Effective: March 16, 2020
Expiration: March 15, 2021

TO: All DSH Employees

SUBJECT: Amendment to Policy Directive 5338 Telework

REFERENCE: GO Executive Order, Department of Technology Memo, dated, March 8, 2020

Purpose:
This Information Bulletin expands Policy Directive 5338 “Telework” and provides guidance for emergency telework in a declared state of emergency to allow DSH to provide continuity of services.

Process:
The State of California has a responsibility to protect its residents in cases of emergency, including but not limited to, natural disaster, terrorism and public health crisis. Moreover, the State of California has a responsibility to taxpayers to ensure that state functions are performed efficiently. As a part of this responsibility, it is important to recognize that ensuring the continuity of the critical functions of state business is necessary and may require certain staff to work remotely.

During declared emergencies, DSH will consider viable options for telecommute or flexible schedules for employees impacted by the emergency.

DSH has the ability to expand telework during an emergency, the Department of Human Resources (CalHR) and the Department of Technology (CDT) have developed the following guidance.

Best Practices for Supervisors and Managers:
Participation in telework should be based on the ability of the employee to perform tasks that can be completed from remote locations, such as a home office and the manager’s assessment of the employee’s ability to complete those tasks satisfactorily.

Ensure performance expectations have been discussed and are clearly understood and that telephone and email contact procedures have been defined.
Establish core periods of time which employees are expected to work. Inform employees who will not be available during normal working hours to notify their supervisor and, as applicable, seek prior approval to use leave credits to cover the time.

It is important for all employees to maintain a healthy, safe and ergonomically sound work environment while working at home.

To the extent feasible, employees should:
- Learn and apply ergonomic safety practices.
- Establish and maintain a safe home office environment.
- Adhere to department policies around the security and confidentiality of data and information.
- Adhere to Admin OP 5338 Telework
  - Review and Complete all attachments and obtain approvals as outlined
  - For emergency telework, indicate “Emergency telework resulting from declared state of emergency required to maintain continuity of DSH operations.” in Attachment A, in the box labeled “indicate work dates and hours here, if not covered in table.”
- Proactively stay in touch with management concerning work needs while teleworking.

**Worker’s Compensation:**
If an employee incurs a work-related injury while teleworking, worker’s compensation laws and rules apply just as they would if such an injury occurred at the main office. Employees must notify their supervisor immediately and complete all necessary documents regarding the injury.

**Technical Considerations:**
Employees with a state issue laptop and phone shall use these devices to participate in emergency telework.

Employees without a state issued laptop and/or phone shall use Workspace One and Multi-factor Authentication to access DSH systems and information from a personal computer.

Contact Technology Services Division with questions regarding technical considerations.

**Contact:**
Your local Human Resources Director

**Attachments:**
- Policy Directive 5338 Telework
- Admin OP 5888 Telework
- Workspace One Instructions
- Multi-Factor Authentication Instructions
Signature:

Original signed by Chief of Human Resources
Sean Hammer, Chief of Human Resources

Original signed by Deputy Director of Administrative Services
George Maynard, Deputy Director of Administrative Services