



**Washington State
Department of Transportation**

Telework Manual

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Telework Manual

This manual provides guiding principles and policy for telework at WSDOT.

Telework is a business practice that provides benefits to WSDOT, its employees, the economy, and the environment. Telework is a component of the Governor's "Building a Modern Work Environment" [Executive Order 16-07](#) and WSDOT's Modern Work Environment Executive Order [E 1099](#), and supports WSDOT's Commute Trip Reduction Executive Order [E 1086](#).

At WSDOT, telework will be managed in a manner that will:

- Enhance employees' productivity, satisfaction, and ability to collaborate.
- Improve recruitment and retention.
- Support a modern work environment.
- Expand job opportunities to more areas of the state via virtual work.
- Reduce vehicle trips and associated pollutants, congestion, and energy use.

Definitions

Flexible work schedule – Employees vary work hours and days while working the required number of hours each pay period and meeting performance expectations.

Official duty station – The city, town, or other location where the employee is assigned to work when not teleworking. This location is listed in each position description.

Telework – Work from home and remote work. It does not include field work.

- **Work from home** – Working from home or another location that does not involve a commute.
- **Remote work** – Remote work is a type of telework in which an employee performs the essential functions of their job while infrequently working at the designated central location of their assigned organization. Remote work can occur near or far from the designated location, in a home, WSDOT worksite or elsewhere.

Guiding principles

- WSDOT is creating worksites that are great places to collaborate and convene, both-in person and with colleagues who are teleworking, as resources allow.
- WSDOT employees are generally welcome to work from any suitable WSDOT facility.
- WSDOT supports remote work within Washington.
- Telework is supported to the greatest extent possible whenever it is feasible regardless of job classification, pay rate, organization, or location. Key aspects of feasibility include:
 - Business needs (delivering for the public)
 - Employee satisfaction
 - Safety (including ergonomics)
- Whether part-time or full-time, telework is encouraged but not mandated for employees.

- WSDOT continues its effort to ensure that telework and remote work are available to employees on an equitable basis while keeping business needs and safety in mind.
- Collective bargaining agreements take precedent.
- WSDOT focuses on job performance and results rather than work location.
- A telework arrangement may be approved as a form of reasonable accommodation.
- Refer to the *HR Desk Manual* [Chapter 25](#).

Telework suitability

Employees in suitable positions may opt in and opt out of telework. Employees should consider the following factors:

- Sufficient portable work.
- Ability to be productive.
- Technology needed to telework.
- Effective communication with customers, coworkers, and management.
- A safe workspace conducive to getting work done.
- Social and professional needs.
- Flexibility to respond to unanticipated customer, supervisor, and workgroup needs.

Some positions will be suitable for frequent and routine telework; others on an occasional basis; and others not at all. Suitability can change when job duties change. For example, some positions may be seasonally suitable for telework.

Management determines suitability based on the essential job duties associated with each position. Telework suitability should be noted for each essential job duty in job position descriptions. When determining telework suitability, management should strive for consistency in positions with similar essential job duties throughout WSDOT but also account for duties unique to a position.

Telework agreement process

1. Work with your supervisor to determine the frequency of telework for your position. Identify expectations for in-office presence, work-hours flexibility, and telework location.
 - Expectations for in-office presence: can include specific days (e.g., first and third Wednesdays each month, designated collaboration days), duties (e.g., when facilitating safety meetings, attending all-staff meetings), and/or minimums or maximums (e.g., one day per week or at least twice monthly). Full-time telework is an option for some positions.
 - Flexible work hours: encouraged when essential job functions and labor agreements allow. Work hours can be flexible in various ways. These include non-standard start and end times, compressed work weeks, core work hours (e.g., 9 a.m. to noon workdays) with flexibility for remaining hours, and completely flexible work hours.
 - Telework location: can be home or a remote location.

2. Complete the paperwork. If you are eligible and teleworking is mutually agreeable to you and your supervisor, you must complete the following forms:
 - Telework Participant Agreement ([Form 310-050](#)) – send to your local human resources office.
 - Telework Safety Assessment ([Form 310-051](#)) – send to your local human resources office.
 - The Telework Participant Agreement and Telework Safety Assessment remain in effect until changed or terminated.
3. Employees who wish to connect to WSDOT’s information technology network using a personally-owned device must fill out the Citrix Request Form ([Form 174-280A](#)). Submit this form to ITServiceDesk@wsdot.wa.gov.

Cancellation, denial, and appeal of telework agreement

If management has determined that a telework agreement should be denied or canceled, the supervisor must complete the Telework Denial/Cancellation Form ([Form 310-053](#)), which must be signed by both supervisor and employee. The completed form is forwarded to the local human resources office.

Reasons for canceling or denying a telework agreement include:

- Essential job functions are not suitable for telework.
- Changes to the business needs require the employee’s presence in the office.
- Violation of a provision in the telework agreement or the *Telework Manual*.
- Employee work performance does not meet the documented expectations and standards.

The employee may send a written appeal to the appointing authority within 15 calendar days. The appointing authority or designee will respond with their decision in writing within 15 calendar days.

Telework from other state facilities

Employees may telework from an alternate WSDOT or other state agency office. Employees and/or supervisors will coordinate scheduling, access, space, supplies, and equipment needs with the remote worksite manager. Teleworkers should expect to use a drop-in workstation or other unassigned space.

Daily commute

An employee cannot count travel to their official duty station or telework site as work time if prior to the telework day the employee knows that attendance is required. If a meeting request is made during the telework day, travel to and from the official duty station is considered work time.

Telework during daily commute

With prior supervisor approval, overtime-eligible employees may include work completed during their commute as part of their approved work schedule. This applies when employees can work safely and effectively while commuting as a passenger in a non-drive-alone vehicle.

Mileage reimbursement

Traveling between your alternate work location and official duty station is not considered travel status and is not reimbursable. Refer to the [Statewide Administrative and Accounting Manual](#) Sections 10.50.20 and 10.50.25 for details on reimbursable mileage.

Furniture and technology

Employees who telework more than half-time in Washington, Idaho, and Oregon may opt to take their state-provided core workstation technology and certain state-owned furniture home as outlined in the memoranda of understanding. Appointing authorities may make exceptions to allow additional employees to do so. Exceptions can also be considered through the reasonable- accommodation process.

Employees who take any furniture home must submit a [Furniture and Equipment Relocation Memorandum of Understanding](#) to their supervisor. These memoranda of understanding must be retained by appointing authorities.

Certain information-technology equipment can be removed from WSDOT worksites and used at the employee's remote work location. When bringing these items home or to a remote work site, the IT Memorandum of Understanding ([Form 175-001](#)) form must be filled out. This form must be signed by the employee, their appointing authority, and the WSDOT Information Technology Division regional manager responsible for supporting the WSDOT employee.

Eligible equipment, roles, and responsibilities are specified in the *Information Technology Manual* M 3017 [Section 800.00](#) Telework and Standard IT Equipment. Employees who take state-owned items home agree to follow requirements for the use, care, and disposal of state-owned equipment. Employees who take their state-provided core workstation and/or chair home should expect to relinquish their dedicated workstation in a WSDOT office and use shared workspaces (e.g., drop-in desks, etc.) instead. Employees who take their state-provided core workstation technology and chair home may not be issued dedicated duplicates at a WSDOT office.

Employee-purchased furniture

Employees wishing to purchase furniture for their personal use can receive discounted pricing on office furniture and supplies at Office Depot through the [Employee Purchase Program](#).

Staff can also purchase surplus WSDOT furniture. Department of Enterprise Services procedures must be followed. For details, please contact WSDOT [Materials Management](#).

Dependent care

Teleworking employees may care for dependents if employees fulfill essential job duties and meet work-hour requirements.

Infant at Work Program – Employees may care for infants while teleworking. Employees who wish to bring their infant into the office, even occasionally, must participate in the Infant at Work Program. Refer to the Infant at Work Policy, *Human Resources Desk Manual Chapter 31* and local human resources office regarding the Infant at Work Program.

Ethics

Employees will individually and collectively maintain the highest standards of honesty, integrity, and impartiality; and conduct in the performance of official duties. Employees are directed to follow the provisions of the Ethics Law, the rulings of the Executive Ethics Board, and department policies. For further information, refer to Secretary's Executive Order [E 1004](#).

Information security

Employees must protect the security and integrity of data, information, paper files, and access to agency computer systems. WSDOT confidentiality and security standards apply to mobile work just as they would at the official duty station. Each employee must follow the rules and procedures for information-technology security published in the *IT Manual M 3017* and Secretary's Executive Order [E 1101](#) Information Technology Security.

Safety and liability

Teleworkers are responsible to ensure their alternate work location is safe and free from hazards. The designated home workspace is an extension of the agency workspace only when used for work. An employee may be covered for workers' compensation if injured while performing work on behalf of the agency. If an injury occurs during work hours, report the injury by going to the [Safety and Health Services intranet page](#), opening the [SIIRS homepage](#), and filling out an incident reporting help ticket. The State of Washington is not responsible for any injuries to family members, visitors, and others in an alternate workspace.

Approved telework employees are covered by workers' compensation for job-related injuries that occur in the course and scope of employment. When the telework site is in the home, workers' compensation does not cover injuries that are not job-related.

Teleworking employees will not meet in person with the public or clients in an official capacity at their home.

Ergonomics

Employees who choose to telework must set up their home workspace in a manner that supports ergonomics, safety, and productivity. Ergonomic training, evaluations, and information is available on WSDOT's [ergonomics webpage](#).

Training

WSDOT's [telework intranet page](#) contains information about telework-related training for employees and supervisors.

Working from states outside Washington

WSDOT allows telework (including remote work) in Idaho and Oregon when suitability requirements are met. WSDOT allows telework from other states in certain circumstances. The circumstances are based upon Office of Financial Management guidance and Executive Order [E 19-01](#). WSDOT considers remote work from these 47 states for the following reasons:

- **Military spouses:** Defined as a permanent employee who is the spouse or registered domestic partner of a military service member. If an employee who is a military spouse must leave the state and their position is not fully telework-suitable, WSDOT will search vacancies to identify a telework-suitable position. The employee may remain on the position search list for up to two years after relocation.
- **Family care:** An employee may work out of state to care for a family member for whom they are caretaker. Eligible dependents include spouses, registered domestic partners, children (biological, adopted, foster, or step), parents, legal guardians, siblings and sibling-in-law, grandchildren, grandparents, and spouse's or registered domestic partner's parents and grandparents. This may require documentation from a licensed healthcare provider.
- **Hiring and retention:** Applies to anyone with a rare skillset or background that cannot be found in-state. WSDOT may identify positions with specific duties and/or licensure requirements for out-of-state work.
- **Victims of violence or stalking.** An employee may work out of state as part of a protective or restraining order or to escape victimization as part of a safety-related accommodation.
- **Positions that must perform work out-of-state.** An employee may work out of state if the essential job functions of the position require them to work outside Washington.
- **Legacy agreements.** An employee may continue to work out of state if they have out-of-state telework agreements previously approved by an appointing authority and the Director of Human Resources, are meeting job expectations, and are fulfilling essential job functions.

Out-of-state telework requires documented approval from management and the Human Resources Director. This includes part-time, full-time, temporary, and/or permanent out-of-state telework. Out-of-state telework imposes burdens on both the employee and WSDOT. Examples include state and local taxes, health insurance, unemployment insurance, and workers compensation. State-offered health care plans may not include providers in other states. WSDOT employees working out-of-state may not be eligible for Washington state workers' compensation in the event of an on-the-job injury.

WSDOT employees working out-of-state may be required to return to Washington to work. WSDOT will provide at least 60 days' notice. Employees are responsible for travel costs.

WSDOT employees working out-of-state must have a telework agreement that identifies work schedule using the Pacific Time Zone.

Working from countries outside the United States

Employees may not telework from another country on a long-term or permanent basis. This includes Canada and Mexico.

Employees who wish to telework temporarily from another country must submit a [Temporary International Remote Work Agreement](#). This form must be reviewed and approved prior to departure from the United States by the employee's supervisor, appointing authority and WSDOT's Director of Human Resources. The employee must coordinate with Information Technology Division to receive a laptop configured for international travel. The employee must not take their normally assigned WSDOT laptop or tablet outside of the United States.