

FROM: Telework <Telework@dss.nyc.gov>
DATE: Thursday, March 19, 2020 at 6:30 PM
SUBJECT: Telework Policy and Instructions

On Friday, March 13, 2020, the City issued guidance on teleworking due to COVID-19 and authorized agencies to implement temporary telework plans, which allow City employees to temporarily work from an alternate location of their choosing rather than their typical work location. The ability to telework is determined based on an employee's current scope of responsibilities.

EFFECTIVE MONDAY, MARCH 23, 2020, DSS-HRA-DHS IS AUTHORIZING LIMITED NUMBER OF EMPLOYEES TO BEGIN TO TEMPORARILY TELEWORK. SCHEDULES AND WORK LOCATIONS WILL BE DETERMINED ON OPERATIONAL NEEDS AND MAY INCLUDE A COMBINATION OF TELEWORK AND IN-OFFICE WORK. IF YOU ARE RECEIVING THIS COMMUNICATION, YOU ARE AUTHORIZED UNDER DSS-HRA-DHS POLICY TO TELEWORK.

To help facilitate this temporary change in work location, PLEASE FIND BELOW INSTRUCTIONS ON AN IMMEDIATE ACTION YOU MUST TAKE, some additional guidance, and the Agency's Temporary Telework and Alternative Work Location Policy During the COVID-19 Outbreak [1].

TELEWORK CONFIRMATION – ACTION NEEDED

Upon receipt of this email, YOU MUST CONFIRM WHETHER YOU WILL TELEWORK BY:

- * Emailing TELEWORK@DSS.NYC.GOV [2] with the SUBJECT LINE CONFIRM AND YOUR EIN and copying your supervisor. By sending the CONFIRM email, you are acknowledging that you have read and understood the Agency's telework policy; and
- * Providing a phone number and address at which you can be reached and will be located if you telework, which will be kept on file.

If you do not wish to telework, you are expected to report to your usual work location according to your schedule. Do not activate an "Out of Office" message unless you are approved for and taking leave (i.e., sick, annual, or comp time) the same as you would if you were working at your actual work location.

Additionally, to facilitate your ongoing work, you must change your E-mail signature to reflect the phone number at which you may be contacted while you telework. And, you must change your office voicemail to indicate the phone number at which you may be reached.

IT RESOURCES

You will receive a separate email(s) providing instructions on: Remote Access, Office 365, and WebX conferencing services.

TIMEKEEPING

You will continue to use the City's usual timekeeping method -- CityTime -- to track your work time while at your alternate work location. All timekeeping rules remain in effect, including receiving pre-approval for all expected Overtime. You must record your time in CityTime at the beginning and end of each workday. Please be reminded that staff are expected to take lunch each day as they ordinarily would.

A separate communication will be issued from HCM with instructions to staff and supervisors/managers on how to ensure that staff's time and leave entries will be addressed in CityTime.

If you encounter a problem with CityTime and you cannot record your start and/or end time, you must send an e-mail to your supervisor, CC'ing HCM at HCMCustomerCare@dss.nyc.gov [3] at the time of the problem that states what problem you encountered and the time you started and/or ended work.

If you are a supervisor and you receive an email from your staff that notes a CityTime issue, you must contact that employee immediately to confirm the issue by emailing and calling your staff member.

DSS does not tolerate discrimination in any form. During this period, if you feel you need support, you are urged to contact the Employee Assistance Program at 212-306-7660 or EAP@olr.nyc.gov [4] for free and confidential services.

Also, if you feel you are being harassed due to your national origin, race, ethnicity, actual or perceived immigration status, or other protected status under the Citywide EEO Policy, you can report this to the DSS EEO Office at 929-221-6658 or DSSDiversityandEquityOffice@dss.nyc.gov [5].

We know this is a new situation, and we appreciate your hard work, patience, and perseverance in this challenging time. If you have any questions, do not hesitate to reach out to your supervisors.

Links:

[1] <https://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=f572da8b-5796-4773-89e6-9d49cf81c033>

[2] <mailto:Telework@dss.nyc.gov>

[3] <mailto:HCMCustomerCare@dss.nyc.gov>

[4] <mailto:EAP@olr.nyc.gov>

[5] <mailto:DSSDiversityandEquityOffice@dss.nyc.gov>