

INSERT AGENCY LETTERHEAD

DATE

TO: All Staff
AGENCY

FROM: NAME
TITLE
AGENCY

SUBJECT: 2019 Novel Coronavirus Work Expectations

[Insert a summary explain what is occurring with your agency that employees need to know]

Telecommuting Expectations:

- Forward your desk phone to your cell phone. [insert instructions on how to forward phones] You may need to check your voice mail remotely if your phone will not forward voice mails.
- Ensure you have the appropriate access, tools and resources to complete your work remotely. Notify your supervisor if you do not.
- [Insert information on cell phone reimbursement as applicable]
- Notify your supervisor if you are having any computer or phone issues (as is possible).
- You are responsible for your home or remote location wireless costs.
- [Insert instructions on if you want them to set an out of office reply]

In Office Work Expectations:

- Act in accordance with the same limitations you would if you were working remotely. For example, try to limit in person meetings. If 6-foot distancing is not possible use email, phone, text, Zoom/WebEx/etc., or other means of communication. Close your door if possible and post a sign noting you are in the office and request people to knock before entering.
- At the beginning or end of each day, wipe down common surfaces in your office space with spray or wipes (including desk, phone, keyboard, mouse, doorknobs, etc.).
- Avoid spending time in common places, such as the breakroom. When in the breakroom, ensure social distancing measures are followed (6 feet).
- Disinfect hard surfaces in common areas, such as the breakroom after you use them. This includes doorknobs, refrigerator handle, microwave, countertops, etc.
- If you sneeze or cough, please use tissues and dispose promptly.

Expectations for Everyone:

- [Insert details regarding work schedules, contact lists, etc.]
- Notify your immediate team during times that you are not available (i.e., break, lunch break, taking care of a child, computer issues, etc.).
- Accurately code all hours worked/not worked. For those in the office, code ACT. For those telecommuting, code CVR. If you have CVR and office hour time, use REG, not ACT in conjunction with the CVR code on your time sheet. For time spent not working during normal business hours you will need to use your accrued leave.
- Complete a daily progress report on tasks worked on/completed, log as you go may help you stay on track. Work with your supervisor to determine the method for doing so (i.e., email, Excel, Word, discussion, etc.)
- Request any temporary and necessary adjustment for your work schedule with your supervisor prior to implementation.
- Notify your supervisor if you do not have enough work to do. There may be projects available to work on.
- Be very responsive to your colleagues and agencies.
- If you are unsure of an answer to a question, do not answer it. It is imperative to provide accurate information. Please keep your supervisor informed of issues you are working on,
- If work is not being completed accurately and/or timely, your supervisor will meet with you to discuss the gap in performance.
- Keep a call log of who you talked to, date, time, and details of call. This will help with reporting work completed and informing the group of questions you are receiving.