

CONSIDERATIONS FOR AN EMERGENCY TELEWORK PROGRAM

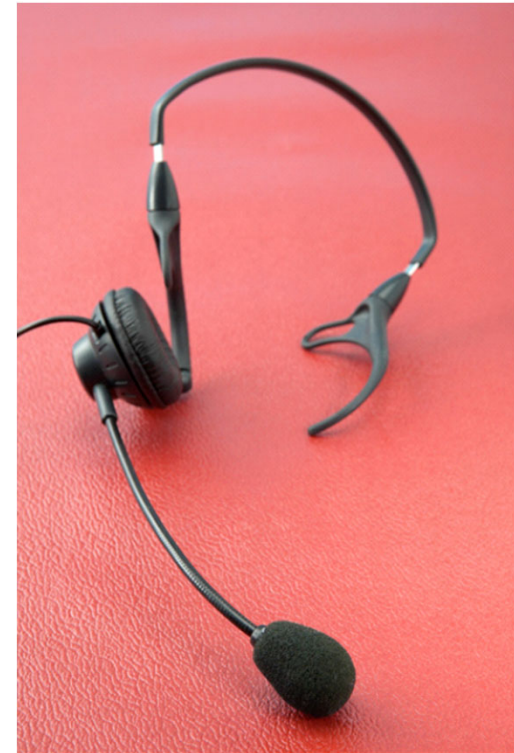
When you have just a few days to prepare.

Curated Advice from the Web



Questions Employers Should Address

- Who's eligible to telework?
- Does the agency have the necessary equipment, like laptops and desktops?
- Are they secure?
- Does the agency have to certify people's home computers?
- Can they handle remote meetings?
- Do employees have enough to do out of the office?
- Can supervisors still measure productivity?
- Are the employees timely and reliable enough to work from home?
- Are necessary policies in place for workplace safety?
- Will some be placed on temporary leave?



Source: Andrew Westrope. "Coronavirus: Two States Divert to Telework. Are Others Ready?" *Government Technology Magazine*. March 12, 2020.

<https://www.govtech.com/health/Coronavirus-Two-States-Divert-to-Telework-Are-Others-Ready.html>

Employer “To Do” List

- Establish policies and procedures for teleworking, holding meetings and managing people’s work.
- Do a network assessment to be sure the network can handle video conferencing and teleworking at scale.
- Do a technology inventory (including licenses) to make sure the agency has the equipment and other resources

Source: Andrew Westrope. “Coronavirus: Two States Divert to Telework. Are Others Ready?” *Government Technology Magazine*. March 12, 2020.

<https://www.govtech.com/health/Coronavirus-Two-States-Divert-to-Telework-Are-Others-Ready.html>



Employer “To Do” List

- Clarify the expectations regarding the frequency and method of communication expected from the employees.
- If employees are offered the choice to use their personal electronic devices for telework purposes, the company’s policies should speak to any additional safeguards needed to protect company property.



Source: “Teleworking and the COVID-19 Outbreak”. *The National Law Review*. March 12, 2020. <https://www.natlawreview.com/article/teleworking-and-covid-19-outbreak>

Employer “To Do” List

- Have employees review and sign or digitally sign the teleworking policy and retain copies of the employee’s signature and understanding of the policy.
- Employees should acknowledge with their signature that they accept and understand that the employer has the maximum discretion permitted by law to administer, change, modify, or revoke the policy at any time (with or without notice), and clarify whether the policy is meant to be temporary or permanent.

Source: Eric J. Neil. “UW Medicine CIO’s Advice: Prepping IT Systems for COVID-19”. *Healthcare IT News*. March 12, 2020. <https://www.healthcareitnews.com/blog/uw-medicine-cios-advice-prepping-it-systems-covid-19>



Employer “To Do” List

- Managers must be prepared to triage telework requests from personnel who may require transitioning to telework in the early stages of the crisis.
- Review communication distribution lists to ensure that they accurately reflect the internal, external, partner and other groups that are critical to your response.

Leadership Team

- Board of Directors
- CEO, CIO, CFO
- Managers

Internal Teams

- Production/Client Support
- Administrative/Financial/Legal
- Human Resources/Communications

Essential Personnel

- Emergency Contacts
- Risk Management

Clients

- Existing
- Prospective

Associates

- Vendors
- Suppliers

Source: Eric J. Neil. “UW Medicine CIO’s Advice: Prepping IT Systems for COVID-19”. *Healthcare IT News*. March 12, 2020. <https://www.healthcareitnews.com/blog/uw-medicine-cios-advice-prepping-it-systems-covid-19>



Checklist Summary

- ✓ Establish an Emergency Telework Policy. Businesses must still establish the rules.
- ✓ Check needed technology, including equipment and VPN connection.
- ✓ Supervisors and employees should discuss work performed at home.
- ✓ Trust and Communication: set a time each day to review work.
- ✓ Regularly review how telework is going and revise the policy as needed.

Source: Christopher Arabia, Manager of Statewide Mobility Programs. Email communication on the Telework listserv. March 16, 2020.



Teleworker Tips

- Define your workspace.
- Master the basics – call forwarding, accessing voicemail, VPN, Skype/Teams, web meeting.
- Set daily goals, track them and share your progress.
- Eliminate distractions.
- Prioritize privacy.
- Stay connected.
- Dress for work.



Source: University of Washington, Human Resources webpage. "Teleworking Tips for Employees." Accessed March 16, 2020.

<https://hr.uw.edu/coronavirus/teleworking-tips-for-employees/>

Additional Resources

- [Telework.gov](https://www.telework.gov) - the official website of the Federal Government's telework program
- Society of Human Resources Managers' How to Create an Effective Teleworking Program - <https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/how-to-create-an-effective-teleworking-program.aspx>
- Association for Commuter Transportation's Tips For Establishing Telework And Managing Remote Workers <https://www.actweb.org/i4a/headlines/?controller=headlines&action=headlineDetails&id=258>