NARA Notice 2020-080: Implementing OMB Telework Guidance to Respond to COVID-19

To: All Employees
Attention supervisors: If you have employees who do not have access to a computer, please ensure that those employees receive a copy of this notice. This includes employees on LWOP or paid leave.

This message communicates changes in NARA policy necessary to implement Office of Management and Budget (OMB) Memoranda M-20-13, Updated Guidance on Telework Flexibilities in Response to Coronavirus, and M-20-15, Updated Guidance for the National Capital Region on Telework Flexibilities in Response to Coronavirus. NARA is implementing these changes to better protect our staff from the spread of the 2019 novel coronavirus (COVID-19). The policy changes announced here are temporary measures and may be rescinded with little or no notice once the COVID-19 public health emergency is resolved.

Telework

Effective immediately, supervisors may authorize up to five days per week of telework for all employees, provided that there is sufficient telework-appropriate work available. This applies to all staff, including employees occupying positions that are not otherwise telework eligible. Supervisors are encouraged to be flexible and creative in identifying telework-appropriate work. Supervisors are not expected or required to authorize five-day-per-week telework if there is not sufficient telework-appropriate work available, except for employees in higher-risk groups and special populations. All employees who are approved to change their telework agreements or enter into a new telework agreement due to the current public health emergency must complete the new COVID-19 telework agreement form here.

Employees who are in populations identified by the Centers for Disease Control and Prevention (CDC) as being at a higher risk for serious complications or special populations are authorized to telework five days per week, effective immediately. Employees in these categories should request a reasonable accommodation through the process described in Interim Guidance 303-1, Reasonable Accommodations. Employees in CDC-defined higher risk groups and special populations who have a reasonable accommodation are entitled to weather and safety leave for periods when there is not sufficient telework-appropriate work (if they are teleworking) or if they are not able to telework at all. Higher-risk and special population employees who are

capable of teleworking but refuse to telework or refuse to sign a telework agreement are not entitled to weather and safety leave.

Citrix

NARA's Citrix remote access environment cannot sustain a large number of concurrent users. Users will begin to experience performance issues, including slowness or trouble connecting and staying on, if too many users are logged onto Citrix at the same time. NARA must impose restrictions on the use of Citrix in order to support the expansion of telework that is established in this notice.

Effective immediately, all NARA users are authorized to use Citrix only when necessary, and must keep those sessions as short as possible. If you require Citrix in order to access an application, system, or files, you must log on to Citrix only for the period of time necessary to efficiently perform your work function, and then log off of Citrix as soon as you are done. You may not use Citrix to access applications, systems, or files that are available through a means other than Citrix. Many NARA resources are available without using Citrix, including Gmail, Google Drive, Google Docs, the Learning Management System (LMS), and the Internal Collaboration Network (ICN). The attached Fact Sheet #5, Telework-ready IT resources, provides more information on alternatives to Citrix and the appropriate use of Citrix.

Information Services is monitoring Citrix usage and will terminate individual Citrix sessions if there are performance issues, such as if a user is idle with a Citrix session open, or if a user is consuming a large amount of computing resources that impacts overall Citrix performance.

The Office of the Chief Financial Officer is preparing separate guidance to support remote time and attendance reporting for pay period 07, ending March 28. This guidance will be transmitted to timekeepers and certifying officials later this week.

Enforced Telework

OPM regulations authorize agencies to compel staff to telework during a declared pandemic health crisis. The World Health Organization (WHO) officially declared COVID-19 as a pandemic on March 11, 2020. NARA may require an employee to telework under a number of circumstances, including where the employee is ill but insists on working on-site or if an employee is technically able to telework but refuses to telework or refuses to sign a telework agreement. This authority is assigned to the Archivist of the United States and has not been delegated. Managers and supervisors who believe enforced telework is appropriate should contact the Office of Human Capital at employeerelations@nara.gov. Evacuation payments, which are authorized under the same OPM regulations as enforced telework, are entirely discretionary and an employee on enforced telework is not entitled to these payments unless authorized by the Archivist of the United States.

NARA is taking these actions to protect our staff and support local public health agencies that are working to limit the spread of COVID-19. The best way for you to help prevent the spread of COVID-19 is to practice good health habits such as frequent hand washing, stay home from work and seek medical treatment if

you are feeling ill, clean and disinfect frequently touched surfaces and objects, and refrain from customary handshaking.

We are committed to the health and wellness of all staff and visitors to NARA facilities. We will provide you with updates and additional guidance as it becomes available.

MICAH CHEATHAM

Chief of Management and Administration

Attachments:
Fact Sheet #1, version 2: Updated Leave and Workforce Flexibilities for COVID-19 Response
Fact Sheet #5: Telework-Ready IT Resources

If you have questions about this notice, contact:

Valorie Findlater, Office of Human Capitalvalorie.findlater@nara.govRoom: 1300National Archives at College ParkPhone: 301-837-3754

NARA COVID-19 Response

Fact Sheet #1, version 2: Updated leave and workforce flexibilities for COVID-19 response

March 16, 2020

This fact sheet provides guidance to help protect NARA staff and reduce the spread of the 2019 novel coronavirus disease (COVID-19) in the workplace. This version has been updated to incorporate expanded telework and additional flexibilities for employees in CDC-defined higher risk groups and special populations.

Leave and workforce flexibilities.

An employee should <u>always</u> use sick or other (paid or unpaid) leave if she or he is experiencing symptoms or has been diagnosed with COVID-19.

A supervisor may approve sick leave for a period longer than three days without a doctor's note or medical documentation (ordinarily required by NARA 327, Supplement 3, para.14) if the supervisor determines that obtaining the documentation would be too burdensome on the employee. Some personal physicians are already asking patients not to come to the office and are diagnosing patients over the phone.

A supervisor may approve up to five days per week of telework for an employee, provided that there is sufficient telework-appropriate work available. This applies to all staff, including employees occupying positions that are not otherwise telework eligible. Supervisors are encouraged to be flexible and creative in identifying telework-appropriate work. Supervisors are not expected or required to authorize five-day-per-week telework if there is not sufficient telework-appropriate work available, except for employees in higher-risk groups and special populations. All employees who are approved to change their telework agreements or enter into a new telework agreement due to the current public health emergency must complete the new COVID-19 telework agreement form here.

The following table provides guidance on the appropriate leave category or telework options available, based on an employee's request for absence. If more than one of the scenarios listed below applies to an employee, the employee should work with her or his supervisor to determine the best leave and telework solution, based on the employee's personal circumstances and NARA's needs, from what is available for each applicable scenario below. This table consolidates flexibilities provided in NARA 327, Supplement 3, Leave and Absence, NARA 332, Telework Program, Interim Guidance 315-1, Workforce Management During a Flu Outbreak, and OMB M-20-13, Updated Guidance on Telework Flexibilities in Response to Coronavirus.

Reason for the employee's request.	Employee is telework-eligible	Employee is not telework eligible
Employee is experiencing symptoms or has been diagnosed with COVID-19.	The employee must take sick leave, annual leave, Family Medical Leave Act (FMLA) leave, leave without pay (LWOP), donated leave under the Voluntary Leave Transfer Program (VLTP), or other paid time off, such as compensatory time off and credit hours. An employee must wait at least 24 hours after she or he is no longer experiencing symptoms before returning to work.	The employee must take sick leave, annual leave, FMLA leave, LWOP, donated leave under the VLTP, or other paid time off, such as compensatory time off and credit hours. An employee must wait at least 24 hours after she or he is no longer experiencing symptoms before returning to work.
Employee is: (1) in a population identified by the Centers for Disease Control and Prevention (CDC) as being at a higher risk for serious complications or special populations; and (2) has a reasonable accommodation for her or his condition.	The employee may telework up to five days per week. If no telework-appropriate work is available or the employee is not able to telework, she or he is entitled to weather and safety leave.	The employee may telework up to five days per week. If no telework-appropriate work is available or the employee is not able to telework, she or he is entitled to weather and safety leave.

Reason for the employee's request.	Employee is telework-eligible	Employee is <u>not</u> telework eligible
Employee has been exposed to COVID-19 but is not experiencing symptoms and has not been diagnosed with COVID-19.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Monitoring period: • If a doctor or other health official has determined that the employee is a risk to others, the employee may use sick leave, FMLA leave, donated leave under VLTP, or other (paid or unpaid) leave to cover an absence. No monitoring period: • If the employee has not been determined to be a risk to others by a health official, annual leave, LWOP, and other paid time off, such as compensatory time off and credit hours, may be used to cover an absence.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Monitoring period: • If a doctor or other health official has determined that the employee is a risk to others, the employee is entitled to use Weather and Safety leave for any period when no telework-appropriate work is available or the employee is not able to telework. No monitoring period: • If the employee has not been determined to be a risk by a health official, annual leave, LWOP, and other paid time off, such as compensatory time off and credit hours, may be used to cover the absence.

Reason for the employee's request.	Employee is telework-eligible	Employee is not telework eligible
Employee must care for a family member who is experiencing symptoms or has been diagnosed with COVID-19.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Sick leave, annual leave, FMLA leave, LWOP, donated leave under VLTP, and other paid time off, such as comp time and credit hours, must be used for any time the employee is unable to work to care for the family member. Full-time employees are entitled to use up to 104 hours (13 days) per year of sick leave to provide general medical care for a family member.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Sick leave, annual leave, FMLA leave, LWOP, donated leave under VLTP, and other paid time off, such as comp time and credit hours, must be used for any time the employee is unable to work to care for the family member. Full-time employees are entitled to use up to 104 hours (13 days) per year of sick leave to provide general medical care for a family member.
Employee asks for leave to prevent possible exposure but is not experiencing symptoms and has not been diagnosed with COVID-19.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Annual leave, LWOP, and other paid time off, such as comp time and credit hours, may be used to cover any absence.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Annual leave, LWOP, and other paid time off, such as comp time and credit hours, may be used to cover any absence.

Reason for the employee's request.	Employee is telework-eligible	Employee is <u>not</u> telework eligible
Employee must care for children during a school closing, but the employee and children are not experiencing symptoms and have not been diagnosed with COVID-19.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Annual leave, LWOP, and other paid time off, such as comp time and credit hours, must be used for any time the employee is unable to work to provide child care.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. Annual leave, LWOP, and other paid time off, such as comp time and credit hours, must be used for any time the employee is unable to work to provide child care.
Employee's regular work facility is closed.	The employee will be required to telework up to five days per week (depending on the employee's regular work schedule) during the facility closure or must take leave.	If telework-appropriate work can be assigned, the employee may telework up to five days per week during the facility closure, provided the employee signs a COVID_19 telework agreement and sufficient telework-appropriate work is available. If no telework-appropriate work is available or the employee is not able to telework, she or he is entitled to weather and safety leave.

Reason for the employee's request.	Employee is telework-eligible	Employee is <u>not</u> telework eligible
Employee is subject to an isolation order or quarantine by a Federal, State, or local government public health agency, including when a public health agency recommends or requests that the employee self-quarantine.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. If the employee chooses not to telework during the isolation or quarantine period, sick leave, annual leave, FMLA leave, LWOP, donated leave under the VLTP, and other paid time off, such as compensatory time off and credit hours, should be used to cover the absence.	If telework-appropriate work can be assigned, the employee may telework up to five days per week during the facility closure, provided the employee signs a COVID_19 telework agreement and sufficient telework-appropriate work is available. If no telework-appropriate work is available or the employee is not able to telework, she or he is entitled to weather and safety leave.
Employee is unable to come to work because transportation is disrupted (but the facility remains open).	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. If no telework-appropriate work is available or the employee is not able to telework, annual leave, comp time, credit time, travel comp, or LWOP may be approved to cover the absence. Depending on the circumstances, particularly if there is little or no advance notice, the supervisor may allow a limited amount of Weather and Safety leave for the first day of the disruption or closure.	The employee's supervisor may approve up to five days per week of telework, provided that sufficient telework-appropriate work is available. If no telework-appropriate work is available or the employee is not able to telework, annual leave, comp time, credit time, travel comp, or LWOP may be approved to cover the absence. Depending on the circumstances, particularly if there is little or no advance notice, the supervisor may allow a limited amount of Weather and Safety leave for the first day of the disruption or closure.

Reason for the employee's request.	Employee is telework-eligible	Employee is not telework eligible
Employee requests leave for any of the above reasons but has no accrued annual or sick leave.	Annual leave may be advanced up to the amount the employee will accrue in the remainder of the leave year. Please see NARA 327, Supplement 3, para. 10 for more details. Sick leave may be advanced in cases of serious disability or ailment, not to exceed 30 days. Please see NARA 327, Supplement 3, para. 16 for personal medical needs and para. 21 for family care.	Annual leave may be advanced up to the amount the employee will accrue in the remainder of the leave year. Please see NARA 327, Supplement 3, para. 10 for more details. Sick leave may be advanced in cases of serious disability or ailment, not to exceed 30 days. Please see NARA 327, Supplement 3, para. 16 for personal medical needs and para. 21 for family care.

For a definition and more information on Leave Without Pay (LWOP), please see NARA 327, Supplement 3, para. 27. For Family Medical Leave Act (FMLA) information, please see NARA 327, Supplement 5, *Family and Medical Leave*. For NARA's Voluntary Leave Transfer Program (VLTP), please see NARA 327, Supplement 6, *Voluntary Leave Transfer Program*.

Point of Contact: If you have questions or comments, please contact the Office of Human Capital at employeerelations@nara.gov.

Fact Sheet #5: Telework-ready IT resources

March 16, 2020

This fact sheet provides guidance to help protect NARA staff and reduce the spread of the 2019 novel coronavirus disease (COVID-19) in the workplace.

NARA's Citrix remote access environment cannot sustain a large number of concurrent users. Users will begin to experience performance issues, including slowness or trouble connecting and staying on, if too many users are logged onto Citrix at the same time. NARA must impose restrictions on the use of Citrix in order to support expanded telework as a part of the government's response to the COVID-19 public health emergency.

Remote access to NARA applications, systems, and files.

Many NARA applications, systems, and files can be accessed without using Citrix. The following is a summary of different ways to access NARA resources.

1. **Direct Access.** You can access many NARA services directly through your browser without using Citrix. These resources include:

   – NARA Email, Calendar, and Google Drive Resources: https://email.nara.gov
       o Email, contacts, and calendar
       o Hangouts meetings and messaging
       o Google Drive file storage and Google Suite document editing tools

   If your documents are in Google Drive, you can access them *without* using Citrix. For additional information, please see the NARA Email Remote Access Guide.

   – Internal Collaboration Network (ICN): https://icn.nara.gov
   – Learning Management System (LMS): https://nara.csod.com
   – Employee Express: www.employeeexpress.gov
   – CGE (Concur) Travel System: cge.concursolutions.com

2. **Virtual Private Network.** If you have a NARA-issued laptop, use the installed Cisco AnyConnect (VPN) to connect to NARANet, instead of Citrix.

3.   **Citrix Portal.** If you don't have a NARA-issued laptop and you need to access resources that aren't available through direct access, use https://portal.nara.gov to access NARANet.

   –   If you require Citrix in order to access an application, system, or files, you must log onto Citrix only for the period of time necessary to efficiently perform your work function, and then log off of Citrix as soon as you are done.
   –   You may not use Citrix to access applications, systems, or files that are available through a means other than Citrix.
   –   Information Services monitors Citrix usage and will terminate individual Citrix sessions if there are performance issues, such as if a user is idle with a Citrix session open, or if a user is consuming a large amount of computing resources that impacts overall Citrix performance.

Telework resources.

Links to IT resources you may find useful when teleworking are listed below.

- Citrix Portal User Guides:
  - Portal User's Guide for Windows 10 Workspace Virtual Desktops and Applications
  - Portal User Guide for Windows based computers, Apple iPad, and AirPad tablets
  - New Citrix portal drive mapping instructions

- NARANet Self-Service Password Reset. Use the NARA Self-Service Password website instead of contacting the Call Center to unlock your NARANet account. These instructions explain how to register with the system (if you have not already done so) and how to reset your password.

Point of Contact: If you have issues while teleworking, contact the Call Center at 703-872-7755, 301-837-2020, or itsupport@nara.gov. Service ticket requests may also be submitted via the ServiceNow online ticketing portal at https://itsupport.nara.gov.