



CCI 313.01  
EFFECTIVE DATE: 14 June 2022

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**By Order of the Assistant Secretary for Health:**

**ADM Rachel L. Levine, M.D.**

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SUBJECT: Telework and Remote Work

1. PURPOSE: This Instruction establishes the policy concerning the use of telework and remote work by officers in the U.S. Public Health Service (USPHS) Commissioned Corps to meet programmatic needs and workplace efficiencies while maintaining readiness.
2. APPLICABILITY: This Instruction applies to all officers in the USPHS Commissioned Corps on active duty.
3. AUTHORITY:
  - 3-1. [31 U.S.C. § 1348](#), "Telephone and Installation Charges"
  - 3-2. [31 U.S.C. § 3721](#), "Military Personnel and Civilian Employees Claims Act"
  - 3-3. [37 U.S.C. § 101](#), "Definitions"
  - 3-4. [37 U.S.C. § 503](#), "Absence Without Leave or Over Leave"
  - 3-5. [37 U.S.C. § 403](#), "Basic allowance for housing"
  - 3-6. [41 U.S.C. Chapter 21](#), "Restrictions on Disclosing and Obtaining Contractor Bid or Proposal Information or Source Selection Information"
  - 3-7. [42 U.S.C. § 216](#), "Regulations"
  - 3-8. [5 C.F.R. § 2635](#), "Standards of Ethical Conduct for Employees of the Executive Branch"
  - 3-9. [Joint Travel Regulations \(JTR\)](#)
  - 3-10. Department of Defense Financial Management Regulation ([DoD FMR](#)), [Volume 9](#), "Travel Policy"
  - 3-11. Commissioned Corps Directive (CCD) [111.02](#), "Disciplinary Action"
  - 3-12. Commissioned Corps Instruction (CCI) [364.01](#), "Absence Without Leave"

4. PROPONENT: The proponent of this Instruction is the Assistant Secretary for Health (ASH). The Surgeon General (SG) is responsible for providing supervision of activities relating to the day-to-day operations of the USPHS Commissioned Corps. The Director, Commissioned Corps Headquarters (CCHQ), provides overall management of USPHS Commissioned Corps personnel operations and processes.
5. SUMMARY OF REVISIONS AND UPDATES: This is the fourth issuance of this Instruction within the electronic Commissioned Corps Issuance System (eCCIS) and replaces CCI 313.01, "Telework," dated 6 February 2013. This version:
  - 5-1. Expanded authorities section;
  - 5-2. Moved definitions section to appendix and updated definitions;
  - 5-3. Expanded section on allowing agencies to permit telework;
  - 5-4. Added a new section on remote work with additional remote work language throughout the policy;
  - 5-5. Added authorization for agencies to allow telework and remote work without needing approval from CCHQ;
  - 5-6. Moved and expanded section on telework being a privilege;
  - 5-7. Added more language on payments and reimbursements for travel and movement of household goods;
  - 5-8. Expanded language on eligibility and ineligibility for telework and Remote Work;
  - 5-9. Expanded termination section to include misconduct and violations of conditions of service;
  - 5-10. Added a discipline section including the Performance Improvement Plan;
  - 5-11. Expanded section on not using telework as substitute for child/elder care;
  - 5-12. Expanded section on officer responsibilities;
  - 5-13. Added language on management of existing remote work agreements;
  - 5-14. Provided new clarifications on Permanent Duty Station (PDS), Alternative Duty Stations (ADS), and Permanent Change of Station (PCS); and
  - 5-15. Added the use of form [PHS-1662](#) to set officers' duty stations.

## 6. POLICY:

- 6-1. Order of Precedence. For both telework and remote work, Public Health Service (PHS) officers detailed outside the Department of Health and Human Services (HHS) and officers assigned to an HHS agency should follow the telework and/or remote work policies of the agency to which they are assigned unless otherwise authorized by the SG.
- a. In the event of any ambiguity or conflict (except as outlined in Sections 6-1.b. and 6-1.c) between this Instruction and the telework and/or remote work policies of the agency, the policies of the agency will prevail.
  - b. In the event of any ambiguity or conflict regarding any allowance, benefit, or entitlement specifically for members of the uniformed services between this Instruction and the telework and/or remote work policies of the agency, this Instruction will prevail.
  - c. In the event of any ambiguity or conflict regarding any allowance, benefit, or entitlement specifically for members of the uniformed services between this Instruction or the agency's policy and the JTR, the JTR will prevail.
- 6-2. Telework. It is the policy of the USPHS Commissioned Corps to allow Operating Divisions (OPDIVs)/Staff Divisions (STAFFDIVs)/non-HHS organizations (hereafter agencies) to permit PHS officers to telework to the extent these agencies and organizations desire, as long as teleworking does not diminish officers' performance or readiness. Telework is separate and distinct from remote work (see Section 6-3.).
- a. PHS officers may telework consistent with, and under the same requirements set forth in the policies of any OPDIV/StaffDiv or non-HHS agency to which they are detailed or assigned, as long as they fulfill mission objectives; they meet the eligibility requirements set forth in the agency's policies and this Instruction; and they have the approval of their supervisor.
    - (1) In order to be eligible for telework, an officer must be able to perform assigned duties and responsibilities from the alternative duty station (ADS) and accomplish mission objectives and priorities.
    - (2) In order to be eligible for telework, an officer's performance, agency operations, and/or the officer's responsibilities (e.g., Continuity of Operations (COOP)/Continuity of Government (COG)) must not diminish when working from the ADS.
    - (3) Telework agreements are made between the officer and the agency, not the USPHS Commissioned Corps.
  - b. All current telework agreements signed before the date of this Instruction will continue under any stipulations already agreed upon by the supervisor and officer until they expire or are modified. Upon expiration of a current telework agreement, any new agreement must comply with this Instruction.
  - c. Upon mutual consent of the requesting officer and the supervisor, an officer may telework, i.e., perform official duties at the officer's residence or another agreed upon location. This Instruction will refer to the site used by an officer to telework as the ADS.
  - d. PHS officers may, at the discretion of the supervisor, utilize telework while in a temporary duty (TDY) status or location.

- e. Officers using telework must have a schedule that defines when the officer reports to work at an agency worksite/duty station and when the officer reports to an ADS. The schedule must also indicate if the officer only teleworks occasionally with the permission of the supervisor (e.g., ad hoc telework) or under certain defined conditions (e.g., emergency or unscheduled telework).
  - f. Any officer's eligibility for travel and/or transportation benefits while teleworking will follow the JTR.
  - g. Officers participating in telework may have a regular work schedule or an alternative work schedule (AWS) depending on their agreement with their supervisor and permission of the officer's agency. Officers who telework (or use remote work) must be at their ADS (or another location with supervisor's approval) during the assigned hours in their scheduled tours of duty (approved work hours).
  - h. The Permanent Duty Station (PDS) for an officer covered by a telework agreement is the location of the agency worksite for the officer's position (i.e., the place where the officer would normally work, as listed on their official personnel orders, absent a telework agreement), as long as the officer is scheduled to physically report to this worksite as often as required by the agency's telework policy (e.g., at least twice a month).
- 6-3. Remote Work. Remote work is not the same as telework. Unlike telework, which does not change an officer's PDS on official personnel orders, remote work is a workplace flexibility allowing an officer to work at an approved remote worksite, with no expectation to report to the agency worksite on a regular and recurring basis. The approved remote worksite could be an agency address, a non-agency government address, or the officer's home address. All remote work is 100% remote.
- a. Specific rules and requirements regarding remote work arrangements (e.g., determining a "reasonable commuting distance," etc.) will be determined by the policies, agreements, etc. of the agency to which the officer is assigned.
  - b. All current remote work agreements will continue under the stipulations already agreed upon by the supervisor and officer, and in alignment with the officer's agency policy. Upon expiration of a current remote work agreement, the new agreement must comply with the procedures of this Instruction.
  - c. An officer may apply for a position that an agency states will be 100% remote.
  - d. As there is no obligation nor requirement to permit remote work for PHS officers, PHS officers may engage in remote work consistent with, and under the same requirements set forth in the policies of the OPDIV/StaffDiv or non-HHS agency to which they are assigned, as long as they fulfill mission objectives; they meet the eligibility requirements set forth in the agency's policies and this Instruction; and they have the approval of their supervisor.
  - e. An officer who requests and obtains authorization from their agency to work remotely must obtain a Permanent Change of Station (PCS) order from the Separations & Assignments Branch, CCHQ authorizing the transfer to the non-agency worksite. Any associated travel or transportation allowances will only be reimbursed or paid for to the extent allowable by the JTR and with the prior approval of the officer's supervisor. In accordance with [paragraph 010202](#) the JTR allows for government funding of travel only if the travel is officially justified and meets mission requirements. These allowances, as outlined in Chapter 5 of the

JTR, may include but are not limited to: travel of the officer and dependents, shipment and storage of household goods (HHG), transportation, per diem, dislocation allowances (DLA), and temporary lodging expenses (TLE). Supervisors should be mindful of the implications before approving a remote work agreement, and should communicate with the officer, the USPHS Commissioned Corps Liaison, and, if necessary, CCHQ. Situations to consider include:

- (1) Calls to duty. When a newly-commissioned officer's call to duty date coincides with the officer entering into a remote work agreement with an agency, the officer's PDS may be the place from which the officer was ordered to duty (PLEAD), and no travel or transportation allowances may accrue.
- (2) No geographic move. When an officer enters into a remote work agreement with an agency and their approved remote worksite is the location from which they previously commuted to the agency worksite (i.e., the officer's residence), no geographic move is required and no travel or transportation allowances may accrue. This situation would be considered a Duty Station Address Change with no PCS and must be stated as such on the officer's official personnel orders.
- (3) Personally Procured Move (PPM). Officers who plan to personally arrange HHG transportation must ensure any such PPM is done in accordance with [paragraph 051502](#) of the JTR. Any such PPM move must be authorized on the personnel orders.

- f. An officer working remotely will receive Basic Allowance for Housing (BAH) or Overseas Housing Allowance (OHA) for the Military Housing Area that includes the ZIP code of the officer's approved remote worksite (the officer's PDS).

6-4. Telework and Remote Work as a Privilege. Participation in telework or remote work is a privilege, not an entitlement. There is no requirement that an agency permit officers to telework or perform remote work. The officer's agency may impose further restrictions on the use of telework or remote work as necessary to carry out its missions.

- a. Federal agencies have discretion to define the types of arrangements and parameters for participation within their telework and remote work policies and agreements.
- b. Remote work and increased telework arrangements can present new challenges and require new skills for individuals and their supervisors. Consequently, not every position or every individual is suited for such arrangements. Supervisors should carefully review this Instruction regarding eligibility requirements and may want to consider multiple factors, including individual work characteristics, team dynamics, and job characteristics, when making decisions regarding these arrangements. Similarly, officers should conduct an honest self-evaluation when determining if they are suited for these arrangements.
- c. The provisions of the [Telework Enhancement Act](#) do not apply to PHS officers; however, officers must follow their agency's telework policy in addition to their telework agreement.
- d. Neither telework nor remote work is a substitute for dependent care (e.g., child or elder care). Officers may not engage in telework/remote work if their rationale for telework or remote work is solely for the purpose of meeting dependent care responsibilities while performing official duties. While performing official duties,

officers who are teleworking or working remotely must arrange for dependent care just as they would if they were working at an agency worksite. However, telework may be used as part of a more flexible work arrangement by eliminating time required to commute and expanding officers' options in arranging dependent care.

- e. While the presence of dependents in the household is not an absolute bar to telework or remote work, officers may not telework or remote work if they would regularly focus on dependent care activities when scheduled to perform official duties. Officers participating in telework or remote work must be careful to keep interruptions to a minimum to avoid disruptions in work accomplishment. If dependents will be present in the home while it is used as an ADS, the telework or remote work agreement should clearly delineate expectations regarding work hours, breaks, time and attendance documentation, work schedules, leave requests, etc. (See Section 8-2. for specifics.)
- 6-5. Performance Management. When authorizing PHS officers to telework or work remotely, supervisors should keep in mind that the performance standards for an officer using telework or remote work must be the same as performance standards for officers and employees who perform duties in the same position and do not use telework or remote work.
- a. Supervisors should clearly address their expectations for the officer's performance on an ongoing basis, regardless of whether the officer is working onsite or at an alternative location.
  - b. Supervisors should treat PHS officers the same for the following purposes, regardless of participation level in telework or remote work:
    - (1) Evaluations and Commissioned Officers Effectiveness Reports (COERs);
    - (2) Training, recognition, reassignment, and removal of officers;
    - (3) Work requirements; and
    - (4) Other acts involving managerial discretion.
- 6-6. Emergency Situations. Any COOP or COG plan of an agency supersedes the relevant sections of this Instruction.
- a. The USPHS Commissioned Corps or the agency may require officers to perform certain duties from home or from a designated ADS during an emergency situation. If an officer is teleworking or remote working during an emergency situation, they may require the officer to report to the officer's PDS, an agency worksite, or COOP/COG site as directed.
  - b. To the extent possible, the telework/remote work agreement should include a description of the emergency duties if emergency duties are different from the officer's normal duties.
  - c. In the event of a pandemic, health crisis, or other declared emergency, USPHS Commissioned Corps or the agency may ask officers with COOP/COG responsibilities or officers who do not have specific COOP/COG responsibilities but who are trained and equipped to telework, to telework or work remotely. Officers should ensure they are telework-ready at all times, particularly those officers who have COOP/COG responsibilities.

- d. Weather and Safety Situations. In the event of weather or other emergency situations that close the officer's agency worksite, officers with telework agreements should telework, even if it is not the officer's usual telework day, unless their agreement and/or their agency's policy says otherwise. If an officer teleworks from an ADS or works remotely, that officer will continue to work from that site even if the agency worksite is closed due to local conditions (such as a power outage, snow, or other local event) unless the agency directs the officer otherwise, or unless the local conditions (such as a power outage, etc.) also prevent the officer from working at the officer's ADS or remote work location.
  - e. Officers Must Maintain Basic Readiness. Officers on telework or remote work must be ready to respond or deploy from their telework or remote work site as needed or as determined by the SG or designee.
- 6-7. Equipment. It is up to the individual agency to determine what Government Funded Equipment (GFE) (including computers, cell phones, printers, Internet, etc.) it provides teleworkers/remote workers and what personal equipment it allows them to use. PHS officers must follow their agency's guidance.
- 6-8. Liability. The government assumes no liability for injury that may occur to third parties, or damage to an officer's personal property because of the officer's performing official duties at the officer's residence, outside of the stipulations provided in [31 U.S.C. §3721](#), "Military Personnel and Civilian Employees Claims Act."
- 6-9. Ineligibility. In addition to any eligibility criteria listed in an agency's policy, supervisors should take the following into consideration when determining if they should allow an officer to telework (except in emergency situations that prevent access to the officer's duty station) or enter into a new remote work agreement:
- a. Officers whose supervisor has determined that teleworking or remote work is not compatible with their primary position or the needs/mission of the agency.
  - b. Officers who receive a grade of Marginal or Unsatisfactory on their most recent COER.
  - c. Officers who receive AWOL orders for more than five days in any calendar year. (See [CCI 364.01](#), "Absence Without Leave.")
  - d. Officers with a current or pending administrative action or an active Letter of Reprimand (LOR). (See [CCI 211.07](#), "Accountability for Conduct and Performance.")
  - e. Officers who have been officially disciplined for violations of subpart G of the [Standards of Employees of the Executive Branch](#) for viewing, downloading, or exchanging pornography, including child pornography, on a federal government computer or while performing official federal government duties.
  - f. Officers whose time and attendance do not meet the acceptable standards of their agency (e.g., frequent tardiness from duty).
- 6-10. Termination. Participation in a telework or remote work program can be suspended or terminated, as appropriate, for failure to comply with or meet the provisions of the telework/remote work agreement or for other appropriate reasons. Supervisors may suspend or cancel use of telework or remote work agreements to meet the needs of the agency.

- a. Supervisors should base telework/remote work denial or termination decisions on the operational needs of the organization, the officer's ability to meet and maintain the eligibility requirements for telework and remote work, and the officer's compliance with the telework and remote work agreement, the agency's telework or remote work policy and this Instruction. When deciding to terminate a telework/remote work agreement, a supervisor should be able to document and demonstrate the reasons for the termination.
  - b. A supervisor who cancels a telework or remote work agreement should, to the extent possible, do so in writing and in accordance with procedures prescribed in Section 8-3.
  - c. Appropriate reasons for cancellation include, but are not limited to:
    - (1) Demonstrated performance deficiencies, even after attempts to mitigate such deficiencies;
    - (2) Misconduct, including AWOL for five or more days in any calendar year, a discipline issue resulting in an LOR, or being officially disciplined for violations of subpart G of the [Standards of Ethical Conduct for Employees of the Executive Branch](#) for viewing, downloading, or exchanging pornography, including child pornography, on a federal government computer or while performing official federal government duties;
    - (3) Failure to adhere to the provisions of this policy, the agency's telework or remote work policy, or the officer's telework agreement;
    - (4) Violations of Conditions of Service (see [CCD 111.03](#), "Conditions of Service"); and/or
    - (5) Assumption of new duties, responsibilities, or assignments that are incompatible with the existing telework or remote work agreement.
  - d. Any PCS order is valid for travel and transportation allowances to the new PDS named in the order while that order remains in effect and before receipt of a new PCS order, unless otherwise specified in the JTR.
- 6-11. Management of existing remote work agreements. For existing remote work agreements, supervisors should consider the following.
- a. Terminating a remote work arrangement may require additional considerations because there may not be a government site nearby to which the officer can report or use as a worksite. If the agency terminates the remote work agreement and requires the officer to report to an agency worksite (which forces the officer to move his/her residence), the agency may be required to pay associated PCS travel and transportation allowances, in accordance with the applicable Memorandum Of Understanding / Agreement (MOU/MOA) between the USPHS Commissioned Corps and the agency and with the JTR.
  - b. The supervisor may require an officer with a remote work agreement to participate in a Performance Improvement Plan (PIP) that can be done remotely at the ADS. In such cases, the PIP should contain a description of the manner in which the officer and the supervisor will communicate during the PIP.
- 6-12. Security Considerations. Officers are responsible for safeguarding all Departmental, OPDIV, STAFFDIV and non-HHS organizational information, protecting GFE and



government property, and performing assigned duties while teleworking or remote working, in support of mission/program requirements. Officers must use GFE computer equipment, software, and communications, with appropriate security-measures, for any telework or remote work that involves Controlled Unclassified Information (CUI).

- a. Officers who telework or use remote work must comply with criteria and guidelines established by their respective agency for keeping government property and information safe and secure. Agencies may determine additional restrictions for officers located outside the continental United States.
  - b. Officers in telework or remote work arrangements must not take classified documents (hard copy or electronic) to an unsecured ADS. If an agency authorizes working on classified documents at an approved secure location, the officer must comply with the procedures of that agency.
  - c. Officers must adhere to all laws and policies related to the use of personal email/devices for government business. In particular, officers may only email Personally Identifiable Information (e.g., Social Security Numbers, Patient Identification Numbers, USPHS Service Number (SERNO), etc.) between government email accounts and the emails must be sent in accordance with the agency's policy (e.g., encryption, digital signature, etc.).
  - c. Officers must protect CUI or contractor proprietary data restricted by [41 U.S.C. Chapter 21](#).
  - d. Officers performing telework or remote work must comply with all criteria and guidelines established by their agency's Chief Information Officer (or equivalent) and/or their agency's Privacy Officer (or equivalent) and their respective components for using both GFE and non-GFE for access to government information systems and networks to perform their work.
  - f. Officers must use GFE for official use and authorized purposes only. GFE and materials may only be utilized by the officer to whom they were issued. Upon request, officers must return GFE to their agency.
- 6-13. PHS officers must account for and report time spent doing telework or remote work in the same manner as they would for work at their regular worksite. Annual leave (AL) that falls on a telework or remote workday counts as chargeable AL. Any other leave (e.g., paternity, sick, adoption, etc.) that falls on a telework or remote workday will count as that specific type of leave day.

## 7. RESPONSIBILITIES:

- 7-1. The ASH is responsible for establishing policy Instructions related to the use of telework and remote work.
- 7-2. The SG is responsible for providing supervision of activities relating to the day-to-day operations of the USPHS Commissioned Corps and may issue Personnel Operations Memoranda (POMs) related to telework or remote work.
- 7-3. All agencies' USPHS Commissioned Corps Liaisons are responsible for maintaining an up-to-date record of which officers are utilizing telework or remote work. USPHS Commissioned Corps Liaisons are also responsible for providing the number of officers utilizing telework and remote work in their agency to the Director, CCHQ, or designee as requested and at least once per fiscal year.

- 7-4. Supervisors are responsible for clearly addressing their expectations of the officer in the telework or remote work agreement.
- a. Supervisors are responsible for communicating expectations of telework or remote work arrangements, including work assignments, office coverage, and staff communication to all personnel in the workgroup.
  - b. Supervisors are responsible for putting procedures into place to maintain communication between officers and coworkers so telework and remote work officers can communicate with those at the agency worksite.
  - c. Supervisors and officers are responsible for ensuring the success of the telework or remote work arrangement.
- 7-5. All officers must follow the instructions in this policy, the telework and remote work policies of the agencies to which they are detailed or assigned, and the instructions in their telework agreement or remote work agreement.
- a. It is the officer's responsibility to be familiar with all published policies that apply to PHS officers and to maintain an ongoing awareness of updates and changes to USPHS Commissioned Corps policies and the telework and remote work policies of the agency to which they are assigned, including any periodic changes to the telework and remote work policies.
  - b. All officers must wear a PHS uniform while their videoconference cameras are active when performing telework or remote work.
  - c. Officers must participate in any required training related to telework or remote work.
  - d. An officer participating in telework or remote work must follow the instructions of the supervisor including orders to return to the agency worksite/PDS based on operational requirements (e.g., to attend a specific meeting, perform a specific task not capable of being performed remotely). However, if a supervisor requires an officer using remote work to return to the agency worksite, even if just for a single day, the agency must pay for the appropriate travel costs in accordance with the JTR.
  - e. Officers who are approved by their supervisor for telework or remote work must work with their supervisor to develop a telework or remote work agreement. Upon signing this agreement, the officer must maintain a copy and upload a copy into the officer's eOPF.
  - f. While teleworking or remote working, officers must stay in regular contact with their supervisor.
  - g. An officer must maintain current and updated contact information (e.g., e-mail, phone, address) with CCHQ in order to facilitate the USPHS Commissioned Corps' communication of information to the officer. Officers who have remote work agreements who plan to move residences (and thus duty stations) must inform their agency before such moves, as the agency will have to submit a request for new personnel orders to be issued to change the duty station. Officers who move without personnel orders authorizing a PCS may be considered AWOL and subject to disciplinary action in accordance with USPHS Commissioned Corps policy.

- h. All PHS officers must ensure the safety and security of any and all GFE and CUI as defined by the USPHS Commissioned Corps or the agency to which they are detailed or assigned.

8. PROCEDURES:

- 8-1. To authorize an officer to work remotely, the agency must complete form [PHS-1662](#), "Request For Personnel Action – Commissioned Officer," along with the signed remote work agreement. The PHS-1662 must include in the remarks section whether or not the change of station will require the officer to relocate their residence and if the officer will receive travel and transportation allowances. The agency must send this to the Separations & Assignments Branch, CCHQ, which will issue PCS orders for the officer. To terminate a remote work agreement, the agency must complete a new PHS-1662 along with the termination outlined in Section 8-3. of this Instruction and submit it as outlined in this section.
- 8-2. Any non-emergency telework or remote work agreements should be in writing (including electronically) and reviewed annually (or as required by the agency) to update as needed. The supervisor will maintain a copy of the agreement. The agreement should include the following items:
  - a. The officer's name, address, and SERNO;
  - b. Statement that the officer is participating in telework or remote work voluntarily and will meet the guidelines of this Instruction;
  - c. Statement that the officer's supervisor concurs with the officer's participation and will meet the guidelines of this Instruction;
  - d. Length of the agreement - consider a one-year renewable agreement, or even a six-month agreement in telework situations that may need to be revised more frequently;
  - e. Type of telework specified by the agreement: describe if the agreement is for regular, recurring telework, or situational/ad-hoc/episodic telework;
  - f. Schedule: specify days of the week and the hours to be worked during telework days or if remote work;
  - g. The officer's contact information (i.e., home and cell number, work and private e-mail addresses, and fax number, if applicable);
  - h. The officer's PDS address, ADS address, and residence address;
  - i. The type of work that is performed at the ADS, if different from the work performed at the agency worksite;
  - j. Clarification of any expectations during telework or remote work; for example, frequency and modes of communication (e.g., email vs. telephone, core hours for contact, speed for returning calls);
  - k. Equipment and other expenses: determine and specify equipment and/or expenses that will be covered by the agency, officer, or shared;
  - l. Statement that the officer understands that no government entity is liable for damages to the officer's personal or real property during the course of their

performance of official duties except for claims specifically authorized by federal law;

- m. Statement that the officer understands that the officer's agency is not responsible for any operating costs that are associated with the use of the officer's residence as an approved ADS (e.g., home maintenance, insurance, utilities, office supplies, etc.);
  - n. Statement that the officer agrees to ensure the storage of files, removal and non-recovery of temporary files, and appropriate destruction of extraneous materials printed when remotely accessing the agency's network. Provide a summary for data security procedures in the agreement;
  - o. Statement that the officer will apply appropriate safeguards to protect all documents and information from unauthorized disclosure;
  - p. Statement that the officer agrees to complete all assigned work in accordance with guidelines and standards established by the supervisor pursuant to discussions or other communications (e.g., e-mail) with the officer;
  - q. Expectations for telework during an office/government closure;
  - r. Statement that the officer understands that the privilege to telework/remote work can be suspended or cancelled, as appropriate, for failure to comply with or meet the provisions of the agreement, this Instruction, or any other reason deemed appropriate by the supervisor or the agency to which the officer is assigned or detailed; and,
  - s. The officer's signature, supervisor's signature, and date. If the telework or remote work agreement is not approved by the supervisor, the supervisor should provide the reason(s) in writing to the officer in accordance with Section 8-3. of this Instruction.
- 8-3. Any cancellation of an existing, or denial of a new telework/remote work agreement should be provided to the officer in writing. Supervisors will maintain a copy of the cancellation/denial and forward the original cancellation/denial to the agency's USPHS Commissioned Corps Liaison. The notice of cancellation/denial should include:
- a. The officer's name;
  - b. The supervisor's name;
  - c. Statement that the officer or supervisor is cancelling/denying the written telework or remote work agreement/request;
  - d. Reasons for the termination/denial of the telework or remote agreement/request;
  - e. The supervisor's signature; and
  - f. Date of cancellation/denial.
9. HISTORICAL NOTES: This is the fourth issuance of this Instruction in the eCCIS. Previous versions include:
- 9-1. CCI 313.01, "Telework," dated 6 February 2013.

- 9-2. CCI 313.01 (Old CC23.5.10), "Use of Alternative Workplaces," dated 29 October 2008.
- 9-3. Commissioned Corps Personnel Manual (CCPM) CC23.5.10, "Use of Alternative Workplaces," Dated 17 February 2000.

## Appendix A

## Definitions

The following definitions apply for the purposes of this Instruction:

- a. **Alternative Duty Station (ADS).** An ADS is generally considered an officer's approved telework site. An ADS is a location other than an officer's PDS or temporary duty station, that the officer's supervisor has approved for the performance of assigned official duties and other approved activities. It may be an officer's residence, a Federal Telecommuting Center (FTC), or other approved worksite. For the purposes of telework, ADS must be codified on the completed Telework Agreement and/or any other applicable document deemed necessary by the officer's agency. Remote workers do not have an ADS, as they are working from their PDS, which usually will be their home.
- b. **Alternative Work Schedule (AWS).** A flexible or compressed work schedule that is something other than the standard work schedule of eight hours per day, five days per week (Monday through Friday), with the same start and stop times each day. A common AWS is working an extra hour a day in return for a free day every other week.
- c. **Continuity of Operations (COOP)/Continuity of Government (COG) Planning.** An effort to ensure that the capability exists to continue essential government functions in the event of a wide range of natural disasters or local or national declared emergencies.
- d. **Controlled Unclassified Information (CUI).** CUI is information that requires safeguarding or dissemination controls pursuant to and consistent with applicable law, regulations, and government-wide policies but is not classified. The designation replaces the term "sensitive but unclassified".
- e. **Federal Telework Center (FTC).** A facility that provides a geographically convenient office setting with workstations and other facilities and services that are used by personnel from more than one organization.
- f. **Government Funded Equipment (GFE).** Equipment procured/owned by the Federal Government (e.g., laptops, computers, printers, cell phones, flash drives, etc.).
- g. **Permanent Duty Station (PDS).** The PDS for officers with telework agreements is the location of the agency worksite for the officer's position, and the place where the officer works on non-telework days or in the absence of a telework agreement. The PDS for officers with remote work agreements is the place where the officer performs his/her day-to-day work (in most cases, this will be the officer's residence). The PDS is listed in the "Report to" box on the officer's active personnel order Form PHS-7063.
- h. **Remote Work.** A workplace flexibility allowing an officer to work at an approved remote worksite, with no expectation to report to the agency worksite on a regular and recurring basis. The approved remote worksite could be an agency address, a non-agency government address, or the officer's home address. This approved remote worksite will be the officer's PDS. All remote work is 100% remote. Specific rules and requirements for remote work arrangements (e.g., determining a "reasonable commuting distance," etc.) will be determined by the policies, agreements, etc. of the agency to which the officer is assigned.
- i. **Supervisor.** PHS officer or other management official responsible for directing and managing a PHS officer's work and for implementing telework or remote work agreements per this Instruction.
- j. **Telework.** The term telework or teleworking refers to a work flexibility arrangement under which a worker, including a PHS officer, performs the duties and responsibilities of the worker's position,

and other authorized activities, from an ADS. This includes any arrangement where an officer conducts work activities during any regular, paid hours, from an alternative location mutually agreeable to the employee and the agency (i.e., telework site, home) on a regular, recurring, or a situational (e.g., in a weather or safety event) basis. The number of telework days permitted for regular, episodic/situational, and emergency telework arrangements will be consistent with the agency's telework policy. An officer performing telework works at an agency worksite or PDS on non-telework days.

- (1) Regular telework. Performance of official duties at an ADS on a regular recurring basis (e.g., every Thursday, first and third Tuesday of each month).
  - (2) Episodic/Situational telework. Performance of official duties at an ADS on an occasional, non-routine, case-by-case basis, where the hours worked are not part of an ongoing and regular telework schedule (e.g., telework as a result of inclement weather, special work assignments, or to accommodate special circumstances). Types of episodic/situational telework include:
    - (a) Ad hoc telework. Telework that is approved in advance for a specific task, (e.g., preparing quarterly progress reports).
    - (b) Unscheduled telework. Telework where an officer performs assigned official duties at home or another approved worksite when government offices and/or PDS are closed, due to an emergency event, or open, but severe weather conditions or other circumstances disrupt commuting and compromise officer safety.
  - (3) Emergency telework. A temporary telework arrangement during emergencies such as a pandemic or when the PHS officer has temporary/limited in duration impairments, conditions, or disabilities (e.g., pregnancy, broken limb, or mandatory bed rest, etc), as appropriate.
- k. Telework/Remote Work Agreement. A written agreement developed and signed by an officer and supervisor, that outlines the terms and conditions of the telework or remote work arrangement. Officers and supervisors can use the agency's telework or remote work agreements.