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John Bel Edwards, Governor
Marketa Garner Walters, Secretary

DEPARTMENTAL MEMORANDUM 20-04

DATE: MARCH 15, 2020

TO: DCFS STATE, REGIONAL AND PARISH STAFF

**FROM: TERRI RICKS
DEPUTY SECRETARY**

RE: DCFS COVID-19 TEMPORARY REMOTE WORK POLICY

In order to reduce the spread of COVID-19, the Governor has authorized appointing authorities to designate employees capable of performing their customary duties to work from home during this period. During the COVID-19 virus crisis DCFS will designate some staff to work remotely. The directive for employees to work remotely is not permanent, may be modified and will likely be terminated once the crisis ends. Employees are expected to maintain the same level of availability and quality of work as though they were working out of their primary work site. All employees may be required and must be available to participate in all meetings by phone, ZOOM, Skype or otherwise as required by one's supervisor for the performance of their duties.

The supervisor or section head may require the employee to report to the primary work site if business needs require it. The employee's refusal to do so may be considered insubordination and subject to disciplinary action.

Materials, documents, etc. that employees transport to and from their primary work site to the remote office are his/her responsibility and must be kept confidential and secure. The employee agrees to protect the agency records from unauthorized disclosure or damage and will comply with agency policies and procedures regarding such matters. Should an employee have questions as to how to meet this requirement, he/she must request input from his/her supervisor.

Any equipment, supplies, software, hardware, etc., purchased by the DCFS remains DCFS property and must be returned at the conclusion of a remote working arrangement or when requested by management. Employee agrees to provide internet connectivity with a minimum of 1.5mb speed if he/she has not been issued a connectivity device such as MiFi, air card or Sim card.



Employees using State-provided software will adhere to the manufacturer's licensing agreements, including the prohibition against unauthorized duplication. To protect confidentiality and guard against data contamination, employees will follow OTS approved data security procedures.

DCFS will not be liable for damages to an employee's personal or real property while the employee is working at the approved alternate work site. The employee shall maintain his/her in-home workstation in a safe condition, free from hazards and other dangers to the employee and equipment. When the employee uses his own equipment, he/she shall be responsible for equipment repair and maintenance.

Employees working remotely must understand that they are not permitted to print client related documents at home. If it is necessary to print such documents, they may only be printed and routed to the printer which is located in the assigned office. All business-related email correspondence must be conducted through the employee's DCFS Microsoft Outlook account. Under no circumstance is any business related document to be forwarded to a personal email account, and/or any Federal Tax Information (FTI) to be written down in the employee's home/remote office environment. If there is a need to capture information, it may be placed in a Word document and saved to the employee's state issued computer.

Any employee participating as a remote worker is fully responsible and liable for upholding the privacy and security of FTI as required by the DCFS Executive Bulletin E-2567-00 Safeguarding Federal Tax Information and Policy 5-03-11/Computer Security Policy-Incident Response. In the event that there is a possible improper disclosure of FTI, including breaches and security incidents, the employee or individual making the observation or receiving information must contact DCFS Incident Response at DCFS-IncidentResponse@la.gov.

Failure to adhere to this memo may result in disciplinary action up to and including termination. Any questions about how to adhere to this memorandum must be communicated with one's supervisor.

