide a seating plan that aligns with workspace physical distancing requirements that are defined in more detail below. Seating plans must be developed in partnership with Trinity Health Real Estate (THRE) or Building Management.
- **Safe Work Environment Plan** – Reference the Safety Expectations and Guidelines for Returning Colleagues to the Non-Patient Care Office Setting to define the how the department will prepare colleagues to return to the office setting and monitor compliance.

Business Plan Submission for Executive Leadership Review

The SVP should send the completed Department Business Plan to the Health Ministry ELT for review. System Office SVPs should send the plan to Peter Karadjoff.

Developing the Colleague Seating Plan

In the Business Plan, please include the following information about the colleagues who will work in the office:

- Colleague name and titles
- The type of workspace (assigned dedicated office, assigned dedicated cubicle, assigned shared office, assigned shared cubicle, “hoteling” office or cubicle) they will need, where it is located and if this is the workspace the colleague was previously assigned prior to the pandemic
- Number of days per week or month they will need this space and if the space usage will rotate with other colleagues on your team

DAYS PER WEEK IN OFFICE	DAYS PER MONTH IN OFFICE	WORKSPACE TYPE
Full-time	Full-time	Maintain an assigned enclosed office or cubicle workstation
4 to 5 days per week	13 to 20 days per month	Assigned office or workstation – dedicated
2 to 3 days per week	8 to 12 days per month	Assigned office or workstation – shared on alternating days
Less than 2 days per week	Less than 8 days per month	Hoteling office or workstation

Please work with your Health Ministry’s facilities management leader on planning. Please be ready to share with them what offices or workstations the colleagues previously occupied. Your plan should detail what space will be needed on which days.

If colleagues in your department were already working in the office prior to this guidance, please follow the process to obtain approval for those colleagues to continue working in the office.

If you will need colleagues to work in the office only occasionally for special projects, please note how many colleagues you anticipate needing to do this and how often. You will need to ensure you can space their workstations to maintain 6-foot distancing from other colleagues.

For colleagues returning to the office setting fewer than 4 days per week, it is **important that the schedule stay consistent** on the days of the week the colleague will occupy a workspace in order to ensure that the department seating plan will meet physical distancing requirements daily.

The Department Seating Plan **must be developed** in collaboration with the Trinity Health Real Estate and/or the Building Manager, to ensure coordination between multiple departments and that the following physical distancing workspace requirements are maintained.

- Enclosed Offices – May be shared but must have Single Occupancy Only
- Workstations 6’ x 6’ or larger – occupy every other workstation to the front, back and sides.
- Workstations smaller than 6’ x 6’ – occupy every 3rd workstation to the front, back and sides.

- Workstation with Sit-to-Stand Desk requires that workstations on all sides (front, back, side, and diagonal) be vacant.
- Workstations with desktops in face-to-face configuration not be used.
- Workstations along public corridors that do not have a panel height of 60" above finished floor or a panel width of 48" are to remain vacant.

