New York City Housing Authority

Emergency Telework Policy for NYCHA Employees During the COVID-19 Outbreak

I. Purpose of the Emergency Telework Policy

NYCHA’s Emergency Telework Policy During the COVID-19 Outbreak is intended to continue essential services during a declared state of emergency. Employees may be permitted to telework during a declared state of emergency under the following conditions.

II. Terms and Conditions of Participation

- Telework is generally not appropriate for field workers or other employees who provide direct resident services.
- Telework arrangements must be approved by the employee’s supervisor and the Human Resources Department.
- Employees must have the necessary hardware, software and internet service to telework. The employee’s direct supervisor is responsible for confirming that the employee has internet access, and necessary hardware and software. Employees are responsible for maintaining this equipment, exercising reasonable care with NYCHA-owned hardware, and Internet Service Provider costs.
- Employees participating in telework must be available to participate in conference calls and team meetings as necessary.
- Employees must enter all their time in KRONOS. Non-managerial employees who are ineligible to enter time in KRONOS must submit alternate time sheets to their supervisor before 4:00 PM the Monday after the pay period closes.
- Requests for leave must be submitted and approved in advance unless due to illness, injury or emergency. Employees may be required to provide documentation.
- Employees must report injuries occurring at the telework worksite during work hours in accordance with the procedures for Worker’s Compensation claims.
- Employees will not perform personal business or activities during agreed-upon work hours.
- Supervisors must check in with their staff who are working remotely to assign and check on deliverables a minimum of 3 times per week. Supervisors should use their discretion and check-in more frequently as needed.
- Employees must follow all information security protocols when using NYCHA electronic equipment and/or accessing NYCHA systems.
- Employees must safeguard NYCHA records from unauthorized disclosure or damage and will comply with all applicable NYCHA and NYC policies and standards on information security.
- Overtime must be approved in advance.