



goDCgo EMPLOYER SERVICES SUCCESS STORY

Creating a work-life balance with a telework program.

The American Pharmacists Association (APhA) empowers its members to improve medication use and advance patient care through information, education and advocacy. As part of APhA's commitment to supporting a healthy work-life balance for its employees, the organization has grown its telework policy since it was first introduced in 1999.

WHY OFFER TELEWORK?

Teleworking is an innovative business and commuting solution that enables employees to perform their duties outside the traditional office. With the average DC-commute time increasing in recent years, telework programs allow employees to spend less time commuting and benefit from a better work-life balance.

GETTING STARTED

In response to feedback from employees about increasing commute times and costs, APhA expanded its telework program. Part of this expansion included allowing employees to telework up to 2 days per week. Employees can also use telework to gradually return to the workplace following a period of absence, such as parental leave.

When APhA temporarily moved office locations during a 2 year renovation period, employee participation in the telework program significantly increased. Now, in 2019, 58% of APhA employees telework at least 1 day per week, with 24 employees teleworking full-time.

"The competition for top-talent candidates, combined with the challenges of Washington, D.C.'s grueling commute and rising transportation costs, and need for work-life balance in general, are all factors that have led to the success of APhA's telework program," says Jule Miller, Senior Vice President of Human Resources.

Telework is an increasingly popular option for many DC-area employers and DC residents' participation in telework increased by more than 150% from 2005 to 2016.



INDUSTRY

Health Care

COMPANY SIZE

130 employees

PROGRAM BENEFITS

Reduces the stress of daily commute

Contributes to overall employee satisfaction

Plays an important role in recruitment and retention

Promotes a healthy work-life balance

IMPACT ON EMPLOYEES

APhA's investment in teleworking has increased employee satisfaction. Employees also appreciate APhA's encouragement to work from home on days with poor air quality or inclement weather:

"I have severe asthma. On those really cold days when I can't breathe in that bitterly cold air, I don't have to stand at the bus stop. I really appreciate this APhA benefit!" exclaims one APhA employee.

"I selected Wednesdays as my work from home day. It is a mid-week break from traffic, and that extra time allows me to focus exclusively on projects without the stress of a commute or normal office interruptions," says another APhA employee, *"The mental break fuels my productivity for the rest of my work week."*

"As a Maryland resident, a DC-based position was always a non-starter for me in considering a career move. Knowing that I could be open about my work-life balance needs throughout the recruitment process played a key role in my joining the organization." – a recent APhA hire

KEYS TO SUCCESS

APhA's Senior VP of HR, Jule Miller, provides the following tips for organizations who are planning to offer or expand their telework program:

- Take into account the employee's job function and the individual's capabilities and competencies
- Provide strict security standards for home offices
- Measure goals for productivity and accountability to ensure successful performance no matter where your employees are working
- Encourage strong communication and provide infrastructure to support those who telework



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LOOKING AHEAD

Let us help you initiate or enhance your company's commuter benefits programs. Employers can contact goDCgo for template telework policies, telework agreements, telework checklists, and outreach materials to encourage employee participation.



Contact us at **202.299.2186** or **info@goDCgo.com**.

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HOW DO YOU KNOW IF TELEWORKING IS RIGHT FOR YOUR BUSINESS?

INFRASTRUCTURE SUPPORTS REMOTE ACCESS.

Remote access to files, tech support, and remote participation in meetings allow for teleworking. Contact goDCgo for a full checklist.

JOB POSITIONS ARE ELIGIBLE.

Job positions that require daily in-person client management may not be best suited for teleworking.

HOW CAN YOU IMPLEMENT TELEWORK AT YOUR BUSINESS?

TALK TO GODCGO.

Contact goDCgo for a complimentary consultation and free teleworking resources to get you started.

SET UP A TELEWORKING POLICY.

Good communication is the essential element for success. goDCgo can provide you with a template teleworking policy to help your business incorporate best practices.

BUILD A CULTURE OF TRUST.

Remember to maintain an adaptive, connected culture to build trust with employees.