

# Meeting On Virtual Platform: DCFS Guidelines

Management Directive, 24-02 | Revision Date: 12/24/2024

## Overview

This Management Directive provides guidelines on etiquette while participating in meetings held on a virtual platform setting to conduct County business.

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## Version Summary

This is a new management directive.

## POLICY

### Employee Expectations

All DCFS employees are expected to appear on camera at all scheduled virtual meetings. This policy is necessary in order to maximize the effectiveness of the Department's processes, structure, and operations and to support the timely delivery of customer-oriented and effective services. Employees shall remain mindful of the use of the camera and remain on camera to foster engagement and participation during the duration of the virtual meeting unless otherwise instructed by the facilitator/host. This protocol is established to create and maintain a positive work environment.

County departments provide a wide variety of programs and services and the professional image of our workforce is critical to fostering public confidence and providing "effective and caring service." This Management Directive provides guidelines on etiquette while participating in meetings held on a virtual platform setting to conduct County business. Employees are expected to abide by the following standards:

- Employees shall present a neat, clean, and professional appearance in their performance of duties during meetings held in a virtual platform setting that

aligns with the County dress code policy. Please refer to Dress Code Policy, Management Directive #10-02 (REV) dated February 12, 2024.

- Employees shall join the virtual meeting at the specified time, adhere to the provided breaks, and remain a participant until the end time unless otherwise instructed by the facilitator/host or approved by management.
- Employees shall ensure the background remains quiet, clear, professional, and does not create a distracting, hostile or abusive work environment, including, but not limited to discriminatory, offensive, or sexually suggestive cartoons, pictures, or words. Employees are encouraged to upload a virtual background created by the DCFS Communications Team. Background choices and instructions can be found on LA Kids under the Communications Tools link.
- Employees shall remain mindful of the camera use and stay on camera to foster engagement and participation during the duration of the virtual meeting unless otherwise instructed by the facilitator/host.
- Employees shall remain mindful of the use of the mute button and remain on mute, unless participating in the discussion, in order to minimize disturbances and promote an optimal environment.
- Employees shall engage with other participants in a respectful and professional manner, including the conversations in the chat feature.
- Employees shall conduct themselves in a professional manner, as they do in face-to-face settings, during the duration of the virtual meeting, including, but limited to, appearance and language.

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## **Virtual Platform Etiquette Policy Enforcement**

This policy is intended to provide guidelines on appropriate conduct for County business held in a virtual platform setting and is not meant to address all situations occurring in a virtual platform setting. Consistent with this policy, exceptions may be made by the Department Director due to the nature of the work, special events, etc. Employees who engage in County business via virtual platform settings and do not comply with this policy may be subjected to appropriate corrective action. If you have any questions about this virtual platform etiquette policy within the department, you should be directed to the Human Resources Division, Employee Relations Section, attention Zareh Zargaryan, Employee Relations Manager at [zargaz@dcfs.lacounty.gov](mailto:zargaz@dcfs.lacounty.gov).

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## APPROVALS

None

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## HELPFUL LINKS

None

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