

Criteria for Telework Eligibility

The following criteria have been adopted by Office Support Services to establish eligibility for home-based telework. These standards have been developed in accordance with institutional requirements from the Mayo Telework Agreement Form and the Telework Safety Checklist.

- I. The location of the home office must meet the following requirements:
 - The computer/screen can be positioned to preclude casual viewing by others.
 - The workstation is located in a separate area of the home (not in a through-traffic area).
 - There is more than one way out of the work area (e.g. doors/windows).

- II. The home office must meet the following requirements:
 - Network connectivity is Broadband or DSL (minimum connection speed 384K) or Wireless Broadband (minimum connection speed 768K)
 - Internet connection must pass through a teleworker-provider router with hardware firewall protection enabled.
 - Power for all transcription hardware is delivered through a teleworker-provided, UL-approved surge protector/power strip that is rated for at least 350 joules.
 - A dedicated telephone land line is in place for dictation system access (note: some roles require two telephone land lines).
 - Ergonomically correct, teleworker-provided furniture is used for work activities.

- III. The teleworker must provide verification of a "Business Pursuits," "Incidental Occupancy," or "Home Office" insurance endorsement that meets the following requirements:
 - Protection for Mayo Clinic from any third-party bodily injury or property claims caused by the day-to-day employment activities of a teleworker in his or her home.
 - Extension of personal property coverage to items in the home office, such as desks, file cabinets, computers, etc.
 - Mayo should be listed as an additional insured (to ensure Mayo's liability exposure is protected under the policy).

- IV. The teleworker must also meet all Core and Job Specific Competencies with specific reference to:
 - Consistently meeting quality standards.
 - Exhibiting ability to work independently.
 - Consistently demonstrating a strong commitment to high productivity and a productive work environment.