

Introduction

A workgroup with representatives from many HCA divisions created this document. It is based on guidance issued by the Office of Financial Management State HR and existing HCA policy. These questions and answers are based on what is known as of the date of this document, and may evolve as more information emerges about COVID-19 and best practices.

Once the pandemic is over, will I still be able to telework?

Based on employee request, business need, and supervisor approval, telework will be provided to eligible employees.

Will I be required to telework?

No, unless your position is designated as full-time remote.

If I already have a telework agreement, do I need to fill out a new form?

Yes. The telework agreement template is being revised to reflect the adjustments we have been experiencing as an agency.

Who decides if I get to have a telework agreement?

The telework agreement approval process will remain the same. Your supervisor and division appointing authority will be the approvers.

May I change my mind later after my telework agreement is in place?

As stated in the telework agreement, supervisors should re-evaluate telework agreements with employees every 12 months. Employees who wish to change their permanent telework agreement may contact their supervisor. Changes would require approval from the supervisor and appointing authority. Off-cycle changes to schedules may be considered on a case-by-case basis, or as determined by business need.

May I work out of state?

At this time, HCA is only approving out-of-state telework for up to six months at a time. We anticipate State HR may provide additional guidance on this topic in the future.

Due to IT security considerations, employees may not work internationally.

What is my current duty station? Will this change?

All official duty stations are assigned to HCA-managed or community partner facilities. If your duty station is designated elsewhere, you will be notified by your supervisor.

Will I be paid for travel time and travel expenses?

In general, employees are not paid to report to their official duty station. All travel requests should be pre-approved by the supervisor. Refer to [the Statewide Administrative and Accounting Manual](#) Sections 10.50.20 and 10.50.25 for details on reimbursable mileage.

May I count my commute time as work time?

In general, an employee cannot count travel time to their official duty station or remote worksite as work time. If a meeting request is made during the telework day, travel to and from the official duty station is considered work time.

When I begin working onsite, will the building be fully functional?

For the most part, the building will be fully functional. The kitchenette/sink areas, break rooms and fitness room will be open. Initially, the lobby coffee cart and conference rooms will not be open. We will use public health and State HR guidance to make decision about opening conference rooms in the future. When in the HCA building, you will join meetings from your desk. It is recommended you use headsets when joining meetings from your desk.

HCA is offering workstations for some and touch-down locations for others based on their telework agreements. How do I know if I will be assigned a workstation or use a touch down location?

If your telework agreement states that you are scheduled to be in the office at least three days a week, then you get an assigned workstation, regardless of schedule.

If your telework agreement states that you are in the office fewer than three days per week, then you use a touch down location.

If you work a 9/80 schedule and choose to be in the office more than you telework, you get an assigned workstation.

If you work a 4/10 schedule and choose to be in the office two days a week and telework two days a week, you use a touch down location.

Will I be able to choose my assigned location?

Your currently assigned workstation will not change, unless your telework agreement requires that you use a touch down location when in the office. Any future changes to your assigned location will be based on business need and then employee selection, including seniority when appropriate.

Will I be able to choose who I sit next to?

Employees who use a touch down will be able to reserve their workstation (the reservation system is not yet available). Future changes to assigned work spaces will be determined as part of facilities planning.

I have an office. Will I lose my assigned office if I telework more than three days a week?

Probably not. This will be determined on a case-by-case basis. We may explore touch down offices in the future.

If I won't have an assigned workstation, where should I keep business files?

Employees are encouraged to transition from paper to electronic files, while following record retention guidelines. Additional information about records management is available on Inside HCA: <https://inside.hca.wa.gov/tools-and-resources/records-management>

Will my assigned location be located near a call center? I'm worried about noise from colleagues who are on the phone.

Members of our call center teams who work in the office will be located near each other.

Will touch down spaces be near my function and teammates?

We are making every effort to have teams located near each other. Facility re-arrangements are being prepared based on the number of employees and the telework agreement specifics.

What will the workstations look like for those who will be coming into the office?

For now, the workspaces will remain the same. However, we are evaluating ways to accommodate the equipment and space needed for staff who are working from home and in the office, and those who are doing both. The intent is not to furnish double equipment (for home and at the office) for staff who are doing both.

What equipment will I need to bring to work with me on days I'm in the HCA buildings?

Your laptop and headset (if applicable). A monitor and docking station will be provided for every assigned workstation and touch down location. Employees may take either the monitor or the docking station to an alternative location. In general, phones are being provided for workstations.

What equipment will HCA provide me?

See the equipment package document on [our Future workplace page](#) to learn more about what is provided based on employees' situations.

If I want to keep my HCA-issued equipment in the office, may I purchase my own additional equipment (e.g., monitors, keyboard, mouse, etc.) for my home office setup?

Yes, you are welcome to purchase your own equipment for your home office setup. However, there are some important factors to consider:

- HCA will not reimburse employees for any additional equipment they choose to purchase for their home office use.
- The Enterprise Technology Services (ETS) Division will not provide support for any personally owned devices.
- Any personally owned device must be compatible with the HCA systems or they will not work with the HCA-issued equipment. A list of compatible equipment can be found in ServiceNow > Knowledge > Technology > IT Standards > ETS Software and Hardware Standards. It can also be accessed directly at:
https://hca.servicenowservices.com/kb_view.do?sysparm_article=KB0011218

Will there be sneeze guards in place?

Some areas include sneeze guards, including: In-person customer service areas, administrative assistant work stations, reception areas, and help desk.

Will my home internet be paid for if I'm teleworking?

No.

My internet connectivity from home is unreliable. What are my options?

Consistent with the HCA telework agreement, employees are responsible for maintaining internet access. If unable to do so, they need to report to their official duty station.

What happens if I'm teleworking and the equipment I have been issued (e.g. laptop) fails, or if my telework location becomes inoperable (e.g., non-incident weather related power or internet outage), and I cannot continue to work?

Immediately contact your supervisor to explore the most suitable option. This could include:

- Traveling on your own time to HCA headquarters to exchange equipment with ETS or work in-office for the remainder of your shift, or
- Submitting a leave request, or
- Requesting to adjust your schedule to make up time later so you can report to HCA headquarters for a full shift the following business day, to exchange equipment or if the telework location remains inoperable.

Will assigned / drop-in locations be cleaned? How often? By whom?

As before, janitorial staff will empty garbage daily and vacuum weekly. HCA will provide supplies on each floor, and employees will be expected to clean their workstation / touch down at the start of their work day.

Am I able to bring in personal items?

Yes, if you have an assigned workspace. If you are using a touch down space, please remove your personal items at the end of the day.

If I am using a touch down space, will there be somewhere for me to lock up my belongings during my work day?

Yes. All touch down spaces will have a mobile pedestal and overhead cabinet, which will have keys in the locks when you arrive so you can lock up your personal belongings while in the office; however, staff will need to remove all personal belongings and leave the keys in the locks at the touch down space when they leave each day.

Will assigned workstations be shared?

No. If you are assigned to a workstation, you will be the only person located there.

Do I need to get vaccinated?

Updated 8/27: Yes, effective October 18, 2021, employees must be fully vaccinated as a condition of employment. Please visit [the COVID-19 page on Inside HCA](#) to learn more about the vaccination requirement.

Will I be required to wear a mask in the office?

If you have been fully vaccinated against COVID-19, you will not be required to wear a mask in HCA buildings. You must verify your vaccination status at the Reception Desk to move about the HCA buildings without a mask.

Will my supervisor be on-site?

Based on business need and supervisor desire, some will have telework agreements. HCA continues to provide learning for how to supervise and lead in a hybrid environment.

Is there continued flexibility on child/dependent care situations?

Yes. Per [State HR guidance](#), "Caring for others shall not preclude a state employee from teleworking, although the employer reserves the right to revisit or withdraw approval to telework if the employee is not able to effectively perform their assigned work."

May I participate in the infants in the workplace program?

At this time, we have suspended bringing infants into the HCA facilities. This will be re-evaluated in the future.

Are we able to participate in in-person outreach events with stakeholders, community members, and clients?

At this time, employees may participate in offsite events while following [the OFM guidelines](#) regarding gatherings.