ES Telework Policies and Procedures

A.   General Considerations

1. All Executive Secretariat Staff in good standing and that meet the requirements outlined in the NIH/OD teleworking policy (http://www1.od.nih.gov/oma/manualchapters/person/2300-600-1/) are eligible to telework pending supervisor approval.
2. All staff requesting a telework schedule must complete the Telework Application and Agreement. These can be found at:
   http://forms.cit.nih.gov/msword/personnel/NH2835_1.DOC
   http://forms.cit.nih.gov/msword/personnel/NH2835_2.DOC
   http://forms.cit.nih.gov/msword/personnel/NH2835_3.DOC
3. Your supervisor must approve your application and co-sign your agreement before you begin teleworking.
4. A teleworker's schedule may need modification pending approval or recommendation by supervisor.

B.   Teleworker Schedule and Hours

1. Teleworkers may choose to designate specific days for teleworking or telework on an ad hoc basis.
2. Staff are eligible to work up to two days (or if part time, up to one-half) of their normal weekly tour of duty on a telework schedule, pending supervisor approval.
3. All teleworkers should plan to work in the office on Tuesdays. Special circumstances may be discussed and approved by management.
4. Staff will work their normal tour of duty while teleworking (unless variations discussed with and approved by supervisor).
5. If a holiday falls on your telework day, you lose that day of teleworking. Also, if you choose to take a vacation day on your telework day, you lose that day of teleworking.
6. At a minimum, no more than half of either staff can telework on a given day (unless extenuating circumstances such as inclement weather). Other limitations may be necessary depending on programmatic needs.
7. Staff teleworking on an ad hoc basis will need to schedule and receive approval from a supervisor no less than 48 hours before the requested telework day (unless extenuating circumstances such as inclement weather). The shared calendar will include the telework schedule.
8. Employees are responsible for notating which days they are scheduled to telework on the ES shared calendar. For split schedules, employees should indicate which half of the day they will be teleworking and which half of the day they are in the office. For example: "Johnny -- Telework AM; In Office PM."
9. If a teleworker is sick or needs to request emergency leave on a telework day, they should call their supervisor and the normal ES operating procedures regarding leave requests will apply.

10. For any staff member who teleworks on a regular schedule, if the staff member teleworks for any reason on a different day than normally scheduled (with supervisor approval), that off-schedule telework day *replaces* the next regularly scheduled telework day.

11. If OPM announces, due to circumstances (weather and/or emergency situation), employees may use unscheduled telework, the staff member is not required to come in on their next regularly scheduled telework day.

C. Teleworker Work Tasks and Processes

1. Staff will perform their regular assigned work duties related to correspondence and record management while teleworking.
2. Staff will contact a co-worker to provide needed in-house duties while they are teleworking.
3. Teleworkers will monitor and respond to both their e-mail and DDRMS queues continuously and will check their office voice mail no less than every two hours.

D. Communications and Messaging Plan

1. While teleworking, staff will be available by e-mail and office voice mail.
2. Necessary communication tools are:
   - Voice mail at ES office
   - E-mail
   - Microsoft Lync
   - DSL, cable, or wireless modem

   Recommended communication tools are:
   - Voice mail or answering machine at home
   - Cellular telephone
3. On telework days, the staff member will leave a voice mail on their ES telephone line indicating that they are teleworking. The voice mail will let the caller know that the teleworker will check messages every two hours.
4. While teleworking, any calls from outside ES for teleworker will be connected to the teleworker's voice mail.
5. Staff are encouraged to share their home phone numbers with all ES staff so that in-house emergencies can be directly communicated. If teleworker chooses not to give out their home phone number, the teleworker will alert the supervisor at the time of signing this agreement and must call a supervisor hourly to check on any updates or emergency requests.
6. Staff will receive at least a 2-hour notice (emergencies may cause exceptions) if supervisor determines that teleworker needs to work in the office on a scheduled teleworking day.
7. A supervisor will normally be available by e-mail or telephone during the hours of 8:30 a.m. and 5:00 p.m.
8. Teleworkers are to maintain the same communication e-mail and telephone standards at off-site work stations as required when working in the office.

E.   Performance Goals and Objectives

1. Teleworker's quality and quantity of work will be reviewed and evaluated per the normal ES operating procedures.
2. Supervisors will follow up with staff on any reports of overdue correspondence from customers.

F.   Work and Family Guidelines

1. Work stations should be used only by the teleworker.
2. Non-work related interruptions on telework days should be limited just as they are limited while at office.
3. Use of NIH equipment is limited to teleworker only.
4. Telework is not a substitute for dependent care. If dependent care is used on in-office days, the same is true for telework days. With prior approval, supervisors will allow some flexibility in tour of duty schedules for those with unique needs.
5. If a dependent is ill, supervisor may agree to continued telework or different work schedule depending on the specific situation. This requires judgment and common sense and must be consistent with the NIH telework policy.

G.   Security and Confidentiality

1. The teleworker may not take original documents home. Most ES documents are available on shared DDRMS queues.
2. If teleworker prints out work at home, it should be shredded rather than transporting back to work.
3. Reminder: Teleworker's NIH password to any NIH applications must not be shared with anyone under current CIT/OIT mandates.

H.   Technology, Work Supplies, and Resources

1. ES will provide all teleworkers with an NIH-owned computer.
2. All teleworkers must contact NIH Help Desk and IT support staff for IT problems.
3. If a computer ceases to function on a telework day and cannot be fixed from the teleworker's home, the teleworker must bring the equipment back to the NIH within two business hours for repair or call supervisor and request leave.
4. Reminder: CIT rules for use of a Government computer, e.g., Internet, apply wherever a Government computer is located.
5. Your Government computer should be brought into the office and checked by OIT Desk Support Staff at least every 60 days.
6. ES will supply equipment such as docking station, monitor, printer, reasonable office supplies (paper, pens, etc.) as needed by the teleworker.
7. The teleworker is responsible for any DSL, cable, or wireless modem expenses.

EMERGENCIES

1. During disruption of Government operations due to an emergency, the Emergency Telework Agreement will go into effect along with your Tier delegation status.
2. If the Government announces an early dismissal due to an emergency, staff that are teleworking will continue to work until the end of their tour of duty for that day. (This exludes early dismissals in connection with a holiday.)