



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

APPLICABILITY
DEPARTMENT WIDE

REVISION DATE
9/10/21

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1 of 7

NUMBER
DOC 830.300

POLICY

TITLE
MOBILITY, TELEWORK, AND ALTERNATE WORKSITES

REVIEW/REVISION HISTORY:

- Effective: 5/1/96
- Revised: 6/29/04
- Revised: 6/11/07
- Revised: 7/10/08
- Revised: 10/18/10
- Revised: 8/1/12
- Revised: 6/1/15
- Revised: 6/1/20
- Revised: 9/10/21

SUMMARY OF REVISION/REVIEW:

Removed I.D. that telework may be used as a substitute for regular dependent care when approved
 III.A.1. - Adjusted language for clarification
 IV.A. - Added clarifying language


APPROVED:

Signature on file

CHERYL STRANGE, Secretary
 Department of Corrections

8/27/21

 Date Signed

 <p>STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS</p> <p>POLICY</p>	APPLICABILITY DEPARTMENT WIDE		
	REVISION DATE 9/10/21	PAGE NUMBER 2 of 7	NUMBER DOC 830.300
	TITLE MOBILITY, TELEWORK, AND ALTERNATE WORKSITES		

REFERENCES:


DOC 100.100 is hereby incorporated into this policy; DOC 200.900 Travel Regulations; DOC 280.100 Acceptable Use of Technology; DOC 280.310 Information Technology Security; DOC 280.515 Data Classification and Sharing; [Governor's Executive Order 14-02](#); [Governor's Executive Order 16-07](#); [State Administrative and Accounting Manual \(SAAM\) Chapter 10](#); [Telework Suitability Tool](#); [Collective Bargaining Agreements](#)

POLICY:

- I. Mobility is a workplace strategy that enables the Department and the employee to have the capability and flexibility to shift to and from different modes of work to maximize productivity and be effective and efficient regardless of the location.
- II. The Department may use telework, mobile work, and alternate work locations as a business strategy to help achieve organizational goals and promote recruitment and retention as an employer of choice.
- III. These strategies are designed to enable fostering increased productivity and performance, supporting health and wellness while ensuring continuity of operations, and reducing facility costs and our environmental footprint. These actions support the Department's goal of achieving organizational excellence while promoting a modern work environment per the Governor's Executive Order 16-07.

DIRECTIVE:

- I. Telework Conditions
 - A. The employee/contract staff's Appointing Authority/designee will determine if a position is suitable for telework and approve a telework agreement.
 - B. Teleworking does not change the terms and conditions of employment and employees/contract staff are required to follow position expectations, Department policies and procedures, and collective bargaining agreements while teleworking.
 - C. Teleworking will not replace the need for attendance in the office and will not diminish the Department's ability to meet business needs.
 - D. If an office closure or emergency excuses other employees/contract staff from working, teleworkers will not be excused if work can proceed at the alternate worksite.
 - E. In the case where an emergency (e.g., power failure) prevents work at the alternate worksite, teleworkers may be required to report to their official duty

 STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS POLICY	APPLICABILITY DEPARTMENT WIDE		
	REVISION DATE 9/10/21	PAGE NUMBER 3 of 7	NUMBER DOC 830.300
	TITLE MOBILITY, TELEWORK, AND ALTERNATE WORKSITES		

station as instructed by their supervisor, adjust their schedule, or submit a leave request.

II. Eligibility


A. When determining eligibility, the supervisor will consider business needs and the characteristics of a good teleworker. The employee/contract staff requesting to telework must at least demonstrate the following:

1. Reliability, responsibility, and trustworthiness,
2. A thorough understanding of their area of responsibility,
3. Satisfactory performance,
4. Ability to independently establish priorities and manage time,
5. A safe, designated work area or separate office in their home or alternate work location,
6. Ability to secure and safeguard all work materials, property, and equipment from theft, damage, or unauthorized access,
7. Ability to work well independently with minimal supervision, and
8. Pursuit of high quality work.

B. Supervisors will determine suitability for teleworking on a case-by-case basis and consider the following before making a recommendation:

1. A portion of the employee/contract staff's assigned duties can be performed away from their official duty station with similar functionality and processing time.
2. The employee/contract staff has a documented history of job performance that meets or exceeds their supervisor's expectations.
3. Whether there are documented attendance or disciplinary issues.

C. If the position is suitable for telework, the employee/contract staff will submit DOC 03-240 Telework Agreement and DOC 03-241 Telework Safety Assessment to their supervisor. The supervisor and the employee/contract staff will review the agreement and make adjustments as necessary.

 STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS POLICY	APPLICABILITY DEPARTMENT WIDE		
	REVISION DATE 9/10/21	PAGE NUMBER 4 of 7	NUMBER DOC 830.300
	TITLE MOBILITY, TELEWORK, AND ALTERNATE WORKSITES		

1. The agreement and assessment must be approved prior to beginning teleworking and reviewed annually by the supervisor to ensure continued appropriateness.
2. Requests for changes or updates to an existing agreement must be submitted to the Appointing Authority/supervisor using DOC 03-240 Telework Agreement.
 - a. The employee/contract staff will submit DOC 03-241 Telework Safety Assessment if there is a change in work location.
3. A request for cancellation of the telework agreement or termination by management may occur at any time with a 7 day written notice. Incidents of telework abuse, alleged misconduct, or an emergency may result in immediate telework revocation.


III. Responsibilities

A. Supervisors will:

1. Review the Telework Handbook located on the Department's internal website and take the WA-State Mobile Work for Supervisors course through the training system managed by the Department's Training and Development Unit.
2. Establish telework job duties and performance expectations and evaluate as a part of the annual Performance and Development Plan.

B. Teleworkers will:


1. Not schedule in-person meetings with customers/clients at their home.
2. Use scheduled work time for official duties only and will be available during established work hours.
 - a. Overtime eligible employees/contract staff will obtain formal supervisor approval to make changes in their work schedule while teleworking.
3. Maintain an updated Outlook calendar with their telework schedule and contact information.
4. Ensure access to Department systems (e.g., OMNI) necessary to accomplish their job responsibilities.

 STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS POLICY	APPLICABILITY DEPARTMENT WIDE		
	REVISION DATE 9/10/21	PAGE NUMBER 5 of 7	NUMBER DOC 830.300
	TITLE MOBILITY, TELEWORK, AND ALTERNATE WORKSITES		

5. Work at their official duty station on a scheduled telework day when requested by their supervisor.
6. Flex their schedule when necessary, to include being available to attend meetings.
 - a. If the telework location is farther away from a meeting than the official duty station, only travel time from the official duty station is considered work hours.
7. Ensure their work environment is safe and free from hazards.
 - a. The alternate work location is subject to an onsite inspection by the supervisor at their discretion.
8. Report absences as outlined by their supervisor if unable to perform their job functions. A leave request will be immediately submitted upon return to work.

IV. Equipment and Support

- A. Unless otherwise approved, equipment will be provided per the Employee Telework Guidance Telework Equipment List located on the Department's internal website. Additional equipment leased or purchased is at the expense of the requesting division.
 1. Items purchased by the Department must be returned upon request or termination of the telework agreement.
 2. Teleworkers must immediately report loss or damage to Department-owned equipment and software.
- B. The Department will not duplicate resources between the primary work location and the alternate work location.
- C. The Department will be responsible for computer support, repair, and maintenance of Department-owned equipment only.
 1. The IT Help Desk Specialist will determine whether support can be completed from the alternate work location or if the equipment must be brought back to the office duty station.
- D. Department-owned or leased equipment will only be used for official duties. Any equipment, including personal cellphones and home computers, used for official purposes are subject to public disclosure.

 <p>STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS</p> <p>POLICY</p>	<p>APPLICABILITY DEPARTMENT WIDE</p>		
	<p>REVISION DATE 9/10/21</p>	<p>PAGE NUMBER 6 of 7</p>	<p>NUMBER DOC 830.300</p>
	<p>TITLE MOBILITY, TELEWORK, AND ALTERNATE WORKSITES</p>		


- E. Teleworkers must comply with DOC 280.100 Acceptable Use of Technology, DOC 280.310 Information Technology Security, and all software manufacturer's licensing agreements.
- F. The Department is not liable for:
 - 1. Damage to the teleworker's personal property.
 - 2. Property damage or personal injury to another person during the course of performance of official duties or while using Department equipment when working at home.
- G. The teleworker will be responsible for any damage from negligence or misuse, or from a power surge if no surge protector is used.

V. Expenses

- A. Teleworkers who work at home will be responsible for:
 - 1. Costs related to the setup (e.g., furniture, remodeling) of their workspace.
 - 2. Individual automobile/homeowners or rental insurance, tax implications, and incidental residential utility costs.
 - 3. Providing internet service with adequate speeds to run Department systems with similar speed to their official duty station.
 - a. Teleworkers will not be reimbursed for the cost of internet services.
- B. On teleworking days, the alternate worksite will be designated as a second official workstation per DOC 200.900 Travel Regulations for the purpose of calculating travel expenses. Teleworkers will not be reimbursed for any costs associated with travel between the 2 worksites or between the worksites and their residence.

VI. Information Security and Records Management

- A. Teleworkers will take all precautions necessary to secure Department property and to prevent unauthorized access to any Department-owned equipment or confidential and highly sensitive information.
 - 1. Confidential documents containing Personally Identifiable Information (PII) or regarding the confidential management of Patient Protected Health Information (PHI) are prohibited from being physically removed from Department offices per DOC 280.515 Data Classification and Sharing.

 STATE OF WASHINGTON DEPARTMENT OF CORRECTIONS POLICY	APPLICABILITY DEPARTMENT WIDE		
	REVISION DATE 9/10/21	PAGE NUMBER 7 of 7	NUMBER DOC 830.300
	TITLE MOBILITY, TELEWORK, AND ALTERNATE WORKSITES		

Information may be scanned and uploaded to a Department shared drive for use at the alternate work location.

2. Inappropriate use or dissemination of confidential and highly sensitive information may be subject to disciplinary action.
- B. All resources (e.g., call records, communications, texts, documents, data, photos) used to conduct Department business will be subject to review at any time and in the event of a litigation hold, public records request, or audit. This includes personal cellphones and home computers used for official purposes.

DEFINITIONS:

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Mobile Work, Official Duty Station, and Telework. Other words/terms appearing in this policy may also be defined in the glossary.

ATTACHMENTS:

None

DOC FORMS:

- DOC 03-240 Telework Agreement
- DOC 03-241 Telework Safety Assessment