



UPDATED COVID-19 FREQUENTLY ASKED QUESTIONS

Human Resources Administration

April 10, 2020

The following information is subject to change. Please make sure you are referring to the most updated version to receive the most accurate information.

STAY-AT-HOME ORDER/ESSENTIAL EMPLOYEES

Q: Are Court employees covered by the Governor's Stay-at-Home Order that was issued on March 19, 2020?

The "Stay-at Home" order that was issued by Governor Gavin Newsom and local governments does not apply to Court employees because the Court provides essential services to the public.

Q: Will Court employees be in violation of the Stay-at-Home Order when commuting to work?

As the Court is excluded from local and state Stay-at-Home Orders, Court employees will not be in violation of the order while working or commuting to and from work. Please ensure you have your Court-issued ID as proof you are a Court employee.

Q: Who is considered an essential employee?

All Court employees are considered essential employees because they have been designated as disaster service workers under California Government Code section 3100 and are needed to deliver the statutorily mandated, time-sensitive and emergency services in times of local, state and national emergencies. To accommodate this duty, as outlined below, the Court has worked to achieve a balance between protecting the health and safety of our employees and delivering statutorily mandated essential services.

TELEWORKING

Q: Sherri Carter's email to staff on March 20, 2020 states more people will be able to telework. What does that mean for me?

To support social distancing, we are authorizing as many employees as possible to work remotely (telework) for a temporary period. Managers will be assessing your work and will provide you more details on telework options.

Q. I don't have a computer at home, can I still telework?

We understand that you may be performing your essential job functions in a limited capacity during this temporary period because you are working remotely. Managers will take into consideration what

computer and software programs you need to do your work and adjust your work accordingly. There may be assignments that do not require a computer (e.g., reviewing documents or answering calls and participating in e-learning opportunities using a smart device).

Q. What will happen when I finish my assigned work for the day early, or don't get all my work done while working remotely?

As we put the necessary procedures in place to shift more work to telework, we understand there will be more work on some days and less work on other days. If you finish your work early, let your management team know. Your manager may assign online training or other work. If you do not finish all of the work assigned to you, let your management team know what you were unable to complete, so that they can help you prioritize. Regardless of how much work is assigned to you any given day, you will remain in paid status as long as you are available to work that day. As a reminder, you are not to work overtime without prior written approval from your supervisor/manager.

Q. Due to school closures, child care and elder care center closures, I cannot work from home during regular work hours. What should I do?

If you are available to telework even during non-traditional hours, you will remain in paid status. If you wish to work alternative hours (e.g. evenings, early mornings) let your manager know you want telework that can be done during alternative hours. Please complete a telework agreement and provide it to your manager.

If you are unable to work or telework due to a COVID-19 related school or child care closure, the Families First Coronavirus Response Act (FFCRA), which is effective April 1, 2020, may provide you additional protections and paid leave.

Please see the updated [Families First Coronavirus Response Act \(FFCRA\)](#) notification or you may contact your assigned DLM Senior Analyst for further details.

WORKING ONSITE

NEW Q. Am I required to wear face covering while I am at work?

The CDC, DPH, and various local government officials have recently recommended that everyone who must be in public for essential activities, such as working or shopping at the grocery store, should wear a cloth face covering over their nose and mouth.

Court employees are strongly encouraged to comply with this new recommendation. To support this new guidance, the Court is making every effort to ensure that employee working on-site at a court location receive two non-medical grade face coverings. Face coverings have already been distributed to most locations, and additional face coverings have been ordered. However, supplies of face coverings are extremely limited and difficult to procure at this time. Employees may wear their personal face covering if they choose.

As a reminder, wearing a cloth face covering does not eliminate the need to physically distance yourself from others and to wash your hands frequently.

NEW Q. Will the Court be providing acceptable face coverings to employees?

The Court is making every effort to ensure that employee working on-site at a court location receive two non-medical grade face coverings. Face coverings have already been distributed to most locations, and additional face coverings have been ordered. However, supplies of face coverings are extremely limited and difficult to procure at this time. With that in mind, employees may use their personal face coverings if they choose.

NEW Q. Should I remove my face covering when I interact with customers or other employees?

No it is important to keep your nose and mouth covered at all times. Lowering the covering from your nose and mouth while talking defeats the purpose of wearing the face covering. So be sure to speak loud enough and clear enough for others to understand you as you speak through your face covering.

NEW Q. Can I take my Court-issued cloth face covering home with me?

Yes. The CDC and DPH recommend that cloth face coverings be washed frequently, ideally daily, so employees are being issued two face coverings so that one can be worn every day while the other is being washed.

NEW Q. How should I wash or otherwise care for my cloth face covering?

The CDC and DPH recommend that you designate a bag or bin to store cloth face coverings until they can be laundered with detergent and hot water and dried on a hot cycle. If you must re-wear your cloth face covering before washing, wash your hands immediately after putting it back on and avoid touching your face.

Discard cloth face coverings that no longer cover the nose and mouth, have stretched out or damaged ties or straps, cannot stay on the face, and/or have holes or tears in the fabric.

NEW Q. Can I wear my own face covering? *Yes. The Court is making every effort to ensure that employees working on-site receive two non-medical grade face coverings. Face coverings have already been distributed to most locations, and additional face coverings have been ordered. However, supplies of face coverings are extremely limited and difficult to procure at this time. With that in mind, employees may use their personal face coverings if they choose.*

According to DPH guidance, acceptable, reusable face covering options for the general public include bandanas, neck gaiters, scarves, and other homemade face coverings. Although none of the aforementioned alternatives will be considered in violation of the Court's dress code, it is important to keep in mind that any face coverings supplied by employees should still be neat and professional in appearance.

NEW Q. Can I use a N95 respirator or surgical mask instead?

If you already have one you may wear it. However, purchasing a respirator or surgical mask intended for healthcare settings and health workers is strongly discouraged. Medical respirators and surgical masks are worn for protection by healthcare staff and must be reserved for healthcare workers. These types of face coverings are in short supply so it is critical that these medical-grade protective items not be obtained for use outside of the healthcare setting.

NEW Q. Why did public health officials change their recommendation regarding face coverings?

The CDC and DPH did not previously recommend face coverings for the general public as an effective protection against contracting COVID-19. However, they are now learning that individuals may be contagious and spread COVID-19 without their knowledge, even if they do not have symptoms. This new information suggests that a face cover may protect others from infection by preventing the spread of droplets that might be infectious. People also tend to touch their face less when their face is covered.

NEW Q. How well do cloth face coverings work to prevent the spread of COVID-19?

Cloth face coverings are not a substitute for physical distancing, washing hands and staying home when ill. The primary role of face coverings worn by the general public is to prevent COVID-19 transmission to others by someone who might not know they are infected. Since the intent of the face cover is to primarily protect others rather than the person wearing the cover, a surgical face mask is not necessary.

As a reminder, those who are ill with COVID-19 symptoms should not be going out of their home, but if they must leave the home for medical visits, they should use a face covering.

Q. Will I still need to work onsite at a Court location?

While we are shifting as much work as possible to telework, we will still need a reduced number of Court staff to work on site to deliver time-sensitive and essential services. Managers are currently evaluating how to perform our essential work with as few people as possible. Rotating schedules, where feasible, will be created so that you know when you will be required to report to a court location to perform essential work onsite.

Q. My work requires me to use a copier, shared computer, and handle paper that other people touch?

Cloth face coverings are not a substitute for physical distancing, washing hands and staying home when ill. The primary role of face coverings worn by the general public is to prevent COVID-19 transmission to others by someone who might not know they are infected. Since the intent of the face cover is to primarily protect others rather than the person wearing the cover, a surgical face mask is not necessary.

As a reminder, those who are ill with COVID-19 symptoms should not be going out of their home, but if they must leave the home for medical visits, they should use a face covering.

Q. How can I work safely while using shared resources?

If you are working with shared documents and equipment, whether at a Court location or while teleworking, the Centers for Disease Control (CDC) recommends you wash your hands often with soap and water, avoid touching your eyes, nose, and mouth with unwashed hands, and clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If you are teleworking, it is also recommended that you designate a single space in your residence for the storage of those documents.

Q. What should I do if I cannot report to work at courthouse due to school closures, child care and elder care center closures?

Employees who are affected by school closures, child care and elder care center closures will not be required to work onsite. However, employees must be available to telework in order to remain in paid status (Regular Earnings 099). Refer to additional information in the telework section above.

Q. I am age 65+ or have a chronic health issue that puts me at risk for illness related to COVID-19. Do I still have to work onsite at a court location?

Employees age 65 and above or who have a chronic health condition will not be required to work onsite. However, employees must be available to telework in order to remain in paid status.

Q. How can I deal with visitors or customers who are exhibiting symptoms of illness, such as coughing or sneezing?

While the Clerk's offices are closed to the public, interaction with the public should be greatly reduced. Further, the Court has posted notices at all courthouse entrances prohibiting entrance to any person with apparent symptoms of Coronavirus/COVID-19. If you are required to report to work on site, you should follow strict social distancing guidelines.

Q. What is the dress code when the Clerk's Office is closed and/or when the Court is closed to the public?

While the Clerk's Office and Court are closed to the public, staff may wear casual clothing to work. In addition, on April 1, 2020, the Presiding Judge issued a court-wide policy to relax the dress code for authorized persons, including but not limited to prosecutors, public defenders, private attorneys, court reporters and interpreters, during the COVID-19 emergency.

The Presiding Judge issued the following policy during both the COVID-19 emergency and the state of emergency declared by Governor Gavin Newsom:

- 1. All authorized persons, including but not limited to public and private attorneys and all courtroom personnel may dress in business casual.*
- 2. Business casual means "a style of dressing for white-collar employees that is less formal than traditional business attire."*
- 3. For the Court's policy during the COVID-19 emergency period, "business casual" includes jeans.*
- 4. T-shirts, shorts, and open toe sandals are excluded and shall not be worn during court proceedings*
- 5. This dress code policy will be in effect from April 1, 2020 until the end of the COVID-19 emergency or state of emergency is lifted by the Governor.*

Q. We share a refrigerator at work. Can COVID-19 be spread through food, including refrigerated and frozen foods?

According to the Centers for Disease Control, there is no evidence to support the transmission of COVID-19 associated with food.

Q. I receive paper paychecks. Will I still receive them during this time?

Yes, HR will still mail out your paychecks. However, we encourage you to enroll in direct deposit by completing the direct deposit enrollment form and submitting it, along with backup documentation such as a voided check or bank printout, via Court messenger or US Mail to the address below:

Stanley Mosk Courthouse
Human Resources Administration
111 North Hill Street, Room 203
Los Angeles, CA 90012
Attn: Payroll

Direct deposit enrollment can take up to two or three pay periods. Paper checks will be mailed to your home while the process is underway.

[Direct Deposit Form](#)

HIGH-RISK INDIVIDUALS

Q. I'm not 65 years of age or older, but I do have a health condition that puts me at an increased risk of illness if I contract COVID-19. Do I have to prove that I am a high-risk individual?

At-risk employees need only advise their manager that they are high-risk and are not required to provide specific information related to their health conditions. Pregnant and nursing mothers should also be considered at-risk employees. You and your manager can discuss your options, including the option to telework.

Employees who are considered at high-risk who have an existing telework agreement in place do not need to update the agreement and will not be expected to work on site at a court location during the Coronavirus pandemic.

SCHOOL & COURTHOUSE CLOSURES

Q. I was already approved to telework last week when the schools initially closed, do I have to reapply?

Employees impacted by school closures, daycare or eldercare closures who have an existing telework agreement in place do not need to update the agreement and will not be expected to work on site at a court location during the Coronavirus pandemic.

Q. Do I need to apply for FMLA to stay home and care for my children because of school closures?

If you are unable to work or telework due COVID-19 related school or child care closures, the Families First Coronavirus Response Act, which is effective April 1, 2020, may provide you additional protections and paid leave.

Please see the updated [Families First Coronavirus Response Act \(FFCRA\)](#) notification or contact your assigned DLM Senior Analyst for further details.

Q. How do I know if I should not report to work and if my Courthouse is closed?

Employees will be directed by their direct supervisor. In addition, if your emergency contact information is up to date in MyCourt, you will receive a CourtAlert announcement via text, phone call and email. Please ensure your information is up to date.

PAYROLL, TIMEKEEPING, AND LEAVE

Q. How do I complete and code my timesheet?

Please refer to the [Payroll and Timekeeping FAQs](#).

Q. Am I still entitled to paid Administrative Leave if I run out of leave time due to a COVID-19-related absence?

Employees need only make themselves available for telework in order to code their time as Regular Earnings (099). So, as long as you are available for telework (and complete a telework agreement), there is no need to use your own leave benefits. If you are unable to accept a telework assignment, you may use your own leave benefits to cover your absences. The Families First Coronavirus Response Act may also provide you additional protections and paid leave if you are unable to work or telework for certain COVID-19 related reasons. Please see the updated [Families First Coronavirus Response Act \(FFCRA\)](#) notification or contact your assigned DLM Senior Analyst for further details.

Q. I was approved for paid Administrative Leave in accordance with the March 16, 2020 communication from Human Resources but have not yet returned to work. Am I still eligible for paid Administrative Leave?

Effective March 23, 2020, employees should be evaluated for telework. If you are unable to accept a telework assignment, you may use your own leave benefits to cover your absences.

Q. What happens if I run out of leave time due to a COVID-19-related absence?

The Families First Coronavirus Response Act may provide you paid leave if you are unable to work or telework for certain COVID-19 related reasons. Please see the updated [Families First Coronavirus Response Act \(FFCRA\)](#) notification or contact your assigned DLM Senior Analyst for further details.

PARKING

Q. I work in the Downtown Los Angeles Civic Center area and usually take public transportation. Due to the COVID-19 crisis, I have had to drive my own car. Will the Court reimburse me for my parking expenses?

During the “Safer At Home” Order, the Court will provide parking validation to employees in Lot 26 and the Walt Disney Concert Hall.

You may utilize parking lot 26, located on the corner of 1st Street and Olive Street. Cash payment of \$10 is required upon entry into the lot. When exiting, provide your validated parking ticket to the attendant to receive a refund. Employees must present their court ID badge to receive the discounted rate. The regular daily rate without proper identification is \$18.

If lot 26 is full, you may utilize the Walt Disney Concert Hall parking lot, located at 111 S. Grand Avenue (entrance is on 2nd Street between Grand Avenue and Hope Street). Obtain a ticket from the ticketing

kiosk in order to enter the lot. You will be provided with a validated chaser card to use when exiting the lot.

Employees at Stanley Mosk, Spring Street, and Hall of Records may obtain a parking validation from the first floor information booth at the Stanley Mosk Courthouse between 12:00pm and 1:30pm, or 4:00pm and 5:00pm, Monday through Friday.

Employees at CJC may obtain a parking validation from Danny Martin or Gayna Hackett in room M-6, inside the second floor clerk's office, between 8:00am and 5:00pm, Monday through Friday.

Questions may be directed to Parking@lacourt.org.

Q. I park at the Wells Fargo parking structure located on 2nd Street and Hill Street, but it is currently closed. Where should I park?

Employees who have paid monthly parking at the Wells Fargo parking structure on 2nd Street and Hill Street may park at their second location at 340 S. Grand Avenue (Entrance is on 3rd Street and Hope Street)

Employees who get daily validation for Wells Fargo will not be able to enter this second location without a paid monthly pass. Lot 26 or the Walt Disney Concert Hall may be utilized.

INFORMATION AND RESOURCES

Q. I am having difficulty managing my anxiety because of fears and concerns about Coronavirus. Are there any strategies or resources to help with these emotions?

Yes, please refer to the [COVID-19 Mental Health Resources and Information](#) document.

Q. How do I ensure my emergency contact information is current in MyCourt and that I am receiving Court Alert announcements?

Please view the "[Updating Self-Service Information](#)" QRG to update your emergency contact information.

Q. Will I be notified if there has been a case of COVID-19 in my workplace? How?

The Court has implemented protocols based on Department of Public Health guidelines to assess any situation in which a case of COVID-19 is reported by an employee, justice partner, or other individual. If based on the assessment, it is determined that you have been in within close proximity with a potential or confirmed case of COVID-19, your manager will talk to you and determine next steps.

Q. Where can I find past COVID-19 emails and information that was sent by HR?

All COVID-19 information can be found on CourtConnect →Service and Support →Coronavirus Updates and all COVID-19 emails sent by HR can be found on CourtConnect →Weekly Communications →Human Resources.

QUARANTINE

Q. I am returning from a country with travel restrictions. Do I need to self-quarantine?

Yes. Per Presiding Judge Kevin Brazile's orders issued on March 15, 2020, persons who have traveled to any countries within the last fourteen days for which the CDC has issued Level Two or Level Three travel health notices; and persons who reside or have had close contact with someone who has traveled to any of those countries within the last fourteen days are not permitted to enter any Court location, and should self-quarantine for fourteen days from the date of their return.

Employees returning from countries with travel restrictions may still make themselves available for telework during the quarantine period in order code their time as Regular Earnings (099). If you are unable to accept a telework assignment, you may use your own leave benefits to cover your absences.

Q. I just found out I tested positive for COVID-19 or I believe I have COVID-19. Do I need to notify anyone at work?

Anyone who tests positive or suspects they may be positive should immediately notify their direct supervisor who will begin the information gathering process.

Q. What is the difference between self-isolation and quarantine?

On March 25, 2020, in an effort to slow the spread of COVID-19, protect vulnerable individuals, and prevent the Los Angeles County healthcare system from being overwhelmed, the LA County Health Office issued two new separate order:

- *Self-quarantine of anyone exposed to an individual diagnosed with or likely to have COVID-19.*
- *Self-isolation of anyone diagnosed with or showing symptoms consistent with COVID-19 within 14 days of being in close contact with a person who had or was believed to have COVID-19.*

These new Orders ensure that individuals who test positive for COVID-19, and those who are told by a clinician they are presumed to be positive for COVID-19 are required to self-isolate for a period of at least 3 days without symptoms, including being fever free without taking medicine, and 7 days since symptoms started, whichever is longer. Additionally, those who have been in close contact with someone who is positive or presumed positive must quarantine themselves for 14 days from the last time they had contact with the ill person.

There are key differences between self-quarantine and self-isolation. Here's what the new orders mean for you:

Self-Quarantine Order (Exposed)

- *Required for anyone exposed to a person diagnosed with or likely to have COVID-19.*
- *You must stay in quarantine for 14 days from the last time you had contact with the ill person.*
- *You cannot leave your place of quarantine for all 14 days.*
- *Only exception to leave quarantine is to receive medical care.*

- *If you develop even mild COVID-19 symptoms, you must self-isolate at home and away from others.*

Self-Isolation Order (Diagnosed)

- *Required for anyone diagnosed with or showing symptoms consistent with COVID-19 within 14 days of being in close contact with a person who had or was believed to have COVID-19.*
- *Self-isolation period must last at least 3 days without symptoms, including being fever free without taking medicine, and 7 days since symptoms started, whichever is longer*
- *Notify anyone you've had close contact with while symptomatic to self-quarantine themselves.*
- *Only exception to leave self-isolation is to receive medical care.*