

## Frequently Asked Questions

### MLC/IHA Telework

#### Q1. If I have a need to direct a MLC/IHA employee to perform telework, what are the procedures?

- A1. \* The employee will complete telework training in TWMS.
- \* Supervisor completes TWMS Telework Training for Supervisors
  - \* Telework Agreement and Safety Checklist will be completed. (Supervisor maintains a copy)
  - \* Submit the Telework Eligibility spreadsheet to [mcipac\\_chro\\_infosys@usmc.mil](mailto:mcipac_chro_infosys@usmc.mil). (CHRO maintains report)
  - \* Coordinate with G-6 for U.S. government-furnished compatible computer.
  - \* Submit Telework timesheets to CHRO JN Employment Unit.

#### Q2. Can MLC/IHA employee deny management directed telework?

A2. No, but it is management's responsibility to determine the safety of the employee, and whether or not there are any obstacles that may prevent teleworking.

#### Q3. What if MLC/IHA employee does not have Wi-Fi capability at home?

A3. Employee may report to work, work at an alternate location with Wi-Fi capability or management may assign them work/training which does not require Internet access.

#### Q4. What if the government issued computer crashes?

A4. Contact G-6 (098-970-6165) for assistance and contact the supervisor to notify the problem.

#### Q5. Do we need to be on the computer the whole 8 hours at home?

A5. No but telework means you are working at an alternate site for regular hours you normally work.

#### Q6. How do I know an employee is really working at home?

A6. Some supervisors express concerns that when their employees are teleworking, they will not be able to monitor that employee's work effort. But when approached correctly, supervisors discover they are better able to monitor the work by shifting the focus from how much work the employee looks like he/she is accomplishing to how much he/she actually is accomplishing. By focusing on the work product

instead of the work activity, many supervisors find they are better able to communicate clear expectations to their employees. The resulting agreement on job expectations often leads to increase in employee productivity and job satisfaction.

**Q7. Can management suspend or terminate telework agreement?**

A7. Yes. If an employee does not comply with the terms of the written agreement and/or if the performance of the employee falls below a certain standard (usually fully successful). Telework denial or termination decisions should be based on the operational needs of the organization and/or performance in accordance with the requirements of telework policy.

**Q8. Does an employee have a right to telework?**

A8. No. Telework is not a universal employee benefit or an employee right.

**Q9. Can management deny my request to telework?**

A9. Yes. Denials should be based on the requirements of operational needs.

**Q10: Are business phone calls from the home reimbursable?**

A10. Management should provide government cellular phone to those employee who conducts business via phone. (Contacting local vendors, facilities, etc.,).

**Q11. Do I need to be eligible to be reach by phone during teleworking?**

A11. Expectation concerning maintaining communication with the office/supervisor should be discussed between the employee and supervisor prior to teleworking.

**Q12. Employee was sick and having symptoms like COVID-19 and was placed on Sick Leave, but was recovering on third day and didn't get any medical clarification. Can he return to work?**

A12. Please contact below installation medical representatives to get clarification.

Butler (Okinawa) : Preventative Medicine USNH, Phone# 090-6861-5230 (24hr hotline)

Fuji: HM1 Newell and Lt Card., USNH Yokosuka, Phone# (DSN): 315-243-9301 (COMM): 046-816-9301.

Q13: Will an MLC/IHA employee who traveled to an off-limit (red zone) area in the mainland Japan incur restriction on movement (ROM)?

A13: Yes. As of 20210409, MLC/IHA employees who stays in and are coming back from red zone (not including just transit) will be restricted on access to the base and require exit-test by USNH before returning to duty.

The employee must provide travel information to USNH Public Health Specialist/Liaison ([motoko.bennett1.ln@mail.mil](mailto:motoko.bennett1.ln@mail.mil)) and follow its guidance.

The employee will telework, if telework eligible, or be on admin leave until returning to work.

Q14: Do I always have to authorize leave requests from MLC/IHA employees who will travel to stay in an off-limit area? The employee is telework ineligible, and the anticipated several-week long absence that includes ROM period will significantly affect operations due to manpower shortage.

A14: The supervisor may alter the dates of leave requested by the employee where the use of such leave would interfere with mission accomplishment. In such instances, the supervisor shall offer alternative dates subject to mutual agreement.

Meanwhile, the employees are advised to consult with the supervisor before turning in leave request and purchasing air tickets.