

## Ad Hoc Telework Instructions for Facilities & Employees in Preparation for Emergencies

**Purpose** The purpose of this document is to establish the requirements and functions of implementing telework capabilities for clinical staff in VA sites of care during times of national emergencies pursuant to a pandemic and/or when the traditional worksite/official duty station is closed due to emergency situations (e.g., snow emergencies, floods, hurricanes, act of terrorism, etc.).

**Collective Bargaining Agreements:** Collective bargaining agreements (CBAs) may afford rights to unions and bargaining unit employees that differ from or supplement this guidance. For example, there may be additional procedural steps afforded to unions and bargaining unit employees beyond what is outlined below. Facility leadership should consult with their local human resources office with questions concerning the applicability of CBAs, telework and this guidance.

### Facility Requirements

1. All medical facilities will identify Tier 1 Staff (Table 1) to support veteran care via telehealth modalities during an emergency;
  - a) Tier 1 Staff is defined as those employees with mission-critical duties who may be required to telework in the case of a Continuity of Operations Planning (COOP) event;
  - b) Typically, positions which require extensive face-to-face-in person contact with Veterans are deemed to be not suitable for telework. Emergency situations may require that alternative, non-typical methods be utilized to perform regularly assigned duties, including an increase to telehealth services;
  - c) At a minimum, Tier 1 Staff will include the majority of personnel in the following positions:

Table 1.

Tier	Ad Hoc Telework Ready Staff
<b>Tier 1 Telework Agreement (Minimum IMMEDIATE ACTION)</b>	Primary Care Clinician, including Women’s Health (MD, DO, PA, NP)
	Clinical Call Center Clinicians (MD, DO, NP, PA)
	Medical Support Assistant (MSA)
	Clinical Pharmacy Specialists
	Primary Care Mental Health Initiative (PCMHI) staff (all disciplines)
	Registered Nurse
	Emergency Room Clinician
	Infectious Disease Clinician
	Mental Health Clinician / Counselors
	Pharmacist
	Pharmacy Technician
	Medical Social Worker
	Clinical Social Worker
	Home Based Primary Care (all staff)
	Homeless Patient Aligned Care Teams (H-PACT) (all staff)

2. Develop standardized work statements where some, but not all, work assignments have been determined to be suitable for telework;
3. Determine work schedule, work requirements and job expectations;
4. The majority of Tier 1 staff should be telework ready in case of emergency.
5. Steps for ensuring ad hoc telework capabilities for Tier 1 Staff include:
  - a) Ensuring remote access capabilities via [Remote Access Portal](#);
  - b) Completing VA Form 0740, Telework Request/Agreement;
  - c) Ensuring that each employee and supervisor complete mandatory telework training course in the VA Talent Management System (TMS);
  - d) Ensure that employee has completed Information Security Awareness Training and VHA Privacy Policy Training, if necessary; and
  - e) Ensuring telework equipment (Government Furnished Equipment (GFE) or Personally Owned Equipment (POE)) is functional.

### **Steps for Achieving Ad Hoc Telework Readiness**

#### Supervisor Responsibilities:

1. Identify Tier 1 employees that need to be telework ready in case of emergency;
2. Determine the type of remote access needed for each employee. A description of access types can be found on [VA Remote Access Intranet Site](#);
  - a) RESCUE VPN for Government Furnished Equipment
  - b) Citrix Access Gateway (CAG) for Personally Owned Equipment
3. Enter the appropriate remote access request for Tier 1 employees ([instructions](#));
4. Prepare Telework Packets for identified employees without existing telework capabilities;
  - a) Complete VA Telework Managers Module TMS # 1366994 –must be attached to all packets
  - b) Complete position suitability and employee eligibility and issue [Telework Eligible Notification Memo](#) for each employee
  - c) Complete VA Form 0740, VA Telework Request/Agreement (Prefill COOP) [Sample Ad-Hoc VA Telework Request/Agreement](#) for each employee. *Note: This version of VA Form 0740 has been modified to prefill certain sections as follows:*

**Section II-PROPOSAL**  
 Type of Arrangement: AD-HOC  
 Type of Alternative Workplace: AD-HOC  
 Actual Length of Agreement: 12 months +

**Section III-TYPE OF ALTERNATIVE WORKPLACE (TELEWORK) ARRANGEMENT APPROVED: AD-HOC**

**Section V- CONTINUITY OF OPERATIONS AND “EMERGENCY RESPONSE GROUP” STATUS:** Check top box “The employee is expected to telework for the duration of an emergency pursuant to a pandemic...”

**Section VI- DISABILITY AND MEDICAL CONDITIONS:** N/A

**Sections I, IV, VII, VIII and IX** must also be completed. *Note: Section VIII will include the standardized work statement and other unique factors concerning the individual telework agreement.*
5. Ensure Telework Packet(s) include all required documents and that the Telework Agreement(s) are signed by approving officials;
6. Forward completed Telework Packet(s) to Facility Telework Coordinator and servicing timekeeper;
7. Work with employees and local IT to either obtain Government Furnished Equipment or ensure Personally Owned Equipment is functional (PIV card reader may be needed); and
8. Ensure employees validates telework capabilities

#### Employee Responsibilities:

1. Validate or complete remote access request using the Self Service Portal in the [Remote Access Portal](#);
2. Provide below Telework Packet documents to supervisor;
  - a) Provide TMS Certificate: VA Telework Training for Government Employees (#1367006)
  - b) Provide TMS Certificates: Privacy and Information, Security Awareness and Rules of Behavior (#310176)

- c) Complete Sections VII, VIII, and IX of VA Telework Agreement Form (0740) and sign;
  - d) Sign Telework Eligibility Memo;
3. Test telework capability from home once Telework Agreement is signed and telework equipment (Gov or Personal) is functional

**Reference Materials:**

1. [Bulletin](#) and [Supervisor Guidance](#) for COVID-19