



William D. Gore, Sheriff

San Diego County Sheriff's Department

Employee Relations Bulletin

March 2020

Teleworking Guidelines

In mid-March 2020, the County of San Diego and the Sheriff's Department began to encourage teleworking to combat COVID-19 and maintain operations. Selection is based on operational needs, job expectations, duties, workload, and staffing, as well as the ability to achieve the work successfully in a teleworking environment.

Supervisors need to establish clearly defined and measurable objectives and expectations to be accomplished during the pandemic consistent with expectations for their respective work groups. Employees must maintain productivity, work quality and customer service standards while teleworking.

Teleworkers and their supervisors remain obligated to comply with all Sheriff's Department policies, procedures, guidelines, ordinances, practices and instructions. Supervisors shall evaluate performance using productivity measurements which may include:

- Quality and quantity of work produced
- Accuracy of work produced
- Timeliness of work products submitted
- Timely and appropriate communication with staff and customers

One tool supervisors and staff can develop are teleworking weekly logs that track an employee's progress on assignments and task. (Please See Attached Sample, which can be modified)

Supervisors and employees need to clearly communicate regarding time off, vacation requests, sick leave, and any other pertinent leave issues. Teleworkers are responsible for the ergonomics of their remote offices, as well as, maintaining a safe work environment free from hazards. Kronos should reflect actual hours worked. Please See – Payroll Kronos COVID-10 Guidelines- Bullet Teleworking on how to properly code telework activity.

The telework assignment may be modified or cancelled at any time by the supervisor, based on an assessment of the employee's work performance, how the telework program affects productivity, change in the requirements of the job or program, and/or other operational needs. If productivity, work quality and/or customer service standards begin to decline, the telework assignment will be reevaluated to determine if changes can be made or if the assignment needs to be terminated.