



**Washington State
Department of Transportation**

Telework Manual

M 3020.05

August 2024

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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 Building a 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.

In Office – Work at **Official Duty Station**.

Official Duty Station – At WSDOT, the location of a position's assigned, permanent state facility worksite. The Official Duty Station is nearly always listed in the position description, is a WSDOT facility with a Unique Facility Identifier, and does not reflect seasonal field work, travel for work, temporary assignments or Temporary Duty Stations. Designated by the WSDOT approving authority. Telework participation and frequency do not affect the Official Duty Station.

Official Residence – The Official Residence is the city, town or unincorporated area where the employee maintains a residence that is used as their primary domicile. Determinations by the agency head or authorized designee regarding Official Residence are to be based on items such as voter registration, ownership, or long-term rental of a personal residence. Official Residence is documented in the employee's personnel file.

Official Worksite – Official Worksite for **Remote Workers** is **Official Residence**. Official Worksite for all other employees is **Official Duty Station**.

Official Workstation for Travel Reimbursement – The employee's **Official Worksite**.

Remote Worker – A WSDOT employee who plans to work from their **Official Duty Station** 9% or less during the next year as a result of supervisor direction to work from **Official Duty Station** and personal preference. This status is documented in the Telework Participant Agreement in the section titled Estimated Percentage of Time Teleworking.

Telework – Telework is completing work from home or another suitable location in the city, town or unincorporated area listed in the Telework Participant Agreement. Telework can occur from places that differ from the location listed in the Telework Participant Agreement on a temporary basis. It does not include field work, seasonal work, travel for work or Temporary Duty Station.

Guiding principles

- WSDOT supports telework to the greatest extent possible.
- Telework is available based upon suitability to complete essential job functions from home or another location.
- Supervisors establish requirements for In Office work based upon essential job functions.
- Telework is voluntary and not required of employees.
- WSDOT employees are generally welcome to work from any WSDOT facility suitable for them to complete their essential job functions.
- Collective bargaining agreements take precedent.
- A telework arrangement may be approved as a form of reasonable accommodation. Refer to the *HR Desk Manual* [Chapter 25](#).

Telework eligibility

Telework eligibility should be noted on each position description.

Supervisors determine eligibility for telework and requirements for work In Office, which is at Official Duty Station, based on the essential job functions associated with each position.

When determining telework eligibility, supervisors should strive for consistency with WSDOT positions that include similar essential job functions. Essential job functions that are routinely completed by many WSDOT employees while teleworking should not require In Office presence. Supervisors should also strive to account for duties unique to a position. Employees who telework must meet requirements for work In Office, in the field, travel, and at a Temporary Duty Station. Beyond these requirements, employees in positions eligible for telework may opt in and out of telework.

Work In Office, at a Temporary Duty Station, in the field and while in travel status are not considered telework. They do not require a Telework Participant Agreement. Requirements for work from these locations must be based on essential job functions, documented by the supervisor, and shared with the employee. Requirements documentation can occur in various ways and often do not need to be included in a personnel file or submitted to Human Resources.

Some positions will be eligible for frequent and routine telework; others on an occasional basis; and others not at all. Eligibility can change when job duties change. Some positions may be seasonally eligible for telework.

Some position descriptions include a proximity requirement which may limit the locations from which telework can occur. Proximity requirements are based upon essential job functions.

Telework agreements

Employees interested in telework should talk with their supervisor and work with them to assess eligibility and complete the required documentation prior to beginning telework. The following forms are required:

- [In State Telework Participant Agreement \(310-050IS\)](#) or [Out of State Telework Participant Agreement \(310-050OS\)](#).
- [Telework Safety Assessment \(310-051\)](#).

The Out of State Telework Participant Agreement is required if telework is to occur 20 or more cumulative workdays in a single state other than Washington during the next year.

If telework is planned outside the United States, regardless of length of time, refer to the Working from Countries Outside the United States section below.

The Telework Participant Agreement and Telework Safety Assessment are in effect until changed or terminated. If changes to the terms of the Telework Participant Agreement are made, a new agreement must be completed, reviewed and submitted.

Employees may request to modify their Telework Participant Agreement at any time.

Employees must initiate a new Telework Participant Agreement and/or Telework Safety Assessment in the event of changes. Changes include but are not limited to change of primary telework city or change of telework frequency that shifts the category listed in the Telework Participant Agreement. The new conditions listed in an updated Telework Participant Agreement don't take effect until the agreement is completed and signed by all parties.

Temporary changes (less than 20 working days) require concurrence from the employee's supervisor but do not require a new Telework Participant Agreement.

The In State Telework Participant Agreement and Telework Safety Assessment should be reviewed at least annually. The In State Telework Participant Agreement must be renewed when there are substantive changes or every three years, whichever comes first.

The Out of State Telework Participant Agreement and Telework Safety Assessment should be reviewed and renewed when there are substantive changes or annually, whichever comes first.

A supervisor reserves the right to cancel or change a Telework Participant Agreement with sufficient notice.

Telework Participant Agreement forms

1. Select the version of the form that applies: In State Telework Participant Agreement (310-050) or Out of State Telework Participant Agreement (310-050OS).
2. Complete employee information and telework location. For In State Telework list the primary telework city, which is typically the city, town, or unincorporated area of the Official Residence. Additional location information is needed for the Out of State form. Telework location can be any location that is used most frequently for telework.

3. Choose the Estimated Percentage of Time Teleworking. Choose the category that most closely fits. When selecting a category, consider:
 - **Essential job functions that require In Office presence.** Essential job functions that are routinely completed by many WSDOT employees while teleworking should not require In Office presence. Exceptions for unique circumstances, if necessary, should be documented. In Office is work at Official Duty Station.
 - **Employee's plan for telework.** Employees may opt to telework as much or little as they like beyond requirements for In Office, field work, Temporary Duty Station and travel.
 - **Only consider work from designated telework location, typically Official Residence.** Do not include or consider work In Office, Official Duty Station, Temporary Duty Station, field work, travel or other locations.
 - **Estimated Percentage of Time Teleworking categories are ranges.** The use of ranges reflects WSDOT's expectation that supervisors and employees will adapt telework frequency based upon business needs and employee preferences.
 - **Percentages are averaged over the next year.** For employees who telework steadily year-round, Telework Schedule Crosswalks in the [State Facility Space Use Guidelines](#) illustrate how the categories apply to an 8-hour, 9-hour or 10-hour flex schedule. For employees whose telework varies by season, calculate considering the full year ahead. For example, an employee who is directed to work In Office for four months but otherwise teleworks would choose the 51-75% (EP7) category.
4. Discuss and document job duty and performance expectations. Include requirements for work In Office and expectations unique to telework. These include requirements like working from Official Duty Station on specific days of the week, specific seasons of the year, specific times of day or when completing specific duties that require in-person presence. Documentation of In Office requirements and telework expectations can be done in any way that suits the supervisor and employee, there are no forms or standards, and do not need to be submitted to Human Resources.
5. 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. If employees only need access to Microsoft 365 (M365) products, they may use a browser or smartphone and Citrix access is not needed. For more information, see the [Remote Access User Guide \(wa.gov\)](#).

Cancellation, denial, modification and appeal of telework agreement

Employees may request to cancel or modify their Telework Participant Agreement at any time.

If a supervisor has determined that a Telework Participant Agreement should be denied, canceled or modified, the supervisor uses the Telework Participant Agreement form to complete the changes. The completed form is forwarded to the local human resources office or hrhelp@wsdot.wa.gov.

Reasons for canceling, denying or modifying a telework agreement include:

- Essential job functions are not suitable for telework.
- Changes to the business needs that require the employee's presence In Office, in the field, Temporary Duty Station or in travel status. This must be based upon the essential job functions listed in the position description.
- Violation of a provision in the Telework Participant 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 state facilities

Employees may telework from an alternate WSDOT or other state agency office that is not their Official Duty Station. 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.

Teleworkers who work 50 percent of the time or more at a WSDOT office that is not their Official Duty Station may, with their supervisor's support, submit a request for an assigned (dedicated) workstation. The request will be submitted to the worksite manager. Worksite managers will consider the request but will prioritize space for employees who require an assigned workstation to meet essential job functions, employees who are assigned to the location as their Official Duty Station, drop-in space and other location-specific essential business needs. If assigned a workstation at a WSDOT office that is not your Official Duty Station, notate the WSDOT office location on the In State Telework Participant Agreement in the Primary Telework City box.

Working Outside Washington

Employees who work from places outside of Washington must consider implications related to state and local taxes, health insurance, unemployment insurance and workers compensation. State-offered health care plans may not include providers in other states. Employees working out-of-state may not be eligible for Washington state workers' compensation and Washington Paid Family Medical Leave. Wage and hour laws may differ. The following information does not comprehensively address these aspects of working out of state nor does it serve as a substitute for legal, tax and benefit advice.

All employees working outside Washington must have a documented work schedule using the Pacific Time Zone with supervisor approval.

If employees working outside Washington are required to relocate to an Official Residence in Washington they will be provided at least 60 days' notice.

Working from States Outside Washington

Twenty or fewer workdays per year

Employees working from states outside of Washington for twenty or fewer workdays per year must:

- have documented approval from their supervisor for short-term out of state telework, and
- complete an In State Telework Participant Agreement with their supervisor or have a previously completed In State Telework Participant Agreement on file in Human Resources.

These employees do not need to complete an Out of State Telework Participant Agreement nor do they need approvals from their appointing authority or the Human Resources Deputy Director.

Idaho and Oregon

Employees may work from Idaho and Oregon for more than twenty workdays per year when:

- their position description denotes telework eligibility,
- they are able to meet any proximity requirements listed in their position description, and
- essential job functions can be performed remotely.

These employees must complete an Out of State Telework Participant Agreement with their supervisor. They do not need approvals from their appointing authority or the Human Resources Deputy Director.

The Other 47 States

Employees may work from states other than Washington, Idaho and Oregon for more than twenty workdays per year in certain circumstances. The circumstances are based upon Office of Financial Management guidance and Executive Order [E 19-01](#). WSDOT considers telework from these 47 states for the following reasons:

- **Active-duty service member or spouse of active-duty service member:** Defined as a permanent employee who is an active-duty service member or is the spouse or registered domestic partner of an active-duty service member. If an employee is a military spouse and 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 a spouse, registered domestic partner, child (biological, adopted, foster, or step), parent, legal guardian, sibling, sibling-in-law, grandchild, grandparent and spouse's or registered domestic partner's parent and grandparent. 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 or Deputy Director of Human Resources, are meeting job expectations, are fulfilling essential job functions and based on continuing business needs.

These employees must complete an Out of State Telework Participant Agreement with their supervisor and receive approvals from their appointing authority and the Human Resources Deputy Director.

International Telework

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

Employees who wish to telework temporarily from another country, regardless of the duration, must complete the [Temporary International Work Agreement](#) (115-050) and the [Telework Safety Assessment](#) (310-051). The Temporary International Work Agreement 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 or their designee. The employee must coordinate with Technology Services 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.

Flexible work hours

Flexible work hours are 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.

Teleworker travel to Official Duty Station

Travel status means that travel time counts as work hours and an employee may be eligible for certain reimbursements like meals, mileage, hotel, etc. Eligibility requirements are listed in the WSDOT Travel Policy and Procedure Manual.

Teleworkers will be in travel status if a supervisor's direction for In Office work is made during that telework day and the employee meets travel eligibility requirements.

Remote Workers traveling to their Official Duty Station will be in travel status if the supervisor directs the employee to travel, the distance between the Remote Worker's Official Workstation for Travel Reimbursement and Official Duty Station is 50 miles or more one way and the employee meets travel eligibility requirements. This occurs even when supervisor's direction for In Office work is provided in advance.

Teleworkers who are not Remote Workers will not be in travel status if a supervisor's direction for In Office work is made prior to that telework day.

No Teleworkers, including Remote Workers, will be in travel status when they voluntarily travel to their Official Duty Station.

Telework during daily commute

With prior supervisor approval, 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 on public transportation or as a passenger in a vehicle.

Furniture and technology

Employees who telework more than half-time 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 Technology Services Division regional manager responsible for supporting the WSDOT employee.

Eligible equipment, roles and responsibilities are specified in the *Information Technology Manual* M 3017 [Section 801](#) 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](#).

Designated workspace for teleworkers

Employees teleworking 50% or more are not guaranteed a designated WSDOT workspace and should expect to use drop in workspaces when working from WSDOT facilities.

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 when conducting their 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](#).

Safety and liability

Teleworkers are responsible to ensure the work location is safe and free from hazards. The Official Residence or other telework location 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 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.