A MEMORANDUM OF UNDERSTANDING

Providence Triage Service Center ("Service Center") and Oregon Nurses Association ("the Union") are parties to a collective bargaining agreement ("Agreement") which expires June 30, 2023. It is hereby agreed by and between the parties that a contract modification be made to allow our caregivers to work remotely. The Service Center reserves the right to determine whether the nurses or some of the nurses must return to a central work location.

Remote work will be performed in accordance with the Service Center’s Remote Worker Policy, a copy of which is attached for reference. The Parties agree to the below modification to Articles 10C and 23C in order for the nurses to work remotely. The Service Center reserves the right to revise its Remote Worker’s Policy, or any other related policy, in which case management reserves the right to implement changes required to remain in compliance with Service Center policies.

- (10C.1) Nurses will no longer be required to have one year of service with the Service Center to work remotely. Nurses will be expected to work remotely upon completion of orientation and demonstration of competency, subject to pre-approval by their manager or designee.

- (10C.3) Nurses working remotely will be required to maintain a work environment and equipment in accordance with the Remote Worker policy, Section 4, “Equipment and Work Environment”.

- (10C.4) When a new nurse is scheduled, post orientation, the Service Center will require one experienced nurse to be available to precept the new nurse on days 30-60 of employment to support them in a virtual environment. If a nurse is unable to effectively work from home 60 days post-orientation, they will need to work from the Service Center’s onsite location. At such time that complete virtual training can be offered the expectation is that all staff will work remotely. The exception will be staff who do not have a HIPAA compliant location to work and will have to work at the Service Center’s physical location.

- (10C.5) If any of these issues occur:
  a) a loss of power or internet service at the nurse’s residence
  b) issued equipment fails as determined by the IS Help Desk
  c) the nurse cannot log onto the soft phone

  The nurse will complete their shift at the Service Center’s onsite work location. In that event, the nurse is expected to report to work at the Service Center within seventy-five (75) minutes of encountering the problem. This includes troubleshooting and travel time. All minutes spent troubleshooting and travelling to the Service Center in these circumstances will be paid time. For other outage types, the nurse should first follow department trouble-shooting procedures and contact department leadership to determine if they should come into the Service Center.

- (10C.7) Charge and Relief Charge will no longer be required to work onsite.

For Article 23C - Association Business. The parties agree to hold a virtual teleconference through Teams for such matters as Taskforce Meetings, disciplinary investigations and grievances during the time social
distancing is mandated by state law. The Association agrees to keep the nurses informed of member-related information in a manner that is consistent with their current communication.

Signed and effective this date 3/2/2021

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S. Ashley Bromley
Ashley Bromley, ONA

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Adia Harvey
Adia Harvey, ONA Chair

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Heidi Burns
Heidi Burns, ONA Membership Chair

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Ann Kirby, MS, MPA, BSN
Executive Director, ProvRN

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Elizabeth Lagler
Elizabeth Lagler, CRRN