



Milwaukee County COVID-19 Public Health Emergency

Telework Administrative Order 20-3v1

Version 1 Issued and Effective as of 7:00 a.m. on Monday, March 16, 2020

COVID-19 Public Health Emergency: Teleworking Guidelines & Procedures

Given Governor Ever's declaration of a public health emergency associated with COVID-19 on March 12, 2020, the County's principal goal is to protect the health of its employees and the public. The County recognizes that the populations it serves have essential needs that must be met even – or especially – during such an emergency.

This memorandum includes a Telework Administrative Order regarding telework expectations, guidelines, and procedures during the public health emergency. This policy is effective at 7:00 a.m. Monday, March 16, 2020.

If you have questions about this, or any other Administrative Order or policy, please email: COVID-19@milwaukeecountywi.gov

I. COVID-19 Telework Guidelines & Procedures

During a pandemic, social distancing¹ is critical to preventing the spread of the disease among our employees and the people we serve. Teleworking is key to achieving social distancing, though it is not the only mechanism. This Administrative Order will cover definitions, expectations, guidelines, and procedures for teleworking during the public health emergency.

Teleworking is a cooperative arrangement based on the needs of the job and Milwaukee County. The following are the teleworking guidelines and approval procedures for employees during the COVID-19 Public Health Emergency.

A. Definitions & Designations

- **Telework-Able:** As determined by a department head, an employee or function that could reasonably meet operational and job needs from a remote location. “Telework-Able” status is determined by department leadership. Department leadership should undertake all reasonable efforts to make maximize employee telework capability, with the understanding that some services must be provided in person.
- **Telework-Ready:** As determined by a department head, an employee or function that has the necessary equipment to be performed from a remote location. Necessary equipment may include laptops, essential job software, cell phone, and internet access, as needed. “Telework-Ready” status is determined by department leadership.

¹ **Social distancing** means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet) from others when possible. <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

Department leadership should undertake all reasonable efforts to meet the equipment needs of functions and employees to move them from telework-able to telework-ready status as quickly as possible.

B. Expectations, Guidelines, and Procedures

Starting immediately, and until directed otherwise by the Milwaukee County Executive or a designee, the following expectations, guidelines, and procedures are in effect:

- Department heads or designee (including elected officials²) shall direct all Telework-Ready Employees to start teleworking as soon as possible. Telework-Ready status is determined by department heads and is designated in a department's COOP plan. Changes to Telework-Ready status can be made only at the discretion of departments heads or designees, or the Milwaukee County Executive Chief of Staff for administrative departments.
- Department heads or designees, County leaders, managers, and IMSD staff should work diligently to move people from Telework-Able to Telework-Ready status by addressing identified equipment barriers and working with their IMSD Business Development Analyst. If equipment supply is limited, leaders and IMSD have discretion to prioritize equipment issuance based on essential operational needs. Department heads or designees will use information from their COOP plan to inform IMSD of equipment needs for employees and functions. We ask for your patience as requests are processed as quickly as possible, given operational urgencies.
- Department heads or designees, County leaders, managers, and IMSD staff should work diligently to find ways to move functions to Telework-Ready status, understanding that this is not possible for many county functions and services.
- Employees should be flexible during an emergency so that we continue to provide essential County services while protecting their health, the health of their families, and the public's health.

In summary, the directive to telework is not optional. *See* n.2. However, the exact operationalization of the Telework Administrative Order 20-3v1 will require the department head or designee to make the following determinations:

1. Determine which employees are Telework-Able and Telework-Ready (this is NOT up to the employee, though may require input from the employee);
2. Work with IMSD Business Analysts to meet employees' equipment needs to get Telework-Able employees to Telework-Ready status; and
3. Have Telework-Ready employees start teleworking as soon as possible and in support of the department's COOP plan.

² Elected officials may determine whether they will telework in their sole discretion. Electeds may direct their appointees regarding whether appointees shall telework in their sole discretion. All other County employees are under the directive as articulated in this Administrative Order 20-3v1. Per an opinion issued by the Office of Corporation Counsel on March 13, 2020, the County Board may amend, rescind, or ratify this Administrative Order.

C. Preparing and Executing Telework

Teleworking is a new style of work for most individuals and teams at Milwaukee County and will require an adjustment in management styles, communication, and work culture. Every team will figure out what works best for them. To help support the transition, all employees who are Telework-Able, Telework-Ready, or who supervise staff who will be teleworking, can find a list of trainings and training aids on County Connect: <https://countyconnect.milwaukeecountywi.gov/MCINT/COVID-19/Telework>

As the emergency declaration progresses, more trainings, training aids, and FAQs will be added to the County Connect page to assist employees and supervisors with successfully working remotely.

D. Terms and Conditions of Teleworking

Under this Telework Administrative Order 20-3v1, employees are required to adhere to the following terms and conditions for continued employment and to remain in good-standing. All Telework Employees shall abide by the following telework rules:

- **Employees shall complete the LMS Mandatory Online Acknowledgement of the Telework Administrative Order.**
- Employees shall use Milwaukee County-issued laptops exclusively for all County-related work. **No personal computers may be used for County-related work.**
- Where no County-internet is available during telework, employees shall use their home or personal internet/Wi-Fi, if available.
- **Employees shall not use personal cell phones shall for County-related emails or texting. Employees may use personal cell phones for County-related phone calls if the employee does not have a County-issued cell phone.** If an employee has a County-issued cell phone, the employee may not use a personal cell phone for any County-related business.
- Demonstrate flexibility with the work schedule and tasks requested that may be outside of the norm. The public relies on County services to meet their health and financial needs and, as public servants, every effort must be made to keep services running. This means employees may have to use their home or personal internet/Wi-Fi, space in your house or apartment, and other accommodations that would not be asked of employees during non-emergency times. Or, for example, employees teleworking while providing dependent care may have responsibilities that affect availability; supervisors and teammates should be understanding and flexible to people's different needs during an emergency.
- Agree not to allow any individual residing with or visiting employee's home to access Milwaukee County-owned equipment, or any files, folders, email, and other confidential or sensitive data on any personally owned equipment.
- Notify a supervisor and IMSD Service Desk (imsdhelp@milwaukeecountywi.gov or 278-7888) in the event of equipment malfunction or theft, as soon as possible. If the malfunction or theft precludes employee from working on assignments, the employee should work with their supervisor and IMSD to identify an interim solution, as

possible, which may include working from a different location or device, or using the Supplemental Paid Leave (SPL) Bank hours.

- Consider their remote workspace an extension of their Milwaukee County workspace and all work-related injuries and illnesses must be reported to employee's supervisor immediately.
- Leave monitors, computers, or other non-portable equipment in the employee's County workplace.

Failure to abide by these terms and conditions may subject employee to disciplinary action, up to and including termination.

E. Equipment Care

- Teleworking employees must abide by Milwaukee County's policies covering information security and data privacy.
- Maintenance on Milwaukee County-owned equipment will be performed only by a Milwaukee County authorized technician.

F. IMSD Right to Monitoring, Employee No Expectation of Privacy and Information Security

Milwaukee County reserves the right to monitor any and all equipment on the Milwaukee County network, and the right to remove or disable the network connection should the equipment show the behavior of infection, indicators of compromise, or use in violation of the Milwaukee County Acceptable Use Policy.

G. Non-Reimbursable Non-Payable Expenses

- Costs related to remodeling and/or furnishing the telework workspace shall be non-reimbursable/non-payable by Milwaukee County.
- Normal household expenses such as heat and electricity shall be non-reimbursable/non-payable by Milwaukee County.
- Milwaukee County will not reimburse employee for any home or personal Wi-Fi/internet connectivity expenses.
- Maintenance/repair of all personally owned equipment shall be non-reimbursable/non-payable by Milwaukee County.