Return to the Workplace during COVID-19: A Manager’s Resource Guide

Introduction:

We are living in unprecedented times and as leaders, our obligation to focus on the safety and well-being of our staff has taken on new significance. This manual was created to help answer questions you may have, share Mount Sinai Health System’s guidelines, and help guide your strategy, if and, when you prepare to bring staff back to the workplace. To be clear, decisions on returning to work are made on a local level. There is no mandated directive for all staff to return on a certain date.

Discover what you can expect to find in A Manager’s Resource Guide by watching this four-minute video. Click here to watch now.

Return to the Workplace during COVID 19: A Manager’s Resource Guide covers the basic areas that all managers* should consider as they migrate their teams back to the physical workspace, including:

*The person who has the authority to decide on whether an employee can work from home or must return to the office would be the same person who has the independent authority to grant the EE vacation/PTO time and who signs the employee’s annual evaluation. The title will vary by department.

- How to manage the operations around bringing your team back to the office
- Legal and Labor Relations considerations
- Leadership and management resources to help support your team
- Information and requirements around managing the health and safety of your staff
- How to appropriately assign and modify physical workspace
- Appendixes

If you have employees who will work remotely, review the updated Mount Sinai Remote Work Agreement (#1758803v1) at the end of this document and that includes with links to related policies.

Before diving into the leadership resources, please review these general guidelines that ALL employees must follow to prevent the spread of COVID-19.

1. **Wear a Mount Sinai Health System-issued 3-ply face mask at all times while at work in public areas.** This includes hallways, open office spaces, elevators, meeting rooms, hallways and restrooms. For more information on appropriate face coverings, please click here. Please note, the universal masking rule is that employees keep their masks on all day at the office unless in an office alone with the door closed, or when eating alone. If in an open area, even if the person next to them is more than 6 feet away, employees have to keep their mask on.

2. **Monitor yourself for symptoms of COVID-19 twice a day.** If you experience symptoms of COVID-19 at home prior to your shift, please notify your supervisor and do
not come to work. If symptoms begin at work, notify your supervisor and leave work immediately.

You are required to attest to the absence of COVID-19 symptoms by filling out this questionnaire before your shift. Please click here to find the policy (Last Revised December 28, 2020 9:00 AM) on reporting and self-monitoring symptoms. The symptoms may include the following that are new onset and not explained by a pre-existing or another condition:

- a. Fever or chills (temperature greater than 100°F Fahrenheit)
- b. Cough
- c. Shortness of breath or difficulty breathing
- d. New onset persistent cough
- e. New onset nasal congestion and runny nose not associated with allergies
- f. New onset sore throat unrelated to pre-existing conditions
- g. New loss of taste or smell
- h. Nausea or vomiting
- i. Diarrhea
- j. New onset fatigue unrelated to another condition
- k. New onset headache unrelated to another condition
- l. New onset generalized muscle and body aches unrelated to another condition

3. Practice social distancing. Stay six feet away from others as much as possible while in the workplace.

4. Wear the appropriate personal protective equipment. Staff must wear the personal protective equipment (PPE) that is provided to them to ensure an appropriate level of protection. All PPE, including masks, used onsite must come from the Mount Sinai Health System supply chain (for example, cloth masks, and masks with valves do not come from our supply chain and should not be worn onsite).

5. Perform hand hygiene. Frequently wash hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer, especially before touching your face. Hand hygiene should be performed as soon as possible upon arrival at work.

6. Adhere to meeting policy. Our policy on in-person meetings remains in place to keep staff socially distanced and safe. As of September 2020, in-person meetings are limited to no more than 10 individuals. Group lectures for training purposes (e.g. residency program, nursing education, medical and graduate school programs) are permissible up to 25 people as long as everyone is socially distanced, and food or beverages are not allowed.

7. Do not crowd the elevator. Keep an arm’s length distance from others and be sure to wear a mask.
8. **Do not crowd break room or common areas.** Always perform hand hygiene prior to retrieving food from the break room and always wear a mask. Since you need to remove your mask to eat, you must eat lunch (snacks etc.) alone.

9. **Stay safe outside of (before and after) work.** After work hours, please be sure to adhere to all requirements for proper social distancing, mask usage, and hand hygiene. Please note that it is a legal requirement to wear your mask in the subways and buses.

**How to Manage the Logistics of Bringing Your Team Back to the Office**

Key operational considerations **BEFORE** bringing your teams back:

- **What is the maximum capacity of your workspace?**

  To enforce social distancing, all our buildings will be operating at a reduced capacity. As such, apart from clinical needs, it will be rare for a department to have 100 percent of their workforce back 100 percent of the time. Please check with your direct supervisor and/or the Facilities team at your location. See below for a complete set of guidelines regarding physical space. Please refer to the site-specific sections for each site-specific Facilities contact.

- **Is your team productive at home?**

  If your team is productive at home, there may not be a need to bring them back to the office. If you decide to keep your team remote, think about measures and goals you can put in place to help you and your team members track productivity and retain a team dynamic. Talent Development and Learning (TDL) has resources to help you build systems that work for your department. For more information, please [click here](#) or call 212-241-1944.

  Refer to the **Mount Sinai Work Remote Agreement** (#1758803v1) at the end of this document.

- **Do you need to get approval for your team to return to work?**

  We recommend you speak with your direct supervisor before bringing team members back as there may be some considerations outside of your department’s control.

- **Does your team want to return to the office?**

  For a variety of reasons, there are some team members who may want to return to the office and some who will not. Before bringing your team members back, ask each staff member what their preference is. Even if you are unable to accommodate each employee’s preference, you will know where they stand and can help support them through the transition. If you need help with these conversations, Talent Development and Learning (TDL) offers programs to support you as a leader during challenging times. To find out more about the programs TDL offers, please [click here](#) or call 212-241-1944.

- **Are there guidelines to assist staff who do not wish to come back to the office?**
All staff schedules must be fair and equitable. If there is an employee who is required to come back into the office and is reluctant to return or refuses to return, please consider if alternate arrangements can be made. Please reach out to your site-specific Labor Relations Specialist for guidance. Click here to find a complete listing by site.

- Consider the need for staggering of work schedules
  
  Due to commuting limitations and the need to maintain social distancing, please strongly consider the benefits of staggered schedules. For some this may be a welcome change, while others may find it more difficult. Before deciding on a new work schedule, please check with your site-specific Labor Relations Specialist (click here) to ensure there are no Labor-Management and/or legal considerations to contemplate before releasing a new schedule (i.e.: rotating days in the office, keeping schedules as close as possible to what they were pre-COVID, etc.). In addition to staggering shift schedules, be sure to stagger breaks and lunch in a way that helps ensure employees are able to maintain appropriate social distancing guidelines while eating.

- If your team is splitting their time between remote and on-site work, how do you ensure they have the resources and technology they need to work effectively?

  Should you desire to procure IT equipment for your remote staff, please consult the Mount Sinai Health System Information Technology Standards found here.

  For detailed guidance on a full range of IT directives related to technologies needs of working remotely, please Refer to the IT Telework Policy here. In addition, refer to the Mount Sinai Remote Work Agreement (1758803v1) on pages 30 to 37

  Please reach out to your local IT Service Desk for any other questions or concerns. Your local IT Service Desk contact numbers are listed below.

  **IT Service Desk Contact Information**

  FOR ANY QUESTIONS OR ISSUES, PLEASE CONTACT YOUR LOCAL IT SERVICE DESK:
  - Mount Sinai Hospital and Mount Sinai Queens: 212-241-4357
  - Mount Sinai Beth Israel, Mount Sinai Brooklyn, Mount Sinai St. Luke’s and Mount Sinai West: 212-523-6486
  - Icahn School of Medicine at Mount Sinai: 212-241-7091
  - New York Eye and Ear Infirmary of Mount Sinai: 212-979-4273
  - Mount Sinai South Nassau: 516-632-4357

Operational considerations AFTER bringing your teams back:

- Once you have decided to bring your teams/team members back to the office, please make sure all employees are following the general guidelines outlined above. Also, refer to the site-specific information below.

- Is it necessary to put guidelines in place with respect to how many times your staff can leave the building?
In an effort to keep lines from forming both inside and outside of the building, we recommend speaking with your staff and developing a plan to ensure that your staff has the opportunity to easily enter and exit the building. We encourage you to be creative with solutions (i.e., have one person go out and pick up lunch for all and rotate the responsibility among the staff). If you have any questions about regulations around schedules and/or breaks, please reach out to your site-specific Labor Relations Specialist, found here.

- Are guidelines needed for special circumstances (ex: someone wants to switch the days they are in the office)?

There may be some team members who need to switch the days they are in the office, and/or who need to make other scheduling modifications. We recommend supporting these realities as much as possible but developing standardized guidelines and/or processes to ensure consistency/transparency and avoid the perception of inconsistent allowances. In situations when there is mutual agreement with respect to switching schedules, we recommend that you (or your designee) approve the change and modify the schedule in order to ensure equity.

Legal and Labor Relations Considerations

Changing staff schedules may have unintended consequences. Please reach out to your site-specific labor relations specialists for guidance before you announce schedule changes. A complete listing of site-specific labor relations specialists can be found here.

The following is a list of online resources that provide relevant policies and important information:*

- **MSHS Covid-19 Testing Policy**
  This is a very good summary of what to do if you have tested positive for Covid-19, been exposed to someone with Covid-19, and where to go to get tested for Covid-19

- **MSHS Covid-19 Travel Guidelines**
  https://www.mountsinai.org/about/covid19/staff-resources/faqs

- **MSHS Travel Registry**
  https://redcap.mountsinai.org/redcap/surveys/index.php?s=74JJYFLN97

- **Reporting Covid-19 Symptoms to Employee Health Services (EHS)**
  https://redcap.mountsinai.org/redcap/surveys/?s=NR7Y7DAWWDW

- **Scheduling an Appointment with EHS for Reasons NOT Related to Covid-19:**
  http://EHSAppointments.as.me

- **Department of Health (DOH) Guidance on Covid-19 Sick Pay**
Please keep the following in mind:

- **When staggering schedules, do you need to take seniority into account?**
  
  *If you are making any schedule changes, please reach out to your site-specific Labor Relations Specialist. [Click here](#) for a complete listing.*

- **Are there union contract requirements to consider?**
  
  *Changes to standard shifts or shift arrangements may require approval from the union and Labor Relations. Please contact your site-specific Labor Relations Specialist. [Click here](#) for a complete listing.*

- **Be sure to remember any Equal Employment Opportunity Commission (EEOC) or Americans with Disabilities (ADA) guidelines when making staffing decisions.**
  
  *Please contact your site-specific Labor Relations Specialist for support/guidance. [Click here](#) for a complete listing.*

- **Are there guidelines on how to address safety concerns around returning to the workplace?**
  
  *The general guidelines all MSHS employees need to follow with respect to Covid-19 precautions are outlined above. If you or your staff have additional questions or concerns, please reach out to the Facilities team at your site.*

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### Leadership and Management Resources to Help Support Your Team

Bringing your team/team members back to the physical workplace will likely precipitate several managerial and/or leadership challenges. Talent Development and Learning (TDL) has created resources to help support you and your team during this transition.

**TDL Resources Include:**

- Leadership Elective Learning Programs live via Zoom
- Just-in-Time Leadership Coaching
- Self-paced online leadership sessions in PEAK
- General consulting and support to assist with specific departmental needs

The content and nature of these classes and sessions are designed to address the different emotional and practical concerns and issues that may have come up during these challenging times. Please visit PEAK or our [intranet page](#) for a complete listing of current offerings.

**Key Points to Consider:**

- **What is the current engagement level of your staff?**
  
  *Working remotely may have left some staff feeling detached and isolated from the team. Consider sitting down one-on-one with your staff to get a sense of how*
engaged they are feeling about the team, the organization, the work, and even you! TDL can provide a conversation guide to help structure this conversation.

- **How do you make sure your staff feels safe?**

  These days, safety is a significant consideration for everyone. Ask your team whether they have any safety concerns and share how you might be able to help.

- **Did anyone on your team suffer a loss due to COVID-19? How will that person react to having to come back to work?**

  Sadly, many of our Mount Sinai employees have suffered the loss of family or friends secondary to COVID. This traumatic experience can significantly impact one’s reaction in having to return to the workplace. Please pay special attention to these staff and their needs. In addition to the resources provided by the Center for Stress, Resilience, and Personal Growth, TDL has created resources on grief to help you and your team.

- **Was there someone from your team who passed away due to COVID-19? How can you address the impact of that loss with your staff?**

  If a member of your team passed away due to complications from COVID-19, please reach out to the Office of Wellbeing or visit their webpage, Well Being Staff Resources during COVID-19 for support.

- **Will you be able to tell how your staff is acclimating to the new protocols around the workplace?**

  If your staff begins to return to the workspace, the new changes in procedure and protocol may escalate existing anxieties or provoke new concerns. As you move forward and roll out these changes, please do your best to solicit feedback from your staff on how the changes impact them, and for what suggestions they may have to make the experience a better one.

- **How are you and your staff handling the stress of uncertainty during these times?**

  Uncertainty at work and outside of work may cause increased levels of stress and anxiety in both you and your staff. It is especially important to be mindful with respect to how your staff is handling these uncertainties. In order to do this effectively, we want to remind you to monitor your own stress levels and set time aside for self-care.

- **As a leader, do you personally need additional support to be able to guide your team through this transition?**

  We understand that these are unprecedented times and recognize that you, as a leader, may need additional support. TDL offers a Just-in-Time Coaching program during which leaders have access to coaches 24/7 by calling the coaching hotline (845.307.0241). By calling the hotline, leaders are connected with a qualified coach and given the space to process dilemmas by identifying goals, examining the current situation, exploring options, and choosing a way forward—from problem to action.
Information and Requirements around Managing the Health and Safety of Your Teams

The safety of your staff is our number one priority. To aid in the effort, our Employee Health and Infection Prevention teams have put together these policies to help us learn about the procedures and regulations, both required and suggested, for MSHS.


**COVID Symptom Attestation**

All Mount Sinai Health System employees working onsite are required to complete a self-assessment and attest that they are free of COVID-19 symptoms at the beginning of each shift or work day. All staff working on any MSHS campus or office are expected to comply. You may access the link in the application Launcher or by the QR code above or by clicking this [link](https://mshs.policytech.com/dotNet/documents/?docid=28509).

COVID-19:  [Staff Resources](https://mshs.policytech.com/dotNet/documents/?docid=28509) provides links to related policies and guidelines.

Communicable disease - return to work:  
[https://mshs.policytech.com/dotNet/documents/?docid=15379](https://mshs.policytech.com/dotNet/documents/?docid=15379)

In addition, please be mindful of universal masking* and social distancing guidelines in break rooms and while eating lunch to ensure the safety of our staff.

*The universal masking rule is that employees keep their masks on all day at the office unless in an office alone with the door closed. Or when eating alone. If in an open area, even if the person next to them is more than 6 feet away, employees have to keep their masks on.

**Employees in Need of Medical Accommodations**

Employees who have a medical condition that may increase their risk for COVID-19 infection may request a medical accommodation. To begin the process, the impacted employee must make a request to their supervisor and HR/Labor relations. Next, the employee must submit
documentation from their healthcare provider to EHS to medically justify the request. After review of the documentation and possible discussion with the employee’s healthcare provider, EHS will inform the employee and HR of the determination.

**Travel Policy**

Mount Sinai Health System employees who are planning on traveling outside of the tristate area are required to notify their supervisor and fill out the travel registry. Click [here](#) for the full Travel Policy. To access the travel registry click [here](#) or scan the QR code below.

If you have additional questions, please reach out to your local Employee Health office for guidance. A complete list can be found [here](#).

**How to Appropriately Assign and Modify, and Maintain a safe physical space**

For the latest information about maintaining safe physical space, visit the Mount Sinai Safety Hub. It describes our commitment to put stringent protocols in place to protect every single person who comes through our doors. Online, you will find updates, announcements, and resources related to the safety of staff upon entering and working in our offices.

If you or your staff have questions about the safety of their health while working in or travelling to their Mount Sinai office, please reach out to safetyhub@mountsinai.org for a response.

*Please note:* The Physical Space section of this Guide contains information that pertains to Mount Sinai administrative office spaces (where patients are not seen and clinical care is not delivered). It includes details specific to each office building and the unique requirements for entering and maintaining social distancing and cleanliness required to maintain the health and safety of employees and visitors.

For additional details about your building, please click the relevant link(s) below:

- [Click here for details for 150 East 42nd Street](#)
- [Click here for details for 555 West 57th Street](#)
- [Click here for details for 160 Water Street](#)
All Mount Sinai Office Buildings

All Buildings – General Safe Practices

Q. Will employees and visitors need a face covering to enter the building?
A. Yes, Security will not permit building entry without a face covering.

Q. What should an employee do if a fellow employee is not wearing their face covering at their desk or in a communal area?
A. Supervisors and managers should review both Mount Sinai Masking Policy and building specific masking policies with the employee.

Please note, the universal masking rule is that employees keep their masks on all day at the office unless in an office alone with the door closed. Or when eating alone. If in an open area, even if the person next to them is more than 6 feet away, employees have to keep their masks on. It is everyone’s responsibility to wear a mask and support and remind colleagues to do the same.

Q. What should an employee do if they need a face coverings or cleaning supplies for their department?
A. Local department supervisors will have Mount Sinai issued 3-ply face masks and disinfectant wipes to supply to their department. If you run out of supplies, submit a request as outlined in the section for your specific building. Contact information for each site can be found in the site-specific sections below.

Q. What should an employee do if they find an empty hand sanitizer dispenser?
A. An employee should submit a request through the appropriate process as outlined in the section specific to their building to have the dispenser refilled. Contact information for each site can be found in the site-specific sections below.

All Buildings -- Physical Barriers

Q. Will Mount Sinai be constructing physical barriers to keep employees safely socially distant?
A. The Centers for Disease Control (CDC) and Mount Sinai Infection Prevention recommend that social distancing (i.e., keeping at least 6 feet of distance from others), universal masking with face covers (a Mount Sinai issued 3-ply face mask is required onsite), and frequent hand washing are the best way to prevent exposure to others infected with COVID-19. These methods eliminate the need for physical barriers.

Q. Will employees be required to wear a mask to enter the building and while working at their workstation?
A. All employees and visitors, WITHOUT EXCEPTION, must wear a Mount Sinai issued 3-ply face mask while inside the building. Wearing face coverings is a requirement of New York
State Governor’s Executive Order 202.16. Face Coverings are also required when you enter the building.

Please note, the universal masking rule requires that employees wear their masks all day at the office unless in an office alone with the door closed, or when eating alone. If in an open area, even if the person next to them is more than 6 feet away, employees must keep their masks on.

*Please refer to your individual building section for details on how to obtain masks.

All Buildings -- Shared Spaces (Communal Areas)

Q. How will social distancing be maintained in communal areas?

A. There will be signage in all communal areas with clear instructions on where to stand or sit in order to maintain social distancing (recommended six-feet). Seating may be removed, rearranged, or restricted in certain areas to meet social distancing recommendations.

All Buildings — Safe Eating and Drinking

Q. Is there guidance for on-site eating and drinking?

A. Since eating and drinking requires mask removal and increases the potential for virus transmission, the following guidance should be put in place to ensure safety for our staff and community.

Please work with leaders at your site on the implementation and compliance. We encourage leadership to look for underutilized space—including outdoors as weather permits—to allow for additional eating spaces.
In addition, staggering breaks and meals can be used as a strategy to maintain social distancing. All sites need to develop a communications plan so that staff/departments know which spaces are available for their use. *(The flyer and tent card below should be displayed.)*

Q. **How should spaces, including break rooms and conference rooms be set up for eating and drinking?**

A. Set up all spaces for eating and drinking, including break rooms and conference rooms as follows:

- Staff must be at least 6 feet apart when eating with a mask off.
- Furniture should be arranged (and even removed) to indicate where staff can safely sit.
- Ideally, seating is set up in a room and not moved, with staff not facing each other.
- Signs in appropriate languages should be posted on doors and in the room with the maximum capacity per room, hours for eating, proper cleaning protocols etc.

Marketing has developed flyers, like the one below that should be shared to help educate and inform staff.

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**Keeping Yourself and Others Safe**

**No More Than ___ People**

**Practice Social Distancing**

Only sit in open seats, and please do not move the barriers

**Face Masks**

Must be Worn at All Times

Except when eating or drinking

Replace your mask after eating, and please try not to remain unmasked for more than 15 minutes

**Clean Up When You Are Done**

Throw out any garbage, and wipe your surface with a disinfectant wipe

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_Last Updated 01.08.2021_
Tent cards *(like the one below)* can be printed and placed in break rooms and eating areas.

*Tent Card - Front:*

![Staff Break Area Safety Protocol](image-url)

*Staff Break Area Safety Protocol*

Please Remember to Perform

**All Three W's:**

**Wash Your Hands**
Before and After Eating

**Wipe Your Surface**
With a Provided Disinfectant Wipe After Eating

**Watch Your Distance**
Keep Six Feet of Distance While Eating

Replace your mask after eating, and please try not to remain unmasked for more than 15 minutes

Thank You for Your Continued Efforts to Keep our Workplace Safe

*Mount Sinai*

*Tent Card - Back:*

![Thank You for Your Continued Efforts](image-url)

Thank You for Your Continued Efforts to Keep our Workplace Safe

*Mount Sinai*
Q. How should auditoriums and large conference rooms be set up for eating and drinking?

A. All of the above rules apply. In addition:

- For rooms with fixed seating, chairs that optimize social distancing should be identified and others should be locked or covered in upright positions so staff cannot sit closer than allowable.
- For any space that will hold more than 10 people for eating, the site will need to work with Infection Prevention (IP) and Facilities to add additional barriers in the room.

For example, if the room allows for 20 people (with 6 feet or more between staff), a barrier should be added to divide the room in half and allow for groupings of no more than 10 people, socially distanced, on each side.

Cafeterias should be configured under these rules (and site leadership should consider reopening this space for eating, if currently closed).

Please be respectful of any modifications made to the environment in support of social distancing requirements. If your staff enters a room that has not been modified to support social distancing, we ask that they notify managers and supervisors and escalate to Facilities. Please inspect the conference rooms in and close to your areas to ensure all rooms are set up to encourage social distancing.

We are practicing social distancing
Estamos practicando distanciamiento social

STAY SAFE

Please keep your face covering on at all times
Use su protector facial en todo momento
Q. How is it possible to maintain social distancing in and around elevators?

A. Elevator riders must be at arms-length from one another, and all must be wearing Mount Sinai issued 3-ply masks as signage will indicate. There will also be signage with instruction for where to stand while waiting for elevators.

![Elevator Layout Diagram]

*Please note, this diagram is one example. There may be other examples throughout the health system*

Q. How will other communal areas be set up for social distancing, such as seating in waiting areas and conference rooms?

A. Communal seating areas will be set up for appropriate social distancing measures by:
   - Removing chairs to enable social distancing
   - Rearranging or separating tables as needed
   - Establishing occupant limits for shared spaces

![Seating Layout Diagram]

Please be respectful of any modifications made to the environment in support of social distancing requirements. If your staff enters a room that has not been modified to support social distancing, we ask that they notify supervisors and managers and escalate to Facilities. Inspect your areas to ensure all rooms are set up to be compliant.
The diagram above is one example of a layout. There may be other arrangements at your site.

Q. What are the guidelines around using shared refrigerators for food storage and microwave ovens for heating food?

A. Refrigerator and microwave handles will be disinfected regularly throughout the day. In addition:
   - Within refrigerators, each employee’s items should be enclosed and contained within an outer bag
   - Proper hand hygiene should be practiced before and after eating
   - Limit the number of people in those areas to follow in-office safety guidelines

Q. How are bathrooms maintained?

A. High-touch surfaces within the bathrooms will be disinfected regularly throughout the day, and employees should practice proper social distancing while in shared bathrooms and continue to wear masks.

All Buildings -- Work Areas

Q. How is social distancing possible in shared work areas?

A. Each supervisor will review their employees’ work schedules to ensure that social distancing—six feet of distance—can be achieved during the entire workday. If by chance two employees who normally work less than 6 feet apart are scheduled to work on the same day, one or both will be reassigned to other desks to maintain social distancing. As the day progresses, staff may become more relaxed and managers may note compliance fatigue with respect to social distancing and PPE guidelines. We encourage managers to circulate around their team’s area(s) more frequently in the afternoon, and coupled with supportive coaching, ensure staff are compliant throughout the day.

Q. As a manager, how do I get help with any concerns my staff or I have about the space where we are working or to share a need about conditions that may need remediation?

A. For information about being safe while working at Mount Sinai, visit the online Safety Hub and refer to the section on “Keeping Our Staff Safe.” In addition:
   - For less urgent requests or for routine maintenance, use your location’s standard Building Maintenance procedures by referring to the details below for your office location.
All Buildings -- Cleaning and Disinfecting

Q. Who is responsible for keeping Mount Sinai Health System non-clinical office space clean, disinfected, and safe?
A. The Real Estate and Facilities Department is responsible for office space being clean and safe. Please see below for your site-specific contact information.

Q. Who cleans our office space?
A. At each location, we employ vendors and cleaning staff that are trained and managed to clean and disinfect our non-clinical staff office spaces. While each office building has slightly different procedures based on the physical needs of that building (see below), all of our office spaces are cleaned using the highest level of updated practices that include EPA-registered disinfectants for use against COVID-19.

All Buildings – Loading Dock and Freight Areas

Q. How will these delivery areas be managed?
A. Loading dock and freight areas will operate as follows:
- A freight operator will be available to help ensure compliance with policies
- Regular access will be provided for couriers and mail deliveries
- Face masks are required
- A hand sanitizer dispenser is available at the loading dock landing
- Signage will be installed to direct vendor/delivery personnel
150 East 42nd Street

42nd Street – Building Access

Q. What are the building entry rules at the 42nd Street building?

A. To ensure social distancing, entrances and access points into the 42nd Street building will be limited as follows. Please note, no entry will be permitted without a Mount Sinai Health System issued 3-ply face mask.

**Monday to Friday, 7 am to 4 pm:**

- The building entrance located on East 42nd Street will be designated for employees only
- The Lexington Avenue entrance will be designated for visitors only, and we encourage employees to pre-register ALL visitors the day before so the visitor badges can be pre-printed to limit their time spent in the lobby waiting
- Pre-registering visitors must occur the day prior to visiting. For directions on how to request a visitor pass, email facilities.150@mountsinai.org with your name, department, contact number, floor and where you sit

**Monday to Friday, after 4 pm:**

- No one will be allowed to enter from Lexington Avenue
- The Lexington Avenue corridor will be exit only

Q. How will building entry be managed at 42nd Street?

A. Additional security guards are posted outside each entrance to assist with entering and exiting traffic flow, plus:

- Proper signage is installed at both entrance locations. Once in the lobby, employees will be guided by new social distancing signage throughout

Q. How will food deliveries be handled at 42nd Street?

A. Food deliveries must be picked up by the employee outside of the building.

Q. How will catering deliveries be handled at 42nd Street?

A. Large orders of shared food should be avoided to prevent the spread of pathogens. Should a large order be required, it will need to be delivered through the building’s service entrance. A work order must be submitted through the tenant portal at http://www.150east42street.com/ to allow vendor access.

42nd Street – Elevators and Stairs

Q. Is there an alternative to waiting in crowded elevator lobbies at 42nd Street?
A. If elevator lobbies become crowded, stairs are available as an option on floors 2, 3, 4, 5, 8, 9, and 10. **Please note that there is no direct access via stairs from the lobby to floors 2-10.** There is however, stair access from floors 2-10 down to the lobby (as outlined below).

- Signage will be posted at each staircase indicating its street exit location
- Floors 2, 3 and 4 Elevator Bank A and E, Staircases J, K on the east side, L, M and G on the west side will all lead to 41st Street between 3rd and Lexington Ave.
- Floors 2, 5, 9 and 10 Elevator Bank A & F, Staircases J, K on the east side, L, M & G on the west side will all lead to 41st Street between 3rd and Lexington Ave.
- Floor 8 Elevator Bank F, Staircases J, K on the east side, L, M and G on the west side will all lead to 41st Street between 3rd and Lexington Ave.

**42nd Street – Cleaning & Disinfecting**

*To request cleaning service related to your space at 150 East 42nd Street, submit the request to Facilities.150@mountsinai.org.*

Q. Who cleans the office space at 42nd Street?
A. Pritchard Industries (PI) is our cleaning vendor at 150 East 42nd Street.
   - Additional cleaning staff will provide special attention to all high-touch surfaces

Q. What areas does PI clean at 42nd Street?
A. PI cleans the main lobby, the elevator cabs, security desk, loading dock, restrooms, communal areas, and pantries twice a day. PI also targets high-touch surfaces including all glass entrance doors, all refrigerator door handles, microwave door handles, hot water machine handles, countertops, and lunch table tops. Cleaning personnel is onsite every day to handle additional cleaning as needed.* A cleaning log is maintained to record the specific areas cleaned by PI staff.

*Please note, PI is not responsible for cleaning employee workstations.

Q. How will workstations be cleaned on an ongoing basis at 42nd Street?
A. Each day an employee is working onsite, that individual is responsible for sanitizing their own workstation.
   - Sanitizing supplies will be provided by department supervisors. If you need additional supplies for your department, send a request to Facilities.150@mountsinai.org.

Q. What does PI do to clean our space at 42nd Street?
A. PI follows a disinfection program of the base building and all common areas.
Q. What does the “disinfection program” at 42nd Street include?

A. The disinfection program involves:
   - Using specialty cleaning products such as EPA-registered disinfectants for use against COVID-19
   - All cleaning staff will be required to wear proper Personal Protective Equipment (PPE) including masks and gloves while they are on site

Q. What experience or training do 42nd Street PI cleaners and Mount Sinai cleaning staff have?

A. Mount Sinai and PI ensures that all cleaning personnel are trained on updated disinfection practices and the continued use of specialty cleaning products including EPA-registered disinfectants for use against COVID-19.

42nd Street – Mask Supplies

Q. What is the process for obtaining and distributing masks for each department?

A. Masks will be available at the Employee Health Services (EHS) office on the Fourth Floor. We ask that you designate one person from your department to retrieve supplies from EHS to limit traffic. Please ensure that masks are stored in a safe location within your department and that one person distributes masks within each department to control inventory.

42nd Street – Hand Sanitizer

Q. How is hand sanitizer distribution being handled at 42nd Street?

A. We have installed hand sanitizer stations on all MSHS floors, and will maintain the sanitizer stations. If you notice an empty sanitizer station, please email Facilities.150@mountsinai.org.

42nd Street – Air Quality

Q. What is the process for maintaining clean air in the 42nd Street building?

A. As part of our mechanical system maintenance, building management will replace all air filters throughout the building before the return to the workplace occurs, and we plan to double the required frequency of replacement on an ongoing basis. Building filters have been upgraded to MERV-13* or better.

*The effectiveness of an air filter at removing particles from the air is reported as the filter’s MERV rating (Minimum Efficiency Reporting Value). MERV ratings range from 1 to 16. The higher the MERV rating, the higher the air filtration capabilities of the filter. The American Society of Heating, Refrigeration, and Air-Conditioning Engineers (ASHRAE) has determined that filters rated MERV 13, or greater, are efficient at capturing airborne viruses.
Air quality protocols at 42nd Street involve:

- Air filtration in all air-handling units have been upgraded to MERV-13 or better
- Routine inspections are conducted monthly and ventilation systems are being cleaned annually
- Continuously bringing in a minimum of 25 percent fresh air from the outside

Q. By what standard is air quality measured and how often is it tested at 42nd Street?

A. Air Quality meets or exceeds all American Society for Heating Refrigeration and Air Conditioning Engineer (ASHRAE) standards and is continuously monitored, trended, and alarmed through building automation to notify of any deviations from operating procedures.

42nd Street – Loading Dock and Freight Areas

Q. How will the loading dock and freight areas be managed at 42nd Street?

A. The 42nd Street Loading Dock will be open according to the below:

**Monday to Friday from 7 am to 6 pm**

Available on a first come, first served basis with the following protocols:

- A freight operator will be available to help ensure compliance with policies
- Regular access will be provided for couriers and mail deliveries
- A Mount Sinai Health System issued 3-ply face mask is required onsite
- A hand sanitizer dispenser is available at the loading dock landing
- Signage will be installed to direct vendor/delivery personnel
- The designated bicycle room (that fits up to 30 bikes), located in the loading dock, will remain accessible during regular loading dock hours
555 West 57th Street

57th Street – Building Entry

Q. How will entrance to the West 57th Street building be handled?
A. To encourage social distancing, entrances and access points into the building will be limited. Please note, no entry will be permitted without a Mount Sinai Health System issued 3-ply face mask:

Monday to Friday, the building will designate:
- 57th Street doorway as entry only
- 58th Street doorway as exit only

Q. How will social distancing and entry guidelines at the 57th Street building be managed?
A. Proper signage will be installed at both entrance locations and social distancing will be posted throughout the lobby, and:
- Security guards will be posted at each entrance to assist with traffic flow

Q. How will food deliveries be handled at the 57th Street building?
A. All food deliveries (except catering) must be picked up from the designated area within the lobby.

Q. How will catering orders be managed at the 57th Street building?
A. Large orders of shared food should be avoided to prevent the spread of pathogens. Should a large order be required, they will need to be delivered through the building’s service entrance. A work order must be submitted through the Angus System to allow vendor access.

57th Street – Elevators

Q. How will health safety and social distancing be possible on the elevators at 57th Street?
A. To maintain proper social distancing, elevator riders must be at arms-length from one another, and all must be wearing masks.
- Building management will limit the capacity of each elevator car to maintain social distancing.
- Signage will provide instruction to indicate where riders should stand while waiting for the elevator and where they should stand once inside the elevator
- Elevator call buttons have been treated with continuous cleaning technology to further aid in disinfection.
Passenger elevator buttons will receive application of Silver Defender, a nontoxic, self-cleaning anti-microbial film.

57th Street – Cleaning & Disinfecting

To request service related to your space at 555 West 57th Street, submit the request to Angus Systems. Angus Systems can be accessed by clicking here.

Q. Who cleans the office space at 57th Street?

A. First Quality Maintenance (FQM) is our cleaning vendor at 555 West 57th Street.

- Additional cleaning staff provides special attention to all high-touch surfaces

Q. What areas does FQM clean at 57th Street?

A. FQM cleans the main lobby, the elevator cabs, security desk, loading dock, restrooms, communal areas, and pantries three (3) times per day. FQM also targets high-touch surfaces including all glass entrance doors, all refrigerator doors handles, microwaves door handles, hot water machines handles, countertops, and lunch table tops. Cleaning personnel is onsite every day to handle additional cleaning as needed.* A cleaning log is maintained to record the specific areas cleaned by their staff.

*Please note, FQM is not responsible for cleaning employee workstations.

Q. How will workstations be cleaned on an ongoing basis at 57th Street?

A. Each employee is responsible for sanitizing their workstation each day they are working onsite.

- Sanitizing supplies will be provided by department supervisors. If you need cleaning supplies for your department, please submit a request to Angus Systems.

Q. What does FQM do to clean our space at 57th Street?

A. FQM follows a disinfection program of the base building and all common areas.

Q. What does the “disinfection program” at 57th Street include?

A. The disinfection program involves:

- Using specialty cleaning products such as EPA-registered disinfectants for use against COVID-19
- All cleaning staff wearing proper Personal Protective Equipment (PPE) including masks and gloves while they are on site
Q. What are the “high-touch surfaces” at 57th Street that the cleaning staff maintains?
A. High-touch surfaces include floors, elevator bank entrances, pantries, conference rooms, shared office equipment, and door handles.

Q. What experience or training do 57th Street FQM cleaners and Mount Sinai cleaning staff have?
A. Mount Sinai and FQM ensures that all cleaning personnel are trained on updated disinfection practices and the continued use of specialty cleaning products including EPA-registered disinfectants for use against COVID-19.

57th Street – Mask Supplies
Q. What is the process for obtaining and distributing masks for each department?
A. Masks will be provided to each department. Please ensure that masks are stored in a safe location within your department and one person distributes masks within each department to control inventory. Requests for additional supplies should be submitted through Angus Systems.

Please note, the universal masking rule is that employees keep their masks on all day at the office unless in an office alone with the door closed, or when eating alone. If in an open area, even if the person next to them is more than 6 feet away, employees must wear masks.

57th Street – Hand Sanitizer
Q. Will hand sanitizer be available at 57th Street?
A. Hand sanitizer stations are installed throughout our 57th Street offices. These stations will be maintained in all locations throughout the building. If you notice an empty sanitizer station, please submit a service request through Angus Systems.

57th Street – Air Quality
Q. What is the process for maintaining clean air in the 57th Street building?
A. As part of our mechanical system maintenance, building management performs routine maintenance on all air handlers throughout the 57th Street building, which already use a highly rated, combination filter system. Air quality is continuously monitored, trended, and alarmed through building automation to notify of any deviations from operating procedures.

Air quality protocols at 57th Street involve:
- Air filtration in all air handling units have been upgraded to MERV-13* or better.
- Routine inspections are conducted monthly and ventilation systems being cleaned annually
- Continuously bringing in a minimum of 25 percent fresh air from the outside
- Air cleaner units with HEPA filters strategically placed throughout the lobby to further clean the air.

*The effectiveness of an air filter at removing particles from the air is reported as the filter’s **MERV** rating (Minimum Efficiency Reporting Value). MERV ratings range from 1 to 16. The higher the MERV rating, the higher the air filtration capabilities of the filter. The American Society of Heating, Refrigeration, and Air-Conditioning Engineers (ASHRAE) has determined that filters rated MERV 13, or greater, are efficient at capturing airborne viruses.*
160 Water Street

To request service related to your space at 160 Water Street, submit the request to Angus Systems. Angus Systems can be accessed by clicking here.

Water Street – Building Entry

Q. How will entrance to the Water Street building be handled?

A. To encourage social distancing, entrances and access points into the building will be limited. Please note, no entry will be permitted without a Mount Sinai Health System issued 3-ply face mask.

Monday to Friday:

- The Pearl Street doorway will be for entry only
- The Water Street doorway will be for exit only

Q. How will social distancing and entry guidelines at the Water Street building be managed?

A. Security guards will be posted outside each entrance to assist with traffic flow, plus:

- We encourage employees to pre-register ALL visitors the day before so the visitor badges can be pre-printed.
- Proper signage will be installed at both entrance locations, and once in the lobby, employees will be guided by new social distancing signage throughout

Q. How are food deliveries handled at Water Street?

A. Food deliveries (except catering) must be picked up outside the lobby.

Q. How will catering order deliveries be handled at Water Street?

A. Large orders of shared food should be avoided to prevent the spread of pathogens. Should a large order be required, it will need to be delivered through the building's service entrance. A work order must be submitted through the Angus System to allow vendor access. Please inform Property Management of any large deliveries so that freight access may be coordinated.

Water Street – Elevators

Q. How will health safety and social distancing be possible on the elevators at Water Street?
A. To maintain proper social distancing, elevator riders must be at arms-length from one another, and everyone must be wearing a mask.

- Building management will limit the capacity of each elevator car to maintain social distancing.
- Signage will provide instruction to indicate where riders should stand while waiting for the elevator and where they should stand once inside the elevator
- Elevator call buttons have been treated with continuous cleaning technology, Penetrexx Antimicrobial Solution, to further aid in disinfection.

**Water Street – Cleaning & Disinfecting**

**Q. Who cleans the office space at Water Street?**

A. QBS is our cleaning vendor at Water Street.

- Additional cleaning staff provides special attention to all high-touch surfaces

**Q. What experience or training do QBS cleaners and Mount Sinai cleaning staff have?**

A. Mount Sinai and QBS ensure that all cleaning personnel is trained on updated disinfection practices and the continued use of specialty cleaning products including EPA-registered disinfectants for use against COVID-19.

**Q. What areas does QBS clean at 160 Water Street?**

A. QBS cleans the main lobby, the elevator cabs, security desk, loading dock, restrooms, communal areas, and pantries two (2) times per day. QBS also targets high-touch surfaces including all glass entrance doors, all refrigerator doors handles, microwave door handles, hot water machine handles, countertops, and lunch table tops. Cleaning personnel are onsite every day to handle additional cleaning as needed.* A cleaning log is maintained to record the specific areas cleaned by their staff.

*Please note, QBS is not responsible for cleaning employee workstations.

**Q. How will workstations be cleaned on an ongoing basis at 160 Water Street?**

A. Each employee is responsible for sanitizing their workstation each day they are working onsite.

- Sanitizing supplies will be provided by department supervisors.

**Q. What does QBS do to clean our space at 160 Water Street?**

A. QBS follows a disinfection program of the base building and all common areas.
Q. What is the “disinfection program” at 160 Water Street?
A. The disinfection program involves:
   • Using specialty cleaning products such as EPA-registered disinfectants for use against COVID-19
   • All cleaning staff wearing proper Personal Protective Equipment (PPE) including masks and gloves while they are on site

Q. What are the “high-touch surfaces” at 160 Water Street that the cleaning staff maintains?
A. High-touch surfaces include floors, elevator bank entrances, pantries, conference rooms, shared office equipment, and door handles.

Water Street – Mask Supplies
Q. What is the process for obtaining and distributing masks for our department?
A. Masks will be provided to each department. Please ensure that masks are stored in a safe location within your department and (1) person distributes masks within each department to control inventory. Requests should be submitted through Angus Systems for additional supplies.

Please note, the universal masking rule is that employees keep their masks on all day at the office unless in an office alone with the door closed, or when eating alone. If in an open area, even if the person next to them is more than 6 feet away, employees must keep their masks on.

Water Street – Hand Sanitizer
Q. Will hand sanitizer be available at Water Street?
A. Hand sanitizer stations are installed throughout our Water Street offices. These stations will be maintained in all locations throughout the building. If you notice an empty sanitizer station, please submit a service request through Angus Systems.

Water Street – Air Quality
Q. What is the process for maintaining clean air in the Water Street building?
A. Building management performs routine maintenance on all air handlers throughout the building, which already use a highly rated, MERV-13* combination filter system. Air quality is continuously monitored, trended, and alarmed through building automation to notify of any deviations from operating procedures.
• Routine inspections are conducted monthly and ventilation systems are cleaned annually.
• The building continuously brings in a healthy amount of fresh air, which is at minimum 25 percent of fresh air at any time.

*The effectiveness of an air filter at removing particles from the air is reported as the filter’s MERV rating (Minimum Efficiency Reporting Value). MERV ratings range from 1 to 16. The higher the MERV rating, the higher the air filtration capabilities of the filter. The American Society of Heating, Refrigeration, and Air-Conditioning Engineers (ASHRAE) has determined that filters rated MERV 13, or greater, are efficient at capturing airborne viruses.

###
APPENDIX A:

Remote Work Policy

THE MOUNT SINAI HEALTH SYSTEM, NEW YORK

STANDARD: POLICY

DEPARTMENT: HUMAN RESOURCES
SUBJECT: REMOTE WORK POLICY

Original Date Issued: 3/05/2020

Reviewed: 03/05/2020
Revised: 01/06/2021

A. Remote Work arrangements can be a viable alternative in cases wherein the individual, job functions and manager are well suited to such an arrangement.

B. Remote Work arrangements can be made available to employees in good standing and working in positions which Mount Sinai first designates as appropriate – based on the nature of the position, the specific functions it involves, the ability to measure the work and the best interests of our Institutional objectives.

C. Mount Sinai does not guarantee that Remote Work will be available for any job, category of jobs, or for any specific employee. All Remote Work arrangements are consistent with Mount Sinai policies prohibiting discrimination, and must meet legitimate business needs.

D. Remote Work is subject to departmental approval and periodic review and must be part of a Remote Work Agreement requiring specific goals and objectives.

E. Employees whose salary is funded in whole or in party by federal grants may not have a Remote Work arrangement unless the Office of the Dean reviews and approves the arrangement.

F. Remote Work from outside the United States is presumptively prohibited. Any Remote Work from outside the United States must be reviewed and approved by the Chief Human Resources Officer.

HR-03.13
APPENDIX B: MOUNT SINAI REMOTE WORK AGREEMENT

This Remote Work Agreement (“Agreement”) is made by and between the individual whose name appears at the end of this Agreement (hereinafter “Employee”) and The Mount Sinai Hospital/Icahn School of Medicine at Mount Sinai/Beth Israel Medical Center (Mount Sinai Beth Israel or Mount Sinai Brooklyn)/New York Eye and Ear Infirmary/St. Luke’s Roosevelt Hospitals Center (Mount Sinai West/Mount Sinai Morningside) (individually and collectively, “Mount Sinai,” as applicable to the individual’s employment) and sets forth the terms and conditions for the Employee to perform remote work (“Remote Work”). Remote Work is a mutually agreed upon work alternative arrangement between the Employee and the Employee’s manager. The Employee understands that Mount Sinai has the unilateral right to terminate this Agreement at any time for any reason without notice.

1. DESIGNATED WORK AREA, EQUIPMENT, AND SUPPLIES

1.1 Designated Work Area. Employee is responsible for establishing and maintaining a designated work area (the “Designated Work Area”), specified in Attachment A of this Agreement, which is safe, free from hazards and meets the reasonable requirements established by Mount Sinai and that meets the prior approval of Mount Sinai.

1.2 Furnishings and Maintenance. Employee is responsible for all costs associated with establishing and maintaining the Designated Work Area. Employee understands that Mount Sinai will not be responsible for any of the operating costs associated with the maintenance of the Designated Work Area, including, but not limited to utilities, rent/mortgage, furniture, internet expense, costs of cleaning, etc. Employee does not relinquish entitlement to reimbursement for authorized expenses incurred while conducting business for Mount Sinai.

1.3 Equipment and Maintenance. Mount Sinai may provide equipment to Employee at its sole discretion. Employee must comply with applicable IT Remote Work and Security policies (Attachment B).

1.3.1 When Employee-owned equipment is being used, Employee shall ensure that anti-virus software with current virus-definitions is in place prior to connecting to Mount Sinai by remote access.
1.3.2 Employee agrees that all work-related documents and communications shall be stored within Mount Sinai network drives and folders and not within the local drive on Employee-owned equipment.
1.3.3 Employee understands that Mount Sinai will not be responsible for the repair and/or maintenance of Employee-owned equipment.
1.3.4 Only Mount Sinai personnel may repair and/or maintain Mount Sinai-owned equipment. Any repairs and/or maintenance must be done at a Mount Sinai location.
1.3.5 For data security reasons, printers will not be provided and printing is generally...
prohibited.

1.4 Expenses. Mount Sinai will not reimburse Employee for mileage, parking, or any travel expenses incurred when traveling to or from the Designated Work Area and Mount Sinai or its offices, even if such travel is required during Employee’s Remote Work schedule or to service Mount Sinai equipment. In rare cases where an exception is appropriate under Mount Sinai policy or practice, Employee must obtain authorization for reimbursement, in advance, from Employee’s manager.

1.5 Unauthorized Use of Property. Any equipment, supplies, or other property provided by Mount Sinai to the Employee is provided exclusively for use for Remote Work. Such equipment, supplies, and other property may not be used by any person not employed by Mount Sinai (including Employee’s household members) and may not be used for any purpose other than Mount Sinai business. Employee may not install any personal or unapproved applications on Mount Sinai hardware, or install non-Mount Sinai hardware or peripherals. Employee must maintain all Mount Sinai equipment, supplies, and other property in good condition, minus normal wear and tear.

1.6 Return of Equipment. Employee shall return any equipment, supplies, and other property provided by Mount Sinai upon Mount Sinai’s request. Upon termination of employment or this Agreement, Employee agrees to deliver promptly all equipment, supplies, documents, and other property of Mount Sinai including, but not limited to, office supplies, documents, handbooks, computerized information, hardware, and software. Mount Sinai must approve in advance any shipping of equipment.

1.7 Employee must report any theft or loss of a Mount Sinai device within 24 hours of the event. Employees must file a police report regarding the event.

2. CONFIDENTIAL INFORMATION

2.1 Confidential Information. The term “Confidential Information” as used in this Agreement shall include, without limitation, protected health information (“PHI”), financial information, policies, salary information, salary surveys and analyses, forms and procedures, client lists, business plans, products, services, information systems methodologies, research and development, existing or prospective business arrangements with third parties, prospective or executed contracts, and other plans, strategies or arrangements regarding the current and prospective business clients of Mount Sinai. Employee acknowledges and agrees that such Confidential Information is the property of Mount Sinai and that Mount Sinai would suffer great loss and injury if Employee were to disclose any of the Confidential Information, intentionally or otherwise, in accordance with governing laws.

2.2 Non-Disclosure and Protection. Employee must maintain Confidential Information at Mount Sinai premises only and at no other location, except at the Designated Work Area and only if absolutely required to do so in order to carry out Employee’s responsibilities, in which case Employee shall maintain only that Confidential Information. Should Employee maintain Confidential Information at the Designated Work Area, Employee
will take all reasonable precautions to protect such Confidential Information from unauthorized disclosure, theft, damage, or misuse, and agrees to separately maintain an accurate log of all Confidential Information maintained at the Designated Work Area. Confidential Information must be kept in a locked file at the Designated Work Area so that it is not accessible to others, and all electronic copies must be safeguarded by use of password-protected files and computers. Employee agrees to abide with all other Mount Sinai policies and procedures regarding safeguarding and handling of Confidential Information including, but not limited to, policies and procedures regarding privacy and security and the use of electronic mail/the Internet.

2.3 Reporting Obligation. In the event of a security breach or suspected breach, theft or loss involving PHI, electronic, financial information, Employee is obligated to notify their manager and Mount Sinai’s Compliance Office, Ray Shelton at (646) 605-7124 or (800) 853-9212 as soon as possible.

3. SAFETY AND LIABILITY

3.1 Inspections. Employee agrees that Mount Sinai may visit the Employee’s Designated Work Area to audit Employee’s compliance with any safety standards or investigate any work-related injury, provided that those visits are scheduled in advance. Such visits may be in person or virtual, as appropriate. Additionally, Employee agrees to receive phone calls from outside auditors to ensure compliance with this Agreement.

3.2 Reporting of Accidents. Employee must report any work-related injuries to Mount Sinai’s Human Resources Department and Employee’s manager immediately, but no later than 24 hours after such injury. Employee agrees to allow representatives from Mount Sinai’s workers’ compensation carrier and/or other designees to visit Employee’s Designated Work Area to investigate any such work-related injuries.

3.3 Employee Liability. Mount Sinai assumes no liability for injuries to Employee that occur outside of the Designated Work Area at any time, or occur within the Designated Work Area outside of Employee’s Remote Work schedule or outside the scope of Employee’s work responsibilities or activities. In addition, Employee is wholly liable for injuries suffered by other persons at the Designated Work Area. Employee understands that Mount Sinai is not liable for damage to their personal or real property while working at the Designated Work Area. Employee agrees to comply with all applicable state and local laws and regulations including home work laws. Tax implications, if any, are Employee’s responsibility.

3.4 Indemnification. Employee agrees to defend and hold Mount Sinai, its affiliates, contractors, employees and agents harmless from and against any and all claims, demands, or liability (including any related losses, costs, expenses, and attorney’s fees) resulting from or arising in connection with the injury to or death of persons (except for work-related injuries to Employee in the Designated Work Area during the employee’s Remote Work schedule) or damage to property, caused directly or indirectly, by Employee in the performance of duties and obligations under this Agreement.
4. WORK SCHEDULE

Employee agrees to abide by the Remote Work schedule as set forth in Attachment A of this Agreement, as that schedule may be amended from time to time by Mount Sinai. Employee acknowledges and agrees that strict compliance with this schedule is necessary to ensure maximum accessibility. Employee must contact their manager at the beginning and end of each workday at the Alternate Work Site (unless it is otherwise expressly agreed with the manager) as well as ensure compliance with existing time-reporting policies and procedures. Employee agrees to notify Employee’s manager, when leaving the Remote Work Site during Employee’s Remote Work schedule. Employee agrees to be able and available to respond or return to the offices at Mount Sinai as needed and to structure their time to ensure attendance at required meetings and corporate events, as designated by their manager.

Employee acknowledges that there may be times when Mount Sinai offices are closed or inaccessible because of emergencies that do not affect the Remote Work Site, or Employee’s ability to work at the Remote Work Site. Employee further acknowledges that Employee’s ability to continue working at the Remote Work Site during such emergencies may not only be possible but also essential to plan to continue normal operations. Therefore, Employee understands and agrees that Employee will continue Employee’s normal work schedule and responsibilities during any such emergency when Mount Sinai offices are closed or inaccessible, and further will perform duties outside the scope of their regular responsibilities as assigned by their manager, in order to continue Mount Sinai operations.

5. PERFORMANCE

5.1 Job Duties. Employee’s at-will work status, job duties, and other terms and conditions of employment will remain unchanged as a result of this Agreement. Employee agrees to complete all assigned work according to procedures established by Employee’s manager. In order to help their manager judge performance, Employee agrees to provide reports and keep their manager informed of progress on assignments performed at the Designated Work Area. Employee also agrees to keep their Manager informed of any problems that they may experience while performing Remote Work. The Employee will remain obligated to comply with all Mount Sinai rules, policies, practices, and procedures, except as may be modified in this Agreement.

5.2 Performance Review. The Employee’s job performance will be reviewed after the first 30 days of Remote Work and on a quarterly basis thereafter. Employee understands that a decline in performance may be grounds for revoking this Agreement and/or discipline, up to and including termination of employment.

5.3 At-Will Employment. This Agreement shall not be considered a contract or promise of employment. Nothing in this Agreement guarantees employment for any specific term. Employee acknowledges and agrees that they will remain an Employee-at-will, which means that the Employee may leave employment voluntarily for any reason at any time and may likewise be terminated at any time for any reason.
5.4 Cooperation with Evaluation Surveys. Employee must participate in all evaluation surveys and focus groups conducted by Mount Sinai regarding Remote Work.

6. TERM OF THIS AGREEMENT

Nothing in this Agreement guarantees the Employee may be permitted to perform Remote Work for any specific term. Mount Sinai has sole and absolute discretion to terminate this Agreement at any time for any reason without notice.

7. MISCELLANEOUS

7.1 Choice of Law. This Agreement will be interpreted in accordance with New York law without regard to the conflict of laws or principles thereof. Jurisdiction and venue for any cause of action arising hereunder shall be New York County, New York.

7.2 Enforceability. If any of the provisions, or portions thereof, of this Agreement are deemed to be invalid under any applicable statute or rule of law, they are to that extent to be deemed omitted and the same shall have no effect on the validity or enforceability of the remaining provisions.

7.3 Survival. The obligations of Sections 1.6, 2, 3 and 7 shall survive termination of this Agreement for any reason.

I, the undersigned Employee, understand and agree to the terms and conditions of this Agreement and its Attachments.

Employee (print name)______________________________Date________________

Employee (Signature)______________________________

I, the undersigned Manager, have discussed the terms and conditions of this Agreement with the Employee.

Manager (Signature) ________________________________ Date________________
ATTACHMENT A

Remote Work Designated Area (address) (Notify Mount Sinai of any change in address by logging into Sinai Cloud* using your desktop launcher and clicking on the Sinai Cloud icon, or by pasting https://ejis.fa.us6.oraclecloud.com/ into your Google Chrome or Firefox web browser).

NOTE: You must be logged in to the Mount Sinai network via the VPN/VIP Access Token for full Sinai Cloud functionality.

________________________________________________________

______________________________________________________________________________

Contact Information at Designated Area:

- Designated Work Area telephone number: _____________________
- Designated Work Area facsimile number (if available): ________________
- Cellular phone number: _____________________

Onsite Work Location (if applicable)

- Mount Sinai and Employee agree that Employee’s primary, on-site work location is (check one):

  _____ Mount Sinai Hospital/ISMMS, Manhattan
  _____ Mount Sinai Queens
  _____ Mount Sinai Beth Israel
  _____ Mount Sinai Brooklyn
  _____ Mount Sinai West
  _____ Mount Sinai Morningside
  _____ New York Eye & Ear Infirmary of Mount Sinai
  _____ Mount Sinai South Nassau

  Other: ___________________________________________________________________

Remote Work Schedule:

- Employee agrees that the Remote Work schedule, during which time Employee will work in the Designated Work Area, will be:
Days of week_______________

Work hours: ______________ Eastern Time

- Other requirements (e.g., number of times required to check email and voicemail or contact manager per workday) or specific tasks that must be performed:
  ______________________________________________________
  ______________________________________________________
  ______________________________________________________

Equipment provided by Mount Sinai:
(No equipment may be removed from a Mount Sinai work location without authorization)

_____________________________________________
_____________________________________________
_____________________________________________
_____________________________________________
_____________________________________________

Other:
____________________________________________________
____________________________________________________
____________________________________________________