


***DSS-HRA-DHS TEMPORARY TELEWORK AND ALTERNATIVE WORK
LOCATION POLICY DURING THE COVID-19 OUTBREAK***

TO: DSS-HRA-DHS Staff

FROM: Mark L. Neal 
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I. OVERVIEW

This policy implements the Department of Citywide Administrative Services' [Personnel Services Bulletin 600-3, March 13, 2020](#), "Temporary Citywide Telework Policy for City Employees During the COVID-19 Outbreak."

II. PURPOSE

As an integral element of the City's efforts to mitigate COVID-19, DSS-HRA-DHS is implementing a temporary telework policy that will allow a limited number of designated employees to work from an alternative location. Schedules and work locations will be determined on operational needs and may include a combination of telework and in-office work. This policy does not supersede City rules, regulations, or policies applicable in the workplace. All employees will continue to engage in their duties and responsibilities as if they are at their designated worksite.

III. SCOPE

This policy applies to both represented and non-represented employees.

TERMS & DEFINITIONS

- Telework: City work performed at a location other than the designated City worksite(s) for the employee.
- Alternative Location: A location at which a City employee's telework duties can be performed.
- Onsite: The designated City worksite(s) at which a City employee performs normal duties for DSS-HRA-DHS.

IV. POLICY

Effective March 23, 2020, all employees who have been expressly authorized by the Commissioner and their Chief to perform telework may begin working from an alternative location. Schedules and work locations will be determined on operational needs and may include a combination of telework and in-office work.

Employees performing telework may use either their agency-issued device(s) or their own personal device(s) to perform their duties. Whether the device is City-owned or personally owned, all existing policies on use of City-owned technology and devices as well as practices on information security must be strictly adhered to.

Employees performing telework are expected to perform their assigned tasks and duties as if they were onsite and during their usual work hours. Supervisors and managers are expected to ensure this by regularly checking in with employees performing telework.

Employees performing telework must provide to their supervisor or manager: (1) the address that will serve as their alternate location, and (2) a phone number at which they can be reached during their usual work hours. A change to either must be reported through email to their HRBP and the employee's supervisor or manager. The subject of the email must read "TELEWORK LOCATION UPDATE," with the updated information contained in the body of the email.

Employees performing telework who are subject to self-isolation or quarantine are permitted to work from the location where they are quarantined on a voluntary basis if they are healthy enough to work and other criteria within this policy are met.

Employees performing telework and who have been provided with remote access should use either their previously set up accounts for remote access or the new Remote Access account, which allows employees access to their account and applications from any device with an internet connection. The new Remote Access URL requires no certifications or applications to be downloaded or installed prior to use.

Questions on the DSS-HRA-DHS Temporary Telework Policy During the COVID-19 Outbreak should be directed to the TeleworkPolicyQuestions@dss.nyc.gov.

Questions on Reasonable Accommodations should be directed to the Chief Diversity, Inclusion, and EEO Officer at DSSDiversityandEquityOffice@dss.nyc.gov.

As this policy is temporary, teleworking at DSS-HRA-DHS will be re-evaluated on an ongoing basis. At any time, DSS-HRA-DHS may shift an employee from Telework to Onsite, or vice-versa, based on the needs of the agency and/or a violation of policies or procedures. All time and leave policies for the City and DSS-HRA-DHS remain in effect.

RELATED POLICIES & PROCEDURES

- [Personnel Services Bulletin 600-3, March 13, 2020](#)
- [Coronavirus Disease 2019 \(COVID-19\) Safety and Health Guidance for Non- Healthcare Workers Working for NYC Government, March 8, 2020](#)
- [City of New York Policy on Limited Personal Use of City Office and Technology Resources](#)
- [City of New York Citywide Information Security Policy: User Responsibilities Policy](#)
- [City of New York Citywide Information Security Policy: Remote Access Policy](#)
- [City of New York EEO Policy](#)
- [DSS/HRA Code of Conduct](#)
- [DHS Code of Conduct](#)
- [Executive Order 746 - Confidentiality Policy](#)
- [DSS/HRA Time and Leave Policy](#)
- [DHS Time and Leave Policy](#)

Effective: March 23, 2020