EPA

Telework Training for Supervisors

Text Version

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Screen 1 Telework Training for Supervisors

Screen Image

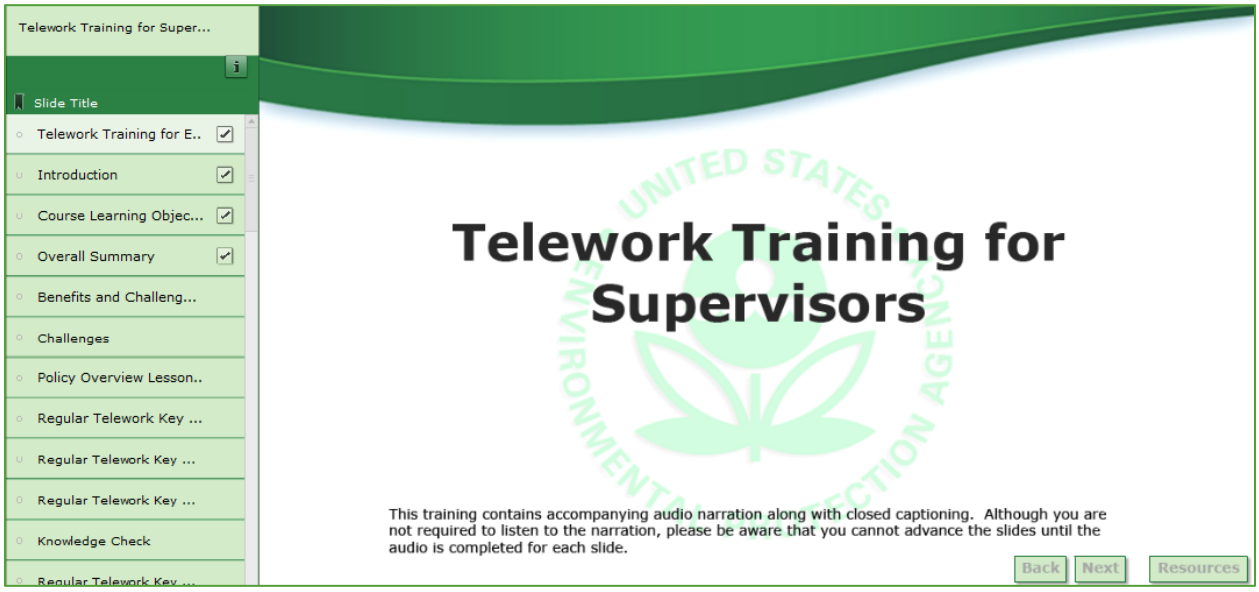

Image Description

Screen shot of the title page. EPA logo in the background. Table of Contents on the left. The following text in the middle of the screen: "Telework Training for Supervisors". Text at the bottom reads, "This training contains accompanying audio narration along with closed captioning. Although you are not required to listen to the narration, please be aware that you cannot advance the slides until the audio is completed for each slide."

Audio

Welcome to the Telework Training for Supervisors course. This training contains accompanying audio narration along with closed captioning. Although you are not required to listen to the narration, please be aware that you cannot advance the slides until the audio is completed for each slide. Select "Next" at the bottom of the screen to begin.

Screen 2 Introduction

Screen Image

Image Description

Screen shot of the Introduction page. Note: All slides continue the layout of the EPA logo at the top with title text "Telework Training for Employees" and a navigation bar at the bottom that includes Next, Back, CC, and Audio buttons.

The slides in this section contain additional clipart of people and computers connected to a globe.

The following text is in the middle of the screen: "Introduction".

Audio

The first section is an Introduction to the course.

Screen 3 Course Description

Screen Content

This training will provide an overview of the EPA telework program and suggestions on how to manage teleworkers. Note: The content presented here does not apply to AFGE employees.

Audio

This training will provide an overview of the EPA telework program and will provide you with some strategies and suggestions on how to manage teleworking in your office.

The content in this training is based on the non-bargaining unit policy. However, where applicable, we do point out differences between the non-bargaining unit policy and specific Collective Bargaining Agreements. We have not included any information for AFGE employees as they are still working under their 1998 policy.

This course will take you approximately two (2) hours to complete. This course does not have to be completed in one sitting but can be started and resumed at your convenience.

This course contains opportunities to apply what you have learned and you will need to complete all Knowledge Checks to continue to move forward in the course.

Screen 4 Course Learning Objectives

Screen Content

- Define Telework
- Recognize the benefits and challenges of telework and becoming a virtual leader
- Determine telework agreements
- Establish and manage accountability
- Establish communication protocols
- Establish standards for providing feedback and updates on work products and projects
- Develop work plans and tasks
- Determine telework collaboration and remote access tools

Audio

As a result of attending this course, you will gain the ability to discuss the EPA telework program and will become knowledgeable of strategies to manage teleworkers and a virtual office.

The course learning objectives are to: define Telework, recognize the benefits and challenges of telework and becoming a virtual leader, determine telework agreements, establish and manage accountability, establish communication protocols, establish standards for providing feedback and

updates on work products and projects, develop work plans and tasks and to determine telework collaboration and remote access tools.

Screen 5 Overall Summary

Screen Content

Benefits and Challenges of Teleworking
- For both employees and supervisors

Policy Overview
- Major topics in the telework policy
- General information on the policy as a whole

Technology Tools for a Virtual Office
- Common tools available
- How the tools may be helpful with teleworkers

How to Manage Teleworkers
- Supervisor and employee expectations
- Performance Expectations
- Necessary technology
- Duty schedules

When Should Telework be Approved?
- Qualifications to telework
- Requirements and processes for full-time telework
- Review, recertification, and termination of teleworking agreements

Audio

Here are some specifics about the sections and major activities that you will be covering today.

The first section is on the benefits and challenges of teleworking for both employees and supervisors.

Then is a section that is an overview of the policy. This section highlights major topics in the telework policy, and provides general information on the policy as a whole.

The next section is on technology tools. There is a general introduction to various tools that are available for you and your teleworkers. You will have an opportunity here to select the tools you might use for various office procedures.

Then we'll begin a section on how to manage teleworkers. This section goes into more detail on what you can and should expect from your employees and what you are expected to accomplish as a supervisor. We will be

discussing necessary technology in and out of the office, what should happen when technology fails, and general information such as duty schedules.

Our last major section will cover the approval process for teleworkers. We will cover the requirements for regular and full-time telework and take a look at the processes for review, recertification, and termination of teleworking agreements.

Screen 6 Benefits and Challenges of Teleworking

Screen Image

Image Description

Screen shot of the Benefits and Challenges of Teleworking introduction page.

The slides in this section contain additional clipart of a human profile shape with gears inside the head.

The following text is in the middle of the screen: “Benefits and Challenges of Teleworking”.

Audio

First, you will learn about the benefits and challenges of teleworking.

Screen 7 Benefits

Screen Content

Select each button to review the benefits for both Employees and Supervisors.

Employees button

Supervisors button

You must review both sections before moving on in the course.

Audio

Select the Employees and the Supervisors buttons to learn about the benefits for each group. You must review both sections before moving on in the course.

Screen 8 Benefits: Employees

Screen Content

- Greater flexibility in accomplishing their work
- Helps to reduce stress
- Helps to free the employee from office distractions
- Encourages commitment to an agency

Audio

Employee benefits include:

- Greater flexibility in accomplishing their work while also meeting personal and community responsibilities
- Helping to reduce stress by decreasing commuting time; freeing up that time to accomplish family and personal matters
- Helping to free the employee from office distractions, which may be particularly important when working on a complex project
- Encouraging commitment to an agency - when employees feel they have greater control over their work environment, they tend to feel more committed to and engaged with their organizations

Screen 9 Benefits: Supervisors

Screen Content

- Helps with recruiting and retaining the best possible workforce
- Ensures continuity of operations
- Promotes management effectiveness
- Reduces management costs due to employee turnover and absenteeism
- Reduces travel costs and environmental impact

Audio

Supervisor benefits include:

- helping with recruiting and retaining the best possible workforce
- ensuring Continuity of Operations and maintaining operations during emergency events
- promoting management effectiveness by targeting reductions in management costs related to employee turnover and absenteeism
- reducing transit costs and environmental impact

Screen 10 Challenges

Screen Content

- Lack of contact with co-workers and supervisors
- Technology Issues
- Distractions at the alternative work location

Audio

Some common challenges for teleworking include: lack of contact with co-workers and supervisors, technology issues, and distractions at an alternative work location.

Although there are challenges to teleworking, most issues can be solved in two ways: Communication: with your supervisor, manager, and co-workers; and Being Prepared: having the necessary equipment, software, and appropriate work at the location where you plan to telework.

Screen Image One

Screen Image One Description

A woman and a man reviewing a document, with the label, Communication

Screen Image Two

Screen Image Two Description

A home office with the label, Being Prepared

Screen 11 Policy Overview

Screen Image

Image Description

Screen shot of the Policy Overview introduction page.

The slides in this section contain additional clipart of a binder.

The following text is in the middle of the screen: “Policy Overview”.

Audio

Section 2: Policy Overview

Please note that if a bargaining agreement has notable differences to what is being presented from the non-bargaining policy, there will be a note of that fact on that slide. Also, there is a chart included in the Resources section that shows a comparison between each collective bargaining agreement. Let's review the objectives for this section.

Screen 12 Policy Overview Lesson Objectives

Screen Content

- State key points in the telework policy

Audio

Throughout the policy overview, you will be learning about key points in the telework policy. Some of these points include different types of telework, recalls, and office closures.

Screen 13 Regular Telework Key Topics: New Employees

Screen Content

- Less than 6 months at the agency
- May begin teleworking at supervisor's or manager's discretion: 90 day to 6 month orientation period recommended for regular telework

ESC: Specifically states 90 day to 6 month orientation

Audio

The first topic for regular telework is about new employees. By new, we mean less than 6 months at the agency. The policy states that a new employee may begin teleworking at the supervisor's or manager's discretion, with a 90 day to 6 month orientation recommended for regular telework.

During this orientation period, employees are encouraged to get experience in their organization or work unit before requesting telework. However, supervisors and managers are encouraged to grant telework on an episodic basis, (for example, for a management declared weather event, emergency, or other disruption), to the extent appropriate, as new employees become familiar with work requirements.

In addition to the eligibility requirements for agency employees as noted earlier, supervisors or managers authorizing telework for new employees

should, at a minimum, also consider the following factors: previous federal service, if any, the length and nature of previous work experience, and any previous experience teleworking.

You will want to note that the ESC collective bargaining agreement specifically states a 90 day to 6 month orientation; it does not include "supervisor's discretion".

Screen 14 Regular Telework Key Topics: Amount

Screen Content

- May request to telework from at least one day per pay period to full-time
  - If full-time, additional eligibility criteria and procedures are required.

Audio

Another key topic in the policy is the amount that employees may request to telework. An employee can request anywhere from at least one day per pay period to full-time.

If full-time, additional eligibility criteria and procedures are required, which will be covered later in this training.

Screen 15 Regular Telework Key Topics: Required Training

Screen Content

- Managers and employees must show proof they completed the EPA authorized training
  - Manager training is accepted for managers who also telework
- For employees, proof must be attached to the Telework Agreement

All CBA: The required training may refer to (and/or include) other courses (i.e. OPM Telework 101).

Audio

And in the policy, supervisors, managers and employees are required to show proof that they completed the EPA authorized training. For all employees who telework, that proof must be attached to their Telework Agreement. If a supervisor or manager also teleworks, he or she can use the supervisor training to meet this requirement.

Please note that for all collective bargaining agreements, the required training may include other courses.

Screen 16 Knowledge Check

Screen Content

In the telework policy, new employees must wait one year before they are eligible to participate in telework.

True

False

Audio

Before we move on, how about a quick knowledge check? In the telework policy, new employees must wait one year before they are eligible to participate in telework. True or False?

Knowledge Check Feedback

The correct answer is False. It is suggested that new employees have a 90-day to 6-month orientation period prior to teleworking.

Screen 17 Regular Telework Key Topics: Duty Stations

Screen Content

- Regular Office/Worksite
- If teleworking full-time, the Alternate Work Location (AWL) is official duty station

Audio

Now, let's review information about where someone might telework.

An employee's duty station is their regular office/worksite. When an employee is approved to telework full-time, the official worksite is the Alternative Work Location or AWL.

Screen 18 Regular Telework Key Topics: Locality Pay

Screen Content

- Generally, an employee is required to report to the official worksite twice each bi-weekly pay period or their locality pay may be impacted. 5 CFR 531.605 (d)

Audio

Locality pay can be affected, depending on the official duty station. Generally, an employee on episodic or medical telework is required to report to their official duty station twice each pay period or their locality pay may be impacted. There is a Locality Pay Chart included in the Resources section for more information on this topic.

Screen 19 Regular Telework Key Topics: Local Commuting Area (LCA)

Screen Content

- The definition for local commuting area, cited in the respective telework policies (NTEU and Non-Bargaining unit), is sourced from 5 CFR 351.203
- LCA means the geographic area that usually constitutes one area for employment purposes
    - It includes any population center (or two or more neighboring ones) and the surrounding localities in which people live and can reasonably be expected to travel back and forth daily to their official worksite

Audio

The definition of a Local Commuting Area or LCA, has been sourced from the Code of Federal Regulations. Local Commuting Area means the geographic area that usually constitutes one area for employment purposes. It includes any population center (or two or more neighboring ones) and the surrounding localities in which people live and can reasonably be expected to travel back and forth daily to their official worksite.

Please note that the interpretation of the LCA will be on a case by case basis within the parameters of the CFR language.

Screen 20 Regular Telework Key Topics: Outside the LCA

Screen Content

- Teleworkers may work outside the local commuting area (LCA), with approval, in the following types of telework
    - Full-time
    - Episodic
    - Medical

Audio

Teleworkers may work outside the LCA, with approval, in the following types of telework: full-time, episodic, and medical.

Screen 21 Regular Telework Key Topics: Outside the LCA

Screen Content

- When thinking about LCA, focus on:
  - The distance must allow for travel back and forth daily to official worksite
  - If the employee has already been commuting daily
  - Impact of recall procedures
  - The employee's address of record to determine whether the proposed AWL is the home residence
- To determine LCA, contact your HRO or PMO for upper management direction

Audio

Supervisors and managers will have to assess whether someone is working within the local commuting area or not, on a case by case basis. Focus should be on whether the distance will allow for the reasonable expectation of the employee to travel back and forth daily to their official worksite. Another assessment is whether the employee has already been commuting daily, to and from work, from the proposed AWL.

Supervisors and managers should also assess the impact of recall procedures and whether employees can reasonably return to the office. Employees are usually given 24 hours advance notice for recalls, but in limited circumstances, the recall may be less than 24 hours. Employees who are unable to return to the office pursuant to the recall procedure are in violation of their telework agreement and if this results in a pattern, managers and supervisors would have valid reason to change or terminate the telework agreement.

Managers and supervisors can also assess the employee's address of record to determine whether the proposed AWL is the home residence.

When determining the LCA, contact your HRO or PMO for upper management direction.

Screen 22 Regular Telework Key Topics: Recall

Screen Content

- At least 24 hours advance notice
- Less than 24 hour notice if recall is essential for the agency to meet its mission
- Costs
- No entitlement to another telework day

Audio

Another situation that may arise that affects teleworkers is a recall.

A supervisor or manager may recall an employee to the regular office/worksite by notifying them at least 24 hours in advance for, but not limited to: meetings, briefings, special assignments, training, travel, unscheduled absence of other employees, emergencies or other situations deemed necessary by the supervisor or manager to meet mission, staffing, and workload requirements.

A supervisor or manager may also recall an employee to the regular office/worksite with fewer than 24 hours when recall is essential for the agency to meet its mission and the employee is not prevented from commuting to the regular office/worksite.

The agency will not be responsible for nor reimburse any costs associated with an employee whose AWL is outside of the local commuting area, including those incurred in the event the employee is recalled or required to return to their regular office/worksite, except in the case of a full-time teleworker. All full-time teleworkers, regardless of the location of the AWL, will be reimbursed for recall costs.

An employee may request, but, is not entitled to another telework day as a result of being recalled to the regular office/worksite on an otherwise scheduled telework day, or for any other reason being unable to telework on a scheduled day.

Screen 23 Regular Telework Key Topics: Office Closures

Screen Content

- Telework-ready employees already scheduled to telework that day are required to do so

- Telework-ready employees not scheduled to telework that day are required, in coordination with their supervisor or manager, to utilize unscheduled telework to the maximum extent possible
- Administrative leave may be granted when the employee is not telework-ready (Some possible examples: loss of electricity, evacuation, child/elder care issues, no portable work)

Audio

In the event of an office closure, telework-ready employees already scheduled to telework that day are required to do so.

Telework-ready employees not scheduled to telework that day are required, in coordination with their supervisor or manager, to utilize unscheduled telework to the maximum extent possible, subject to available portable work. If there is insufficient portable work as determined by the supervisor or manager, the employee may be granted administrative leave to cover all or a portion of the scheduled workday. Also, administrative leave may be granted when circumstances prevent work from the AWL, for example, in the case of loss of electricity, evacuation, and child/elder care issues.

It is recommended that supervisors or managers and employees coordinate in advance if there is an anticipated event that may disrupt normal office operations to ensure that employees have portable work and the necessary equipment to perform telework during a regular office/worksite closure to the extent possible.

Screen 24 Regular Telework Key Topics: Unscheduled Telework

Screen Content

- If the regular office/worksite is open, but there is an announcement of the option for unscheduled telework that day, telework-ready employees not otherwise scheduled to telework may:
    - Come into the regular office/worksite
    - Perform unscheduled telework
    - Request approval for annual, credit, or other leave

Audio

Now let's review the options in the case of unscheduled telework.

In the event, that the regular office/worksite is open, but there is an announcement of the option for unscheduled telework that day, telework-ready employees not otherwise scheduled to telework may: come into the

regular office/worksite, perform unscheduled telework, or request approval for annual, credit, or other leave.

Supervisors should work with their employees to determine whether they are telework-ready when there is unscheduled telework announced.

For further information in the event of inclement weather, employees in the Washington, DC area should review the Inclement Weather chart on the EPA telework website.

Federal employees in geographic areas outside of the Washington, DC area should contact their RHRO, and/or Telework Coordinator for guidance.

Screen 25 Knowledge Check

Screen Content

When a teleworker is recalled to the office on a scheduled telework day, he/she is entitled to another telework day.

True

False

Audio

Now we will have another knowledge check.

When a teleworker is recalled to the office on a scheduled telework day, he/she is entitled to another telework day.

True or False?

Knowledge Check Feedback

The correct answer is False. A teleworker may request another telework day but is not entitled to one.

Screen 26 Knowledge Check

Screen Content

On which type of telework can an employee NOT work outside the Local Commuting Area?

A. Episodic Telework
B. Full-Time Regular Telework
C. Regular Telework

Audio

On which type of telework can an employee NOT work outside the Local Commuting Area?

A. Episodic Telework
B. Full-Time Telework
C. Regular Telework

Knowledge Check Feedback

The correct answer is C. Regular Telework. You cannot work outside the LCA if you are on regular telework (less than full-time).

Screen 27 Other Forms of Telework: Episodic Telework

Screen Content

- Work assignments of specific limited duration or that may occur intermittently
- Must have approved Episodic Telework Agreement in place
    - May be on the same telework agreement as regular telework
- Must receive supervisor approval in advance each time he/she wishes to telework

Audio

So far, we have been reviewing regular telework. Another type of telework is Episodic telework. This form of telework is appropriate for work assignments of specific limited duration or that may occur intermittently as opposed to regular telework.

An employee must have an approved episodic Telework Agreement in place and receive supervisor approval in advance each time he/she wishes to telework.

An employee can select both regular and episodic telework on the same agreement form.

Screen 28 Other Forms of Telework: Episodic Outside the LCA

Screen Content

- Determination made by the supervisor or manager, on a case-by-case basis
- New forms if new location
- Clear justification for location

- Could be temporary change to regular AWL
- Agency will not reimburse costs, including for recall

Audio

In limited circumstances, for episodic telework, supervisors or managers may approve employees to work at an AWL that is outside of the local commuting area.

This determination will be made by the supervisor or manager, on a case-by-case basis and provided that the employee meets all telework eligibility requirements.

If an employee requests episodic outside the LCA and the location is not on a telework agreement, there are forms that must be filled out, designating the different address.

EPA managers and supervisors should develop a clear justification for approval of telework outside of the commuting area, considering continuity and efficiency of the office, reliability and use of alternative communication mechanisms, employee performance, team cohesion and interaction, customer service needs, and needs of agency leadership.

If an employee requests a temporary change (1-2 days) to the location of their regular telework AWL, then that teleworker must submit an episodic request.

The agency will not be responsible for nor reimburse any costs associated with an employee's AWL outside of the local commuting area, including those incurred in the event the employee is recalled or required to return to their official work site.

Screen 29 Other Forms of Telework: Medical Telework

Screen Content

- Work assignments due to physician-certified medical condition
- May be equivalent of full-time, but not intended to be permanent
- Normally not to exceed 90 days
- Maximum allowable time is 12 months in any one rolling calendar year

NAGE: Maximum allowable time is 18 months

Multiple Differences: View comparison chart for differences

Audio

Another form of telework is Medical. This type of telework allows for the continued accomplishment of the agency work while an employee has a physician-certified medical condition, which does not affect the employee's ability to perform his or her regular work assignment at an AWL.

This type of telework may be the equivalent of full-time, but is not intended to be a permanent arrangement and will normally not exceed 90 calendar days. After 90 calendar days, a medical telework agreement may be extended for up to three additional 90-day periods (i.e., nine months) if the additional medical certification justifies such at each extension (i.e., every 90 calendar days).

The total maximum allowable time for a medical telework agreement is 12 months in any one rolling calendar year.

In the NAGE agreement, the maximum allowable time is 18 months. There are also a few differences in the other union agreements, which you can view in the CBA comparison chart in the Resources section.

Screen 30 Technology Tools for a Virtual Office

Screen Image

Image Description

Screen shot of the Technology Tools for a Virtual Office introduction page.

The slides in this section contain additional clipart of an open laptop.

The following text is in the middle of the screen: "Technology Tools for a Virtual Office".

Audio
Okay, let's move to our next section: Technology Tools for a Virtual Office. This section introduces technology tools that are useful when managing an office that is staffed by both teleworkers and in-office employees.

Screen 31 Technology Tools for a Virtual Office Lesson Objective

Screen Content
Identify different tools for communicating and collaborating with supervisors, managers, and all employees: those who telework and those in-office

Audio
In this section, we will be discussing technology tools. The objective is to identify different tools for communicating and collaborating with all employees: those who telework and those in-office.

Screen 32 Common Tools

Screen Content
Instant Messaging

- Skype for Business

Document Sharing

- OneDrive
- SharePoint

Web/Audio Conferencing

- Skype for Business
- Tandberg
- Adobe Connect
- Reservationless Plus
- Avaya Six Way Conferencing

Multi-function Telephone Service

- EC 500

http://workplace.epa.gov/telework.html

Audio

We have listed here some of the common technology tools that are available to you that will assist you and your employees to communicate and collaborate when you have both teleworkers and in-office workers.

For more information on the tools and how to use them, and for region specific tools, you can view the EPA telework website at: http://workplace.epa.gov/telework.html. Also, your local help desks and the Microsoft "How To" help center are available to answer questions. These websites are listed in the Resources section.

Think about if you have used these common tools: Skype for Business, OneDrive, SharePoint, Tandberg, Adobe Connect, Reservationless Plus, Avaya Six Way Conferencing, or EC500.

When you need help with the tools, you can consult the website. Also, it is a good idea to hold some "virtual time" with your employees in the office, so they are ready to telework when scheduled.

Let's spend some time considering the situations in which these tools can or should be used.

Screen 33 Set Up Call Forwarding, Voicemail, and Multi-Ring

Screen Content

I want to…

Set up call forwarding, voicemail, and multi-ring

Think about which type of tool you would use and then click Next to discover which type of tool is correct.

Shapes labeled: Instant Messaging, Web/Audio Conferencing, Document Sharing, and Multi-function Telephone Service

Audio

Which type of tool would you use to set up call forwarding, voicemail, and multi-ring?

Consider the choices and think about which type of tool you would use.

Screen 34 Set Up Call Forwarding, Voicemail, and Multi-Ring

Screen Content

I want to…

Set up call forwarding, voicemail, and multi-ring

Shapes labeled: Multi-function Telephone Service and EC500

Audio

The correct response is Multi-function Telephone Service. An example of this type of tool is EC500.

Screen 35 Meet with My Supervisor or Co-workers

Screen Content

I want to…

Meet with my supervisor or co-workers

Think about which type of tool you would use and then click Next to discover which type of tool is correct.

Shapes labeled: Instant Messaging, Web/Audio Conferencing, Document Sharing, and Multi-function Telephone Service

Audio

What would you use to conduct a meeting with your supervisor or co-workers?

Consider the choices and think about which type of tool you would use.

Screen 36 Meet with My Supervisor or Co-workers

Screen Content

I want to…

Meet with my supervisor or co-workers

Shapes labeled: Web/Audio Conferencing and Skype for Business, Tandberg, Adobe Connect, Reservationless Plus, Avaya Six Way Conferencing

Audio

What would you use to conduct a meeting with your supervisor or co-workers?

The appropriate choice is Web/Audio Conferencing.

Some examples of this type of tool include:

- Skype for Business
- Tandberg

- Adobe Connect
- Reservationless Plus
- Avaya Six Way Conferencing

Screen 37 Communicate Quickly with Co-workers

Screen Content

I want to…

Communicate quickly with co-workers

Think about which type of tool you would use and then click Next to discover which type of tool is correct.

Shapes labeled: Instant Messaging, Web/Audio Conferencing, Document Sharing, and Multi-function Telephone Service

Audio

Which type of tool would you use to communicate quickly with co-workers?

Consider the choices and think about which type of tool you would use.

Screen 38 Communicate Quickly with Co-workers

Screen Content

I want to…

Communicate quickly with co-workers

Shapes labeled: Instant Messaging and Skype for Business

Audio

The correct choice is Instant Messaging.

A common tool for this technology is Skype for Business.

Screen 39 Work on Common Documents with Co-workers

Screen Content

I want to…

Work on common documents with co-workers

Think about which type of tool you would use and then click Next to discover which type of tool is correct.

Shapes labeled: Instant Messaging, Web/Audio Conferencing, Document Sharing, and Multi-function Telephone Service

Audio

Which type of tool would you use to work on common documents with co-workers?

Consider the choices and think about which type of tool you would use.

Screen 40 Work on Common Documents with Co-workers

Screen Content

I want to…

Work on common documents with co-workers

Shapes labeled: Document Sharing and OneDrive, SharePoint

Audio

The correct choice is Document Sharing.

Two examples of this type of tool are OneDrive and SharePoint.

Screen 41 How to Manage Teleworkers

Screen Image

Image Description

Screen shot of the How to Manage Teleworkers introduction page.

The slides in this section contain additional clipart of a pencil checking a box.

The following text is in the middle of the screen: "How to Manage Teleworkers".

Audio

This section is titled How to Manage Teleworkers. We will discuss points to remember when managing teleworkers, including general information, specific supervisor and employee expectations, management techniques, technology equipment, and work schedules.

Screen 42 How to Manage Teleworkers Lesson Objective

Screen Content

- Identify best practices that will enable you to more easily manage teleworking employees

Audio

The lesson objective here is to identity best practices that will enable you to more easily manage teleworking employees.

Screen 43 Managing Teleworkers: Key Points

Screen Content

- Focus on the work, not the worker
- Teleworkers and non-teleworkers are treated identically
- Maintain fairness in assigning work and rewarding performance
- Identify ways to communicate with all workers on a regular basis
- Establish clear work expectations

Audio

When managing teleworkers, and all workers for that matter, you should remember a few key points: You should focus on the work, not the worker. Teleworkers and non-teleworkers are treated identically for the purposes of monitoring and assessing job performance. Maintain fairness in assigning work and rewarding performance. Remember that just because someone is teleworking does not mean that they are not available for new assignments. Everyone should be treated equally…teleworking employees are still working. You should identify ways to communicate with all workers on a regular basis, and establish clear work expectations. We will take a closer look at some possible expectations on the next slide.

Screen 44 Managing Teleworkers: Work Expectations

Screen Content

- No disruption in work
- Cannot be unavailable or “out of office”
- Available to the same extent as when at official worksite
- Incoming calls, voice mails, instant messages and emails are handled seamlessly
- Note: Supervisors may not use instant messaging and video conferencing tools to track time and attendance

Audio

Employees must ensure there is no disruption in work and that they are available to customers, co-workers, and supervisors.

Employees cannot be unavailable for calls, meetings, or virtual meetings in electronic calendars. They may not put on “out of office” messages on email or voicemail.

Teleworking employees must be available to the same extent as when working at their official worksite.

Employees must ensure that incoming calls, voice mails, instant messages and emails are handled seamlessly with the same expectations as if they are working in the office. You will want to note that you may not use instant messaging and video conferencing tools to track time and attendance. For example, you can state that your expected method of communication in the office is Skype for Business. So you can require your employees to use Skype for Business, but you cannot use the “presence” feature as a means of determining whether an employee is working.

Screen 45 Managing Teleworkers: Key Points

Screen Content

- Establish performance expectations to evaluate work
- Provide ongoing, positive and constructive feedback
- Require tasks only if same tasks are required in the office
- Create a reporting system for work products
- Appropriate management controls and reporting procedures must be in place before employees begin telework assignments

Audio

You should establish expectations on how work will be evaluated. These expectations should reflect what is currently in PARS for the employee. When working on standards (for all employees) they should be: objective, realistic, reasonable, and clearly stated. In addition, in order to be useful, a standard should be: measurable, worth measuring, and understandable. With these standards in place, the expectations for the teleworker are already established.

The tasks you require of your teleworkers must be the same as you require when they are in the office, and of your in-office workers.

You should provide ongoing, positive and constructive feedback. One way is to utilize one-on-ones to review progress and to clarify any questions and schedule ongoing evaluation. Providing positive and constructive feedback tells the employee what they should continue doing, and what they need to change.

Create a reporting system for work products, for example, a checklist on SharePoint showing completion, a copy of email showing delivery of a product, or a report submission receipt.

If you have questions on whether the standards you develop are suitable, you may contact your LER.

We should note that appropriate management controls and reporting procedures must be in place before employees begin telework assignments. Teleworkers and non-teleworkers are treated identically for the purposes of monitoring and assessing job performance; however, supervisors and managers may need to utilize different mechanisms for communicating with teleworking employees.

Screen 46 Managing Teleworkers: Approved Techniques

Screen Content

- Supervisory telephone calls or e-mail
- Visits by the supervisor to the employee's AWL
- Use of performance management systems including:
    - Regular workload/accomplishments reports
    - Project schedules
    - Key milestones
    - Quality of the work performed
    - Team reviews

Audio

Some approved management techniques, which could be applicable to telework arrangements, include: Supervisory telephone calls or e-mail messages to an employee during times the employee is scheduled to be on duty.

Visits by the supervisor or manager to the employee's AWL. Please note that it is recommended that this only be done in limited circumstances where there is a suspicion of unsafe working conditions at the AWL and that managers and supervisors contact LER for guidance on how to proceed.

You may use performance management systems, including regular workload/accomplishments reports for teleworking and non-teleworking employees to determine reasonableness of work output for time spent, project schedules, key milestones, quality of the work performed, and team reviews. Remember that employees cannot be required to do certain tasks while teleworking if you do not require them to perform these tasks in the office as well.

We should note that appropriate management controls and reporting procedures must be in place before employees begin telework assignments. Teleworkers and non-teleworkers are treated identically for the purposes of monitoring and assessing job performance; however, supervisors and managers may need to utilize different mechanisms for communicating with teleworking employees.

Screen 47 Knowledge Check

Screen Content

Supervisors can use instant messaging tools to track the time and attendance of teleworkers.

True

False

Audio

It's time for another knowledge check.

Supervisors can use instant messaging tools to track the time and attendance of teleworkers.

True or False?

Knowledge Check Feedback

The correct answer is False. Supervisors cannot use instant messaging tools to track the time and attendance of teleworkers.

Screen 48 Expectations: Supervisor Expectations

Screen Content

- Responsible for the overall management of teleworking within work units
    - Identify positions that may be eligible for telework
    - Approve or disapprove telework requests
    - Review and recertify telework agreements annually
    - Ensure proper office coverage
    - Oversee day-to-day telework operations
    - Modify individual telework agreements
    - Maintain records and information necessary for telework program evaluation

Audio

Supervisors and managers are responsible for the overall management of teleworking within their work units, including: working with their regional human resources officer, HR SSC, and/or program management officer to identify positions that may, in whole or in part, be eligible for telework and ensuring that such designations are identified in job announcements.

They must approve or disapprove new or revised requests to telework (less than full-time) within a reasonable timeframe (normally within 15 calendar days) and in cases of disapproval, provide the rationale to the requesting employee. They are responsible for reviewing and recertifying employee telework agreements every 12 months, for ensuring proper office coverage, overseeing day-to-day telework operations, modifying individual telework agreements to meet mission needs or changing circumstances, and for maintaining records and information necessary for evaluation of the program.

Also, supervisors and managers should ensure teleworkers are complying with all existing security policies and procedures and that their teleworkers are using the appropriate telework time reporting codes.

Screen 49 Expectations: Teleworker Expectations

Screen Content

- Follow guidelines and operating principles
  - Responsible for communicating with supervisor or manager to receive assignments
  - Complete work in accordance with supervisor's or manager's instructions
- Maintain communication with the supervisor or manager while teleworking
- Ensure incoming calls, voicemails, instant messages and emails are handled seamlessly
  - Use call-forwarding if management requires

Audio

Teleworking is a two-way street and the emphasis for both supervisors and employees is to communicate. Let's review what you can expect from teleworkers as well.

All teleworkers must follow guidelines and operating principles which include statements such as: Teleworking employees are responsible for communicating as needed with their supervisor or manager to receive assignments and complete work in accordance with supervisor's or manager's instructions.

Teleworking employees must be available and accessible to supervisors, managers, co-workers and customers while performing work at the AWL to the same extent as employees working at their official worksite.

Teleworking employees must ensure that incoming calls, voicemails, instant messages and emails are handled seamlessly with the same expectations as if they were working in the official worksite.

Management discretion may require the use of call-forwarding.

Screen 50 Teleworking Equipment: GFE

Screen Content

- Government Furnished Equipment (GFE) is the preferred equipment
  - No agency obligation to provide GFE solely for the purpose of teleworking
  - Supervisors and managers may authorize and/or require certain items and services for individual teleworkers

  - If work must be done on non-portable EPA equipment, telework is not appropriate
  - Secured records and other agency materials that cannot be transported for private storage in someone's home are not portable

Audio

Now we'll talk about the equipment teleworkers will use while at their AWL.

Government Furnished Equipment (GFE) is the preferred equipment. The agency is under no obligation to provide GFE to its employees solely for the purpose of teleworking. Supervisors or managers, at their discretion, and if budget permits, may authorize and/or require certain items and services for the individual teleworker, including, computers, printers, and telecommunications equipment and services. If work needs to be done on EPA equipment for some reason and that equipment is not portable, then telework is not appropriate. Secured records and other agency materials that cannot be transported for private storage in someone's home are not portable.

Screen 51 Teleworking Equipment: Compliance

Screen Content

- Employees are required to comply with all policies for IT security, personally identifiable information (PII), and records retention
- Employees remain responsible for their document preservation and production obligations
- Employees must comply with records management policy and other policies on using, creating, maintaining and disposing of records
- Official agency business should first and foremost be done on official EPA information systems

Audio

For all equipment used at the AWL, whether it is on GFE or personal equipment, employees are required to comply with all policies, including the Acceptable Use Policy, for IT security, personally identifiable information (PII), and records retention. Employees remain responsible for their document preservation and production obligations that may arise under the Freedom of Information Act (FOIA), litigation hold or discovery order issued in litigation, or another request for information such as a Congressional request. Employees must continue to comply with the agency's records management policy and any other applicable policies related to using,

creating, maintaining and disposing of records and official agency business should first and foremost be done on official EPA information systems.

Screen 52 Teleworking Equipment: Maintenance

Screen Content

- Agency is responsible for service and maintenance of all GFE
- If employee furnishes his or her own equipment/workstation, the government will not reimburse for any associated costs
    - Employee is responsible for maintenance, compatibility, repair and replacement of privately owned equipment
- Employee is responsible for ensuring connectivity to the office
- If connectivity is lost, supervisor should be notified in a timely manner, typically within thirty (30) minutes

Audio

Here are a few more points about teleworking equipment.

The agency is responsible for the service and maintenance of all government-owned equipment. If an employee furnishes his or her own equipment or workstation at the AWL, the government will not reimburse the employee for the purchasing costs of the equipment or workstation. The government will also not pay for normal operating costs such as internet service. The employee is responsible for the maintenance, compatibility, repair and replacement of privately owned equipment.

The employee is responsible for ensuring connectivity to the office, and in the event of interruption, should contact the supervisor, typically in 30 minutes, to determine if there is sufficient work to perform at the AWL or if other work arrangements should be made.

You should note that failure to maintain communication contact guidelines established by his/her supervisor while teleworking can be a basis for termination from the Telework Program.

Screen 53 Managing Teleworkers: Work Schedules

Screen Content

- Employees will work the same schedules as if at the regular office/worksite
    - Eligible work schedules are the same as those at the regular office/worksite

    - Emergency or extreme circumstances may warrant work schedules to be changed
- Unstructured arrangements without prior supervisory approval are not permitted

Audio

The last topic we are covering in this section on managing teleworkers is about Hours of Duty and Work Schedules.

Employees who telework will work the same schedules that they work at the regular office/worksite, including compressed or flexible schedules under an approved alternate work schedule plan and may not work non-standard evenings and weekend schedules. Eligible work schedules for employees participating in telework are the same as for those employees working at the regular office/worksite.

Emergency or extreme circumstances may warrant work schedules to be changed with supervisor or manager approval and in accordance with established procedures. Unstructured arrangements where employees work at the AWL without prior supervisory approval are not permitted. Employees must use the correct time reporting codes. These are available in the policy.

Screen 54 Knowledge Check

Screen Content

The agency is responsible for providing government furnished equipment (GFE) to all teleworkers.

True
False

Audio

We will end this section with another knowledge check.

The agency is responsible for providing government furnished equipment (GFE) to all teleworkers.

True or False?

Knowledge Check Feedback

The correct answer is False. The agency is not responsible for providing government furnished equipment (GFE) to all teleworkers.

Screen 55 Knowledge Check

Screen Content

Which is considered a reasonable amount of time for a teleworker to inform their supervisor if connectivity to the internet is lost?

A. 10 minutes
B. 30 minutes
C. 2 hours

Audio

Which is considered a reasonable amount of time for a teleworker to inform their supervisor if connectivity to the internet is lost?

A. 10 minutes
B. 30 minutes
C. 2 hours?

Knowledge Check Feedback

The correct answer is B. 30 minutes. If connectivity is lost, supervisors should be notified in a timely manner, typically within 30 minutes.

Screen 56 When Should Telework Be Approved?

Screen Image

Image Description

Screen shot of the When Should Telework Be Approved introduction page.

The slides in this section contain additional clipart of a file folder.

The following text is in the middle of the screen: "When Should Telework Be Approved?"

Audio

Our next section is titled: When Should Telework be Approved?

Screen 57 When Should Telework Be Approved? Lesson Objective

Screen Content

- Fairly determine who should or should not telework based on solid business justifications

Audio

At the end of this section, you should be able to fairly determine who should or should not telework based on solid business justifications.

Screen 58 Teleworking Decision: Criteria

Screen Content

- Last rating of record must be at least "fully successful"
- No documented performance or conduct deficiencies within the last 12 months of the request
- Operational needs of the organization
- Must have portable work

NTEU: if an employee's last rating of record is less than fully successful a supervisor may approve telework if he/she determines the employee is now performing at a fully successful level or higher

Audio

First, we will review some key points to be aware of when making a teleworking decision. We will again mention any specific differences in various collective bargaining agreements, which are also available in the CBA Comparison Chart in the Resources section.

The first criterion is that the employee's last rating of record must be at least "fully successful." Please note that NTEU language states that if an employee's last rating of record is less than fully successful a supervisor may

approve telework if he/she determines the employee is now performing at a fully successful level or higher.

Next, the employee must have no documented performance or conduct deficiencies within preceding 12 months, including but not limited to letters of reprimand, written warnings or leave restrictions.

The operational needs of the organization should be taken into consideration when deciding if an employee can telework.

Employees eligible for telework must have portable work as determined by the supervisor.

Screen 59 Teleworking Decision: Portable Work

Screen Content

- Part of regular assignments, but can be performed at another location with equal effectiveness
- No significant change in duties or the way in which assignments are performed
- May have some duties suitable for telework and others that are not
    - Supervisors will determine how many days per week an employee is eligible to work at an AWL

Audio

Portable work is part of the employee's regular assignments and normally done at the employee's official worksite, but can be performed at another location with equal effectiveness with respect to quality, timeliness, customer service, and other aspects of accomplishing the EPA's mission. Such work does not involve a significant change in duties or the way in which assignments are performed.

Several tasks and functions generally suited for telework include, but are not limited to: reviewing and writing, policy development, report writing, research (when research tools are available at the AWL), analytical work, telephone-intensive tasks, computer-oriented tasks (for example, programming, data entry, data processing, word processing, web page design), as long as remote access is available to appropriate sites, and virtual training.

Employees may have some duties that are suitable for telework and others that are not. For these employees, supervisors and managers will need to determine how many days per week an employee is eligible to work at an AWL as part of regular telework.

Screen 60 Teleworking Decision: Criteria

Screen Content

- Employee agrees to return to the regular office/worksite on a telework day if required
- Arrangements are in place for dependent/elder care

Audio

Some other key requirements for telework include that employees agree to return to the regular office/worksite on a telework day if required to do so by his or her supervisor or manager. And, arrangements are in place for dependent/elder care, if applicable, during the time the employee is working at an AWL.

When considering this issue, the policy states that employees are responsible for ensuring personal disruptions such as non-business telephone calls and visitors are kept to a minimum. Also, a prohibited use of telework includes substituting telework for dependent/elder care (for example, when the home is the AWL, an employee should not be using telework as a means to care for his or her spouse, child, or relative).

Screen 61 Teleworking Decision: Equipment

Screen Content

- Teleworkers must have equipment at the AWL that is available and working
- If employee is not using GFE the manager should consider:
    - Already established IT/office procedures
    - Whether suitable equipment and connectivity are available at the AWL
- Not all aspects of all jobs can be performed effectively on personal equipment and therefore, be considered portable

Audio

In addition, teleworkers must have equipment at the AWL that is available and working properly to ensure compliance with the Office of Environmental Information's technology policies and procedures. If an employee is not using GFE the manager should consider already established IT/office procedures and whether suitable equipment and connectivity are available at the AWL for the work to be performed.

Although many positions may be suitable for telework, not all aspects of all jobs can be performed effectively on personal equipment at an AWL and therefore, be considered portable.

Screen 62 Knowledge Check

Screen Content

Approval for telework may depend on the operational needs of the office.

True

False

Audio

Okay, it's time for a knowledge check.

Approval for telework may depend on the operational needs of the office. True or False?

Knowledge Check Feedback

The correct answer is True. Supervisors or managers will determine whether the needs of the office will be met when considering approval for telework.

Screen 63 Knowledge Check

Screen Content

To participate in telework, employees must:

A. Agree to return to the regular office/worksite on a telework day if required
B. Have arrangements in place for dependent/elder care
C. Both A and B

Audio

To participate in telework, employees must:

A. Agree to return to the regular office/worksite on a telework day if required
B. Have arrangements in place for dependent/elder care
C. Both A and B

Knowledge Check Feedback

The correct answer is C. You must agree both to return to the regular office/worksite on a telework day if required (a recall), and you must have dependent/elder care arrangements in place.

Screen 64 Full-Time Telework Key Topics: Criteria

Screen Content

- All employee's work is portable
- Position rarely requires in-person interface
- Demonstrated record of meeting performance plan objectives and working without close supervision
- Approval from DAA or DRA (or their designee)

Audio

Approval for full-time telework should only be authorized when all of the following criteria are met: all of the employee's work is portable and the employee's position rarely requires in-person interface with management officials and other employees.

Please note that whether a position rarely requires in-person interface should be decided on a case-by-case basis, based on the needs of the position. Here are some examples of how this has been applied. First, an employee helping EPA implement a rule with the states would require minimal in-person interface in the office, and can likely perform most of his duties using other communication tools. His duties do not require regular collaboration with colleagues, he does not have any on-site customers, and he does not need access to any confidential material that is only available on-site.

Compare this to a program manager of a current "hot" initiative, who must frequently brief senior management and be in the office to effectively handle day-to-day changes, would not be eligible to participate in full-time telework. While the employee technically "could" telework with the communication tools available, the employee's presence on-site is significantly more effective. Teleworking should be handled "seamlessly" and with this employee, their presence is a key component of getting the job done.

Other criteria for full-time telework include: the employee has a demonstrated track record of meeting performance plan objectives and working without close supervision, and the DAA or DRA (or their designee)

has approved the request for full-time telework based on a determination that an employee meets all required criteria in this section.

Please note that a supervisor may approve regular telework that is less than full-time. However, a DAA or DRA must approve full-time telework and there must be justification for full-time telework.

Screen 65 Full-Time Telework Key Topics: Official Worksite

Screen Content

- Authorizing full-time telework involves changing an employee's official worksite
- For all full-time teleworkers, the official worksite is the AWL
- Supervisors or managers must prepare and submit to the appropriate HR SSC a Request for Personnel Action, SF 52, to change the official worksite to the employee's AWL

Audio

Authorizing full-time telework involves changing an employee's official worksite because for all full-time telework, the official worksite is the AWL.

Supervisors or managers must prepare and submit to the appropriate HR SSC at least 30 calendar days prior to the effective date, the required personnel documentation, Request for Personnel Action, Standard Form 52, to change an employee's official worksite to his or her AWL.

Screen 66 Full-Time Telework Key Topics: Understandings

Screen Content

- Employees must understand:
    - Possible requirement to utilize common/shared work areas when required to report to the regular office/worksite
    - Relocation costs associated with full-time telework are the sole responsibility of the employee
    - If agreement is terminated, the employee is responsible for costs to return to the regular worksite
    - Locality pay may change

Audio

When approved for full-time telework, employees must understand that he or she may be required to utilize common/shared work areas, which are not permanently assigned to any specific employee when he or she is required

to report to the regular office/worksite. Relocation costs associated with full-time telework, if applicable, are the sole responsibility of the employee.

If the agreement is terminated, the employee is responsible for all costs associated with returning to the regular office/worksite. The first-line supervisor or manager will provide a 7 calendar day written notice of intent to terminate the agreement and the employee will have 10 calendar days to report to the regular office/worksite. Supervisors or managers will need to ensure adequate office space availability upon the employee's return to the regular office/worksite after termination of his or her telework agreement.

Please note that termination processes and timelines may vary for any CBA. Also, locality pay may change.

Screen 67 Full-Time Telework Key Topics: Outside the LCA

Screen Content

- Assessment of relocation must consider:
  - Employee's current and likely future duties
  - Likely to retain future full-time telework eligibility
  - Costs associated with any recall
- ESC: Requests to relocate outside of the local commuting area will be approved only in rare circumstances

NTEU: Employees meeting eligibility requirements may request to telework outside LCA

Audio

When assessing full-time relocation requests outside the LCA, the supervisor or manager must, at a minimum consider: the employee's current and likely future duties, whether or not the employee is likely to retain full-time telework eligibility in the future, and the costs associated with any recall that may be necessary (particularly those requesting to relocate significantly outside of the local commuting area). Remember, all full-time teleworkers, regardless of the location of the AWL, will be reimbursed for recall costs. (Full-time teleworkers are not eligible for a transit subsidy, so therefore, they must be paid for recall to the regular office/worksite.)

Notice that the ESC agreement states that "Requests to relocate outside of the local commuting area will be approved only in rare circumstances", and the NTEU agreement states that "Employees meeting eligibility requirements may request to telework outside local commuting area."

Screen 68 Full-Time Telework Key Topics: Relocation

Screen Content

- Relocation is for the convenience and benefit of the employee
  - Agency will neither pay for nor reimburse any relocation costs incurred by the employee
  - Requests to relocate outside the LCA will be approved only in rare circumstances
- If an employee wants to telework full-time outside of the LCA, the employee must receive a written recommendation, in advance, from their supervisor or manager

Audio

Relocation outside the local commuting area, if approved, would be for the convenience and benefit of the employee. The agency therefore, will neither pay for nor reimburse any relocation costs incurred by the employee. Requests to relocate outside the LCA will be approved only in rare circumstances.

If an employee wants to telework full-time, outside of the local commuting area, he or she must receive a written recommendation for doing so, in advance, from their supervisor or manager.

Screen 69 Full-Time Telework Key Topics: Recommendation

Screen Content

- The written recommendation must be submitted by the supervisor to the DAA or DRA (or their designee)
  - Clearly explains how the employee is fully able to perform all duties effectively from the remote location
  - Approval of the request will not diminish the agency's ability to accomplish its mission and meet its operational goals
- Documentation must be approved and signed by the DAA/DRA (or their designee)

Audio

The written recommendation must be submitted by the supervisor or manager to the DAA or DRA (or their designee) and must clearly explain how the employee is fully able to perform all of his or her duties effectively from the remote location, so that approval of the request will not, under any circumstances, diminish the agency's ability to accomplish its mission and meet its operational goals.

This documentation must be approved and signed by the DAA/DRA (or their designee). If the request is not approved, the DAA/DRA (or his/her designee) will respond in writing with the reasons the request was denied.

Screen 70 Knowledge Check

Screen Content

Full-time teleworkers must have a demonstrated track record of working without close supervision.

True

False

Audio

Let's try another knowledge check.

Full-time teleworkers must have a demonstrated track record of working without close supervision.

True or False?

Knowledge Check Feedback

The correct answer is True. A full-time teleworker must have a demonstrated record of meeting performance plan objectives and working without close supervision.

Screen 71 Knowledge Check

Screen Content

If a full-time teleworker relocates, the agency will pay for the move.

True

False

Audio

If a full-time teleworker relocates, the agency will pay for the move. True or False?

Knowledge Check Feedback

The correct answer is False. The agency will not pay for any relocation costs.

Screen 72 Annual Review and Renewal of Agreements

Screen Content

- All teleworking employees must:
  - Complete the EPA Telework Agreement (Policy Appendix B)
  - Complete the safety checklist (Policy Appendix C) if the AWL is their residence
- Employees and Managers are responsible for recertification every year
  - Annual Telework Re-certification Form (Policy Appendix D)
    - If job duties have changed, the agreement may change
- Telework arrangements may be denied
  - Notification memorandum (Policy Appendix A)

ALL CBA: May require different forms

Audio

After consultation with their supervisor, all teleworking employees must complete the EPA Telework Agreement (Policy Appendix B) and complete the safety checklist (Policy Appendix C) if the AWL is their residence.

You should note that the bargaining units may have their own forms that must be filled out.

Employees and managers are responsible for recertification every year as required by the EPA Telework Policy at a time to be determined by each office, division or higher organizational unit. The form for recertification is the Annual Telework Re-certification Form (Policy Appendix D). If job duties change at any time, the telework agreement may change.

Also, a supervisor or manager may deny a telework arrangement if the duties of the position are not amenable to telework. Supervisors and managers must use the notification memorandum (Policy Appendix A) to notify employees of their ineligibility, if applicable.

Screen 73 Termination of Telework Agreement

Screen Content

- Telework Discontinuation Form (Policy Appendix E)
- Denial and termination decisions based on operational needs or performance
- Denials provided in a timely manner
- Telework agreement can be terminated at any time with seven days' notice

ALL CBA: May vary based on applicable CBA

Audio

If a teleworking agreement must be terminated, supervisors should use the Telework Discontinuation Form (Policy Appendix E).

Denial and termination decisions must be based on operational needs or performance in accordance with the description in the law, not personal reasons. If the employee's denial or termination was as a result of a performance issue, the denial or termination should include information about when the employee might reapply, and also if applicable, what actions the employee should take to improve his or her chance of approval. Also, denials should be provided in a timely manner.

A full-time telework agreement can be terminated at any time with 7 calendar day's written notice. The employee will have 10 calendar days to report to the regular office/worksite. However, the 10 calendar day range to relocate should be assessed on a case by basis. This range could also be offset with leave options, such as annual leave or LWOP, to provide some additional time. When employees agree to the conditions of full-time telework outside of the LCA, they also agree to relocating back to their regular office/worksite if their full-time telework is terminated.

Again, the termination forms and processes may vary based on the applicable CBA.

Screen 74 Termination of Telework Agreement

Screen Content

- Telework Discontinuation Form (Policy Appendix E)
- Denial and termination decisions based on operational needs or performance
- Denials provided in a timely manner
- Telework agreement can be terminated at any time with seven days' notice

ALL CBA: May vary based on applicable CBA

Audio

If a teleworking agreement must be terminated, supervisors should use the Telework Discontinuation Form (Policy Appendix E).

Denial and termination decisions must be based on operational needs or performance in accordance with the description in the law, not personal reasons. If the employee's denial or termination was as a result of a performance issue, the denial or termination should include information

about when the employee might reapply, and also if applicable, what actions the employee should take to improve his or her chance of approval. Also, denials should be provided in a timely manner.

A full-time telework agreement can be terminated at any time with 7 calendar day's written notice. The employee will have 10 calendar days to report to the regular office/worksite. However, the 10 calendar day range to relocate should be assessed on a case by basis. This range could also be offset with leave options, such as annual leave or LWOP, to provide some additional time. When employees agree to the conditions of full-time telework outside of the LCA, they also agree to relocating back to their regular office/worksite if their full-time telework is terminated.

Again, the termination forms and processes may vary based on the applicable CBA.

Screen 75 Telework Scenarios

Screen Image

Image Description

Screen shot of the Telework Scenarios introduction page.

The slides in this section contain additional clipart of the letter I in a speech bubble and a question mark in a speech bubble.

The following text is in the middle of the screen: "Telework Scenarios?"

Audio

Now we will present four scenarios, in which you will make decisions about requests for telework.

Screen 76 Telework Scenarios

Screen Content

1. Episodic telework requested for service or elderly caretaker visit
2. Request to work regular telework outside the LCA
3. Suspicion that a teleworker is not working or even located at AWL
4. Request for a telework arrangement that others are using, but is not according to policy

You must review all of the Scenarios before moving on in the course.

Audio

This is a summary of the scenarios you will be reviewing. Select each scenario to see more detail. You must review all of the Scenarios before moving on in the course.

Screen 77 Scenario One

Screen Content

An employee frequently asks for episodic telework because they have an elderly parent who lives with them and they have to be present to let the part time nurse into the house for check-ups.

They have also asked for episodic telework for service visits (cable, plumber, etc.) to their home. The employee ensures me that they are only letting these individuals into their home, so they are still able to work.

Is telework appropriate to use in these scenarios?

Audio

An employee frequently asks for episodic telework because they have an elderly parent who lives with them and they have to be present to let the part time nurse into the house for check-ups.

They have also asked for episodic telework for service visits (cable, plumber, etc.) to their home. The employee ensures me that they are only letting these individuals into their home, so they are still able to work.

Is telework appropriate to use in these scenarios?

Screen 78 Scenario One

Screen Content

Telework is not appropriate for these scenarios.
However, a combination of telework, along with leave, may be a solution.

Audio

Telework is not appropriate to use in these scenarios. According to the policy, employees are responsible for ensuring personal disruptions such as non-business telephone calls and visitors are kept to a minimum and for arranging for dependent/elder care, if applicable, during the time the employee is working at an AWL. Also, substituting telework for dependent/elder care is a prohibited use of telework.

A solution may be that an employee uses a part of their telework day to be available at the AWL during these visits. They work when they are not responsible for others and they take leave for those portions of time when they are communicating with the workers in their home.

Screen 79 Scenario Two

Screen Content

My employee is on a regular telework schedule and routinely asks me if they can work from another location on these days because their spouse is currently located in another state (outside the LCA) and they go to visit them every weekend. Since their telework days are Monday and Tuesday, they want to stay in the other state and work to extend their time with their spouse.

Is this permissible? Due to their position, full-time telework is not a possibility.

Audio

My employee is on a regular telework schedule and routinely asks me if they can work from another location on these days because their spouse is currently located in another state (outside the LCA) and they go to visit them every weekend. Since their telework days are Monday and Tuesday, they want to stay in the other state and work to extend their time with their spouse.

Is this permissible? Due to their position, full-time telework is not a possibility.

Screen 80 Scenario Two

Screen Content

This arrangement is not permissible.

A teleworker is not allowed to work outside the local commuting area on regular telework.

Audio

This arrangement is not permissible. A teleworker who is working on a regular telework schedule is not allowed to work outside the local commuting area. Also, a teleworker is not allowed to set up an episodic telework arrangement that substitutes for a regular telework schedule.

Screen 81 Scenario Three

Screen Content

I have a suspicion that when my employee is on their scheduled telework day, they aren't actually working or probably even at their AWL.

Can I randomly visit their AWL or monitor them using Skype or even call them at least five times a day, if not more?

Audio

I have a suspicion that when my employee is on their scheduled telework day, they aren't actually working or probably even at their AWL.

Can I randomly visit their AWL or monitor them using Skype or even call them at least five times a day, if not more?

Think about this scenario and then click Next to find an answer.

Screen 82 Scenario Three

Screen Content

You should not randomly visit your employee's AWL, nor can you monitor them using Skype.

A solution may be to have a conversation with your employee about their communication, reminding them that communicating with you is one of the criteria for the privilege of teleworking.

Audio

You should not randomly visit your employee's AWL, nor can you monitor them using Skype. If you have concerns about the safety of the AWL or the employee's performance, contact your LER representative to address the issue. You cannot monitor your teleworkers differently than your in-office workers. If you feel your teleworker is not communicating with you on a necessary basis, a solution may be to have a conversation with your employee about their communication, reminding them that communicating with you is one of the criteria for the privilege of teleworking.

Screen 83 Scenario Four

Screen Content

My employee has asked for specific telework scenarios that other divisions/offices in the agency are currently practicing, but I know that these scenarios are a direct violation of the policy.

How do I handle this?

Audio

My employee has asked for specific telework scenarios that other divisions/offices in the agency are currently practicing, but I know that these scenarios are a direct violation of the policy.

How do I handle this?

Screen 84 Scenario Four

Screen Content

You are responsible for teleworking within your office. You should not implement an arrangement that you know is a violation of the policy.

You may want to remind your employee that the other arrangement may be due to specific conditions, such as reasonable accommodations.

Audio

You are responsible for teleworking within your office. You should not implement an arrangement that you know is a violation of the policy.

You may want to remind your employee that the other arrangement may be due to specific conditions, such as reasonable accommodations.

If you have concerns about someone incorrectly interpreting the policy, you could speak to your LER representative or your HRO or PMO.

Screen 85 Resources

Screen Image

Image Description

Screen shot of the Resources introduction page.

The slides in this section contain additional clipart of colorful folders.

Audio

You will find here some links to resources you may find useful.

Screen 86 Resources

Screen Content

Glossary

EPA Telework Website Information

CBA Comparisons

Locality Pay Chart

Audio

The links on this page will open documents that include a glossary, information on the EPA Telework Website, a CBA Comparison Chart, and a Locality Pay Chart.

Screen 87 Conclusion

Screen Content

This concludes the Telework Training for Supervisors course. You will now be presented with a 10 question quiz. You must answer 80% of the questions correctly in order to receive credit for the course. You may retake the quiz until you receive a passing grade.

Audio

This concludes the Telework Training for Employees course.

Appendix A Glossary

Alternative Work Location (AWL): The AWL is an approved work location other than the employee's official worksite. A telework AWL will generally be an employee's residence, a telecenter or other approved worksite and will generally be within the local commuting area (as that area is defined in Title 5 of the Code of Federal Regulations, Section 351.203), such as a facility established by state, local or county government or private organization for use by teleworkers.

DAA: Deputy Assistant Administrator

DRA: Deputy Regional Administrator

Local Commuting Area (LCA): The geographic area that usually constitutes one area for employment purposes. It includes any population center (or two or more neighboring ones) and the surrounding localities in which people live and can reasonably be expected to travel back and forth daily to their official worksite.

Official Worksite: The official location of an employee's position of record as determined under 5 CFR 531.605. Official worksite is the "official duty station" as that term is used in 5 United States Code, Section 5305(i).

Portable Work: Work that is normally performed at the employee's official worksite, which can be performed at another location with equal effectiveness with respect to quality, timeliness, customer service, and other aspects of accomplishing the EPA's mission. Such work is part of the employee's regular assignments and does not involve a significant change in duties or the way in which assignments are performed.

Position of Record: An employee's official position defined by grade, occupational series, employing agency, law enforcement officer status and any other condition that determines coverage under a pay schedule (other than official worksite), as documented on the employee's most recent Notification of Personnel Action (Standard Form 50 or equivalent) and current position description, excluding any position to which the employee is temporarily detailed.

Regular Office/Worksite: The office (program, region, lab, HR Shared Service Center) to which the employee reports on a regular and recurring basis, receives direction, and/or returns to if the supervisor or manager recalls the employee or terminates the telework agreement.

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Appendix B CBA Comparison Chart

Scope: All permanent full-time and part-time EPA employees

Previous Policy: Also PHS officers in accordance with Commissioned Corps guidance. Excludes employees on: Official travel, IPAs, and IAGs.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Also: - career SES - PHS officers - Schedule C, AD and non-career SES - IPA assignments to the EPA Excludes employees on details or IPAs to other agencies	Covers bargaining unit employees	Covers bargaining unit employees in specified local units. Excludes employees on details or IPAs to other agencies	Covers bargaining unit employees	Covers bargaining unit employees

Basic Eligibility: Portable work, supervisory approval, current rating at least fully successful, defined performance standards in place, signed telework agreement, appropriate work location and equipment, able to work independently.

Previous Policy: Arrangements for dependent care during telework hours

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Employee agrees to return to the regular office/worksite on a telework day if required to do so by the supervisor. No documented performance or conduct issues within last 12 months Arrangements for dependent or elder care during telework hours Employee must comply with telework agreement	Same as policy	Employee agrees to return to the official work site on a telework day if required to do so by the supervisor. No documented performance or conduct issues within last 12 months Arrangements for dependent or elder care during telework hours Employee must comply with telework agreement	Employee agrees to return to the official work site on a telework day if required to do so by the supervisor. No documented performance or conduct issues within last 12 months Arrangements for dependent or elder care during telework hours Employee must comply with telework agreement	Employee agrees to return to the official work site on a telework day if required to do so by the supervisor pursuant to recall procedures No documented performance or conduct issues within last 12 months Employee must comply with telework agreement If an employee's last rating of record is less than fully successful a supervisor may approve telework if he/she determines the employee is now performing at a fully successful level or higher.

Telework Agreements: Supervisor must recertify every 12 months.

Previous Policy: Required.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Required	Required	Required	Required	Required

New EPA Employee: Eligibility to telework.

Previous Policy: After one year.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
At the supervisor's discretion. 90 day to six month orientation recommended.	At the supervisor's discretion. 90 day to six month orientation recommended.	At the supervisor's discretion. 90 day to six month orientation recommended.	90 day to six month orientation.	90 day to six month orientation, as determined by the supervisor

Regular Telework: Scheduled in advance and performed at the alternate workplace on a regular and recurring basis.

Previous Policy: No more than two days per week outside of the office.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
From one day per pay period up to full-time	From one day per pay period up to full-time	From one day per pay period up to full-time	From one day per pay period up to full-time	From one day per pay period up to full-time

Episodic Telework: For a specific limited duration or on an ad hoc basis.

Previous Policy: No change.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
No change	No change	No change	No change	No change

Medical Telework: For temporary medical conditions that precludes an employee from being at the workplace. Valid medical documentation required.

Previous Policy: Requires medical documentation. After six months an employee must provide medical certification on the status of his/her medical condition to support continued participation.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Requires medical documentation.	Requires medical documentation.	If physician-certified documentation is submitted, may be authorized for up to 80 hours per pay period for up to six months.	May be authorized up to 80 hours per pay period up to 90 calendar days.	May be authorized up to 80 hours per pay period up to 90 calendar days.
After 90 calendar days, may be extended for up to 3 additional 90-day periods (i.e., 9 months) if the additional medical certification justifies such at each extension (i.e., every 90 calendar days).	After 90 calendar days, may be extended for up to 3 additional 90-day periods (i.e., 9 months) if the additional medical certification justifies such at each extension (i.e., every 90 calendar days).	After six months, may be extended if additional certification justifies it.	After 90 calendar days, may be extended up to an additional 90 calendar days with medical documentation.	After 90 calendar days, may be extended up to three additional 90 calendar days with medical documentation.
The total maximum allowable time for a medical telework agreement is 12 months in any one rolling calendar year.	The total maximum allowable time for a medical telework agreement is 12 months in any one rolling calendar year.	Normally, medical telework will not extend beyond one year. The total maximum allowable time for a medical telework is 18 months.	Maximum allowable time is 180 days.	Maximum allowable time is 12 months in any one rolling calendar year.

Full-Time Telework: Must have 100% portable work, may be up to ten days per pay period. Employee is minimally required to personally interface with management officials and employees. Personal equipment, if used, must be in compliance with all applicable agency information directives, policies and procedures (e.g., security, FOIA, records).

Previous Policy: N/A.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
DAA or DRA (or their designee) approves the request after a determination an employee meets all required criteria	DAA or DRA (or their designee) approves the request after a determination an employee meets all required criteria	DAA or DRA (or their designee) approves the request after a determination an employee meets all required criteria	DAA or DRA (or their designee) approves the request after a determination an employee meets all required criteria	DAA or DRA (or their designee) approves the request after a determination an employee meets all required criteria

Training: For supervisors/ managers and employees on telework process and policy.

Previous Policy: Required.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Required.	Required. OPM Telework 101 courses. EPA may substitute its own training.	Required. OPM Telework 101 courses. EPA may substitute its own training.	Required. OPM Telework 101 courses. EPA may substitute its own training.	Required. OPM Telework 101 courses. EPA may substitute its own training.

Telework Schedules: Must state the days and times employee will work in his/her regularly assigned work setting and in the alternate work location. The schedule may parallel those in the office or be structured to meet the needs of participating employee and supervisor. It must work with their offices' core work hours and may not work non-standard evening and weekend schedules. Supervisors must approve overtime and compensatory time in advance.

Previous Policy: No Change.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
No change	No change	No change	No change	No change

Unscheduled Telework/Closures: When severe weather disrupts commuting or prevents employees from reporting to work or when offices are closed to the public or unusual circumstances prevent federal employees from accessing the regular office location.

Previous Policy: N/A.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Employees scheduled to telework that day are required to telework as usual, barring any unforeseen or unusual circumstances. The day is a normal workday and time and attendance rules apply.	Employees scheduled to telework that day are required to telework as usual, barring any unforeseen or unusual circumstances. The day is a normal workday and time and attendance rules apply.	Employees scheduled to telework that day are required to telework as usual, barring any unforeseen or unusual circumstances. The day is a normal workday and time and attendance rules apply.	Employees scheduled to telework that day are required to telework as usual, barring any unforeseen or unusual circumstances. The day is a normal workday and time and attendance rules apply.	Employees scheduled to telework that day are required to telework as usual, barring any unforeseen or unusual circumstances.
Employees are not entitled to overtime pay, credit hours, or compensatory time off for working normal hours.	Employees are not entitled to overtime pay, credit hours, or compensatory time off for working normal hours.	Employees are not entitled to overtime pay, credit hours, or compensatory time off for working normal hours.	Employees are not entitled to overtime pay, credit hours, or compensatory time off for working normal hours.	Employees are not entitled to overtime pay, credit hours, or compensatory time off for working normal hours.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Employees may opt to take unscheduled leave.	Employees may opt to take unscheduled leave.	Employees may opt to take unscheduled leave.	Employees may opt to take unscheduled leave.	Employees may opt to take unscheduled leave.
Telework-ready employees not scheduled to telework that day may request to do so.	Telework-ready employees not scheduled to telework that day may request to do so.	Telework-ready employees not scheduled to telework that day may request to do so.	Telework-ready employees not scheduled to telework that day may request to do so.	Telework-ready employees not scheduled to telework that day are required, in coordination with their supervisor, to utilize unscheduled telework to the maximum extent possible, subject to the availability of portable work unless circumstances prevent work at the AWL.

Termination: An employee may terminate the telework arrangement at any time. A performance rating below fully successful automatically terminates an employee's telework arrangement. Management retains the right to terminate an employee's telework participation at any time based upon an employee's failure to adhere to policy/CBA requirements or any other consideration affecting employee eligibility. Reasons for termination must be valid.

Previous Policy: No Change.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
Sufficient notice to the employee is required.	Sufficient notice to the employee is required.	Sufficient notice to the employee is required.	Sufficient notice to the employee is required.	Management shall provide sufficient notice (typically 7 days).
The documentation must be signed and furnished to the employee.	The documentation must be signed and furnished to the employee.	The documentation must be signed and furnished to the employee.	The documentation must be signed and furnished to the employee.	The documentation must be signed and furnished to the employee.

Worksite Designation: Generally, the official location of the position of record and where the employee regularly performs his or her duties. For full-time telework, the alternate workplace becomes the official worksite. The supervisor must prepare an SF-52 to change the worksite to the alternative workplace.

Previous Policy: No Change.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
No change	No change	Requests to relocate outside of the local commuting area will be approved only in rare circumstances.	Requests to relocate outside of the local commuting area will be approved only in rare circumstances.	Employees meeting eligibility requirements may request to telework outside local commuting area.

Non-Bargaining Policy	NAIL	NAGE	ESC	NTEU
		Employees engaged in full-time telework seeking to change their official worksite to relocate outside of the local commuting area must receive written approval from 1) their supervisor or manager, and 2) the DAA or DRA. Any relocation costs associated with moving are the sole responsibility of the employee and locality pay may change.	Employees engaged in full-time telework seeking to change their official worksite to relocate outside of the local commuting area must receive written approval from 1) their supervisor or manager, and 2) the DAA or DRA. Any relocation costs associated with moving are the sole responsibility of the employee and locality pay may change.	Employees engaged in full-time telework seeking to change their official worksite to relocate outside of the local commuting area must receive written approval from 1) their supervisor or manager, and 2) the DAA or DRA. Any relocation costs associated with moving are the sole responsibility of the employee and locality pay may change.

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Appendix C Locality Pay Chart

These charts may help to understand different situations when locality pay may change.

Regular and Full-Time Telework

Type of Telework	Locality Pay is based on:
Full-Time outside LCA	Location of AWL
Full-Time within LCA	Location of Regular/Office Worksite
Full-Time less one day	Location of Regular/Office Worksite ** Note: other than for full-time telework, there is no authority to work outside the LCA for regular telework, therefore an employee should not be outside of the LCA under full-time less one day.
Regular	Location of Regular Office/Worksite

Episodic and Medical Telework

Time Reporting to Regular Office/Worksite	Locality Pay is based on:
Employee reports to regular office/worksite at least 2 days per pay period	Location of Regular Office/Worksite
Employee does not report to regular office/worksite at least 2 days per pay period ** Note: changing locality pay does not have to change for infrequent episodic/medical, temporary changes	Location of AWL

Appendix D Resources

EPA Telework Website

http://workplace.epa.gov/telework.html

This website, which was revised with the new policy, contains information and links to many different resources you will be able to use to aid in successfully teleworking. It contains information or links to the following, and more:

- The Policy
- Policy Forms
- Technology Tools
- Help Desks
- FAQ
- Regional Telework Websites
- Telework Coordinators
- Labor and Employee Relations Representatives