

About FEMA NCP

NCP's vision is to be the Nation's center of excellence for government continuity planning, guidance, and operations. Our mission is to serve the public by protecting our Nation's constitutional form of government. To accomplish this, the COOP Division provides guidance, technical assistance, planning, training and workshop support to other DHS and FEMA Components, Federal departments and agencies, States, territories, Tribes, and local government jurisdictions.

Website

Continuity news, tools, guidance, and other useful resources can be found on our website at:

<http://www.fema.gov/continuity-operations>

Continuity Updates

To receive free continuity e-bulletins, register at:

<http://www.fema.gov/subscribe-receive-free-email-updates>

Contact Information

Please contact HQ FEMA National Continuity Programs, Continuity of Operations Division for more information. For regional specific information, contact the appropriate Regional Continuity Coordinator from the list below.

FEMA Region	Location	Phone Number
FEMA HQ	National Capital Region	202.646.4145
Region I	CT, MA, ME, NH, RI, VT	617.832.4745
Region II	NJ, NY, PR, VI	212.680.8504
Region III	DC, DE, MD, PA, VA, WV	215.931.5223
Region IV	NC, SC, KY, TN, GA, AL, MS, FL	770.220.5614
Region V	MN, WI, IL, IN, MI, OH	312.408.5590
Region VI	LA, AK, OK, TX, NM	940.898.5131
Region VII	IA, KS, MO, NE	816.283.7082
Region VIII	CO, MT, ND, SD, UT, WY	303.235.4800
Region IX	AZ, CA, NV, HI, Guam, Pac. Is.	510.627.7009
Region X	AK, ID, OR, WA	425.482.4500

Regional offices can also be contacted via:
www.fema.gov/regional-operations

1 (800) 621-FEMA (3362)

TTY: 1 (800) 462-7585



Continuity Planning for Telework

Continuity of Operations



FEMA

Introduction

Telework options enhance the resiliency and continuity capability of an organization. In preparation for emergencies, organizations should have telework policies in place that provide employees with instructions, procedures, and expectations. Telework arrangements allow an employee to perform officially assigned duties at home or work sites convenient to the residence of the employee.

The official definition of telework, as found in the Telework Enhancement Act of 2010, is “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.”

Continuity & Telework

Telework is an essential component of any continuity plan. If an event occurs that prevents employees from working at their regular facility, the option of telework allows employees to perform essential functions off-site to keep the organization running.



The following is a list of ways that organizations should incorporate continuity into their telework plans:

Future Webinars

- Assessing the organization’s essential functions to identify which functions the organization must conduct onsite and which functions the organization can conduct via telework, including the use of telework for supporting extended continuity operations and use by non-ERG personnel.
- Establishing and maintaining plans and procedures to use telework as a primary or backup continuity strategy for those essential functions and supporting tasks that are telework authorized, based upon the assessment.
- Establishing a policy under which eligible employees, both ERG and non-ERG personnel, are authorized to telework during a continuity event.
- Notifying all employees of their eligibility of telework during a continuity activation.
- Ensuring that each eligible employee is authorized to telework during a continuity activation by successfully completing an interactive telework training program prior to entering into signing a written telework agreement with his/her supervisor.
- Coordinating with the organization’s designated Telework Managing Officer when developing and integrating the organization’s continuity plan.
- Claims Act, or the Federal Employees’ Compensation Act (workers’ compensation).

Benefits of Telework

Telework program benefits extend from the individual to larger communities. Implemented widely across agencies, telework has the potential to improve quality of life for communities, for example, by reducing traffic congestion and pollution.

Increasingly, however, the potential for agency benefits drives telework implementation.

Aligned with agency strategy and mission, telework supports achievement of objectives increasingly important for operation of an efficient and effective Federal Government, including cost savings and improved performance, and maximizing organizational productivity.

Developed as a strategic program, telework is a powerful agency recruitment and retention tool with the capacity to improve the competitive position of the Federal Government for recruiting and retaining the best possible workforce. Leveraged as a management tool, telework mitigates potential disruptions to workplace productivity (e.g., severe weather).

Eligibility

Employees are eligible to telework if their job is partially or wholly portable, meaning that their work can be completed offsite without workflow or security concerns. Other factors included in determining an employees eligibility include work performance, staffing, budget, and the need for office coverage.

Telework Resources

Information on teleworking in the Federal government can be found online at www.telework.gov. Telework information is divided between telework coordinators, employees, and managers. The website includes information on guidance and legislation; policies and procedures; reports and studies; tools and resources; training and the Telework Enhancement Act of 2010.

For all other Non Federal Government agency and organizations, employees and managers should check with agency Human Resources coordinators.