



March 19, 2020

We share your level of concern about COVID-19 in our workplaces, and I'm incredibly proud of your efforts to continue the important and critical mission of the FAA to ensure the safest, most efficient aerospace system in the world, while we work through our response to this rapidly evolving situation.

This message is to emphasize in the strongest terms that, until further notice, everybody in the FAA is encouraged to aggressively maximize telework flexibilities and avoid physical presence at FAA facilities unless your physical presence is necessary to accomplish your work duties.

Only emergency/mission critical employees who are not telework eligible are required to report to facilities as scheduled. As [announced this morning](#), I, as the FAA Administrator, am not physically on site at FAA Headquarters. If you don't have a job requirement or exigent reason to be at an FAA facility, you should follow my lead and work remotely.

Because we are continually assessing the situation, **we ask that you check your email and [MyFAA](#) every day, or ask your supervisor for operational updates.** If you are telework eligible, please coordinate your telework plan with your supervisor if you haven't already done so. Employees who are telework eligible, but not telework ready, should gather necessary equipment and materials. Should you need IT equipment or support, contact the [MyIT Service Center](#) (1-844-FAA-MyIT). Representatives are standing by 24 hours a day, 7 days a week to assist. If you're already set up, use these [technology resources for teleworking](#).

Supervisors should identify opportunities to shift staff who are not currently telework eligible to temporary telework eligible status. Managers must ensure employees always have a sufficient amount of work to perform throughout the workday. An employee performing telework who does not have enough work must notify his or her supervisor to discuss appropriate options. Telework agreements are not required at this time. By taking these social distancing measures, we reduce the risk for everyone and

ensure FAA operations can continue.

Due to the diversity and operational nature of our work here at the FAA, many of you will need to remain on site to continue the essential operations that cannot be handled remotely. For those of you in positions that are not typically telework eligible, supervisors and employees should work together to maximize telework off-site and minimize exposure on-site to the extent possible. If you have questions, please call your [Office of Labor and Employee Relations \(LER\)](#) specialist.

We are making every effort to ensure our IT infrastructure is ready to support a large volume of telework employees. I encourage you to visit the [COVID-19 Information page](#) on MyFAA for the latest information and updates.

Additional Flexibilities While Teleworking

The closing of local schools will present particular challenges for those of you with school-aged children at home. Many of you will not be able to work your normal schedule. FAA has granted a temporary exception to the FAA telework policy. This exception allows telework eligible employees to telework with children and/or elders at their approved telework location. However, employees who are teleworking with dependents at home must account for work and non-work hours and take appropriate leave to account for time spent away from normal work-related duties due to dependent care. Employees should work with their supervisors about their specific circumstances. Supervisors may also allow staff temporary use of different work schedules that allow for greater flexibility in their work hours.

Dealing with Stress

We know that this situation may be stressful to you. It may be difficult to cope with the fear and anxiety about a communicable disease, particularly when there is uncertainty. I encourage you to visit the [CDC Coronavirus webpage](#), which includes [information and resources to cope with this stress](#). In addition, the [FAA Employee Assistance Program](#) has free and confidential resources available to help you and your family members cope with any stress or anxiety you may have.

Our Assistant Administrator for Human Resource Management, Annie Andrews, will be frequently communicating new information and resources with you via email, and these messages will be available on the [COVID-19 Information page](#) on MyFAA. We ask for your patience as we work through these very complicated issues that affect many different aspects of the FAA mission and our workforce.

We care about the safety of the NAS, and we care about you.

Protect yourself, protect the NAS.

-Steve