



# COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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To: All Department Heads  
From: Lisa M. Garrett  
Director of Personnel

## **TELEWORK GUIDANCE, RESOURCES AND PRACTICES FOR COUNTY DEPARTMENTS IN RESPONSE TO NOVEL CORONAVIRUS (COVID-19)**

This is to provide you with guidance, resources and best practices to implement telework and other measures for your employees in response to the COVID-19 emergency.

### **TELEWORK GUIDANCE**

The Los Angeles County Telework Program is an effective option to help mitigate several urgent employee issues arising from the COVID-19 emergency, including implementing social distancing, and supporting employees who: may be experiencing mild symptoms of the illness, but feel healthy enough to work; have a need to be at home with an ill or vulnerable family member; or have no immediate alternative arrangements for dependents because of school closures, or sudden unavailability of child or elder care. Telework is also an option for those employees who test positive for COVID-19, are quarantined, and are healthy enough to work. **All requirements for telework training and certification are waived during the COVID-19 emergency.**

Departments should work with their department human resources managers (DHRMs) to determine which positions are appropriate for telework, as it is not suitable for all County jobs. Managers, however, are encouraged to modify work assignments as feasible to enable the maximum number of employees to telework without impacting essential services. Such modifications should be made within reason and at the manager's discretion.

Please note, **telework is not available for employees who are ill and unable to work.** In all such cases, sick leave must be used. However, employees recovering from COVID-19 who are well enough to work, but must await physician clearance, may telework.

For comprehensive information on the County Telework Program, please visit:

<https://employee.hr.lacounty.gov/telework-2/>

### **Alternate Assignments**

Departments may consider assigning the following alternative assignments to teleworkers:

- **On-line Training:** Assign mandatory or other on-line training. Mandatory trainings in Learning Management System can be accessed by using the following link:

<https://learningnet.lacounty.gov/Saba/Web/Cloud>

Thousands of courses on Udemy can be accessed from any computer or tablet. Supervisors can explore the Udemy course catalogue and assign courses to the teleworker. See below for the Udemy links:

<https://employee.hr.lacounty.gov/udemy-learning/>

<https://lacounty.udemy.com/>

- **Administrative Assignments:** Completion of paperwork and reports that can be done off-site.
- **Customer Service Calls:** Customer service calls related to departmental functions and services can be done from alternate work locations with a cell phone.
- **Staff Development Assignments:** Assign staff to read reports, books, periodicals, or other documents that will enhance their job knowledge and/or be discussed at a future date/time. Topics may include: diversity, equity and inclusion; job-specific education; skills enhancement; or the latest research on a topic with a job nexus.

### **Best Practices to Support Teleworking**

Departments should implement the following best practices to ensure successful implementation of telework assignments:

**Flexibility:** Remain flexible and adapt to the changing environment. This applies to the duties assigned during the emergency telework period and the circumstances under which the telework is performed (e.g., the employee must telework to care for children or others as a result of school or elder care facility closures, with no immediate alternatives.)

**Communication:** Communicate expectations for telework in emergency situations. Sample agreement provisions are included in the telework guidelines, which can be modified for the COVID-19 emergency. While the requirement for a formal Telework Agreement has been waived during the COVID-19 emergency, it is still strongly encouraged that supervisors put a written telework agreement in place as soon as possible. Teleworkers should be ready to return to the regular workplace or site when called.

**Secure Connectivity:** Ensure appropriate and secure connectivity to any County information systems. At minimum, employees need a computer, internet or phone access in order to telework. ISD has been working to increase the number of staff that can connect to the County internet through MyPC/SSLVPN. Each department should check with their respective Chief Information Officer (CIO) to ensure their staff will be able to connect to the appropriate systems securely and without compromising County data. Teleworkers must be able to maintain the same confidentiality of records as required in the workplace.

**Assignment Deliverables:** Work with teleworkers to prepare a list of assignments and review it often. Clearly articulate the assignment deliverables and expectations. Supervisors should check-in with employees at the start of the telework assignment or as soon as possible after the telework begins, and monitor the employees' daily progress on assignments. Sample telework task schedule can be found on the CTP website.

**Daily Contact:** Teleworkers should maintain daily contact with their immediate supervisor. Check-in time and hours of availability by the teleworkers should be clearly articulated. Teleworkers may check-in through email or a phone call to the supervisor.

### **Other Considerations**

Departments should consider the following when implementing telework assignments:

**Use of Personal Devices for Telework:** Each department should check with their respective CIO to determine if employees are authorized to use personal devices (e.g., laptop, desktop, and cell-phone) for telework, or if the department has sufficient number of laptops to assign employees. If employees must use their personal devices, remind them to keep work product and data confidential. Remember to be flexible.

**Timekeeping:** A memo prepared in conjunction with the Auditor-Controller will be sent shortly to provide clarification on teleworking codes during the COVID-19 emergency.

### **Safety Measures for Social Distancing**

Social distancing is a public health strategy to prevent or slow the progression of an infectious pathogen, such as COVID-19. This means keeping people a minimum of six (6) feet apart in order to avoid passing the virus from one person to another.

In addition to telework, departments may consider the following strategies to implement social distancing:

- **Flexible Hours:** Consider staggering work schedules in order to maximize coverage for critical functions and lessen the number of employees in the workplace at one time.
- **Cross-Training:** Ensure coverage of essential business functions by cross-training staff, so that departments do not lose the ability to serve their clients. Rotate staff offsite for telework, while still maintaining a core group at the office to provide services.

These additional safety measures can be implemented to support and protect the County workforce while continuing to provide vital services to the public.

### **Additional Communication and Resources**

In order to support departments and employees during the COVID-19 emergency, DHR has implemented the following:

- **Dedicated email address:** [Covid19@hr.lacounty.gov](mailto:Covid19@hr.lacounty.gov), where DHRMs can send operational questions and receive a timely response.
- **DHR Website:** <https://employee.hr.lacounty.gov>, which contains updated information for supervisors and managers on the COVID-19 emergency response, including resources, FAQs and County correspondence.
- **Toll Free Phone Line:** (877) 230-5593 to provide information to employees.
- **Weekly teleconference calls** with the DHRMs to provide information, additional resources and support.

Should you have additional questions, please contact your DHRM or Gina Lugo-Tully at [glugo-tully@hr.lacounty.gov](mailto:glugo-tully@hr.lacounty.gov) or (213) 893-7814.

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