



TELESERVICE AGREEMENT

Before completing this agreement, carefully review the [WACC Teleservice Policy](#). Teleservice is serving remotely from a CLEC AmeriCorps member's host site. Professional development and online service with recipients from a member's host site are not considered teleservice. Teleservice is appropriate only when activities can be meaningfully supervised and hours are verifiable.

Members serving remotely must have preauthorization from their supervisor, have a communications plan in place, and ensure that their remote work environment is safe and effective for their service.

This form must be completed and signed by both the member and supervisor and emailed to the appropriate CLEC AmeriCorps Enrollment Coordinator within one day of the member beginning teleservice, preferably prior.

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.

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

Important:

- 100% remote service is not permitted under AmeriCorps. Members are expected to be physically present at the service site and/or community events for part of their service.
- 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 services refer to organizations that do not have a physical location.

Teleservice Safety Checklists

Before teleservice begins, CLEC AmeriCorps members and supervisors must review the following checklists to ensure they will be serving in a safe environment.

Home Environment

- Are temperature, noise, ventilation, and lighting levels adequate?
- Is all electrical equipment free of recognized hazards that would cause physical harm (frayed wires, bare conductors, loose wires, flexible wires running through walls, exposed wires to the ceiling)?
- Are the phone lines, electrical cords, and extension wires secured under a desk or alongside a baseboard?



- Are aisles, doorways, and corners free of obstructions to permit visibility and movement? Are file cabinets and storage closets arranged so drawers and doors do not open into walkways? Are floor surfaces free of tripping hazards?
- Is the office space free of excessive amounts of combustibles?

Computer Workstation Ergonomics

- Is your back adequately supported by a backrest? If your feet aren't on the floor, are you using a footrest?
- Are you satisfied with the placement of your monitor and keyboard? Is there space to rest the arms while not keying? When keying, are your forearms close to parallel to the floor? Are your wrists fairly straight when keying?
- Is it easy to read the text on your screen?

AGREEMENT & SIGNATURES

Member: By signing below, I attest that I understand and agree to the [WACC Teleservice Policy](#) and the parameters and safety considerations outlined above. I understand that I may only complete teleservice with prior approval from my CLEC AmeriCorps Supervisor.

CLEC AmeriCorps Member

Signature

Date

Supervisor: By signing below, I attest that I understand and agree to the [WACC Teleservice Policy](#) and the parameters and safety considerations outlined above. By signing, I understand that this does not mean I have inspected the member's teleservice site/home (no such inspection is required).

CLEC AmeriCorps supervisor

Signature

Date

Please send the completed Teleservice Agreement to your Enrollment Coordinator: Lainie Juhl (juhl@wwu.edu) for 300-hr and 450-hr members, or Christina Carlson (carlso47@wwu.edu) for 900- and 1700-hr members.