

**VA**



**U.S. Department of Veterans Affairs**

National Cemetery Administration

**WELCOME TO THE  
NATIONAL CEMETERY ADMINISTRATION**

**New Employee Toolkit**

**NCA Human Capital Management, Policy and Programs**

**May 2020**

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## **Welcome to NCA**

The National Cemetery Administration (NCA) is dedicated to honoring Veterans and their families with final resting places in national shrines and with lasting tributes that commemorate their service and sacrifice to our Nation. We are happy you are here, serving NCA while we work together to ensure that “No Veteran Ever Dies”.

We are dedicated to supporting you in your professional journey as you begin your new position with NCA. You and your supervisor will use this toolkit and the checklist in Appendix B, to get your career off to the right start.

## **Who Uses this Toolkit**

This New Employee Toolkit was designed to help all new employees. Supervisors and new employees should use this as a guide to navigate the beginning of a new career in NCA. This toolkit will help new employees regardless of appointment type (permanent, term or temporary), work schedule (full time or part time), and location (field or central office).

## **Before You Begin**

Your supervisor will call you to provide directions to your duty location, make sure you know what time to report, and what to wear for your first day. If you have any questions concerning your new position or your first day – just ask! There are various employment and pay-related forms you must complete. The HR representatives will ensure you receive those forms that are relevant to you and your appointment. [Appendix B](#) of this Toolkit provides a list of forms and a brief description of them. Remember, not all forms will be relevant to you and your appointment.

## **Equal Opportunity Statement**

The Department of Veterans Affairs (VA) is committed to ensuring Equal Employment Opportunity (EEO), promoting workforce diversity, workplace inclusion, and constructively resolving conflict to sustain a high-performing organization in service to our nation’s Veterans. VA will vigorously enforce all applicable Federal EEO laws, regulations, executive orders, and management directives to ensure equal opportunity in the workplace for all VA employees. New employees will review [VA’s EEO, Diversity and Inclusion, Notification of Federal Employee Anti-discrimination and Retaliation \(No FEAR\) and Whistleblower Rights and Protection Policy](#).

## **Your First Day**

Your first day with NCA will be spent completing paperwork, meeting leadership and co-workers, and taking a tour of your facility or VA Campus. You will participate in the New Employee Orientation. Employees assigned to VACO will attend orientation in person at VACO in Washington, DC. Employees assigned to the field will attend a conference

call, hosted by NCA's Human Resource Center. The call is at 1:00PM EST on the first business day of each pay period. You can access the call by dialing 1-800-767-1750, participant code: 15728#. Refer to [Appendix B](#) for a complete list of the New Employee Forms.

You must provide the following on your first day:

- Proof of citizenship (refer to Appendix A for a complete list of acceptable documents). The citizenship documents will be used to complete the I-9 form.
- Direct Deposit Information (a voided check, or bank account and routing numbers).

You are highly encouraged to bring all DD 214-Member 4 copies, they are required to verify military service for some benefits. You can request copies of DD 214s at: <https://www.archives.gov/veterans/military-service-records>.

## Pay

You will be paid every two weeks (bi-weekly). Your salary will be deposited into your bank or credit union account. During the New Employee Orientation conference call, you will be instructed to complete the various pay related forms. Your supervisor will provide your pay related documents to the FSC Portal to ensure your first paycheck arrives timely.

The Department of Veterans Affairs uses *myPay*, an automated self-service system that allows you to initiate the processing of certain personnel/payroll transactions electronically. Such transactions include changes to pay, benefits, and other personal information. You can access *myPay* via the internet, 24 hours a day, seven days a week, at <https://mypay.dfas.mil/#/>. You will need a *myPay* password or your Social Security Number (SSN) to access your personal information. You will be notified of your ability to access *myPay* about 1 – 2 pay periods (two to four weeks) after you begin work.

Your salary is based on the grade level of your position. “Locality pay” is added to your basic pay in some metropolitan areas/regions of the country. The amount of locality pay is based on where your duty site is located. Positions are either in the General Schedule (GS) or Wage Grade (WG) pay schedules.

Most white-collar positions are covered by the General Schedule (GS) and include civilian Federal employees in professional, technical, administrative, and clerical positions. You can review the GS pay tables at: <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>.

Employees in blue-collar positions include those in the trade, craft, and laboring positions. They are covered by the Federal Wage System (FWS) pay schedules. The Department of Defense conducts wage surveys to determine these pay schedules for

the various geographic areas. You can review the FWS pay tables at:  
<https://www.cpms.osd.mil/Subpage/AFWageSchedules>.

### Leave

Career, Career-Conditional and Term employees are eligible to earn both Annual Leave and Sick Leave each bi-weekly pay period if you are in a pay status. The amount of Annual Leave that you earn is based on how many years of Creditable Federal Service you have worked. The amount of Sick Leave earned by a Full-Time employee is always 4 hours each pay period, regardless of the years of creditable service. All leave requests should be made to your supervisor who can answer any questions you may have. Temporary employees who are on appointment for at least 90 days will receive annual leave. If your temporary appointment is less than 90 you will not receive annual leave.

Annual Leave is a paid absence from duty. You may use Annual Leave for vacations, rest and relaxation, personal business or emergencies. You have a right to take your Annual Leave, subject to your supervisor’s right to schedule the time at which it may be taken. You can carry over 240 hours of Annual Leave from one leave year to the next. Leave hours in excess of 240 hours will normally be lost. Restoration of lost Annual Leave may be made in limited circumstances.

Sick Leave is a paid absence from duty for personal medical needs, family care or bereavement, care of a family member with a serious health condition, and adoption-related purposes. There is no limit to how much Sick Leave you can accrue.

**Annual and Sick Leave Earnings Per Pay Period for Full-Time Employee:**

Creditable Service Years	Annual Leave	Sick Leave
Less than 3 Years of Service	4 Hours	4 Hours
More than 3 Years of Service less than 15 Years of Service	6 Hours	4 Hours
15 or More Years of Service	8 Hours	4 Hours

**Annual and Sick Leave Earnings Per Pay Period for Part-Time Employee:**

Creditable Service Years	Annual Leave	Sick Leave
Less than 3 Years of Service	1 Hour for Each 20 Hours in a Pay Status	1 Hour for Each 20 Hours in a Pay Status
More than 3 Years of Service less than 15 Years of Service	1 Hour for Each 13 Hours in a Pay Status	1 Hour for Each 20 Hours in a Pay Status
15 or More Years of Service	1 Hour for Each 10 Hours in a Pay Status	1 Hour for Each 20 Hours in a Pay Status

Military Leave – Employees are entitled to time off at full pay for certain types of active or inactive duty in the National Guard or as a Reserve of the Armed Forces. A full-time employee working a 40-hour workweek will accrue 120 hours (15 days x 8 hours) of military leave in a fiscal year, or the equivalent of three 40-hour workweeks. Military leave will be prorated for part-time employees and for employees on uncommon tours of duty based proportionally on the number of hours in the employee's regularly scheduled biweekly pay period. It is important to know that military leave will not automatically be listed on a new employee's Leave and Earning Statement (LES). Once an employee uses military leave the remaining balance will be listed on the LES.

Disabled Veterans Leave – Employees hired on or after November 5, 2016, who are a veteran with a service-connected disability rating of 30 percent or more from the Veterans Benefits Administration (VBA) of the Department of Veterans Affairs is entitled to up to 104 hours of disabled veteran leave for the purposes of undergoing medical treatment for such disability. Disabled veteran leave is a one-time benefit provided to an eligible employee. The employee will have a single, continuous 12-month eligibility period, beginning on the "first day of employment" in which to use the leave or it will be forfeited with no opportunity to carry over the leave into subsequent years. An employee may not receive a lump-sum payment for any unused or forfeited leave under any circumstance.

Family Medical Leave Act (FMLA) – Most federal employees are entitled to up to 12 workweeks of unpaid leave during any 12-month period for reasons such as birth of a child, placement of a child for adoption or foster care, care of spouse who has a serious health condition, serious health condition of the employee and/or any qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on covered active duty (or has been notified of an impending call or order to covered active duty) in the Armed Forces.

Parental Leave - The Federal Employee Paid Leave Act provides up to 12 administrative workweeks of paid parental leave in connection with the birth, adoption, or foster care placement of a child for employees covered by Family and Medical Leave Act provision applicable to Federal civilian employees. The new law applies to leave taken in connection with the birth or placement occurring on or after October 1, 2020. VA's policy for employees to utilize the benefit is forthcoming.

### **Federal Holidays**

The following are legal holidays for Federal employees. Please note that most Federal employees work on a Monday through Friday schedule. For these employees, when a holiday falls on a non-workday, Saturday or Sunday, the holiday usually is observed on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday).

Holiday	Observance
New Year's Day	January 1 <sup>st</sup>
Inauguration Day	January 20 <sup>th</sup> every 4 years (Washington DC, Metropolitan Area Only)
Birthday of Martin Luther King Jr.	Third Monday in January
Birthday of George Washington	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 <sup>th</sup>
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	November 11 <sup>th</sup>
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25 <sup>th</sup>

### **Benefits**

As a Federal employee, you may be able to enroll in health, dental, vision and life insurance, flexible spending accounts, and apply for long term care insurance. New employees have 60 days from their entrance on duty to enroll in benefit plans. If benefits are not elected within the first 60 days employees must wait until open season, and/or a qualifying life event such as a divorce, childbirth, marriage, adoption, etc. Individual benefit plans are described in later sections of this toolkit. Refer to Appendix A to access the enrollment forms, and Appendix F for additional resources.

If you are transferring from another Federal Agency or being reassigned or promoted from within the VA, your current benefits will continue. If you are enrolled in the Federal Employees Health Benefits (FEHB) program and covered by a Health Maintenance Organization (HMO), you may make certain changes if you moved out of the geographic area from which the FEHB carrier accepts enrollments, or if already outside the area, you move further from this area.

### **Federal Employees Health Benefits (FEHB)**

The Federal Government provides an outstanding choice of health insurance plans under the Federal Employees Health Benefits (FEHB) Program. You may choose one plan and each year, during a designated open season, you may change your plan for the following year if you desire. Within each plan, there are three types from which to choose: Self Only, Self Plus One, and Self and Family. You also have two options within the plans: One level that is basic in coverage and has a lower premium but will require you to pay more of the costs of medical care; a second, higher level that has a higher premium but provides greater insurance coverage.

When you enroll in FEHB, your payroll office will automatically enroll you Premium Conversion. Premium Conversion is a "pre-tax" arrangement, meaning that the part of your salary that goes for health insurance premiums will become non-taxable. This

means that you save on Federal income tax and FICA taxes (Social Security and Medicare taxes). In most cases, you'll also save on State income tax and local income tax.

Some employees on Temporary appointments may be eligible for Health Insurance. If you are an employee on a temporary appointment (limited to one year or less), an employee on a season schedule (working less than six months per year), or an employee on an intermittent schedule, and you are expected to work 130 hours per month or more for at least 90 days, you are eligible to enroll in the Federal Employees Health Benefits (FEHB) program with a full Government contribution, provided you are not covered under the Part-time Career Act.

### **Federal Employees Dental and Vision Insurance Program (FEDVIP)**

Federal employees may choose supplemental Dental Insurance and Vision Insurance regardless if they enroll in a health plan. If you are eligible for coverage under the Federal Employees Health Benefits Program (FEHB), you are eligible to enroll in the supplemental Dental and Vision insurance plans. Several plans are available from which to choose.

### **Federal Employees' Group Life Insurance (FEGLI)**

The Federal Employees' Group Life Insurance (FEGLI) program is the largest group life insurance program in the world. It provides group term life insurance. It does not build up any cash value or paid-up value. It consists of Basic life insurance coverage and three options. You will be automatically covered by Basic life insurance and the premiums deducted from your pay unless you waive coverage. You must have Basic coverage to be eligible to select any of the options. Optional insurance is not automatic. You must select the options you wish to have.

### **Federal Long Term Care Insurance Program (FLTCIP)**

The Federal Long-Term Care Insurance Program (FLTCIP) provides long term care insurance to help pay for costs of care when enrollees need help with activities they perform every day or have severe cognitive impairment. Most employees must be eligible for the FEHB program, whether or not they actually apply for FEHB, in order to apply under the FLTCIP. Certain medical conditions, or combinations of conditions, will prevent some people from being approved for coverage. You must apply to find out if you are eligible to enroll.

### **Federal Flexible Spending Account Program (FSAFEDS)**

The Federal Flexible Spending Account Program (FSAFEDS) allows you to save money for health care expenses with a Health Care or Limited Expense Health Care FSA. Think of it as a savings account that helps you pay for items that typically aren't covered by your FEHB Plan, the Federal Employees Dental and Vision Insurance Program, or



other health insurance coverage. FSAFEDS also offers an account for families with young children or elder care expenses and is known as the Dependent Care FSA. The Dependent Care FSA allows you to set aside money to pay for your day care expenses. The money you contribute to your FSAFEDS account is set aside before taxes are deducted. In most cases, you save about 30% on your Federal taxes.

### **Thrift Savings Plan (TSP)**

The Thrift Savings Plan is a retirement savings and investment plan for Federal employees and members of the uniformed services, including the Ready Reserve. It was established by Congress in 1986 and offers the same types of savings and tax benefits that many private corporations offer to employees under 401(k) plans. It is a defined contribution plan. The retirement income you receive from your TSP account will depend on how much is invested in your account and the earnings accumulated over that time. You have several types of investments in which you can allocate your contributions. If you are covered under FERS, you will automatically have 3% of your salary deducted and invested in your age-appropriate Lifecycle (L) Fund. The VA will make an automatic 1% contribution and will match your contributions up to 5%, but you must contribute 5% of your salary to receive the full match. You may contribute more, but only your first 5% is matched by the VA.

If you are covered under CSRS, you do not receive any matching contributions. You can choose between two tax treatments for your TSP contributions: Traditional and Roth. The Traditional option allows you to defer paying taxes on your contributions and their earnings until you withdraw them. The Roth option allows you to pay taxes on your contributions as you make them, and your earnings are tax-free at withdrawal as long as you meet certain IRS requirements. You can make both Traditional and Roth contributions if you want. The maximum amount of your salary that you may contribute annually to TSP is established by the Internal Revenue Code each year. Refer to [www.tsp.gov](http://www.tsp.gov) for more information.

If you are transferring from another federal agency or changing payroll offices and you are currently repaying a TSP loan, you need to complete TSP-19 to transfer the loan. See Appendix B to obtain the form and further instructions.

#### **Agency Contributions to Your Account for Employees Covered by FERS:**

<b>Your Contribution</b>	<b>Agency's Automatic 1% Contribution</b>	<b>Agency's Matching Contribution</b>	<b>Total Contribution</b>
0%	1%	0%	1%
1%	1%	1%	3%
2%	1%	2%	5%
3%	1%	3%	7%
4%	1%	3.5%	8.5%
5%	1%	4%	10%
More than 5%	1%	4%	Your Contribution + 5%

## Retirement Planning

The Federal Government has two main types of Retirement systems, Civil Service Retirement System (CSRS) and Federal Employees Retirement System (FERS).

The Civil Service Retirement System (CSRS) was replaced by the Federal Employees Retirement System (FERS), but Federal employees who were covered under CSRS and did not change to FERS continue to be covered under CSRS. If you are transferring from another Federal Agency or from another part of VA and you were covered by CSRS, your coverage under CSRS will continue.

Congress created the Federal Employees Retirement System (FERS) in 1986, and it became effective on January 1, 1987. Since that time, new Federal civilian employees who have retirement coverage are covered by FERS. The FERS (Federal Employees Retirement System) was joined by FERS-RAE in January 2013 and by FERS-FRAE in January 2014.

FERS is a retirement plan that provides benefits from three different sources: A Basic Benefit Plan, Social Security and the Thrift Savings Plan (TSP). Two of the three parts of FERS (Social Security and the TSP) can go with you to your next job if you leave the Federal Government before retirement. The Basic Benefit and Social Security parts of FERS require you to pay your share each pay period. The Department of Veterans Affairs (VA) withholds the cost of the Basic Benefit and Social Security from your pay as payroll deductions. The VA pays a portion as well. After you retire, you will receive annuity payments each month for the rest of your life.

### **Basic Overview of Retirement Coverage**

<b>Retirement Coverage</b>	<b>Affected Employees</b>	<b>Standard Employee Contribution</b>
CSRS	Employees first hired on/before 12/31/1986	7-10%
FERS	Employees first hired on/after 1/1/1987 <sup>1</sup>	.8%
FERS-RAE	Employees first hired on/after 1/1/2013 <sup>2</sup>	3.1%
FERS-FRAE	Employees first hired on/after 1/1/2014 <sup>2</sup>	4.4%

1. *Or rehired after that date with less than 5 years creditable or potentially creditable service under CSRS*
2. *Or rehired after that date with less than 5 years creditable or potentially creditable service under FERS*

## **Mandatory New Employee Training**

All new employees are required to complete the following training items in the Talent Management System (TMS) within their first 90 calendar days of employment. Employees may access TMS with their official email address and password. They are not required to use a PIV card to access the system.

VA Privacy and Information Security Awareness and Rules of Behavior	TMS # <a href="#">31167</a>
Prevention of Workplace Harassment/No FEAR	TMS # <a href="#">8872</a>
EEO, D&I, No Fear, and Whistleblower Rights and Protections Policy Statement	TMS # <a href="#">4309852</a>
Government Ethics - The Essentials	TMS # <a href="#">3812493</a>
New Employee Orientation (NEO) Module 1 – Welcome	TMS # <a href="#">4533104</a>
NEO Module 2 – VA, ICARE and Customer Service	TMS # <a href="#">4533105</a>
NEO Module 3 – NCA – Yesterday, Today and Tomorrow	TMS # <a href="#">4533107</a>
NEO Module 4 – Your Career	TMS # <a href="#">4533108</a>
NEO Module 5 – Your Benefits	TMS # <a href="#">4533109</a>
NEO Module 6 – Your Workplace Safety	TMS # <a href="#">4533110</a>
NEO Module 7 – Your Future	TMS # <a href="#">4533111</a>
Whistleblower Rights and Protections for Employees	TMS # <a href="#">39953</a>

## **Bargaining Unit Employees**

The National Cemetery Administration has five (5) labor organizations representing employees throughout the agency. The largest percentage of bargaining-unit eligible NCA employees are represented by the American Federation of Government Employees also known as AFGE. However, there are other labor organizations throughout NCA such as the National Association of Government Employees or NAGE, the Service Employees International Union or SEIU, the National Federation of Federal Employees or NFFE and the International Association of Machinists and Aerospace Workers (IAMAW) are other labor organization who also represent employees throughout NCA. A representative of the local union shall be afforded a period, up to 30 minutes, to speak to the new unit employees. Supervisors should notify union representatives when new Bargaining Unit Employees are hired and offer them the opportunity to participate in a joint orientation.

To determine if your position is covered by a collective bargaining agreement review block 37 your SF-50 or Notification of Personnel Action, speak to your supervisor or Human Resources Specialist.

Master Agreements can be obtained electronically by visiting this website: <https://www.va.gov/lmr/agreements.asp>. Employees covered by AFGE or NAGE Master Agreement may obtain a hard copy of the collective bargaining agreement by

contacting the Service and Distribution Center (SDC) Forms and Publications Depot at [SDCFormsandPubs@va.gov](mailto:SDCFormsandPubs@va.gov).

### **Permanent Change of Station (PCS)**

If your assignment included a Permanent Change of Station (PCS) which will be reimbursed by the Federal Government, it is important that you communicate with the PCS Travel Section as soon as possible. A PCS relocation requires a significant amount of coordination and planning by multiple individuals and organizations. The PCS Travel Section provides step-by-step assistance to employees from their decision to accept a new position to the settlement of their final relocation claim. For more information about PCS please visit this site: <http://vaww.fscdirect.fsc.va.gov/pcs.asp>.

### **New Employee Survey**

All new employees are encouraged to complete the voluntary Entrance Survey. The purpose of the entrance survey is to provide new employees the opportunity to communicate their reasons for choosing employment with VA. Participation by new employees in the entrance survey is voluntary, and no documentation relating to the entrance survey shall be included in an employee's personnel file. The survey can be found here: <https://survey.htm.va.gov/Perseus/se/2EA0F67904CE63F1>.

### **Military Service Deposits**

If you served in the military your military service time may apply toward your civil service retirement. There are specific regulations regarding these requests that your human resources office should answer that will be specific to your situation. To proceed with this request, you must "buy back" your military service time. You will be required to obtain your estimated earnings from the appropriate military finance center prior to starting the process.

To understand how buying back your military service will impact you specifically, to include how many years of credit you would receive and if it would affect your disability, it is recommended that you speak with a HR Assistant.

### **Employee Assistance Program (EAP)**

The Employee Assistance Program (EAP) provided by Federal Occupational Health, is designed to assist employees with a variety of personal, emotional, mental, legal, or family concerns they may be experiencing. They offer educational materials, self-assessment tools, and assistance such as financial, counseling and legal services. Employees can access the EAP 24 hours a day, 365 days a year. Refer to Appendix F for reference and contact information.

## Appendix A – Proof of Citizenship Documents

Lists of Acceptable Documents  
All Documents must be UNEXPIRED

Employees may present one selection from List A or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
<ol style="list-style-type: none"> <li>1. U.S. Passport or U.S. Passport Card</li> <li>2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</li> <li>3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa</li> <li>4. Employment Authorization Document that contains a photograph (Form I-766)</li> <li>5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status:               <ol style="list-style-type: none"> <li>a. Foreign passport; and</li> <li>b. Form I-94 or Form I-94A that has the following:                   <ol style="list-style-type: none"> <li>(1) The same name as the passport; and</li> <li>(2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.</li> </ol> </li> </ol> </li> <li>6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI</li> </ol>		<ol style="list-style-type: none"> <li>1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>3. School ID card with a photograph</li> <li>4. Voter's registration card</li> <li>5. U.S. Military card or draft record</li> <li>6. Military dependent's ID card</li> <li>7. U.S. Coast Guard Merchant Mariner Card</li> <li>8. Native American tribal document</li> <li>9. Driver's license issued by a Canadian government authority</li> <li style="text-align: center;"><b>For persons under age 18 who are unable to present a document listed above:</b></li> <li>10. School record or report card</li> <li>11. Clinic, doctor, or hospital record</li> <li>12. Day-care or nursery school record</li> </ol>		<ol style="list-style-type: none"> <li>1. A Social Security Account Number card, unless the card includes one of the following restrictions:               <ol style="list-style-type: none"> <li>(1) NOT VALID FOR EMPLOYMENT</li> <li>(2) VALID FOR WORK ONLY WITH INS AUTHORIZATION</li> <li>(3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION</li> </ol> </li> <li>2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)</li> <li>3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal</li> <li>4. Native American tribal document</li> <li>5. U.S. Citizen ID Card (Form I-197)</li> <li>6. Identification Card for Use of Resident Citizen in the United States (Form I-179)</li> <li>7. Employment authorization document issued by the Department of Homeland Security</li> </ol>

## Appendix B – New Employee Forms

During the New Employee Orientation Conference Call, you will have the opportunity to complete most of your paperwork. Here is a list of forms that will be covered during the call. Not all forms are relevant to you and your appointment, so be sure to follow the instructions of your HR representative. A package of new employee forms will also be provided to your new duty station by the Human Resources Center. You may find the following list of forms with their descriptions helpful as you complete benefit related forms after the New Employee Orientation Conference Call.

Form Number	Title	Description	Who Must Complete
<a href="#">OF-306</a>	Declaration of Federal Employment	Sign once as the Applicant (Block 17A) and sign on you first day as Appointee (Block 17B).	All New Hires
<a href="#">SF 61</a>	Appointment Affidavit	You will be sworn in and your signature on this form will be signed by a witness.	All New Hires
<a href="#">I-9</a>	Employment Eligibility Verification	Complete this form to verify your citizenship and eligibility to work in the United States. Bring the required documents identified for proof of U.S. citizenship when you report to work so that we may verify your citizenship.	All New Hires
<a href="#">SF 144</a>	Statement of Prior Federal Service	This form is used to provide information on your prior Federal service for benefits purposes (e.g., credit for leave accrual and reduction-in-force retention).	New Hires who had prior Federal service (both Civilian and Military).
<a href="#">SF 181</a>	Ethnicity and Race Identification	Maintained for statistical purposes	All New Hires
<a href="#">SF 256</a>	Self-Identification of Disability	Maintained for statistical purposes	All New Hires
<a href="#">VA 4637</a>	Employee Educational Data	This form is used to record your current level of education. Maintained for statistical purposes	All New Hires

Form Number	Title	Description	Who Must Complete
<a href="#">W-4</a>	Employee's Withholding Allowance Certificate	Federal tax withholdings form.	All New Hires
N/A	State Tax Forms	Refer to your HR Assistant or your state's Department of Revenue website to obtain the appropriate withholding form.	All New Hires
<a href="#">FMS 2231</a>	Fast Start Direct Deposit	This form authorizes the VA to directly deposit your salary in your bank or credit union account.	All New Hires
<a href="#">SF 3109</a>	Federal Employees Retirement System Election	This form is used to elect FERS coverage if you are changing your coverage from CSRS to FERS.	Do not complete unless you are changing your retirement coverage from CSRS to FERS.
<a href="#">SF 3110</a>	Former Spouse's Consent to FERS Election	Used to award a portion of your annuity or survivor annuity based on your Federal service to a former spouse who has not remarried before reaching age 55.  Requires a notarized signature of former spouse.	FERS Enrollee Only; Based on Court Order on file with OPM
<a href="#">RI 20-97</a>	Estimated Earnings During Military Service	Used to obtain information on your earnings during Military Service. Use a separate form for each branch in which you served. Attach a copy of your DD 214 or equivalent and any available records of pay or promotions.	Career and Career-Conditional, Term, and Temporary Appointees, if applicable.
<a href="#">SF 2809</a>	Health and Benefits Election Form	Due to HRC within 60 Days from Date of Appointment;  Used to enroll in or waive the Federal Employees Health Benefits (FEHB) program.	All employees appointed for 90 days or more; Seasonal or Intermittent schedules who are expected to

Form Number	Title	Description	Who Must Complete
			work 130 hours per month.
<a href="#">SF 2817</a>	Life Insurance Election Form	Due to HRC within 60 Days from Date of Appointment.	Career, Conditional, and Term Appointees; Interns under Pathways Programs under Schedule D or under OPM-approved career-related work-study program lasting at least 1 year and expected to be in pay status for at least one-third of the time from first appointment to completion.
<a href="https://www.itcfeds.com">https://www.itcfeds.com</a>	Federal Long Term Care Insurance Program (FLTCIP) Abbreviated	Used to enroll in FLTCIP within 60 days.  If you do not enroll within 60 days of your appointment you may enroll any time but will have to go through full FLTCIP underwriting procedures to enroll.	Employees in positions that are eligible for Federal Employees Health Benefits Program, whether or not actually enrolled.
N/A	Acknowledgement of Benefits	Local Document - Summarizes the benefits you are eligible for and your deadlines to apply for them.	All New Hires
<a href="#">DG 60</a>	Federal Employees Health Benefits Program (FEHB) Premium Conversion Waiver/Election Form	Used to elect or waive pre-tax treatment of employee premium contributions to the FEHB. Do not complete it unless you elect not to have your FEHB premium contributions deducted on a pre-tax basis, or you previously	Employees enrolled in Federal Employees Health Benefits (FEHB)



Form Number	Title	Description	Who Must Complete
		waived this benefit and now elect to participate.	
<a href="#">SF 1152</a>	Unpaid Compensation of Deceased Civilian Employee Designation of Beneficiary	Designates a beneficiary or beneficiaries for any unpaid compensation (money due to an employee) at the time of death. You must have a witness to your signature.	All New Hires
<a href="#">SF 3102</a>	Designation of Beneficiary (Federal Employees Retirement System)	Designates a beneficiary or beneficiaries to receive any lump-sum benefit payable based on amounts contributed to FERS. You must have a witness to your signature.	FERS Enrollees Only and/or a FERS employee previously covered by CSRS.
<a href="#">SF 2808</a>	Civil Service Retirement System Designation of Beneficiary	Designates a beneficiary or beneficiaries to receive any lump-sum benefit payable based on amounts contributed to CSRS. You must have a witness to your signature.	CSRS Enrollees Only
<a href="#">TSP 1</a>	Thrift Savings Plan Election Form	Used to enroll in the Thrift Savings Plan, if you are covered by FERS or CSRS.	
<a href="#">TSP 3</a>	Designation of Beneficiary (TSP)	Designates a beneficiary or beneficiaries to receive your TSP account after your death.	
<a href="#">TSP 19</a>	Transfer of Information Between Agencies	Transfers TSP account information for employees who transfer from other Federal Agencies or who change payroll offices.	Federal Employees currently repaying a TSP Loan.
<a href="#">SF 2823</a>	Federal Employees Group Life Insurance Designation of Beneficiary	Designates a beneficiary or beneficiaries to receive the life insurance benefit. Two people must witness the signature.	
<a href="#">SF 1187</a>	Request for Payroll Deductions	This completed form is used to request that labor organization dues be deducted from your pay and	Bargaining Unit Employees Only

Form Number	Title	Description	Who Must Complete
	For Labor Organization Dues	to notify your labor organization of the deduction.	

## Appendix C - New Employee Checklist/Timeline

This checklist is designed for new employees and supervisors to use together. It was designed to walk new employees through the first 90 days of employment.

<b>Before Entrance on Duty</b>	
<b>Communicate</b>	<b>Provide</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Supervisor calls new hire to discuss first day expectations, provide arrival time, directions and clothing requirements.</li> <li><input type="checkbox"/> Supervisor explain the transit subsidy program to new employee, if applicable.</li> <li><input type="checkbox"/> Supervisor should announce selection to employees at worksite.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Supervisor sends New Employee Toolkit hyperlink via email.</li> <li><input type="checkbox"/> Supervisor provides the list of items the new employee should bring on their first day.</li> <li><input type="checkbox"/> Supervisor will identify workspace, required supplies, uniform items and/or Personal Protective Equipment (PPE).</li> </ul>
<b>Access</b>	<b>Learn</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">NCA Welcome Portal</a></li> <li><input type="checkbox"/> <a href="#">USA Staffing Portal</a></li> <li><input type="checkbox"/> <a href="#">Transit Subsidy Website</a> (if applicable)</li> <li><input type="checkbox"/> <a href="#">Permanent Change of Station (PCS) Portal</a> (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Employee should learn what their first day expectations are: <ul style="list-style-type: none"> <li>Where do I go?</li> <li>What time should I arrive?</li> <li>Who will meet me?</li> <li>What do I bring?</li> <li>What do I wear?</li> </ul> </li> <li><input type="checkbox"/> Supervisor makes arrangements for IT equipment (See <a href="#">Appendix H</a>).</li> <li><input type="checkbox"/> Employee should read and sign the “Rules of Behavior” (ROB) document (See <a href="#">Appendix I</a>).</li> </ul>

First Day	
Communicate	Provide
<ul style="list-style-type: none"> <li><input type="checkbox"/> Supervisor greet new employee.</li> <li><input type="checkbox"/> Supervisor introduce new employee to co-workers.</li> <li><input type="checkbox"/> Supervisor provides basic information to new employee such as work start and stop time, lunch and other break times.</li> <li><input type="checkbox"/> Supervisor provides emergency procedures for fire, weather and/or shelter in place.</li> <li><input type="checkbox"/> Supervisor will contact the local union to offer/schedule a period, up to 30 minutes, to speak to the new unit employees (if applicable).</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Supervisor provides a tour of the facilities.</li> <li><input type="checkbox"/> Employee provides direct deposit information and completes Federal and State related pay documents; Supervisor uploads to FSC portal.</li> <li><input type="checkbox"/> Employee provides supervisor with emergency contact information. Supervisor add to Emergency Employee Notification Listing/Operating Plan</li> <li><input type="checkbox"/> Supervisor schedules hearing test (if applicable).</li> <li><input type="checkbox"/> Supervisor assists new employee to obtain a PIV card.</li> </ul>
Access	Learn
<ul style="list-style-type: none"> <li><input type="checkbox"/> Keys, keycards and/or security codes to building or work area.</li> <li><input type="checkbox"/> Parking pass (if applicable).</li> <li><input type="checkbox"/> New Employee Orientation Conference Call at 1PM EST – Dial 1-800-767-1750, participant code 15728#.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Employee should learn local safety procedures.</li> <li><input type="checkbox"/> Employee should watch the <a href="#">Sacred Trust Video</a>.</li> </ul>

<b>First Week</b>	
<b>Communicate</b>	<b>Provide</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Supervisor introduces new employee to leadership.</li> <li><input type="checkbox"/> Supervisor introduces new employee to timekeeper.</li> <li><input type="checkbox"/> Supervisor have a face-to-face follow up with new employee at the end of the week.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Supervisor uploads pay related documents to FSC Portal.</li> <li><input type="checkbox"/> Supervisor provides employee with Position Description and Performance Plan.</li> <li><input type="checkbox"/> Supervisor provides employee with <a href="#">Telework Eligibility/Non-Eligibility Letter</a></li> <li><input type="checkbox"/> Supervisor provides work supplies.</li> <li><input type="checkbox"/> Supervisor forwards completed new hire paperwork to HR Assistant.</li> </ul>
<b>Access</b>	<b>Learn</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">VA Email</a></li> <li><input type="checkbox"/> <a href="#">VA Network with temporary login</a></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Performance Goals and objectives.</li> <li><input type="checkbox"/> Local employee policies, such as leave, lunch break, dress code, tobacco, safety, etc.</li> <li><input type="checkbox"/> Organizational structure for local facility and district leadership.</li> </ul>

First Pay Period	
Communicate	Provide
<input type="checkbox"/> Supervisor ask employee, did you receive your first paycheck via direct deposit?  <input type="checkbox"/> Supervisor communicates to new employee about Disabled Veterans Leave and Military Service Deposits.  <input type="checkbox"/> Supervisor have a face-to-face follow up with new employee at the end of the week.	<input type="checkbox"/> Information on Benefits FEHB FEDVIP FEGLI FLTCIP TSP FERS
Access	Learn
<input type="checkbox"/> <a href="#">Talent Management System (TMS)</a>  <input type="checkbox"/> <a href="#">VATAS</a>  <input type="checkbox"/> <a href="#">YourIT</a> (To get help with IT errors, IT outages, and any broken IT items)	<input type="checkbox"/> Government Ethics - The Essentials - TMS <a href="#">#3812493</a>  <input type="checkbox"/> Prevention of Workplace Harassment/No FEAR - TMS <a href="#">#8872</a>  <input type="checkbox"/> VA Privacy and Information Security Awareness and Rules of Behavior - TMS <a href="#">#10176</a>  <input type="checkbox"/> EEO, D&I, No Fear, and Whistleblower Rights and Protections Policy Statement – TMS <a href="#">#4309852</a>  <input type="checkbox"/> NEO Module 1 - Welcome - TMS <a href="#">#4533104</a>

First 45 Days	
Communicate	Provide
<ul style="list-style-type: none"> <li><input type="checkbox"/> Supervisor or trainer provides job instruction.</li> <li><input type="checkbox"/> <a href="#">Long Range Plans / NCA Strategic Goals.</a></li> <li><input type="checkbox"/> Supervisor asks employee about benefit elections, to ensure they are made within 60 days of start date.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Employee makes benefits elections.</li> <li><input type="checkbox"/> PIV Card</li> <li><input type="checkbox"/> Supervisor provides standard operating procedures (SOPs) for job.</li> <li><input type="checkbox"/> Name and Title located outside office/cube (if applicable)</li> </ul> <p style="text-align: center;">Print VA EAAS Brochure (See <a href="#">Appendix G</a>)</p>
Access	Learn
<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Entrance Survey Link</a></li> <li><input type="checkbox"/> <a href="#">MyPay</a></li> <li><input type="checkbox"/> <a href="#">VA Emergency Alerting and Accountability System (EAAS)</a></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> NEO Module 2 – VA, ICARE and Customer Service TMS <a href="#">#4533105</a></li> <li><input type="checkbox"/> NEO Module 3 – NCA – Yesterday, Today and Tomorrow TMS <a href="#">#4533107</a></li> <li><input type="checkbox"/> NEO Module 4 – Your Career TMS <a href="#">#4533108</a></li> <li><input type="checkbox"/> Specific Onboarding Program for Cemetery Caretakers and Cemetery Representatives (if applicable)</li> </ul>

First 90 Days	
Communicate	Provide
<input type="checkbox"/> Supervisor should offer the new employee an opportunity to create an Individual Development Plan (IDP).  <input type="checkbox"/> Supervisor have a face-to-face follow up with new employee.	<input type="checkbox"/> Travel Card - Complete vendor form for travel.  <input type="checkbox"/> Weingarten Rights (if applicable based on Union Status) – See <a href="#">Appendix K</a>  <input type="checkbox"/> List of local union officers (if applicable based on Union Status).
Access	Learn
<input type="checkbox"/> <a href="#">eOPF</a> <input type="checkbox"/> <a href="#">ePerformance</a> <input type="checkbox"/> <a href="#">HCM Intranet Website</a> <input type="checkbox"/> <a href="#">60 Minute Manager Training</a> (if new employee is a SUPERVISOR) <input type="checkbox"/> <a href="#">eManage</a> (if new employee is a SUPERVISOR)	<input type="checkbox"/> NEO Module 5 – Your Benefits TMS <a href="#">#4533109</a> <input type="checkbox"/> NEO Module 6 – Your Workplace Safety TMS <a href="#">#4533110</a> <input type="checkbox"/> NEW Module 7 – Your Future TMS <a href="#">#4533111</a> <input type="checkbox"/> Whistleblower Rights and Protections for Employees – TMS <a href="#">#39953</a>



**Appendix D – Points of Contact**

Supervisors should complete this information and provide it to the new employee.

<b>Name / Office</b>	<b>Contact Information</b>
Supervisor:	
Timekeeper:	
HR Assistant:	
HR Specialist:	
HR Liaison:	
Local Union Representative (if applicable):	
Safety Representative:	

## **Appendix E – Definitions**

Career Appointee - new hire previously worked for the federal government as a non-temporary employee and completed a 1-year probationary period and a total of 3 years total qualifying service in the competitive service.

Career-Conditional Appointee - new hire previously worked for the federal government as a non-temporary employee but did not complete the probationary period and/or 3 years of total qualifying service in the competitive service.

Creditable Service - includes civilian service that is *potentially* creditable for the Civil Service Retirement Service (CSRS) or for the Federal Employee Retirement Service (FERS). This is service that could be credited if you made deposits to that Retirement fund. (Such deposits are not required before you get credit for leave accrual purposes.) Uniformed service may be creditable if it ended honorably and consisted of active duty in a uniformed service. There are some restrictions on the amount of a military retiree's service that may be creditable towards leave.

Temporary - includes temporary or limited appointments made for periods up to one year or less.

Term - an appointment made to a position that will last longer than 1 year but not more than 4 years and that is of a project nature where the job will terminate upon completion of the project.

## **Appendix F – Resources**

### Equal Opportunity / Diversity and Inclusion

- VA Equal Employment Opportunity, Diversity and Inclusion, No FEAR and Whistleblower Protection Policy Statement:  
[http://vaww.nca.va.gov/docs/NCA\\_PolicyLetters\\_Statements/EEO\\_DandI\\_No\\_FEAR\\_Whistleblower\\_AUSMA.pdf](http://vaww.nca.va.gov/docs/NCA_PolicyLetters_Statements/EEO_DandI_No_FEAR_Whistleblower_AUSMA.pdf)
- NCA Diversity and Inclusion Information and Resources:  
[http://vaww.nca.va.gov/human\\_capital\\_mgmt/diversity\\_inclusion.asp](http://vaww.nca.va.gov/human_capital_mgmt/diversity_inclusion.asp)

Leave Fact Sheets: <https://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/#url=Fact-Sheets>

### Federal Employee Health Benefit (FEHB)

- Basic Information: <https://www.opm.gov/healthcare-insurance/healthcare/>
- Health Insurance Overview: <https://www.opm.gov/healthcare-insurance/flyers/health-insurance-overview.pdf>
- FEHB Handbook: <https://www.opm.gov/healthcare-insurance/healthcare/reference-materials/fehb-handbook/>
- FEHB Plan Comparison Tool: <https://www.opm.gov/healthcare-insurance/healthcare/plan-information/compare-plans/>
- Healthcare Reference Material: <https://www.opm.gov/healthcare-insurance/healthcare/reference-materials/>

### Federal Employees Dental and Vision Insurance Program (FEDVIP)

- Basic Information: <https://www.opm.gov/healthcare-insurance/dental-vision/>
- Dental Insurance Overview: <https://www.opm.gov/healthcare-insurance/flyers/dental-insurance-overview.pdf>
- Vision Insurance Overview: <https://www.opm.gov/healthcare-insurance/flyers/vision-insurance-overview.pdf>
- FEDVIP Plan Comparison Tool: <https://www.opm.gov/healthcare-insurance/healthcare/plan-information/compare-plans/fedvip>
- Enroll at [www.BENEFEDS.com](http://www.BENEFEDS.com)
- Customer Service: 1-877-888-3337

### Federal Employees Group Life Insurance (FEGLI)

- Basic Information: <https://www.opm.gov/healthcare-insurance/life-insurance/>
- Life Insurance Overview: <https://www.opm.gov/healthcare-insurance/flyers/life-insurance-overview.pdf>
- FEGLI Handbook: <https://www.opm.gov/healthcare-insurance/life-insurance/reference-materials/publications-forms/feglihandbook.pdf>
- FEGLI Calculator: <https://www.opm.gov/retirement-services/calculators/fegli-calculator/>

### Federal Long Term Care Insurance Program (FLTCIP)

- Basic Information: <https://www.opm.gov/healthcare-insurance/long-term-care/>
- Long Term Care Overview: <https://www.opm.gov/healthcare-insurance/flyers/long-term-care-overview.pdf>
- Long Term Care Application: <https://www.ltcfeds.com/signup/eligibility/start>
- Customer Service: 1-800-582-3337

#### Federal Flexible Spending Account Program (FSAFEDS)

- Basic Information: <https://www.opm.gov/healthcare-insurance/flexible-spending-accounts/>
- Flexible Spending Account Overview: <https://www.opm.gov/healthcare-insurance/flyers/flexible-spending-account-overview.pdf>
- Enroll: <https://www.fsafeds.com/>
- Customer Service: 1-877-372-3337 / TTY 1-866-353-8058

#### Retirement

- Basic Information: <https://www.opm.gov/retirement-services/my-annuity-and-benefits/>
- Civil Service Retirement System (CSRS) Information: <https://www.opm.gov/retirement-services/csrs-information/>
- Federal Employees Retirement System (FERS) Information: <https://www.opm.gov/retirement-services/fers-information/>
- Retirement Calculators: <https://www.opm.gov/retirement-services/calculators/>
- Social Security Administration: <https://www.ssa.gov/>

#### Thrift Savings Plan

- Information and Enrollment: <https://www.tsp.gov/index.html>
- Fund Comparison: <https://www.tsp.gov/InvestmentFunds/FundsOverview/comparisonMatrix.html>
- Videos: <https://www.youtube.com/user/TSP4gov>

#### Employee Assistance Program (EAP)

- Employees can call 1-800-222-0364 (TTY: 1-888-262-7848)
- <http://www.foh4you.com/>

The electronic Official Personnel Folder (eOPF) is your digitized personnel folder and the official record of your federal work career. Access is available to you anytime, anywhere, via a secure website. <https://eopf.opm.gov/va/>

Talent Management System (TMS) - the VA Talent Management System (TMS 2.0) web site is intended for employees and staff of the Department of Veterans Affairs receive information about education. <https://www.tms.va.gov/SecureAuth35/>

VA Time and Attendance System (VATAS) – A comprehensive web-based time and attendance system for managing attendance, scheduling annual leave, or sick leave.  
<https://vatas.va.gov/webta/Login>

YourIT – VA website if you need computer or general IT support, please use the Your IT Services website on your desktop or call 855-673-4357 (TTY: 1-844-224-6186).  
<https://yourit.va.gov/va>

## Appendix G – VA Emergency Alerting and Accountability System (EAAS) Brochure

### VA Emergency Alerting and Accountability System (EAAS)

*Informed, Safe, and Ready to Serve!*



The EAAS is the primary method to send critical information in times of an emergency or safety event.



EAAS provides VA the ability to:

- Send mass alerts to employees, contractors and affiliates for events such as hurricanes, earthquakes, fires, and local emergencies.



- Reduce the risk of injury and loss of life by providing wider coverage and faster alerts.



- Capture the safety status of employees through the use of multiple devices (i.e. phones, cell phones, mobile app, SMS text and e-mail).



- Provide leadership full spectrum of employee accountability and safety reports.

#### Find Out More

If you have a specific question or need assistance, contact the VA Enterprise Service Desk at:

1-855-NSD-HELP  
1-855-673-4357

or

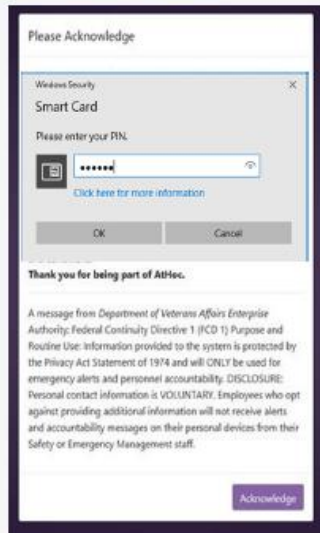
<https://yourit.va.gov>

For program related questions, please email the VA EAAS Program Office at :

[VAEAASProgramOffice@va.gov](mailto:VAEAASProgramOffice@va.gov)

### VA Emergency Alerting and Accountability System (EAAS)

*Informed, Safe, and Ready to Serve!*



#### How to access Self Service

1. Go to <https://alerts7.athoc.com/SelfService/vaeas>.
2. Use the PIV credentials to login.
3. Select **My Profile** from the upper toolbar, then click Edit.
4. **Basic Information:** Update the **Organization Hierarchy** by clicking Select, choose the appropriate organization you are assigned to, then click Apply.
5. **Contact Information Updates:** Provide your contact information (i.e. phone and text numbers, emails, and the physical address) to ensure you receive critical safety messages while you are at work or away from your place of work.
6. Click Save.

#### Basic Information

Username	
Mapping ID	
First Name	
Middle Initial	
Last Name	
Display Name	
Created On	
Status	
Organizational Hierarchy	
ASO	
User ID	
<b>Numbers</b>	
Phone - Work	
<b>Online addresses</b>	
Email - Work	
<b>Physical addresses</b>	
VA Street Address	
VA City	
VA State	

## **Appendix H – New User Provisioning and Government Furnished Equipment**

Supervisors should work with an IT Representative to obtain new user accounts and government furnished equipment as soon as they learn the employees start date.

### VACO User Process:

Supervisors works with their HR Specialist and informs the Equipment Inventory List (BCAG/EIL) representative as soon as they learn the employees possible start date.

To obtain new user accounts and IT equipment the supervisor will complete the NCACO New Employee Data Sheet found in attachment A of the IT/non-IT Equipment and Space Management Guide and forwards the attachment to the NCA HCM Policy and Program Operations shared mailbox

[NCAHCMPolicyandProgramOperations@va.gov](mailto:NCAHCMPolicyandProgramOperations@va.gov). The EIL/BCAG representative will initiate the provisioning process and continue to coordinate with the supervisor for additional equipment and software requests.

The supervisor will continue to coordinate between new or transfer employee, EIL/BCAG, Facility Operations Specialists (FOS), and the NCA RA Coordinator to ensure any RA issued IT equipment is ordered or transferred to NCA and that it's accomplished during a reasonable period.

Accuracy of the following information is crucial for provisioning of a new VA account and equipment for new hires:

1. New employee's "Full legal name" (Per PIV requirements)
2. Date the "Rules of Behavior" (ROB) was signed – See Appendix I
3. Date of when the adjudication/SAC was accomplished
4. New employee's physical work location (building and cubicle/room number)

Accuracy of the following information is vital for the domain transfer, GAL updates, and IT equipment orders for VA transferring employees:

1. Transferring employee's former supervisor name and phone number
2. Date of last official duty day before transfer
3. Date of first official report date
4. Current VA email address
5. Transferring employee's physical work location (building and cubicle/room number)

VA Account and VACO IT Provisioning timelines:

<b>IT Task</b>	<b>Supervisor approval required</b>	<b>IT time to service</b>
VA account creation	Yes	5-10 working days (after supervisor approval)
New employee provisioning - laptop	Yes	5-10 working days (after supervisor approval)
New employee - desktop phone	Yes	5-10 working days (after supervisor approval)
*New employee – cell phone	*Yes	5-10 working days *(after GS15/SES approval)

\*Note: Requires GS15/SES approval.

**Field and Out-based NCACO Users:**

Supervisors will click this link to create the new user account:

[https://yourit.va.gov/va?id=sc\\_cat\\_item&sys\\_id=5c52a56ddba09b007ed130ca7c9619f8](https://yourit.va.gov/va?id=sc_cat_item&sys_id=5c52a56ddba09b007ed130ca7c9619f8)

Access “How-to’s” at this website: <https://vaww.oit.va.gov/yourit/just-in-time-and-user-provisioning-services/>

NOTE: BOSS/AMAS account requests should be a separate Incident ticket in YourIT, please attach an appropriate [VA form 9957](#). For faster routing, enter the following in the Detailed Description ‘Please assign to IO.HBMC.FF.MEMORIAL.MEMAPPS’





# VA Privacy and Information Security Awareness and Rules of Behavior

## Appendix I: Department of Veterans Affairs Information Security Rules of Behavior For Organizational Users

### 1. COVERAGE

- a. This Department of Veterans Affairs (VA) Information Security Rules of Behavior (ROB) identifies the specific responsibilities and expected behavior for organizational users of VA systems and VA information and information systems as required by OMB Circular A-130, Appendix I, paragraph 4h (6-7) and VA Directive 6500, *VA Cybersecurity Program*.
- b. *Organizational users* are VA employees, contractors, researchers, students, volunteers, and representatives of Federal, state, local or tribal agencies who are authorized to access VA information and information systems but do not represent a Veteran or claimant.
- c. *Non-organizational users* are users other than users explicitly categorized as organizational users. These include individuals with a Veteran/claimant power of attorney. Change Management Agents at the local facility are responsible for on-boarding power of attorney/private attorneys. The rules of behavior for Non-Organizational Users are identified in the Department of Veterans Affairs Information Security Rules of Behavior for Non-Organizational Users.
- d. The ROB provides the minimum requirements with which users -of VA information and information systems must comply and does not supersede any policies of VA facilities or other agency components that provide higher levels of protection to certain information or information systems. When appropriate, users may exceed these minimum requirements to protect VA information and information systems by exercising due diligence and ethical standards.

### 2. COMPLIANCE

- a. Non-compliance with the ROB may be cause for disciplinary actions. Depending on the severity of the violation and management discretion, consequences may include restricting access, suspension of access privileges, reprimand, demotion and suspension from work. Theft, conversion, or unauthorized disposal or destruction of Federal property or information may result in criminal sanctions.
- b. Unauthorized access, upload, download, change, circumvention, or deletion of information on VA systems; unauthorized modification VA systems, denying or granting access to VA systems; unauthorized use on VA systems; or otherwise misusing VA systems or resources is strictly prohibited.

\_\_\_\_\_  
Initials



# VA Privacy and Information Security Awareness and Rules of Behavior

- c. The ROB does not create any other right or benefit, substantive or procedural, enforceable by law, by a party in litigation with the U.S. Government.

## 3. ACKNOWLEDGEMENT

- a. The ROB must be signed before access is provided to a new user of VA information and information systems. Thereafter, the VA ROB must be signed annually by all users of VA information and information systems. This signature indicates agreement to comply with the ROB, and refusal to sign VA Information Security ROB will result in denied access to VA information and information systems. Any refusal to sign the VA Information Security ROB may have an adverse impact on employment with VA.
- b. The ROB may be signed in hard copy or electronically. If signed using the hard copy method, the user should initial and date each page and provide the information requested under Acknowledgement and Acceptance. For other Federal, state, local, and tribal agency users, documentation of a signed ROB will be provided to the VA requesting official.

## 4. INFORMATION SECURITY RULES OF BEHAVIOR

### Access and Use of VA Information Systems

*I Will:*

- Comply with all federal VA information security, privacy, and records management policies.
- Have NO expectation of privacy in any records that I create or receive, or in my activities while accessing or using VA information systems.
- Use only VA-approved devices, systems, software, services, and data that I am authorized to use, including complying with any software licensing or copyright restrictions.
- Follow established procedures for requesting access to any VA computer system and for notifying my VA supervisor or designee when the access is no longer needed.
- Only use my access to VA information and information systems for officially authorized and assigned duties.
- Log out of all information systems at the end of each workday.
- Log off or lock any VA computer or console leaving my workstation.
- Only use other Federal government information systems as expressly authorized by the terms of those systems; personal use is prohibited.
- Only use VA-approved solutions for connecting non-VA-owned systems to VA's network.

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Initials



# VA Privacy and Information Security Awareness and Rules of Behavior

## *I Will Not:*

- Attempt to probe computer systems to exploit system controls or to obtain unauthorized access to VA sensitive information.
- Engage in any activity that is prohibited by VA Directive 6001, Limited Personal Use of Government Office Equipment Including Information Technology.
- Have a VA network connection and a non-VA network connection, such as a modem or phone line or wireless network card, physically connected to any device at the same time unless the dual connection is explicitly authorized.
- Host, set up, administer, or operate any type of Internet server or wireless access point on any VA network unless explicitly authorized by my Information System Owner, local Area Manager (AM) or designee, and approved by my Information System Security Officer (ISSO).

## **Protection of VA-Issued Devices**

### *I Will:*

- Secure mobile devices (e.g., laptops, tablets, smartphones) and portable storage devices (e.g., compact discs (CD), digital video discs (DVD), universal serial bus (USB) flash drives).

### *I Will Not:*

- Swap or surrender VA hard drives or other storage devices to anyone other than an authorized OIT employee.
- Attempt to override, circumvent, alter or disable operational, technical, or management security configuration controls unless expressly directed to do so by authorized VA staff.

## **Data Protection**

### *I Will:*

- Only use virus protection software, anti-spyware, and firewall/intrusion detection software authorized by VA.
- Safeguard VA mobile devices and portable storage devices containing VA information, at work and remotely, using FIPS 140-3 validated encryption (or its successor) unless it is not technically possible.
- Only use VA-owned or approved storage devices encrypted with FIPS 140-3 (or its successor) validated encryption, consistent with VA's approved configuration and security control requirements to perform VA work.

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Initials



# VA Privacy and Information Security Awareness and Rules of Behavior

- Use VA e-mail in the performance of my duties when issued a VA email account.
- Only use non-VA email when use of a non-VA email account is unavoidable.
- Only disseminate VA information to the public via e-mail when authorized to do so and in the performance of my duties.

## *I Will Not:*

- Transmit VA sensitive information via wireless technologies unless the connection uses FIPS 140-3 (or its successor) validated encryption.
- Auto-forward e-mail messages to addresses outside the VA network.
- Download software from the Internet, or other public available sources, offered as free trials, shareware, or other unlicensed software to a VA-owned system.
- Disable or degrade software programs used by VA that install security software updates on computer equipment used to connect to VA information systems, or used to create, store or use VA information.

## **Teleworking and Remote Access**

### *I Will:*

- Keep government furnished equipment (GFE) and VA information safe, secure, and separated from my personal property and information, regardless of work location. I will protect GFE from theft, loss, destruction, misuse, and emerging threats.
- Obtain approval prior to using remote access capabilities to connect non-GFE devices to VA's network.
- Notify my VA supervisor or designee prior to and upon return from any international travel with a GFE mobile device (e.g. laptop, smartphone) and comply with any security measures, including using a specifically configured device issued for international travel and/or surrendering the device for inspection or reimaging.
- Safeguard VA sensitive information, in any format, device, system and/or software in remote locations (e.g., at home and during travel).
- Provide authorized OIT personnel access to inspect the remote location pursuant to an approved telework agreement that includes access to VA sensitive information.
- Protect information about remote access mechanisms from unauthorized use and disclosure.
- Exercise a higher level of awareness in protecting GFE mobile devices when traveling internationally as laws and individual rights vary by country and threats against Federal employee devices may be heightened.

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Initials



# VA Privacy and Information Security Awareness and Rules of Behavior

## *I Will Not:*

- Access non-public VA information technology resources from publicly-available IT computers, such as remotely connecting to the internal VA network from computers in a public library.
- Access VA's internal network from any foreign country designated as posing a significant threat unless approved by my VA supervisor, ISSO, local AM, and Information System Owner. This prohibition does not affect access to VA external web applications.

## **User Accountability**

### *I Will:*

- Complete mandatory security and privacy awareness training within designated time frames and complete any additional role-based security training required for my role and responsibilities.
- Understand that authorized VA personnel may review my conduct or actions concerning VA information and information systems and take appropriate action.
- Have my GFE scanned and serviced by VA authorized personnel. This may require me to return it promptly to a VA facility upon demand.
- Permit only those authorized by OIT to perform maintenance on IT components, including installation or removal of hardware or software.
- Sign specific ROBs as required for access or use of specific VA systems. I may be required to comply with a non-VA entity's ROB to conduct VA business. While using their system, I must comply with their ROB.

## **Sensitive Information**

### *I Will:*

- Ensure that all printed material containing VA sensitive information is physically secured when not in use (e.g., locked cabinet, locked door).
- Only provide access to VA sensitive information to those who have a need-to-know for their professional duties, including only posting sensitive information to web-based collaboration tools restricted to those who have a need-to-know and when proper safeguards are in place for sensitive information.
- Recognize that access to certain databases has the potential to cause great risk to VA, its customers and employees due to the number and/or sensitivity of the records being accessed. I will act accordingly to ensure the confidentiality and security of these data commensurate with this increased potential risk.

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Initials



# VA Privacy and Information Security Awareness and Rules of Behavior

- Obtain approval from my supervisor to use, process, transport, transmit, download, print or store electronic VA sensitive information remotely (outside of VA owned or managed facilities (e.g., medical centers, community-based outpatient clinics (CBOC), or regional offices)).
- Protect VA sensitive information from unauthorized disclosure, use, modification, or destruction, and will use encryption products approved and provided by VA to protect sensitive data.
- Transmit VA sensitive information via fax only when no other reasonable means exist, and when either someone is at the receiving machine to receive the transmission or the receiving machine is in a secure location.
- Encrypt email, including attachments, that contain VA sensitive information. I will not encrypt email that does not include VA sensitive information, or any email excluded from the encryption requirement.
- Protect VA sensitive information aggregated in lists, databases, or logbooks, and include only the minimum necessary SPI to perform a legitimate business function.
- Ensure fax transmissions are sent to the appropriate destination. This includes double checking the fax number, confirming delivery, and using a fax cover sheet with the required notification message included.

## *I Will Not:*

- Disclose any information protected by any of VA's privacy statutes or regulations without appropriate legal authority. I understand unauthorized disclosure of this information may have a serious adverse effect on agency operations, agency assets, and individuals.
- Allow VA sensitive information to reside on non-VA systems or devices unless specifically designated and authorized in advance by my VA supervisor, ISSO, and Information System Owner, local AM, or designee.
- Make any unauthorized disclosure of any VA sensitive information through any means of communication including, but not limited to verbal communications, e-mail, text messaging, instant messaging, online chat, social media, and web sites.

## **Identification and Authentication**

### *I Will:*

- Use passwords that meet the VA minimum requirements.
- Protect my passwords; verify codes, tokens, and credentials from unauthorized use and disclosure.

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Initials



# VA Privacy and Information Security Awareness and Rules of Behavior

## *I Will Not:*

- Store my passwords or verify codes in any file on any IT system, unless that file has been encrypted using FIPS 140-3 (or its successor) validated encryption, and I am the only person who can decrypt the file. I will not hardcode credentials into scripts or programs.

## **Incident Reporting**

### *I Will:*

- Report suspected or identified information security incidents including unauthorized disclosures of VA information, or access to a VA information system, as well as anti-virus, antispyware, firewall or intrusion detection software errors, or significant alert messages (security and privacy) to my VA supervisor, Information System Security Officer (ISSO) or designee immediately upon suspicion.

## **Social Media & Networking to Conduct Official VA Business**

### *I Will:*

- Use the VA intranet to conduct VA business on social media/networking sites wherever possible.
- Use web-based collaboration and social media tools in accordance with VA Directive 6515, Use of Web-Based Collaboration Technologies.
- Limit the personal use of social media/networking sites, in accordance with VA Directive 6001, Limited Personal use of Government Office Equipment Including Information Technology.
- Obtain approval from the Office of Public and Intergovernmental Affairs (OPIA) before establishing a VA social media account.
- Ensure that my use of social media, to conduct VA business, complies with law, guidance, and VA policy.
- Be professional at all times when posting to VA-related social media.
- Use my best judgment when interacting on social media about matters related to VA's mission.
- In my capacity as a VA representative, post only information about which I have actual knowledge.
- Identify myself and my roles as a VA representative when commenting or providing information on matters related to the VA's mission, and ensure that my profile and any related content is consistent with how I wish to present myself to colleagues, Veterans, and the general public.

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Initials



# VA Privacy and Information Security Awareness and Rules of Behavior

- Only post and use content in accordance with applicable ethics, intellectual property, records, and privacy laws, regulations, and policies.
- Use only instant messaging services approved by VA.
- If content I publish on blogs, wikis or any other form of user-generated media might reasonably be perceived as the position of VA, publish a disclaimer that the views are my own and do not represent VA.

## *I Will Not:*

- Comment on VA mission-related legal matters unless I am the VA official spokesperson for the matter and have management approval to do so.
- In my capacity as a VA representative, comment or provide information on any matter about which I do not have actual, up-to-date knowledge.
- Post information protected by the Privacy Act of 1974, 38 USC 5701, 5705, or 7332, the Health Insurance Portability and Accountability Act (HIPAA) Rules, or VA policy on any non-VA websites, without legal authority and prior approval by an authorized official.
- Use profanity, make libelous statements, or use privately-created works without the express, written permission of the author.
- Quote more than short excerpts of another person's work unless the source is properly credited.

## 5. ACKNOWLEDGEMENT AND ACCEPTANCE

- a. I acknowledge that I have received a copy of VA Information Security Rules of Behavior for Organizational Users.
- b. I understand, accept and agree to comply with all terms and conditions of VA Information Security Rules of Behavior for Organizational Users.
- c. These provisions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by existing statute or Executive order relating to (1) classified information, (2) communications to Congress, (3) the reporting to an Inspector General of a violation of any law, rule, or regulation, or mismanagement, a gross waste of funds, an abuse of authority, or a substantial and specific danger to public health or safety, or (4) any other whistleblower protection. The definitions, requirements, obligations, rights, sanctions, and liabilities created by controlling Executive orders and statutory provisions are incorporated into this agreement and are controlling.

**Print or type your full name**

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Office Phone** \_\_\_\_\_

**Position Title** \_\_\_\_\_



## **Appendix J – CONCUR Account Information**

Supervisors will work with the following contacts to get new employees vendorized and accounts created in CONCUR if employee will need to travel in their position:

VACO – Vicky Holly at (202) 632-8012 or [vicky.holly@va.gov](mailto:vicky.holly@va.gov) (current as of 5/8/20)  
Field - The Financial Administrator at the District Office will provide information on additional forms needed for travel. They will assist you with creating your travel reservations, authorities and vouchers.

Once the account has been created, supervisors and employees can use the following resources to login to CONCUR and create reservations/authorizations:

- Review travel Policy: [Travel Policy Volume XIV - Travel](#)
- Basic Information: [http://vaww.fscdirect.fsc.va.gov/E\\_Gov\\_Travel\\_Service\\_2.asp](http://vaww.fscdirect.fsc.va.gov/E_Gov_Travel_Service_2.asp)
- First Time Login:  
<http://vaww.fscdirect.fsc.va.gov/docs/Travel/eGov/ETS/JobAidFirstTimeLogin.pdf>
- How Do I Know I'm Ticketed?:  
<http://vaww.fscdirect.fsc.va.gov/docs/Travel/eGov/ETS/JobAidHowDoIKnowImTicketed.pdf>
- Creating a Cross-Funded Reservation and Authorization:  
<http://vaww.fscdirect.fsc.va.gov/docs/Travel/eGov/ETS/JobAidCrossFunded.pdf>
- Creating a Voucher:  
<http://vaww.fscdirect.fsc.va.gov/docs/Travel/eGov/ETS/JobAidVoucher.pdf>

## Appendix K – Weingarten Rights

### **Your Right to Union Representation During an Investigatory Interview (For Employees Covered by a Master Agreement)**

#### What are Weingarten rights?

The U.S. Supreme Court ruled that federal law gives workers, including federal employees, the right to request union representation during investigatory interviews. The name of the court case was the *National Labor Relations Board v. Weingarten*. These rights are now known as “Weingarten rights.” The Federal Service Labor-Management Relations statute codified these rights in 5 USC Chapter 7114(a)(2)(B) and required that the Agency annually notify the employees of these rights at 7114(a)(3).

#### When can an employee exercise his/her statutory Weingarten rights?

Weingarten rights ONLY apply during an investigatory interview. The worker can request union representation before or at any time during the interview.

#### What is an investigatory interview?

An investigatory interview occurs when both these factors exist:

- Management questions an employee to obtain information; AND
- The employee has a reasonable belief that discipline, or other adverse actions may result.

#### What does an employee need to do to exercise his/her statutory Weingarten rights?

The employee must clearly state to the management official that he/she wants a union representative to be present.

#### What does an employer have to do when a worker asks for union representation?

An employer has three options when a worker requests union representation:

- Grant the request and delay questioning until the union representative arrives;
- Deny the request and end the interview immediately; OR
- Give the employee the choice of:
  - Having the interview without representation
  - Ending the interview

NOTE: the employer does NOT have to inform the worker that he/she has the right to a union rep. NOTE: if a particular union representative is not available and will not be available in a reasonable period of time, the employer can ask that another union representative attend the meeting instead.

#### What are an employee’s rights if the employer denies his or her request for union representation?

The employee can refuse to answer questions. Further, the worker or union can file a ULP.

### What are a steward's rights during an investigatory interview?

- The steward's role is NOT just to observe. The steward must be allowed to advise and assist the employee in presenting the facts.
- When the steward arrives at the meeting, the employer must:
  - Inform the steward of the subject matter of the interview – i.e. the type of misconduct being investigated
  - Allow the steward to have a private meeting with the worker before the employer begins questioning the employee
  - Allow the steward to speak during the interview. (BUT the steward cannot insist that the interview be ended).
  - Allow the steward to object to a confusing question and ask that the question be clarified so the worker understands what is being asked.
  - Allow the steward to advise the employee NOT to answer questions that are abusive, misleading, or harassing.
  - Allow the steward to provide information to justify the worker's conduct (once the interview ends).

Further, a steward may enter a meeting where the steward reasonable believes that a worker is being interviewed and may be disciplined. However, if the worker refuses representation, the steward must leave.

### Examples of when Weingarten rights apply

- When the worker reasonably believes the interview will result in discipline.
- Meetings that do not start out as investigatory interviews but that become one.
- Meetings in which the employee at first does not reasonably believe he/she will be disciplined, but later realizes discipline is possible.
- During phone interviews.
- During polygraphs (lie detector tests)

### Examples of when Weingarten rights do **not** apply

- When the worker does not clearly ask for union representation.
  - Example: During an investigatory interview, the employee asks his manager if he should ask for a union rep, instead of directly stating he wants a union rep.
- During non-investigations, such as a urine test or locker search.
- During a disciplinary *announcement* (i.e. no questions), which federal law states is different than an *interview*.
  - BUT, if the supervisor begins asking the employee questions (interviewing him/her), then Weingarten rights apply, and the worker has the right to union representation.