

LASD - Department Operations Center



COVID-19

EMPLOYEE SERVICE CENTER PROTOCOLS

In order to comply with the County of Los Angeles directives related to public gatherings and other matters related to the current COVID-19 situation, the following directives will be immediately enacted, and will remain in place until further notice.

With retirement season in full swing, we wanted to notify all LASD employees and retirees of certain temporary conditions in effect at the Employee Service Center (ESC) at the Sherman Block Building in Monterey Park.

This directive applies to all persons wanting to conduct business at the ESC such as, but not limited to, requesting credentials, processing retirement documents, requesting or renewing CCW licenses, participating in the outgoing process, or military reservists returning from deployment.

The ESC will remain open but with certain conditions in place:

- All persons will be required to have an appointment prior to entering the ESC. The hours of operation at ESC have been expanded to allow for appointments later in the day;
- Walk-ins are not encouraged. They will be asked to remain outside and call the ESC before entering, and if possible, asked to return with an appointment;
- You are highly encouraged to call ahead for a telephonic interview beforehand;
- For employees who will be retiring within the next few weeks, ESC staff will call you to schedule an appointment. During this call, staff will ask you questions related to possible exposure to COVID-19;
- Appointments will be rescheduled for any persons who have traveled to affected areas, or those who have been in contact with persons who may have been exposed to COVID-19;
- Most forms can initially be processed electronically;
- Credential renewals will only be done through mail correspondence during this time;
- Visiting the office is only necessary for personnel to turn in, exchange, or pick up new credentials;
- When arriving for your appointment, only the person who is requesting services will be allowed to enter. We realize that retirement is a special time and one for celebration; however, we kindly ask that anyone else accompanying you remain outside of the building;

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For appointments, please call [REDACTED], or email [REDACTED] (not case sensitive).

We thank you for your understanding and cooperation.

If you have any questions or require additional information, the DOC is available 24 hours [REDACTED].