**Work from Home Privileges:**

1. This plan must be followed unless approval to deviate is granted by immediate supervisor. Please understand that this new schedule is being implemented to protect staff, including those who aren’t able to leave the office, by minimizing exposure and contact. If you are not scheduled to be here, then you are NOT to be in the office (unless otherwise approved by a supervisor).
   1. This plan has been designed so that you will not have to use sick or vacation time if not scheduled to be working in the actual office.
   2. If present in the office then you must practice social distancing including working from your office.
2. This schedule and work from home privileges are subject to change at any point.
3. Work at home requirements:
   1. Task will provided by your Supervisor. Refer to number #10 for how WIC appointments will be distributed and monitored.
4. For those working from home, you may be called upon to return to the office. Please be in a position that will allow you to return within 90 minutes of being called upon.
5. Complete timecard as directed by Payroll
6. If you are not working or an a scheduled leave balance please do not turn on your county equipment.
7. While working at home, you are expected to be available for cell phone calls, emails, skype for business. You are required to check your email at least three times a day.
8. Staff that is offered to work from home will only work during their expected days to work. Any variation from this schedule is highly discouraged unless given approval from Program Manager.
9. Required daily check-in with Supervisor
   1. An email sent to your direct supervisor by 8:30am with a plan of what projects/tasks/meetings/etc. you will be working on during the day.
   2. An Skype video call will be held:
      1. During the AM call, WNA’s would be given their assignment for the day and expectations
      2. During the PM call, staff would give supervisors their updates/progress and asked what questions they have

10 WIC Appointments

* Staff will use County provided phone or their personal cell phones.
  + Staff using personal phones will be required to delete participant’s phone #’s after the call has been completed.
  + Staff using their personal phones will be required to dial \*67 to block their # when calling participants.
* Daily, all WNA’s would be given a day of the week to work on, as well as, accepting new tasks that are IM’d to them. This would allow for supervisors to track which staff person completed the appointment.
* Staff designated to monitor WIC inboxes, both Online Health and participant documentation, will be expected to keep the inbox updated between 8-5.
* If WNA can personally talk with the participant, WNA’s will mark the participant on-site and start the appointment. Once marking the participant on-site, the participant’s name on the daily schedule will turn from blue to purple, indicating the participant was seen. This allows for supervisors to Monitor the progress of how many appointments completed by staff.
* If the WNA is unable to reach the participant, the WNA will leave a message stating “This is the WIC office, due to the recommendation of “Social Distancing” our offices are currently closed. We are hoping to complete your appointment over the phone. Please call us at 530-225-5168 and let us know if you’d like to complete your appointment over the phone.” The message would vary based on appointment type/length.
* Because some days are scheduled lighter than others, staff will be expected to call participants who missed their appointment.
* Staff will use down time to complete Target Solution trainings and other trainings provided.