Computer/Electronic Accommodations Program

Telework Ettiquette

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Deaf In Government (DIG)t
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Overview

Telework Definition

Telework Rules

Do's

Don'ts

Conference Calls/Meetings Best Practices

CAP Overview

Questions and Answers

Telework Definition

- The Telework Enchantment Act of 2010 defines "The term 'telework' or 'teleworking' refers to a work flexibility arrangement under which an employee performs the duties and responsibilities of such employee's position, and other authorized activities, from an approved worksite other than the location from which the employee would otherwise work."

- Telework includes what is generally referred to as remote work but does not include any part of work done while on official travel or mobile work.

- Part of Continuity of Operations Plan (COOP).

Types of Telework Arrangements

- Routine (Regular) Telework

  - Telework occurs as part of an ongoing, regular schedule

- Situational Telework

  - Approved on a case-by-case

  - Hours worked were not part of a previously approved, ongoing and regular telework schedule

Essential vs. Non-Essential

- Essential Employees

  o May be required to show up work at the office or work location.

  o Under 5 C.F.R. 630.1605(b)

- Non-Essential Employees

  o May be allowed to telework

Telewok Rules

- Not an employee right

- Voluntary

- Primarily an arrangement established to facilitate the accomplishment of work

- Telework Agreement Required

- Requires constant communication with supervisor

- Telework Training Required

Telework: DOs

- Follow your agency's Regulations and Rules

- Know and follow your Agency's acceptable policy for government systems

- Use your organization-approved file sharing service/capability to share files with others

- Communicate with your supervisor/manager/team lead/coworkers

- Create an organized workspace separate from the rest of your home to help minimize distractions.

Telework: DOs

- Keep your calendar up to date to avoid confusion and breakdown in communication

- Use to-do lists, calendars, and filing systems to keep yourself organized

- Work offline when possible

- Log off of your VPN connection at the end of the work day

- Make sure to take breaks throughout the day for lunch and exercise. These breaks will help you focus more on your work

- Use to-do lists, calendars, and filing systems to keep yourself organized

Telework: DOs

- Use agency approved Instant Message to facilitate communicate with your co-workers (e.g., Skype, Google Hangouts, or Microsoft Lync, etc.)

- Let colleagues, managers, and customers know where and when you are working. It is important that others know how to reach you, and when you are available for meetings

- Keep your calendar up to date to avoid confusion and breakdown in communication

Telewolk: DON'T

- Do not forward any work emails to your personal emails

- Use your Government Furnished Equipment (GFE) for non-mission essential activity (e.g. social networking, audio and video streaming, personal shopping)

- Use internet-based, unofficial video on-demand and streaming services, or websites

- Email large files or videos

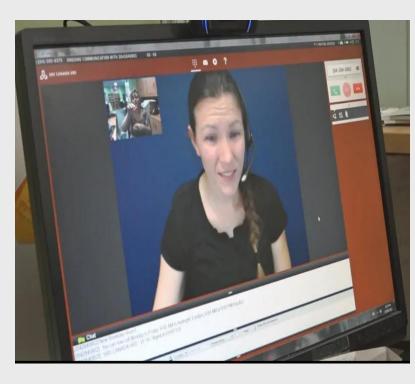- Leave applications running that you are not actively using (e.g. email, video, etc)

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Conference Calls/Meetings Best Practice

- Plan ahead and send files to any coworkers who will be participating remotely

- Setup a virtual collaboration room, using agency approved technology; such as Adobe Connect, Zoom, Skype, GoToMeeting, WebEx, etc.

- Beginning of each conference call, educate and remind your colleagues and co-workers to state their name when they speak

- Ensure that VRS interpreter mute the phone

Conference Calls/Meetings Best Practice

- Participate and be involved in conference calls and give your full attention. Avoid multi-tasking or reading emails

- Request someone to write minutes/summary report from the conference call/meeting

- If participating in a meeting via webcam (Zoom, GoToMeeting, etc), be presentable

- Remember, getting dressed for work will help you get in a mindset for work

- Call and connect VRS few minutes early to arrive on the conference call on time

- Don't forget to put on a smile! ☺
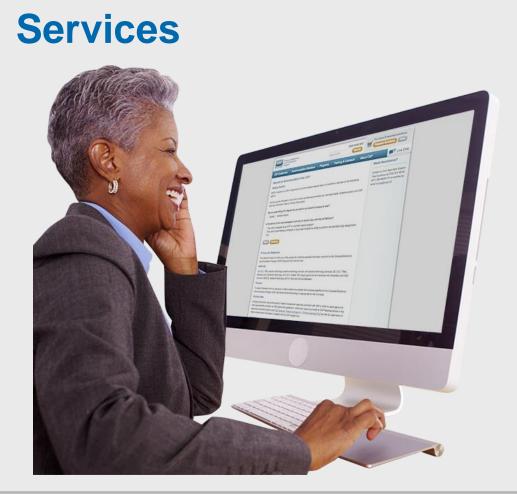
CAP OVERVIEW

Services

- Provide free assistive technology and associated training

- Conduct free comprehensive needs assessments and technology demonstrations

- Provide training on disability program management and on creating an accessible environment

- Support compliance of federal regulations

Assistive Technology

Dexterity

- o Alternative keyboards, input devices, and voice recognition software

Vision

- o Screen readers, magnification software, and closed circuit televisions

Hearing

- o Assistive listening devices, videophones, and captioning services

Cognitive and Learning

- o Cueing and memory aids, literacy software, and screen readers

Communication

- o Voice amplifiers, word prediction software, and augmentative communication devices
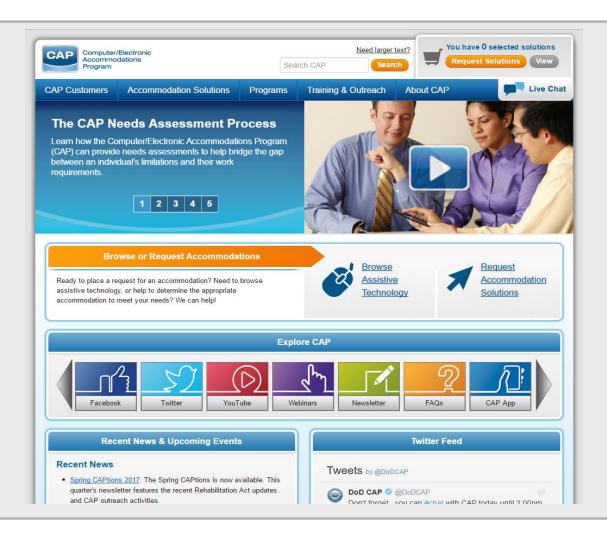
Hearing: Potential Solutions

- Assistive listening and amplification devices

- Video communication devices for video relay services

- Amplified and voice carry over telephones

- Telephone ring signalers

- Teletypewriters (TTYs)

- Closed captioning equipment for videos (produced in-house)

- Sign language interpreters or CART services (DoD employees ONLY)

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