



Telework Guidance During COVID-19

This document is meant to provide guidance to employees, supervisors, and managers to encourage successful remote work during the current COVID-19 public health crisis.

If you are an employee or contractor, this guidance will help you:

- Know the County's **new telework procedures**
- Understand your responsibilities as a remote worker
- Become familiar with the tools and resources available to you as a remote worker
- Learn how to communicate and complete work effectively while working remotely



If you are a manager or supervisor, this guidance will help you:

- Understand how you can support your teleworking staff to help them be successful
- Foster effective communication and cooperation while your team is working remotely
- Learn ways to boost engagement, improve clarity, and reduce anxiety during this stressful time for your staff

Your Responsibilities While Working Remotely

Employee & Contractor Telework Responsibilities

- Ensure you have the equipment required to perform your job.
- Follow Department and County rules and procedures.
- Use the appropriate telework MTime code, when entering time. All employees should use the reason code "TELECOVID" in MTime until further notice.
- Meet expectations for established response times to calls and emails.
- Clearly communicate your work hours and availability to your coworkers.
- Share information and be collaborative.
- Update your email Signature with contact information. Ensure that you have addressed any ADA-accommodation issues with relevant teleworking employee, in collaboration with OMS

Supervisor & Manager Telework Responsibilities

- Secure VPN access if required for your employees.
- Establish clear communication expectations for calls and emails with your team.
- Review daily/weekly activities with your team on a frequent basis. Use tools such as Microsoft Teams and email to communicate with your team.
- Ensure teleworkers on your team understand how to use remote communication tools such as Microsoft Teams effectively.
- Ensure use of confidential communications by employee in normal business operations that are conducted remotely.
- Be responsive. Check in with your team to discuss what is working well and what is not working well regarding remote work assignments.
- Regularly review performance with your team.
- Clearly communicate responsibilities and deadlines for tasks and projects to avoid confusion.



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Availability

- As with in-office work, the expectation is that you will be available/accessible during normal business hours, unless you have previously notified leadership.
- Include your hours of availability using a shared calendar. If you are unavailable/unreachable for an extended time period, please notify your supervisor. Remember, as with in-office work, time taken during the day for appointments, errands, etc. should have prior approval, and the appropriate leave status reported in MTime.
- Be sure your Teams status reflects your availability. Update to “away” when you step away from your computer. Use the status messages feature to provide more detail about when you will be available (i.e., Away for Lunch 11:30 a.m. – 12:00 p.m.).

Team Interaction

- Communicate with your team, let them know what you’re working on. Keep your Teams/Skype Status updated to reflect your working status.
- Review daily activities with team leads/supervisors on a frequent basis. Use tools such as Microsoft Planner to visual display work to team(s) and supervisor(s).
- If appropriate, conduct virtual stand up meetings. Make time to gather as a team virtually to replace office interaction time.
- When possible use webcams for meetings to assist with non-verbal communication that is lost when not in person.
- Used shared documents to collaborate rather than emailing documents back and forth.

Resources

- [Tips for Remote Transition](#)
- [OHR Telework Website](#)
- [Microsoft Teams Guide to Remote Work \(20 Minute Video\)](#)
- For technical questions or assistance, please contact the County’s IT Help Desk at 240-777- 2828 or via email at HelpIT@montgomerycountymd.gov

Telework Tools	
<i>I need to do this task...</i>	<i>I can use this resource...</i>
Sign documents	Adobe PDF
Schedule meetings	Microsoft Teams, Outlook - Scheduling Assistant
Display workload, task status, or assign someone to a task	Microsoft Planner
Create work group	Microsoft Teams
Collaborate on shared work documents	Save to OneDrive, SharePoint, or Microsoft Teams
Quickly chat	Microsoft Teams
See status of team members	Presence in Teams, in Outlook or Office 365 Web: Red = unavailable or busy Yellow = away Green = available
Access Oracle eBusiness	VPN into County ePortal
Access my pay slip, tax forms, and online training	Employee Self Service through County’s ePortal
Get help with teleworking tools	Office365 Support Center
Apply for telework approval	Online Telework Application