



COVID-19: City of Anaheim

Telecommuting Guidelines

March 17, 2020

The nature of how you communicate with your employees over the next several weeks is likely going to change, with many employees working remotely (telecommuting). To assist you in how communicating with your staff, ensuring work continues to be completed, accountability measures are in place, and employees continue to feel engaged and supported, the following guidelines are offered:

- ◆ Carefully review and become familiar with the [Temporary Telecommuting Assignment Policy](#).
- ◆ Determine if the employee is able to perform productive work remotely. For example, responding to inquiries, completing work and producing deliverables, ability to receive and follow direction from supervisors, ability to access necessary programs to perform responsibilities etc.
- ◆ Ensure every employee who is telecommuting is familiar with the policy and has signed the agreement. This may be accomplished remotely through email acknowledgement.
- ◆ Set work start and end times in advance. Identify the following with your employee:
 - a. Work schedule
 - b. Method of contact (phone, email, Business Skype, etc.)
 - c. Time and frequency of contact (example: we will have a call every Monday at 10 am)
- ◆ Provide specific, measurable, and attainable performance expectations, such as specific assignments, corresponding deadlines, and the quality of the work expected. Set deadlines and interim checkpoints.
- ◆ Plan to follow up with the employee regularly. In the first week of the telecommuting arrangement, try and to connect daily with your employees.
- ◆ Employees are expected to respond to phone calls/be able to respond to managers. Don't hesitate to reach out to your employees for status reports whenever needed.
- ◆ Hold team meetings and one-on-ones using video, if possible. This will ensure participants are focusing their attention and video makes for a more effective communication when everyone can see each other. Contact IT for access to a video conference provider.
- ◆ Monitor employee's ability to deliver on performance expectations, assignments, deadlines, as well as quality and quantity of work. Some employees may thrive under telecommuting arrangements, while others may struggle.