



Telecommuting Policies - Hot Topics & Key Issues to Consider

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AGENDA

- Telecommuting Pre/Post Covid-19
- What to Include in a Telecommuting Policy?
- Public Sector Accountability
- Managing Performance/Supervisory Issues
- Labor Relations Impacts



Telecommuting Pre-COVID-19 - Post-COVID-19



Teleworking Terms

- Telecommuting
- Working remotely
- Working from home
 - May have slightly different meanings
 - In reality, often used interchangeably



Policy Considerations for the Employer

- Stakeholder input
- The business case
 - Public service
 - Technology
 - Recruitment & retention
 - The cost/value of telework
 - Employee safety



What to Include in a Telecommuting Policy?



Overview of Policy Provisions

- Eligibility criteria
- Hours of work & non-exempt issues
- Expectations for telework environment
- Compliance with agency obligations & responsibilities
- Telework agreements



Public Sector Accountability



How Do You Measure Performance?

- Time spent on tasks
- Quality of work
- Quantity of work
- Job knowledge
- Teamwork
- Communication
- Initiative



What Are the Outcomes for the Time Paid to Public Employees?

- Organization responsibility to the public
- Answerability for our action/inaction
- Team/work unit impacts
- Trustworthiness
- Protection from liability



Managing Performance/Supervisory Issues



Supervision of Out-of-Sight Employees

- Understanding what work is performed/needs to be performed
- Observation is limited
- Dealing with suspicion
- Navigating communication challenges
- Transitioning how work is performed



Establishing Expectations

- Communication
- Responsiveness
- Workload assignment & distribution
- Time management
- Meetings (Zoom, Microsoft Teams, WebEx, etc.)



Building Collaborative Work Relationships

- What is your workplace culture and how can you cultivate it with telework?
- Onboarding new employees – how do you help them engage with their coworkers?
- Creating engagement and inclusion
- Cross functional/departmental teams



Labor Relations Impacts

Telecommuting = Working Condition



Meet & Confer Requirements

- What is negotiable?
- When do we negotiate?
- What happens if we don't reach an agreement?



Final Thoughts

- Review the positive aspects to telecommuting and identify the challenges/concerns
- Adopt agency-wide policy to communicate parameters, processes and procedures
- Implement accountability measures to communicate the outcomes/results of teleworkers
- Evaluate the impact on employees to ensure positive outcomes are achieved



Thank You!

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