



## TELESERVICE POLICY

### Purpose

Washington Campus Coalition for the Public Good (WACC) considers teleserving to be a viable alternative work arrangement in cases where a Civic Leadership & Engagement Corps (CLEC) AmeriCorps member is experiencing extenuating circumstances that may prohibit them from conducting their service at their assigned service site. The COVID-19 pandemic changed the landscape of work and service in our communities across the country in a permanent manner. WACC recognizes that adapting to the changing nature of work/service is necessary while maintaining and upholding its program's place-based element of service and limits risk.

This policy addresses the parameters by which CLEC AmeriCorps supervisors and host sites determine whether their CLEC AmeriCorps member can teleserve when given explicit permission. Teleservice is appropriate only when the activity can be meaningfully supervised and the hours verified independently.

Members requesting teleservice arrangements under the auspices of reasonable accommodation of a disability are excluded from this policy, as those requests are covered under other laws and policies.

### Requirements

If a supervisor or host site determines that its CLEC AmeriCorps members will be allowed to teleserve, the following must be established:

- 1) Written authorization of teleservice in advance through a completed Teleservice Agreement (available on the [CLEC program website](#))
- 2) Expectations of the communication requirements between supervisors and teleserving members
- 3) Mitigation of the increased risk of time and attendance abuse
- 4) Appropriate supervision including validation of the activities to be performed
- 5) Verification of hours claimed
- 6) Appropriate equipment needs (see below for more information)
- 7) Appropriate and effective work environment

Host sites and supervisors should be aware that their staff may be subject to legal sanctions for erroneously certifying that CLEC AmeriCorps members have sufficient valid service hours to complete their terms of service. In addition, there are legal penalties for knowingly submitting false claims to AmeriCorps.

100% remote service is NOT permitted under AmeriCorps. Remote service is defined as an arrangement in which a CLEC AmeriCorps member is not located within the commuting area of the geographic community where the service is to occur and is not expected to be physically present at the service site and/or community events.

Virtual service sites are NOT permitted under WACC and AmeriCorps. Virtual service sites refer to organizations that do not have a physical location.



## Expectations

- 1) CLEC AmeriCorps members are required to complete the Teleservice Agreement within one day of their leave (regardless of a formal or informal agreement). The Teleservice Agreement must be reviewed and signed the supervisor and submitted to WACC staff for documentation in the member's file.
- 2) Duties and assignments expected to be completed at the alternate service site must be consistent with those outlined in the member position description.
- 3) Appropriate equipment needs may be supplied by the service site or member. Equipment supplied by the service site will be maintained by the service site. Equipment supplied by the member will be maintained by the member. WACC and service sites accept no responsibility for damage or repairs to member-owned equipment. The service site reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the service site is to be used for business purposes only and is the property of the service site. CLEC AmeriCorps members must agree to protect equipment supplied against unauthorized access, use, modification, destruction, or disclosure. The CLEC AmeriCorps member agrees to report to the supervisor instances of loss, damage, or unauthorized access at the earliest reasonable opportunity. Upon termination of the service agreement, all service site property will be returned to the service site, unless other arrangements have been made.
- 4) The CLEC AmeriCorps member must establish an appropriate work environment within their home for service purposes if this is where service will primarily occur. WACC and the service site are not responsible for costs associated with initial setup of the CLEC AmeriCorps member's home office such as remodeling, furniture, or lighting, nor for repairs or modifications to the home office space. CLEC AmeriCorps members will be offered appropriate assistance in setting up a workstation designed for safe, comfortable work/service.
- 5) Consistent with the program's expectations of information asset security for CLEC AmeriCorps members serving at the service site, teleserving members will be expected to ensure the protection of proprietary company and customer information accessible from their remote space. Steps include, but are not limited to, use of locked file cabinets, disk boxes and desks, regular password maintenance, and any other steps appropriate for the service and the environment.
- 6) Recognizing that effective communication is essential for this arrangement to be successful, the AmeriCorps member must have access to a phone, computer, and internet at all times.
- 7) **The CLEC AmeriCorps member agrees to remain accessible by phone, email, and/or Teams chat (or similar) during designated work/service hours and understands that management retains the right to modify this agreement indefinitely as a result of program necessity.**
- 8) The CLEC AmeriCorps member, site supervisor, and WACC staff will agree on the number of days of teleservice allowed each week, the service schedule the CLEC AmeriCorps member will customarily maintain, and the manner and frequency of communication.
- 9) An appropriate level of communication between the teleserver and supervisor will be agreed to as part of the discussion process. The supervisor and teleserver will communicate at a level consistent with CLEC



AmeriCorps members serving on site or in a manner and frequency that seems appropriate for the service and the individuals involved.

- 10) The availability of teleserving as a flexible service arrangement for CLEC AmeriCorps members can be discontinued at any time at the discretion of the program and service site. Every effort will be made to provide a seven days' notice of such a change to accommodate commuting/serving. However, there may be instances where no notice is possible.